

SIS Webinar #1

New SIS Functionalities - Are you making the most of them?

Presenter: Vivekh Pundit . IATA



Agenda



Key features and functionalities deployed in SIS Production in 2019
(November 2019 - Release 1.15 and May 2019 - Release 1.14):

- Contact management
- Changes to user and contact management data retention policy [Nov-19]
- Payment status for 'MISC' invoices and the new data purging process [Nov-19]
- New passenger rejections analysis report [May-19]
- New correspondence aging report and alerts [May-19]





Contact management

Contact management



- SIS contacts are email addresses that are assigned to receive important and timely automated email alerts for SIS processing activities, such as:
 - Correspondence alerts;
 - File validation/sanity check report notifications;
 - SIS output file availability;
 - Clearing House (ICH/ACH) advice and clearance notifications;
 - Reports availability.
- Important!
 - A contact does **not** need to be a user; they can be active as stand-alone contacts;
 - Only **SIS super-users** or users with the appropriate permissions can add/manage contacts;
 - It is very important for **contacts to be regularly maintained** for SIS member accounts to make the most of the related SIS functionalities and features.

Contact management



- [Retrieve your SIS contacts: Profile and User Management >> Manage Member Profile - 'Contacts' tab](#)

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

No LOGO
150px X 50px

Member Profile

Manage Member

Member Details | Locations | **Contacts**

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="x"/>	Contact	1	contact1@sismember.com	
<input type="button" value="x"/>	Contact	2	contact2@sismember.com	
<input type="button" value="x"/>	Contact	3	contact3@sismember.com	
<input type="button" value="x"/>	User	Example	user1@sismember.com	

Page 1 of 1 | 5 | View 1 - 4 of 4

* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active:

Phone Number 1: Phone Number 2: Mobile Number: Fax Number: SITA Address:



Contact management



- [View your SIS contacts' email alert assignments: Click 'View All Contact Assignments'](#)

No LOGO
150px X 50px

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

Member Profile

Manage Member

Member Details Locations **Contacts**

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Search

Actions	First Name	Last Name	Email ID	Staff ID
	Contact	1	contact1@sismember.com	
	Contact	2	contact2@sismember.com	
	Contact	3	contact3@sismember.com	
	User	Example	user1@sismember.com	

Page 1 of 1 5 View 1 - 4 of 4

[View All Contact Assignments](#) [Replace Contact Assignments](#) [Copy Contact Assignments](#) [Add New Contact](#)

* Email Address: <input type="text" value="contact1@sismember.com"/>	Salutation: <input type="text" value="MR."/>	* First Name: <input type="text" value="Contact"/>	Last Name: <input type="text" value="1"/>	Staff ID: <input type="text"/>
Position/Title: <input type="text"/>	Division: <input type="text" value="Finance"/>	Department: <input type="text"/>	Address Line 3: <input type="text"/>	City Name: <input type="text"/>
Location ID: <input type="text" value="Please Select"/>	Address Line 1: <input type="text"/>	Address Line 2: <input type="text"/>	Active: <input checked="" type="checkbox"/>	SITA Address: <input type="text"/>
Postal Code: <input type="text"/>	Country Name: <input type="text" value="Please Select"/>	Sub Division Name: <input type="text"/>	Fax Number: <input type="text"/>	
Phone Number 1: <input type="text"/>	Phone Number 2: <input type="text"/>	Mobile Number: <input type="text"/>		



Contact management



- Assign contacts email alerts: New window should pop-up to display all your active SIS contacts and their email alert assignments. Users with appropriate permissions will be able to add/remove contact assignments in this window.

All Contact Assignments ✕

Search Criteria

Group: Subgroup: Type:

Search

Contact Name	IBSOPS-Chairman	IDEC SC	PAX-General	CGO-General
Contact 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Example	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Contact management



- **Add New Contact:** Users with appropriate permissions will be able to add new contacts by entering the fields on the contact details form and save.

View All Contact Assignments | Replace Contact Assignments | Copy Contact Assignments | **Add New Contact**

* Email Address: <input type="text"/>	Salutation: Please Select ▼	* First Name: <input type="text"/>	Last Name: <input type="text"/>	Staff ID: <input type="text"/>
Position/Title: <input type="text"/>	Division: <input type="text"/>	Department: <input type="text"/>		
Location ID: Please Select ▼	Address Line 1: <input type="text"/>	Address Line 2: <input type="text"/>	Address Line 3: <input type="text"/>	City Name: <input type="text"/>
Postal Code: <input type="text"/>	Country Name: Please Select ▼	Sub Division Name: <input type="text"/>	Active: <input checked="" type="checkbox"/>	
Phone Number 1: <input type="text"/>	Phone Number 2: <input type="text"/>	Mobile Number: <input type="text"/>	Fax Number: <input type="text"/>	SITA Address: <input type="text"/>

Save Contact



Contact management



- **Deactivate Contact:** Users with appropriate permissions will be able to deactivate a contact by ticking or un-ticking the check-box to activate or deactivate a contact respectively under 'Active' in the contact details.

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

Member Profile

Manage Member

No LOGO
150px X 50px

Member Details | Locations | **Contacts**

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="checkbox"/>	Contact	1	contact1@sismember.com	
<input type="checkbox"/>	Contact	2	contact2@sismember.com	
<input type="checkbox"/>	Contact	3	contact3@sismember.com	
<input type="checkbox"/>	User	Example	user1@sismember.com	

Page 1 of 1 | 5 | View 1 - 4 of 4

* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active: Fax Number: SITA Address:

Phone Number 1: Phone Number 2: Mobile Number:



Contact management



- [Replace Contact Assignments](#): Click 'Replace Contact Assignments'

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

No LOGO
150px X 50px

Member Profile

Manage Member

Member Details
Locations
Contacts

Search Existing Contacts

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="✖"/>	Contact	1	contact1@sismember.com	
<input type="button" value="✖"/>	Contact	2	contact2@sismember.com	
<input type="button" value="✖"/>	Contact	3	contact3@sismember.com	
<input type="button" value="✖"/>	User	Example	user1@sismember.com	

Page 1 of 1 | View 1 - 4 of 4

View All Contact Assignments
Replace Contact Assignments
Copy Contact Assignments
Add New Contact

<p>* Email Address: <input type="text" value="contact1@sismember.com"/></p> <p>Position/Title: <input type="text"/></p> <p>Location ID: <input type="text" value="Please Select"/></p> <p>Postal Code: <input type="text"/></p> <p>Phone Number 1: <input type="text"/></p>	<p>Salutation: <input type="text" value="MR."/></p> <p>Division: <input type="text" value="Finance"/></p> <p>Address Line 1: <input type="text"/></p> <p>Country Name: <input type="text" value="Please Select"/></p> <p>Phone Number 2: <input type="text"/></p>	<p>* First Name: <input type="text" value="Contact"/></p> <p>Department: <input type="text"/></p> <p>Address Line 2: <input type="text"/></p> <p>Sub Division Name: <input type="text"/></p> <p>Mobile Number: <input type="text"/></p>	<p>Last Name: <input type="text" value="1"/></p> <p>Address Line 3: <input type="text"/></p> <p>Active: <input checked="" type="checkbox"/></p> <p>Fax Number: <input type="text"/></p>	<p>Staff ID: <input type="text"/></p> <p>City Name: <input type="text"/></p> <p>SITA Address: <input type="text"/></p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------



Contact management



- Replace Contact Assignments: New window should pop-up to display a drop-down menu with all active contacts. Users with appropriate permissions will be able to select the contacts from and to which the email alerts assignments should be replaced.

Replace Contact Assignme... [X]

Current Contact Person
Contact 1 ▼

New Contact Person
Contact 3 ▼

OK Exit

Contact management



- [Copy Contact Assignments:](#) Click 'Copy Contact Assignments'

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

Member Profile

Manage Member

No LOGO
150px X 50px

Member Details | Locations | **Contacts**

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="X"/>	Contact	1	contact1@sismember.com	
<input type="button" value="X"/>	Contact	2	contact2@sismember.com	
<input type="button" value="X"/>	Contact	3	contact3@sismember.com	
<input type="button" value="X"/>	User	Example	user1@sismember.com	

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* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active:

Phone Number 1: Phone Number 2: Mobile Number: Fax Number: SITA Address:



Contact management



- Copy Contact Assignments: New window should pop-up to display a drop-down menu with all active contacts. Users with appropriate permissions will be able to select the contacts from and to which the email alerts assignments should be copied.

Copy Contact Assignments

Copy Contact Assignments of User
Contact 2 ▼

New Contact Person
Contact 1 ▼

OK Exit

Contact management



- [Member / Contact Report:](#) Reports >> Member/Contact Report
- Generates report with a specific or all SIS members' contacts for the desired search criteria.

Query and Download

Report Criteria

Member Details **Contact Details**

Member Details

Member Name

Country

ACH Members ICH Members Dual Members Non-CH Members IATA Members

Contact Name

Email

Report Display Options:

Tabular Format Address-Label Format

Display Options

Available Fields

- IBSOPS-Chairman
- Member Prefix
- IBSOPS-Vice Chairman
- Member Designator
- Sampling SC-Chairman
- Member Commercial Name
- Member Legal Name
- IDEC SC
- PAX-General
- Email Address

Selected Fields

Sort On	Sort Order
No records to view	

Contact management



- [Complete Contacts Data CSV File: General >> File Management >> Download File – File Type: 'Complete Contacts Data CSV File'](#).
- Automated output file generated for all members at the end of each billing period that provides the most updated list of SIS member contacts.

[Home](#) >> [General](#) >> [File Management](#) >> [Download File](#)

Download File

Search Criteria

Billing Month From: Oct	Billing Period From: 4	Billing Month To: Oct	Billing Period To: 4	Billing Year: 2019
File Type: Complete Contacts Data CSV File	Location ID: Main			
<input type="button" value="Search"/>				

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

* Delivery Date From 30-Oct-19	* Delivery Date To 30-Oct-19	File Type All	* Location ID: Main
<input type="button" value="Search"/>			

Search Results

File Generated On	Billing Month	Billing Period	File Name	File Type	Location ID	Action
10/29/2019 2:11:35 AM	10-2019	4	CTCDATA-COMP-20191004.ZIP	Complete Contacts Data CSV File		

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Poll Question # 1

Respond to the poll if the statement below is TRUE or FALSE.

"It is possible to generate a report in SIS with a specific or all SIS members' contacts."

A = TRUE

B = FALSE





Changes to user and contact management data retention policy

Changes to user and contact management data retention policy



Changes in the EU GDPR legislation has provisioned new rules with regards to the storage of personal data in SIS.

Effective 8th November 2019, a new process in SIS will automatically:

- **invalidate and delete details of users and their linked contacts that have been deactivated by other users or deactivated by the system due to inactivity;**
- **deactivate the linked contact of the user;**
- **delete all deactivated users and contacts after two (2) years of being in a deactivated status.**



Changes to user and contact management data retention policy



- When users and contacts are deleted, they will no longer show in the following SIS modules:
 - **'Manage Users'** – *(Profile and User Management >> Manage Users)*
 - **'Contacts'** – *(Profile and User Management >> Manage Member Profile)*
 - **'Assign Permission to User'** – *(Profile and User Management >> Manage User Permissions >> Assign Permission To User)*
 - **'Manage Location Associations'** – *(Profile and User Management >> Manage Location Associations)*
 - Report **'View Profile Changes Report'** – *(Reports >> SIS Users Report)*

Changes to user and contact management data retention policy



- When users and contacts are deleted, they will no longer show in the 'Search Criteria' fields of following SIS screens:
 - **'Manage Invoice'** - applicable for all billing categories; field 'Invoice/Credit Note Owner'
 - **'Billing History and Correspondence'** - applicable for all billing categories; field 'Correspondence Owner'
 - **'Manage Disputes'** - field 'Dispute Owner'

Changes to user and contact management data retention policy



- How to activate / re-activate a user: 'Manage Users': Profile and User Management >> Manage Users
- The highlighted 'Action' button below will activate or deactivate a user, based on their status at the time.

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




Manage Users

Use the below form to search and modify a selected user.

Search Criteria

First Name:	Last Name:	Email Address:	Status:
<input type="text"/>	<input type="text"/>	<input type="text"/>	All ▼
<input type="button" value="Search"/>			

Search Results

Actions	First Name	Last Name	Email Address	Super User	Secondary User	Primary Account's Organization	Status	Is Archived
  	User	Example	user1@sismember.com	No	No	N/A	Active	No

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Changes to user and contact management data retention policy



- **Important!:**
 - **After they are deleted, users and contact must be created as a new user and/or contact.**
 - **It is very important super-users regularly maintain/update the list of their SIS member account users and contacts to reflect their most appropriate status.**
 - **For additional guidance on managing users and contacts, please refer to the following resources published on our website:**
 - **Chapter 7 of the 'SIS User Guide';**
 - **Chapter 10 of the 'Integrated Settlement Participation Guide (ISPG)';**
 - **Module 'Member & User Profile' of the computer-based training.**

Poll Question # 2

Select the correct response to complete the sentence below.

"After a user and contact is deactivated it takes _____ for the username and contact to delete."

A = Two (2) Years

B = Three (3) Years

C = Five (5) Years





Payment status for 'MISC' invoices and the new data purging process

Payment status for 'MISC' invoices and the new data purging process



Currently, Invoice PDF, Listing and CSV listings files for Bilateral MISC Invoices/Credit Notes are purged after 12 months.

With this change, if last payment status as per the Billing Member of an Invoice/Credit Note is a status where purging of Invoice PDF and Listing Files should be excluded, then...

the Invoice PDF and Listing Files of that particular Invoice/Credit Note will not be purged until...

the payment status as per Billing Member is updated to one of the payment statuses where invoice/credit note will be eligible for purging (*e.g. 'Full Payment Received'*).

Payment status for 'MISC' invoices and the new data purging process



- The following are the payment statuses as per the Billing Member that will be excluded from existing purging process.
 - 'Overdue Payment'
 - 'Partial Payment Accepted'
 - 'Partial Payment Accepted as per Dispute'
 - 'Partial Payment Disputed'
 - 'Partial Payment Outstanding'
 - 'Status Correction Payment Not Received'
- All other payment statuses as per the Billing Member will be eligible for purging, as per the existing purging process.

Payment status for 'MISC' invoices and the new data purging process



- **Important!**
 - **This change is applicable to Invoices/Credit Notes only for Miscellaneous Billing Categories with SMI 'B' and 'R' and any other SMI that behaves as Bilateral, with the exception of SMI 'X'.**
 - **The invoice PDF and Listing files which have been purged prior to the deployment of this change will not be available for download. If the user attempts to download such Invoice PDF/Listing, the system will provide the appropriate error message.**

Poll Question # 3

Select the correct response to answer the question below.

How many months does it take for invoices/credit notes to purge, as per the existing process?

A = Six (6) Months

B = Twelve (12) Months

C = Twenty (20) Months





New passenger rejection analysis report

New analysis report for Passenger Rejections



- In May 2019 a new report was introduced for airlines to analyze their incoming and outgoing passenger rejection memos and compare their performance against the global industry trend.
- This report is designed for passenger interline teams to...
 - assess their passenger rejection billing quality against the industry;
 - easily view their passenger rejection billing trends and anomalies;
 - take corrective action to bill correctly the first time to prevent/reduce rejections.
- This new functionality is a result of the Passenger Rejection Reduction initiative.





- [Download the Report:](#)

Reports >> Passenger >> Non-Sampling RM Analysis Comparison to Industry

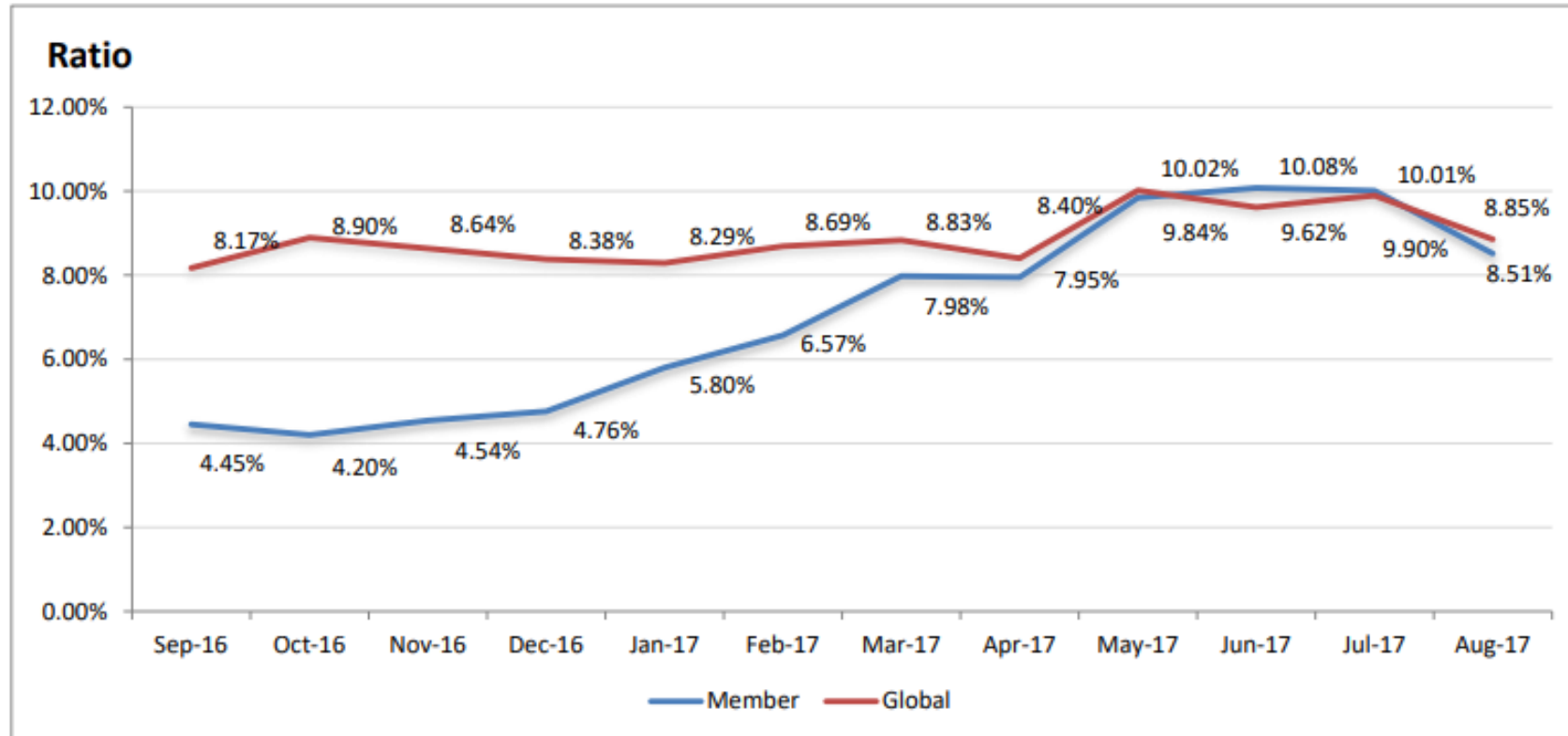
The screenshot shows the IATA SIS system interface. At the top is the IATA logo. Below it is a navigation bar with three main sections: 'Reports', 'General', and 'Profile and User Management'. The 'Reports' section is expanded, showing a list of report categories: Processing Dashboard, SIS Usage Report, SIS IS-WEB Usage Report, Member/Contact Report, SIS Users Report, IS and CH Calendar Report, Invoice Deletion Audit Trail Report, Invoice Reference Data, Financial Controller, Passenger, Cargo, Miscellaneous, and Download Offline Reports. The 'Passenger' category is highlighted with an orange box. Its sub-menu is also expanded, showing 'Receivables', 'Payables', 'Correspondence Status', 'BVC Details', 'Non-Sampling RM Analysis Comparison to Industry - IATA RAM Rules', and 'Non-Sampling RM Analysis Comparison to Industry - ACH Rules'. The last two items in the sub-menu are highlighted with orange boxes.



Example of report



Ratio of 1st stage rejections raised by member 'XB-ABC' over prime billings billed to member 'XB-ABC'



The chart above illustrates the trend of the estimated percentage of prime billings rejected by member 'XB-ABC'. From the chart we can see that the member 'XB-ABC' percentages are below the industry average but are increasing.

Example of report



Comparison between total count of prime billings received, total 1st stage rejection memos raised, total 2nd stage rejection memos received and total 3rd stage rejection memos raised by member 'XB-ABC'

	Sep'16-Aug'17	Sep'15-Aug'16
Count of Prime Billings billed by member 'XB-ABC'	2,312,387	1,851,029
Count of Stage 1 RM Coupons received by member 'XB-ABC'	300,885	270,981
Ratio of Stage 1 RM Coupons (received) to Prime Billings (raised)	13.01%	14.64
Count of Stage 2 RM Coupons raised by member 'XB-ABC'	64,298	62,663
Ratio of Stage 2 RM Coupons (raised) to Stage 1 RM Coupons (received)	21.37%	23.12
Count of Stage 3 RM Coupons received by member 'XB-ABC'	14,695	11,870
Ratio of Stage 3 RM Coupons (received) to Stage 2 RM Coupons (raised)	22.85%	18.94
Count of coupons disputed in Stage 1 Correspondences initiated by member 'XB-ABC'	2500	2515
Ratio of coupons disputed in Stage 1 Corrs (raised) to Stage 3 RM Coupons (received)	17.01%	21.19

It can be estimated that in Sep'16 - Aug'17 period **10%** of the Prime Billings raised by member 'XB-ABC' were rejected by the other airlines and accepted by member 'XB-ABC' as incorrect.

Example of report



Top 5 airlines raising rejections against member 'XB-ABC' :

Airline	Stage 1 received	Stage 2 raised by Member A	Stage 3 received	Top reason codes (Stage 1)
XB-AAA	26,487	4,528	3,447	1B + 1A
XB-BBB	19,344	3,285	2,119	1B + 1C + 1G
XB-CCC	15,144	699	420	1C
XB-DDD	13,498	1,200	2,998	1B
XB-CCC	10,581	4,360	50	1B

The 1st stage rejections raised by the Top 5 airlines against member 'XB-ABC' represent 54% of all 1st stage rejections received.

Reason Code	Reason Description	1 st Stage Rejections Raised Count and Percentage	
1B	Fare Reclaim	105,421	66%
1G	Tax Reclaim	23,716	15%
1C	ISC Reclaim	13,746	9%
1A	Fare/Tax/ISC	10,340	7%
	Other reason codes	5,478	3%
	Total	158,701	100%

The Top 4 reason codes represent **97%** of all 1st stage rejections raised against member 'XB-ABC' during this period.

New analysis report for Passenger Rejections



Benefits realized from this new report:

- Get a snapshot of your passenger rejection memo billing performance against the global industry
- Helps identify possible gaps in your passenger rejection billing handling processes
- Easily identify the top 5 interline partners and reason codes every month for prompt corrective action
- Provides performance summary notes for supervisor/managerial reception
- Quickly view trends and anomalies for prompt corrective action

Poll Question # 4

Respond to the poll if the statement below is TRUE or FALSE.

"This new report is designed for passenger interline teams to assess their passenger rejection billing quality against the industry."

A = TRUE

B = FALSE





Correspondence Aging Report and Alerts

Correspondence Aging Report



- In May 2019, a new correspondence aging report is generated every month and sent to the contacts assigned to receive this email alert as setup in their member profile.
- This new report is applicable to Passenger, Cargo and Miscellaneous billing categories.
- This report is meant to provide a list of correspondences with the following criteria:
 - All Open Correspondences that have **crossed stage 7** (initiated and received)
 - A list of Correspondences initiated, for which **authority has been received** and **no billing memo has been raised**
 - A list of Correspondences initiated, which have **expired due to non-reply** from the other airline and **no billing memo has been raised**



- Assign Correspondence Report Contact :
 1. 'Contacts' Tab of SIS Module: Profile and User Management >> Manage Member Profile.
 2. View Contact Assignments.

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

No LOGO
150px X 50px

Member Profile

Manage Member

Member Details | Locations | **Contacts**

Search Existing Contacts

First Name: Last Name: Email Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="x"/>	Contact	1	contact1@sismember.com	
<input type="button" value="x"/>	Contact	2	contact2@sismember.com	
<input type="button" value="x"/>	Contact	3	contact3@sismember.com	
<input type="button" value="x"/>	User	Example	user1@sismember.com	

Page 1 of 1 View 1 - 4 of 4

* Email Address: Salutation: * First Name:
Position/Title: Division: Department:

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

Contact Name	IBSOPS-Chairman	IDEC SC	PAX-General	CGO-General
Contact 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Example	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- Assign Correspondence Report Contact (2):
 3. Search by Billing Category and Subgroup 'PAX' or 'CGO' or 'MISC'.
 4. Tick the boxes for the relevant contacts under alert titled 'Correspondence Report Contact'

All Contact Assignments ✕

Search Criteria

Group: Billing Category Spe ▼ Subgroup: PAX ▼ Type: Please Select ▼

Search

Error	PAX-Open Invoices Contact	PAX-Correspondence Contact	PAX-Correspondence Expiry Contact	PAX-Correspondence Report Contact
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" 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 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 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save **Close**

Example Report



Dear SIS Member,

Please find below Correspondence Aging Report for Member XB-ABC.

Correspondences initiated by XB-ABC for which authority has been received but billing memos have not been raised:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-ABC	XB-AAA-Airline2	XB-ABC-Airline1	1250030864	2	Open	Received	06/Jun/2018	USD	275.22	Y (Full)	06/Aug/2018
XB-ABC	XB-AAA-Airline2	XB-ABC-Airline1	1250030867	2	Open	Received	06/Jun/2018	USD	191.06	Y (Full)	06/Aug/2018
XB-ABC	XB-AAA-Airline2	XB-ABC-Airline1	1250030868	2	Open	Received	06/Jun/2018	USD	188.48	Y (Full)	06/Aug/2018

Correspondences initiated by XB-ABC that have expired due to non-reply from the other airline and no billing memos have been raised:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-ABC	XB-ABC-Airline1	XB-BBB-Airline3	1250025564	7	Expired	Responded	01/Jun/2018	USD	296.63	N	01/Aug/2018
XB-ABC	XB-ABC-Airline1	XB-CCC-Airline4	1250025574	7	Expired	Responded	01/Jun/2018	USD	922.22	N	01/Aug/2018
XB-ABC	XB-ABC-Airline1	AI-098-AIR INDIA	1250025948	7	Expired	Responded	08/Jun/2018	USD	1442.16	N	08/Aug/2018

Open Correspondences initiated by XB-ABC that have crossed the 7th Stage:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-ABC	XB-BBB-Airline3	XB-ABC-Airline1	1250025211	8	Open	Received	14/Jun/2018	USD	90.26	Y (Partial)	14/Aug/2018
XB-ABC	XB-CCC-Airline4	XB-ABC-Airline1	1250025287	8	Open	Received	07/Jun/2018	USD	41.92	Y (Full)	07/Aug/2018

Open Correspondences which are not initiated by XB-ABC that have crossed the 7th stage:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-DDD	XB-ABC-Airline1	XB-DDD-Airline5	750009445	8	Open	Responded	07/Jun/2018	USD	59.29	Y (Partial)	07/Aug/2018

Email Signature:

Regards,

IATA SIS Operations Team

Correspondence Aging Report and Alerts



Benefits realized from this new report:

- Take necessary steps and actions to prevent lengthy aging and expiry of correspondences
- Minimize loss of revenue due to no-response and expired correspondences
- Helps members improve quality of outward and inward billings

Poll Question # 5

Select the correct response to answer the question below.

What is the name of the alert type that can be assigned to contacts to receive the new Correspondence Aging Report?

A = Correspondence Expiry Contact

B = Correspondence Contact

C = Correspondence Report Contact



Are you making the most of the new SIS functionalities?



Learn more about all SIS functionalities

1. www.iata.org/SIS
2. 'SIS For Airlines'
3. 'Documents' tab

SERVICES:

- Accreditation - Travel & Cargo
- Intelligence & Statistics
- Financial Services
- Airline services
- Simplified Invoicing and Settlement

SIS for Airlines

SIS for Suppliers

SIS for Invoice Receivers

Supplier to Airline e-Invoicing (SAI)

Report services

Air Navigation Service Provider

Civil Aviation Authority

Services for other partners

Travel Professionals

Clearing, MCO and Ground Handlers

INET

Consulting

Safety & Flight Operations Solutions

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SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging invoice billing data electronically. SIS eliminates the paper from the invoice 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 LINKS

REJECTIONS MEDIA

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 v4.0.0.2 (zip)
- Complete ISPG package v4.0.0.2 (zip) with tracked changes

IS-IDEC Record Structure

- Passenger Record Structure v4.0.0.1 (xls)
- Passenger Record Structure v4.0.0.1 (pdf)
- Cargo Record Structure v4.0.0.1 (xls)
- Cargo Record Structure v4.0.0.1 (pdf)

IS-XML Record Structure

- IS-XML Invoice Standard v4.0.0.1 (zip)

Sample Files

- Passenger (zip)
- Miscellaneous (zip)
- Cargo (zip)
- UATP (zip)
- Excel to IS-XML tool (zip)

Supporting Attachments

- Supporting Attachments (zip)

ICH Reports

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

Open Change Request

- IATA SIS Open Change Requests

Production System Release Notes

These notes include important information regarding changes deployed in the SIS live environment.

Maintenance Releases	Major Releases
<ul style="list-style-type: none">• Latest Release 1.12.2 (pdf)• Release 1.12.1 (pdf)• Release 1.12.0 (pdf)	<ul style="list-style-type: none">• 1.14 (pdf)• 1.13 (pdf)• 1.12 (pdf)• 1.11 (pdf)• 1.10 (pdf)• 1.9 (pdf)• 1.8 (pdf)• 1.7 (pdf)• 1.6 (pdf)• 1.5 (pdf)• 1.3 (pdf)

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ISO 27000:2013 certified (pdf)

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SIS is SOC2 Certified



SIS Member List (xls)

Super-User Change Request Form (pdf)

Multi-Client Access request form (pdf)

Attachment A - Pricing Schedule (pdf)

Attachment B - optional services (pdf)

Attachment D - Service Description (pdf)

Attachment F - Evaluation of Participants (pdf)

Benefits of using SIS

Questions Comments Feedback

Thank you