

Electronic Invoicing



InvoiceWorks® Platform Customer User Guide

(Participating Customer)



Participating Customer User Guide

Technical Support / Questions About InvoiceWorks® Functionality

Check the Help Menu item for assistance with that screen and more links to more extensive Help.

Questions and/or concerns can be addressed by contacting your Accounts Payables department Help Line.

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1. Purpose of This Document

This document is for Customer employees who are new to InvoiceWorks and also serves as a reference guide for current InvoiceWorks Customer users. This document describes the sign up process, as well as functionality of the Participating InvoiceWorks Customer.

Participating InvoiceWorks Customer allows users to:

- Review their invoices
- Search for their invoices
- Modify their account information (e.g., name, e-mail, phone, add proxy, modify password, etc.)
- Search for invoices
- Create additional users as needed
- Route invoices to specific users

IATA E&F

IATA Enhancement & Financing (E&F) is an integrated invoicing, collection and settlement solution for air navigation and airport fees and charges. The addition of InvoiceWorks will ease your process of data validation, searching for invoices, both current and historical, in addition to a multitude of benefits that is outlined above.

Dispute or invoice pre-Approval review features, usually used for other type of invoices delivered via IATA e-invoicing (InvoiceWorks) from other Suppliers are not practically used for Invoices related to IATA E&F Services. Should you have any dispute regarding any of the invoices please apply the existing process already in place. In addition the payment of E&F Services invoices should also be handled in accordance with the existing process. Both the dispute and payment functionalities are not available via the e-invoicing system at the moment.

Your E&F invoices are now available through an e-invoicing platform, InvoiceWorks. This will allow you to obtain both your current and past invoices in a secure and timely manner.

2 New InvoiceWorks User

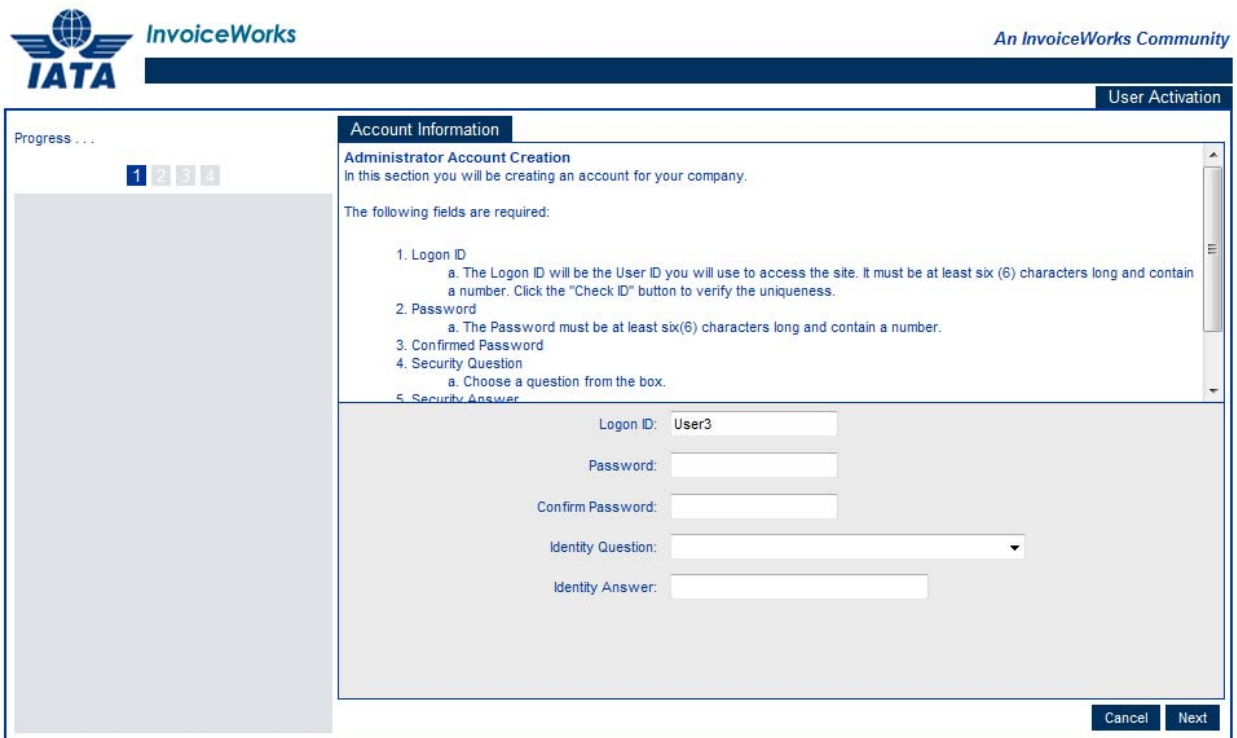
2.1 Receive Invitation E-Mail and Sign Up for InvoiceWorks

2.1.1 Receive Invitation E-Mail

An e-mail will be sent to you to invite you to sign up with InvoiceWorks. This email indicates how to activate your account and is initiated when an invoice submitted by a supplier through InvoiceWorks requires your review.

2.1.2 Activate Your InvoiceWorks Account

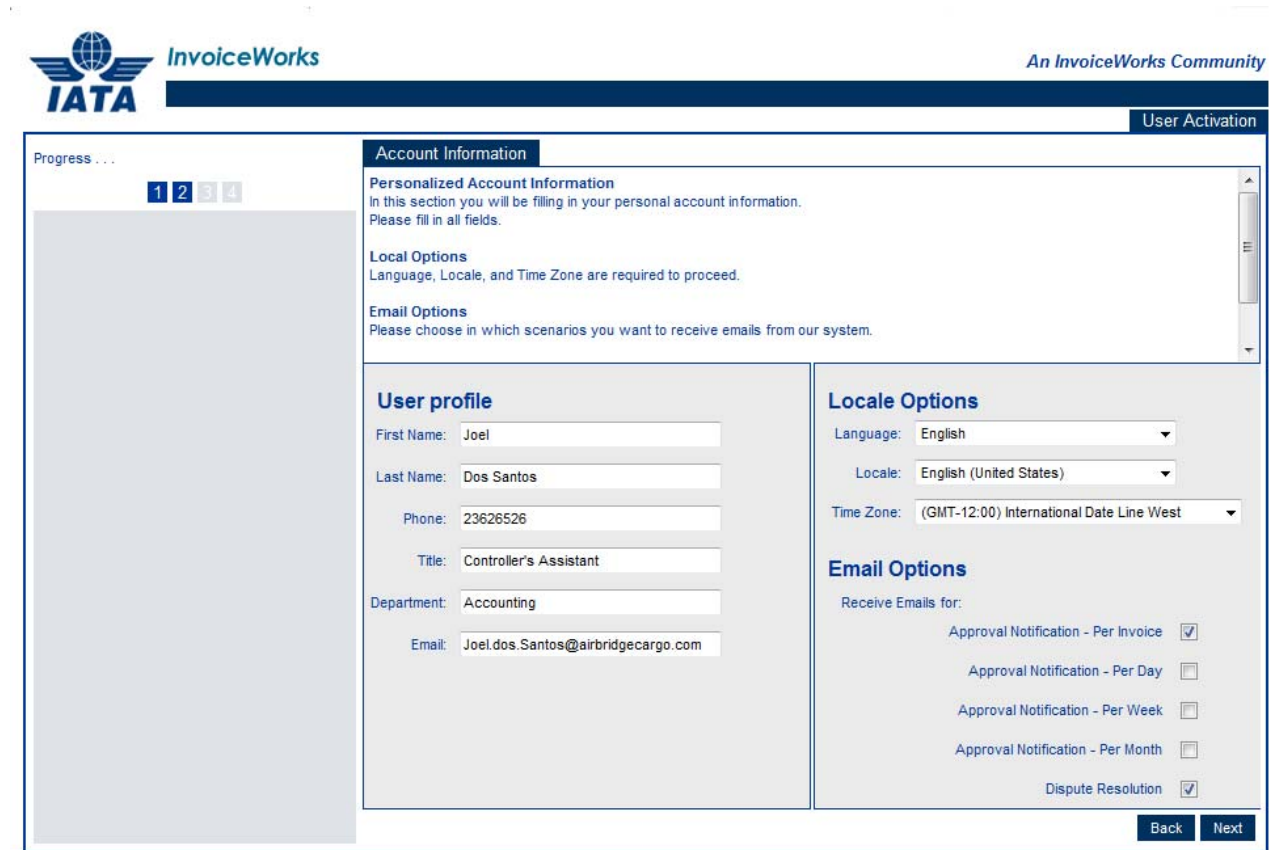
By clicking on the 'New User Activation' link you will be taken to the following screen:



The screenshot shows the 'User Activation' screen for 'Administrator Account Creation'. The page header includes the IATA InvoiceWorks logo and the text 'An InvoiceWorks Community'. A progress indicator shows four steps, with the first step '1' highlighted. The main content area is titled 'Account Information' and contains the following text: 'Administrator Account Creation. In this section you will be creating an account for your company. The following fields are required: 1. Logon ID (with sub-instruction: 'The Logon ID will be the User ID you will use to access the site. It must be at least six (6) characters long and contain a number. Click the "Check ID" button to verify the uniqueness.'), 2. Password (with sub-instruction: 'The Password must be at least six(6) characters long and contain a number.'), 3. Confirmed Password, 4. Security Question (with sub-instruction: 'Choose a question from the box.'), and 5. Security Answer. Below the instructions are input fields for 'Logon ID: User3', 'Password:', 'Confirm Password:', 'Identity Question:' (a dropdown menu), and 'Identity Answer:'. At the bottom right, there are 'Cancel' and 'Next' buttons.

- The user will be asked to create a password and an answer to an identity question.
- Click the Next button to continue the sign up process.

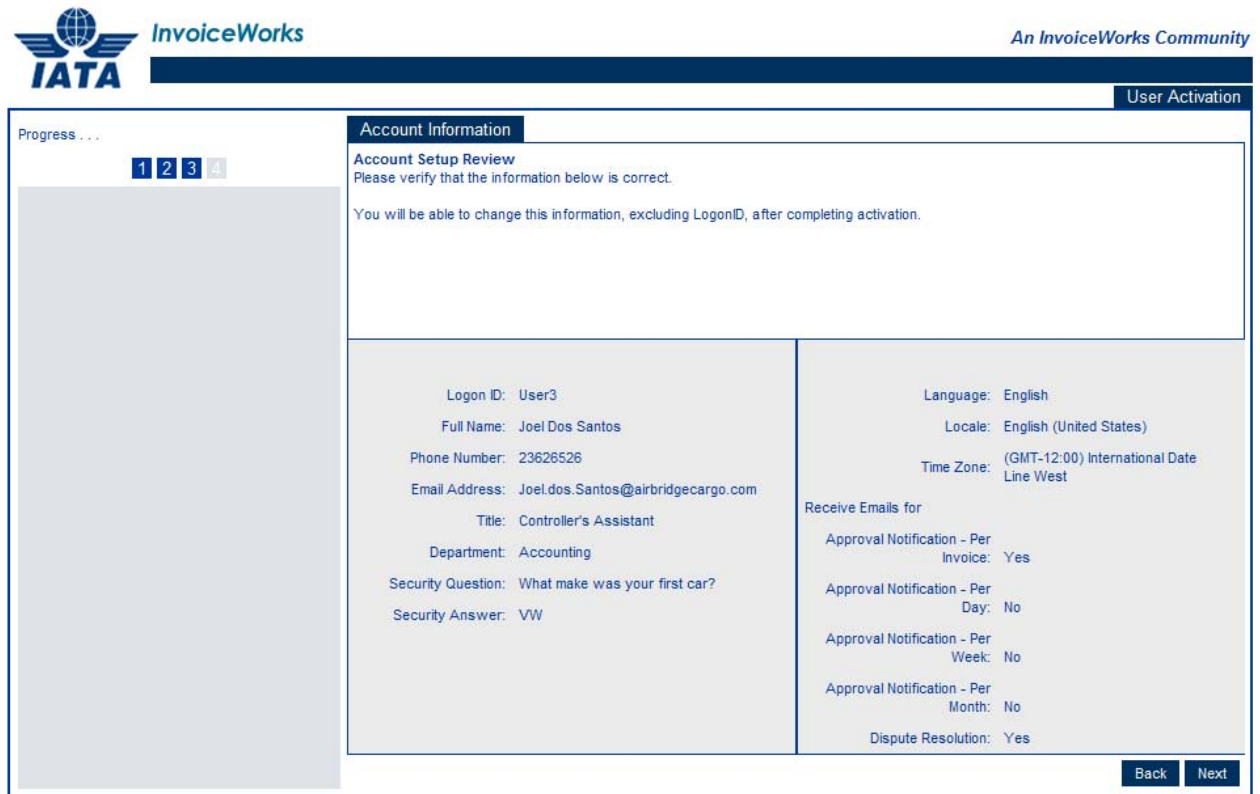
You will be directed to the following screen:



This screen displays the user information, the local settings, and the email notification options. These will be pre-populated and the user will just need to verify everything is correct before clicking on the Next button.

* “Dispute resolution” is flagged “yes” however this functionality is not in the scope at the moment with respect to E&F Services invoices posted on Invoice Works.

The following screen will appear to confirm the user's information:



IATA InvoiceWorks An InvoiceWorks Community

User Activation

Progress . . . 1 2 3 4

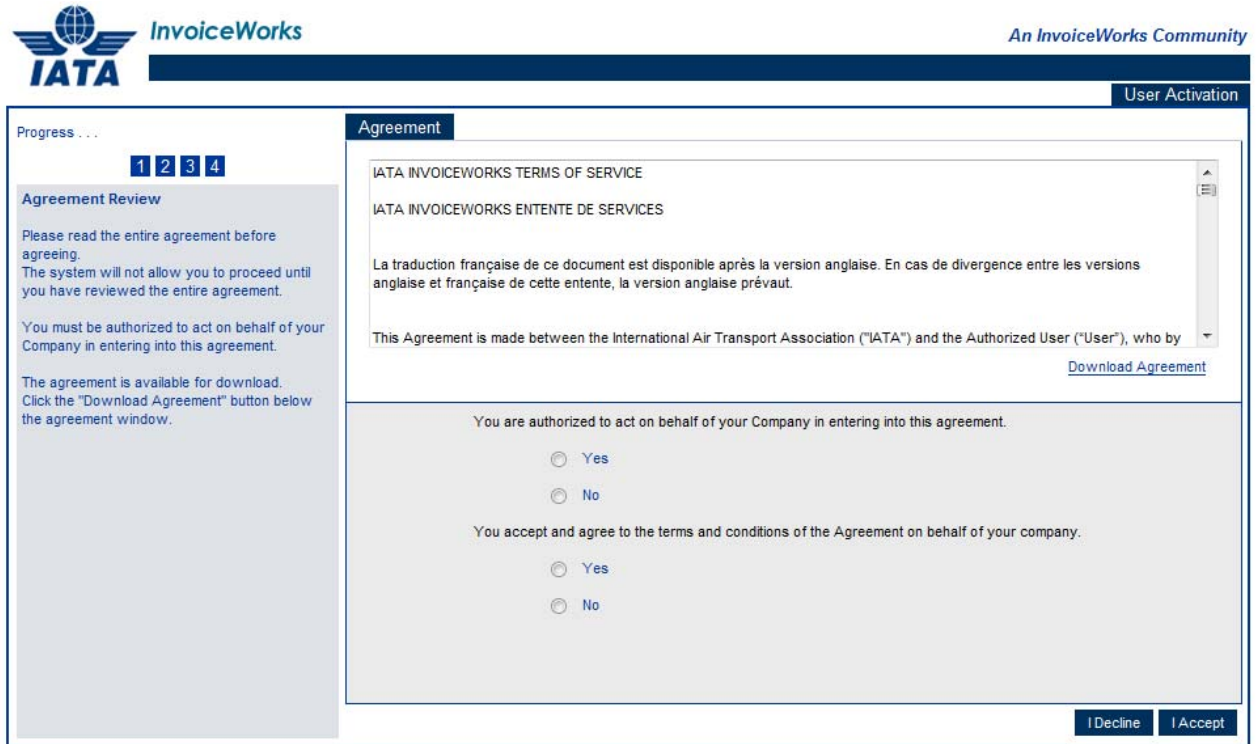
Account Information

Account Setup Review
Please verify that the information below is correct.
You will be able to change this information, excluding LogonID, after completing activation.

<p>Logon ID: User3</p> <p>Full Name: Joel Dos Santos</p> <p>Phone Number: 23626526</p> <p>Email Address: Joel.dos.Santos@airbridgecargo.com</p> <p>Title: Controller's Assistant</p> <p>Department: Accounting</p> <p>Security Question: What make was your first car?</p> <p>Security Answer: VW</p>	<p>Language: English</p> <p>Locale: English (United States)</p> <p>Time Zone: (GMT-12:00) International Date Line West</p> <p>Receive Emails for</p> <p>Approval Notification - Per Invoice: Yes</p> <p>Approval Notification - Per Day: No</p> <p>Approval Notification - Per Week: No</p> <p>Approval Notification - Per Month: No</p> <p>Dispute Resolution: Yes</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

[Back](#) [Next](#)

The final screen contains the user agreement and two questions to which the approver must answer Yes to in order to complete the sign up process (Note: the approver can only click the I Accept button after scrolling to the bottom of the user agreement).



The screenshot displays the 'User Activation' process in the IATA InvoiceWorks system. The page is divided into two main sections: 'Agreement Review' and 'Agreement'.

Agreement Review: This section contains instructions for the user, including a progress indicator (1, 2, 3, 4) and a 'Download Agreement' button.

Agreement: This section displays the 'IATA INVOICEWORKS TERMS OF SERVICE' and 'IATA INVOICEWORKS ENTENTE DE SERVICES'. It includes a French translation of the terms and a 'Download Agreement' button.

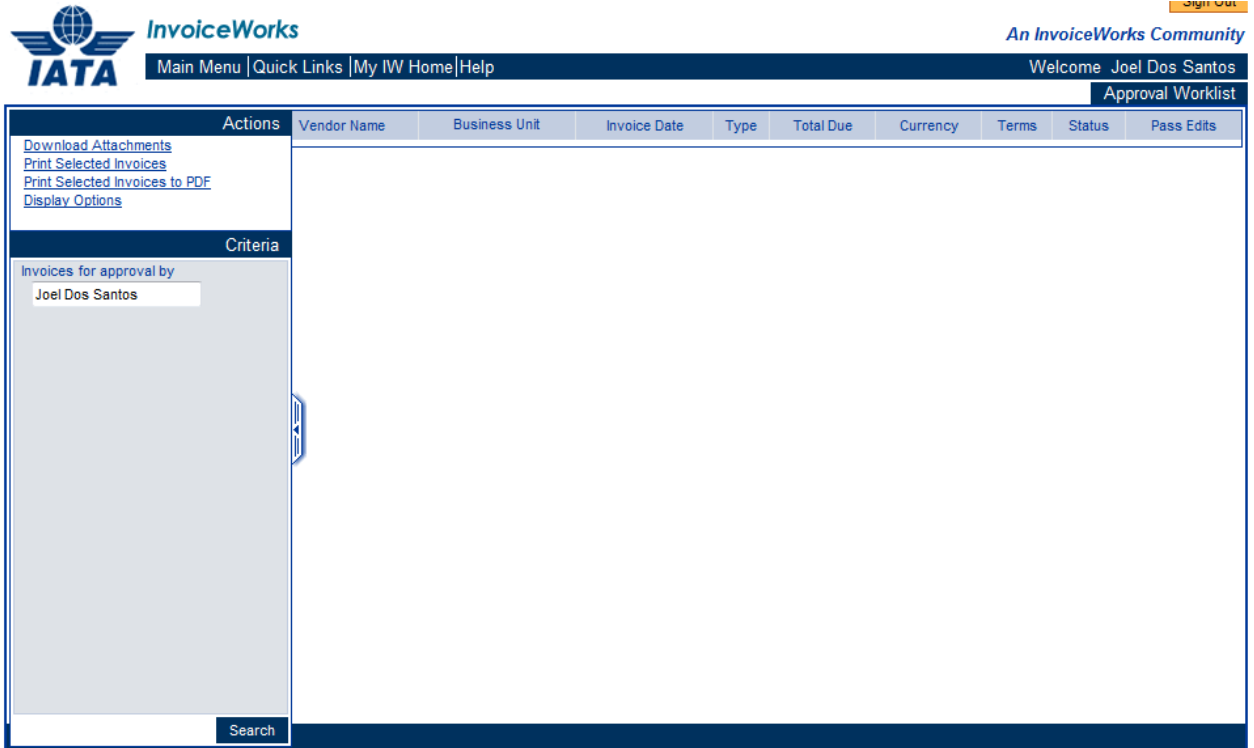
Below the agreement text, there are two questions with radio button options:

- Question 1: "You are authorized to act on behalf of your Company in entering into this agreement." with options "Yes" and "No".
- Question 2: "You accept and agree to the terms and conditions of the Agreement on behalf of your company." with options "Yes" and "No".

At the bottom right of the page, there are two buttons: "I Decline" and "I Accept".

Participating Customer User Guide

Once you click the I Accept button you will be logged in automatically to your Approval Worklist. If you have invoices routed to you this screen will show you the invoices you have not yet printed or whose attachments you have not downloaded. Printing an invoice or downloading the attachments from an invoice will remove the invoice from this screen automatically. The invoices will still be available under Invoice Search however.



InvoiceWorks An InvoiceWorks Community

Main Menu | Quick Links | My IW Home | Help Welcome Joel Dos Santos

Approval Worklist

Actions	Vendor Name	Business Unit	Invoice Date	Type	Total Due	Currency	Terms	Status	Pass Edits
Download Attachments Print Selected Invoices Print Selected Invoices to PDF Display Options									

Criteria

Invoices for approval by

3. Current InvoiceWorks User

3.1 Receive E-Mail Notification of an Invoice for Review/Printing

If an invoice has been routed to you for review and you are an active InvoiceWorks user, you will receive an e-mail with key information about the invoice. When a supplier sends an invoice to Customers through InvoiceWorks, a notification is sent to the appropriate user(s) through e-mail. This e-mail contains summary information from the invoice and a link to the InvoiceWorks website.

Click on the link to InvoiceWorks, and you will be directed to your home page on InvoiceWorks Customer, which displays a list of invoices that you need to review (called the 'Approval Worklist').

3.2 Accessing InvoiceWorks

- Go to <https://iata.invoiceworks.net/new/InvoiceWorks.aspx?page=1&type=2>
- Select Unlisted Participating Customer from the Customer drop down.
- Enter your User ID and password and click on Sign In. You will be directed to your InvoiceWorks Approval Worklist.



More Information	Existing Users	Sales and Marketing
<p>For technical questions about InvoiceWorks, please contact your AP Help Desk</p> <p>Go to Supplier</p>	<p>If your company already uses IATA InvoiceWorks, and you have an InvoiceWorks User ID, enter your User ID and Password and click the "Sign In" button.</p> <p>Language: <input type="text" value="English"/></p> <p>Customer: <input type="text"/></p> <p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p>Forgot your password? Forgot your User ID?</p>	<p>If you require a User ID, please contact your Accounts Payable – IATA InvoiceWorks Administrator to have an account and User ID created for you.</p>

4. Approving an Invoice

Important: Invoice notification sent to you by IATA E&F via IATA e-invoicing system is the final invoice requiring payment. Should you have any dispute regarding any of the data please apply the existing process already in place with E&F Services. In addition the payment of E&F Services invoices should be also handled in accordance with the existing process in place. Both the dispute and payment functionalities are not available via the e-invoicing system at the moment.

When using the system, you as a customer receive invoice for “Approval”, and can see it in the Approval Work List. Also, you can route invoice for review and “Approval” to different people in your organization. This functionality is available to you to optimize internal processes when needed and not related to the invoice payment obligations.

4.1 Approval Work List

The ‘Approval Worklist’ contains invoices that have been routed to you for your review. Invoice can be Reviewed, Printed and/or Attachments Downloaded from this screen.

To see invoice details to Review the invoice click on the InvoiceNbr.



[Main Menu](#) | [Quick Links](#) | [My IW Home](#) | [Help](#)

<input type="checkbox"/>	Priority	Invoice Nbr	Vendor Name	Business Unit	Invoice Date	Type	Total Due	Currency
<input type="checkbox"/>		ATCATCABW20090910	IATA E&F	ATC	15/10/2009	Non-PO	1,411.76	USD
<input type="checkbox"/>		ATCATCABW20090920	IATA E&F	ATC	15/10/2009	Non-PO	1,150.00	USD
<input type="checkbox"/>		ATCATCABW20090920B	IATA E&F	ATC	15/10/2009	Non-PO	1,150.00	USD

4.2 Invoice Edit

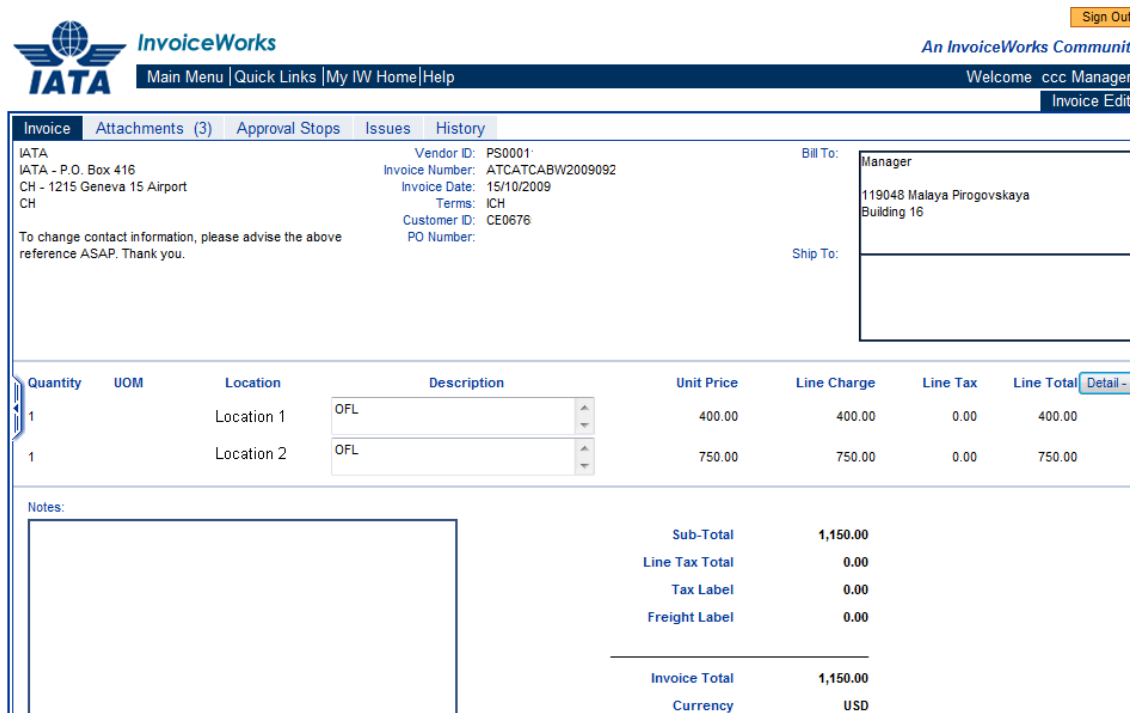
Click on the hyperlinked [Invoice Nbr](#) to review or print the invoice. At this point, you will be directed to the 'Invoice Edit' screen.

Invoices:

One or more of the following activities can occur in 'Invoice Edit':

- View attachments associated with invoice.
- Download the attachments for the invoice.
- Print the invoice.
- View invoice history which shows each stage of the invoice creation and any updates that have been done to the invoice.

The following is a sample invoice within the 'Invoice Edit' screen.



The screenshot displays the 'Invoice Edit' interface. At the top, there is a navigation bar with 'Main Menu | Quick Links | My IW Home | Help' and a 'Sign Out' button. The page title is 'An InvoiceWorks Community' and the user is identified as 'Welcome ccc Manager'. The 'Invoice Edit' tab is active.

Invoice details include:

- Vendor ID: PS0001
- Invoice Number: ATCATCABW2009092
- Invoice Date: 15/10/2009
- Terms: ICH
- Customer ID: CE0676
- PO Number:

Bill To: Manager
119048 Malaya Pirogovskaya
Building 16

Ship To:

Quantity | UOM | Location | Description | Unit Price | Line Charge | Line Tax | Line Total

Quantity	UOM	Location	Description	Unit Price	Line Charge	Line Tax	Line Total
1		Location 1	OFL	400.00	400.00	0.00	400.00
1		Location 2	OFL	750.00	750.00	0.00	750.00

Notes:

Sub-Total	1,150.00
Line Tax Total	0.00
Tax Label	0.00
Freight Label	0.00
Invoice Total	1,150.00
Currency	USD

Sample Screen

4.2.1 Attachments

Click on the Attachments tab on the 'Invoice Edit' screen to view and/or download attachments. This tab shows the XML and other supporting documents that were used to create the invoice.

Invoice	Attachments (3)	Approval
Vendor IATA E&F		
33, Route de l'Aerop...		
Invoice Number ATCATCABW20090920B		
Invoice Date 15/10/2009		

Click on the hyperlinked [File Name](#) to view the attachment.

File Name	Description	File Size	Upload Date/Time	Uploaded By
Invoice_ATCATCABW20090920B.xml	XML (Download)	3.81KB	26/08/2010 8:34 PM	InvoiceWorks Automation
ATC-ATC-ABW-200909-2-0.XLS	Excel File	21KB	26/08/2010 8:34 PM	InvoiceWorks Automation
ATC-ATC-ABW-200909-2-0.PDF	PDF file	28.33KB	26/08/2010 8:34 PM	InvoiceWorks Automation

4.2.2 View Approval Stops

From the 'Invoice Edit' screen, click on the **Approval Stops** tab. This screen presents the list of reviewers for this invoice.

Sequence	User	Source	Date Notified	Result
<input checked="" type="checkbox"/> 1	ccc Manager (IATAC067654)	Customer Workflow Rule	26/08/2010 8:45 AM	

Note: See the **User Administration** section 5.3 of this help documentation for more details on how to set up routing rules so that users receive a specific type of invoice to review.

4.2.3 Invoice History

From the 'Invoice Edit' screen, click on the **History** tab.

This screen shows the history of the invoice from the date of submission to the most recent update.

Date/Time	User	Process	Action
26/08/2010 8:37 AM	InvoiceWorks Automation	BatchInterfaceEngine	Invoice Submitted
26/08/2010 8:37 AM	InvoiceWorks Automation	BatchInterfaceEngine	Invoice Submitted
26/08/2010 8:45 AM	InvoiceWorks Automation	WorkflowEngine	Invoice Routed Successfully
10/09/2010 11:00 AM	InvoiceWorks Automation	WorkflowEngine	Invoice Routed Successfully

Some of the actions at the right will be hyperlinked to indicate that further details may be viewed by clicking that action. Clicking on the [hyperlinked](#) action displays the old and new value of the status.

Invoice Modified

Field	Old Value	New Value
ApprovalRouting		Completed

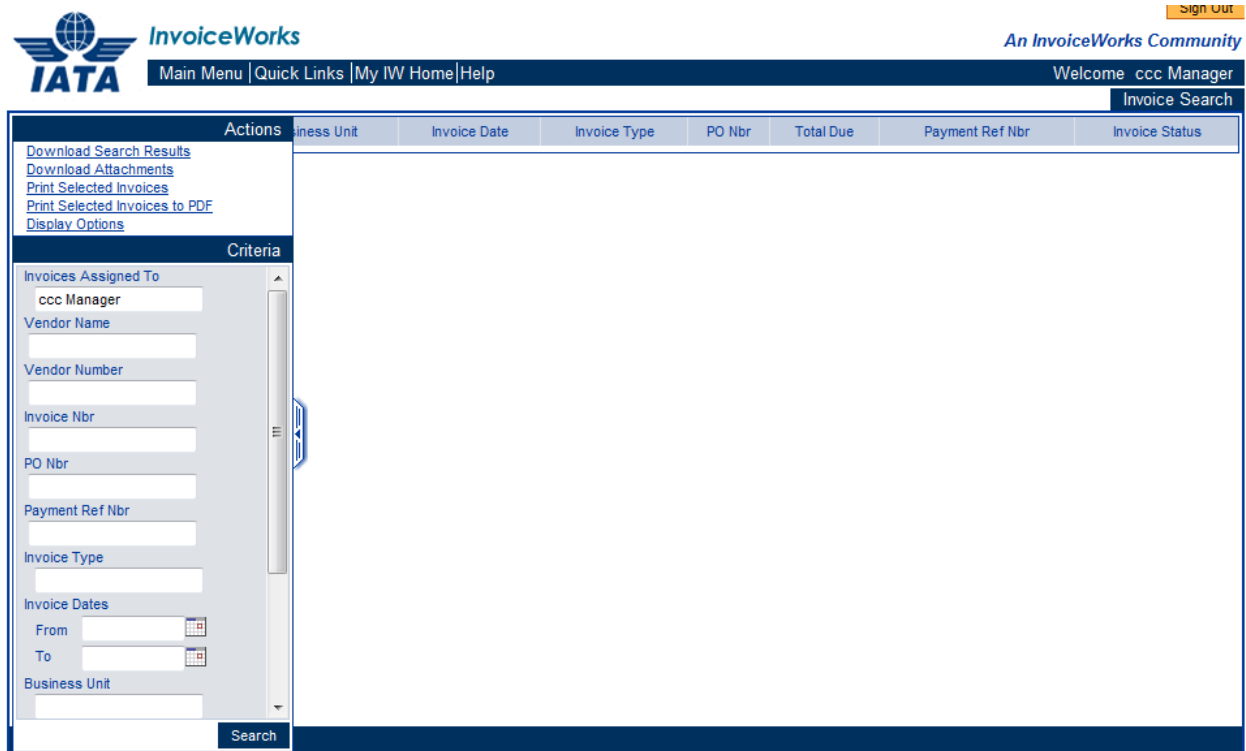
Close

4.3 Invoice Search and Status

From the 'Invoice Search' screen, you will be able to see all of your invoices.



Click on the 'Invoice Search' option under the Main Menu to search for invoices.



You can search by the following:

- Invoices Assigned To
- Vendor Name
- Vendor Number
- Invoice Nbr
- Invoice Type
- Invoice Date (range)
- Business Unit
- Status

- Amount
- Voucher Nbr
- Source

You can also use wildcards (*). To see all invoices available, change the Invoices Assigned to drop down to All Users, leave all the other fields blank, and click on the Search button. Click on the hyperlinked [Invoice Number](#) to see the details for the selected invoice.

The primary status options are follows:

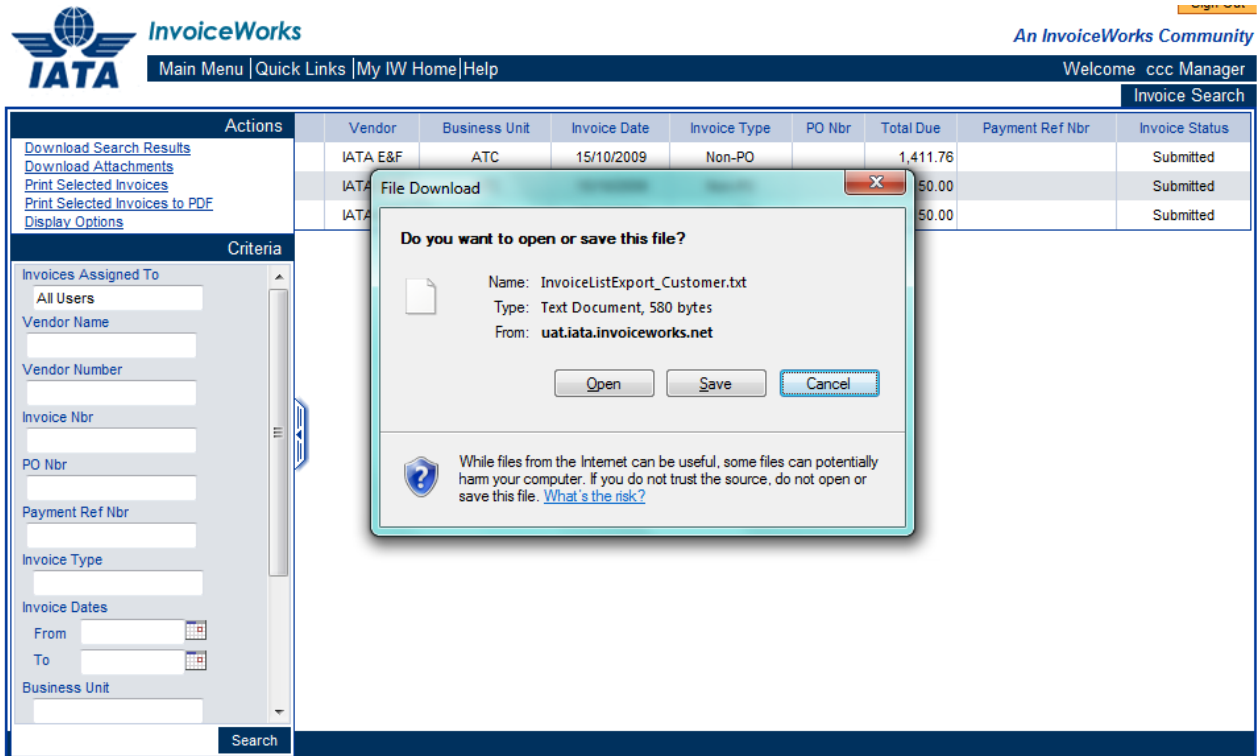
Submitted -- As soon as the vendor submits the invoice it is marked as submitted. The invoice will remain with a status of 'Submitted' until a user has either clicked on the Print or Download Attachments action on the left slider.

Printed -- When an invoice has been printed or the attachments downloaded, a 'Printed' status is posted with the invoice. This means that the user acknowledges receipt of the invoice.

Note that when invoices no longer appear on a user's Approval Worklist the user may select Invoice Search from the Main Menu and search for the invoice. If the invoice was never on their Approval Worklist then it may still be viewed in Invoice Search by selecting All Users from the Invoices Assigned to drop down. The exception to this rule is if the admin has enabled business unit restriction then the user would only be able to search for invoices that have the business units they have been given access to by the admin.

4.3.1 Export Invoices

To export invoices go to Invoice Search and enter the criteria for the invoices that are requested. On the left sliding tab select 'Download Search Results'. You will be prompted to either save the file to your desktop or to open the file directly. To view in Excel, save the file to your desktop and open with Excel.



The screenshot shows the IATA InvoiceWorks web application interface. At the top left is the IATA InvoiceWorks logo. The navigation bar includes 'Main Menu | Quick Links | My IW Home | Help' and 'Welcome ccc Manager'. The page title is 'Invoice Search'. On the left, there is a 'Criteria' sidebar with various search filters like 'Invoices Assigned To', 'Vendor Name', 'Vendor Number', 'Invoice Nbr', 'PO Nbr', 'Payment Ref Nbr', 'Invoice Type', 'Invoice Dates', and 'Business Unit'. A 'Search' button is at the bottom of the sidebar. The main area displays a table of search results with columns: Vendor, Business Unit, Invoice Date, Invoice Type, PO Nbr, Total Due, Payment Ref Nbr, and Invoice Status. A 'File Download' dialog box is overlaid on the table, asking 'Do you want to open or save this file?'. The dialog shows file details: Name: InvoiceListExport_Customer.txt, Type: Text Document, 580 bytes, and From: uat.iata.invoiceworks.net. It has 'Open', 'Save', and 'Cancel' buttons. A security warning at the bottom of the dialog states: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)'

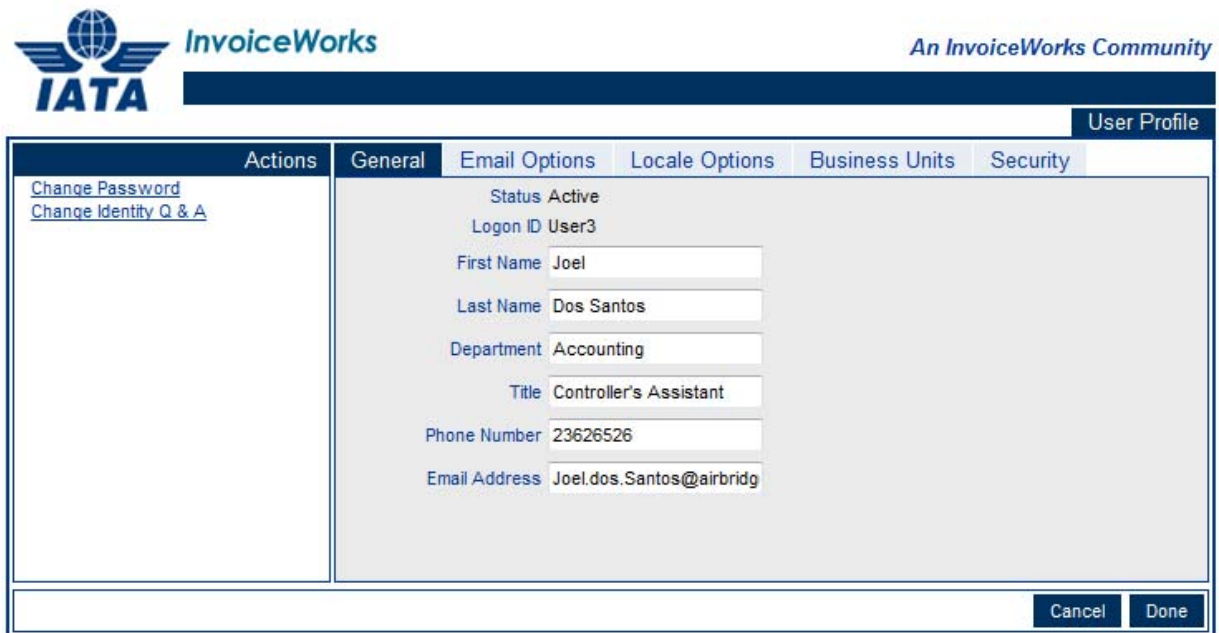
Vendor	Business Unit	Invoice Date	Invoice Type	PO Nbr	Total Due	Payment Ref Nbr	Invoice Status
IATA E&F	ATC	15/10/2009	Non-PO		1,411.76		Submitted
IATA					50.00		Submitted
IATA					50.00		Submitted

4.4 My User Profile

After a user has activated their account the user may change their user profile settings by selecting My User Profile from the Main Menu.

From the 'My User Profile' screen the user can:

- Change the following personal information
 - First Name
 - Last Name
 - Department
 - Title
 - Phone Number
 - E-mail Address

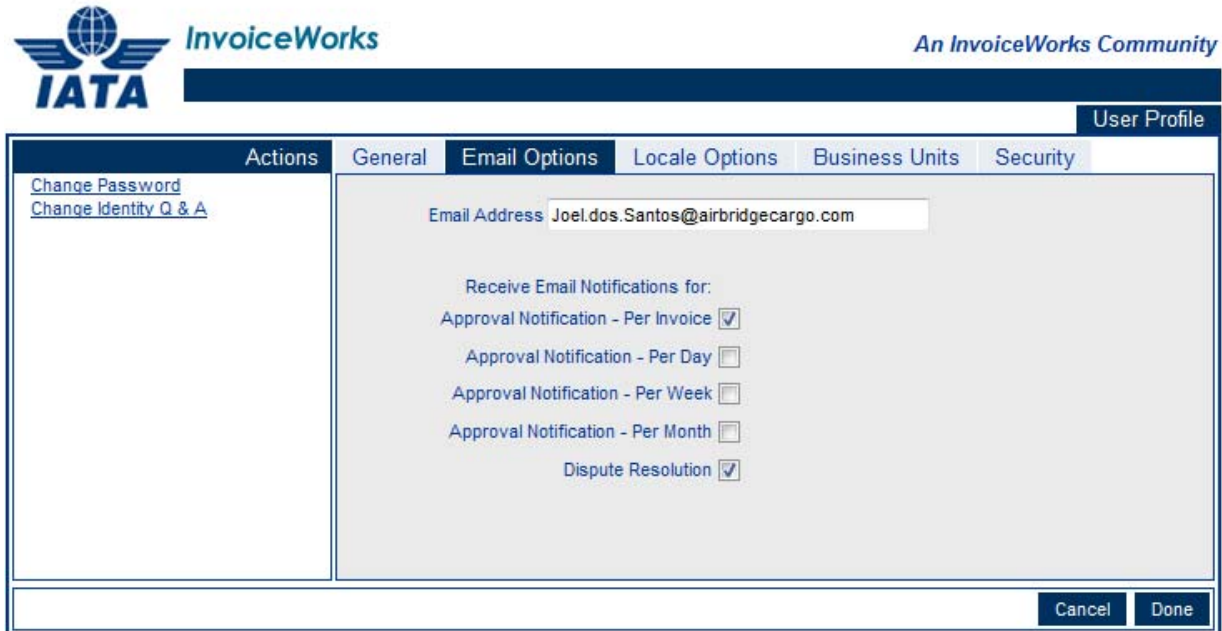


IATA InvoiceWorks An InvoiceWorks Community

User Profile

Actions	General	Email Options	Locale Options	Business Units	Security
Change Password Change Identity Q & A	Status Active Logon ID User3 First Name <input type="text" value="Joel"/> Last Name <input type="text" value="Dos Santos"/> Department <input type="text" value="Accounting"/> Title <input type="text" value="Controller's Assistant"/> Phone Number <input type="text" value="23626526"/> Email Address <input type="text" value="Joel.dos.Santos@airbridg"/>				

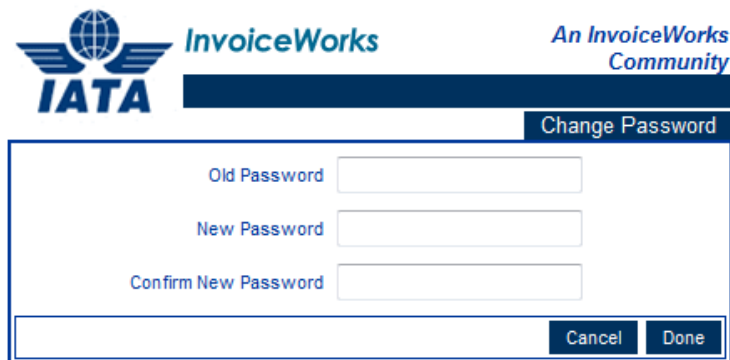
- Change e-mail options: To turn off e-mail notifications, deselect the check box next to the type of e-mail. Note that only one of the following options may be selected per user: Per Invoice, Per Day, Per Week, or Per Month.



The screenshot shows the 'User Profile' page with the 'Email Options' tab selected. The 'Email Address' field contains 'Joel.dos.Santos@airbridgecargo.com'. Under 'Receive Email Notifications for:', there are four options: 'Approval Notification - Per Invoice' (checked), 'Approval Notification - Per Day' (unchecked), 'Approval Notification - Per Week' (unchecked), and 'Approval Notification - Per Month' (unchecked). 'Dispute Resolution' is also checked. The 'Actions' sidebar on the left contains links for 'Change Password' and 'Change Identity Q & A'. 'Cancel' and 'Done' buttons are at the bottom right.

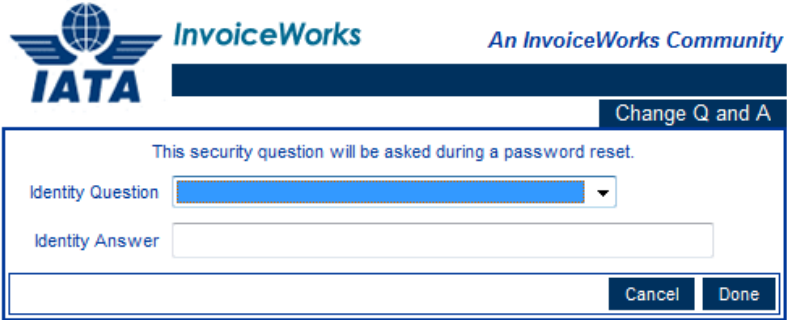
* “Dispute resolution” is flagged, however this functionality is not in the scope at the moment with respect to E&F Services invoices posted on Invoice Works.


- Change the account password (see below)



The screenshot shows the 'Change Password' form. It has three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. 'Cancel' and 'Done' buttons are at the bottom right. The page header includes the IATA InvoiceWorks logo and 'An InvoiceWorks Community'.

- Change the identity question and answer.



 **InvoiceWorks** *An InvoiceWorks Community*

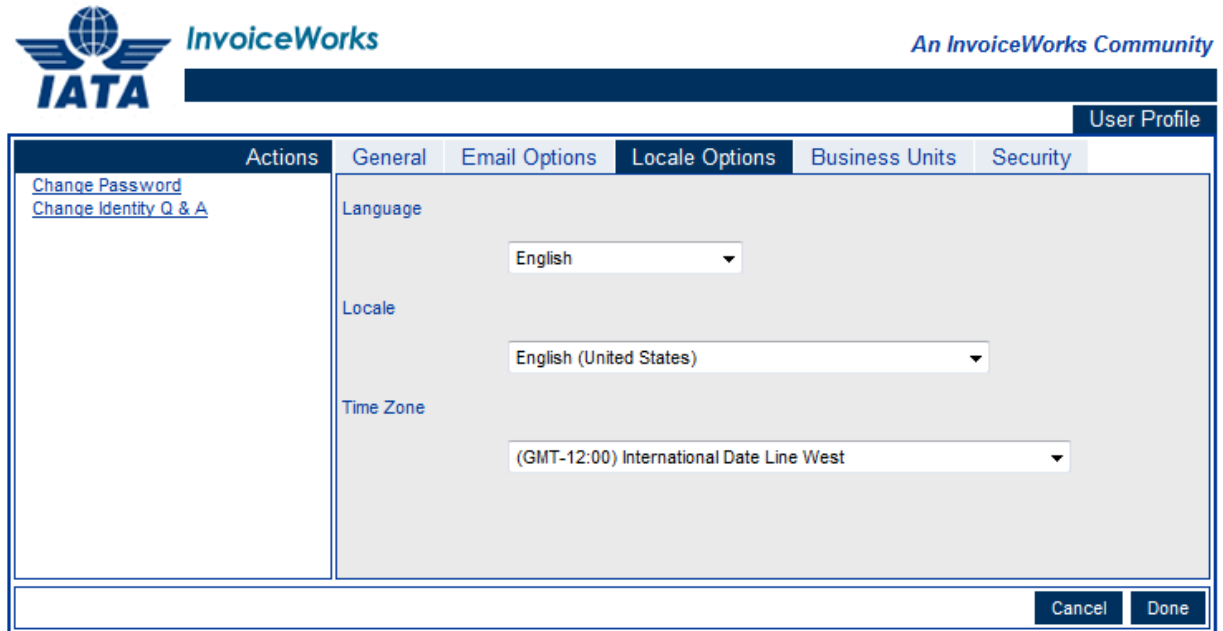
Change Q and A

This security question will be asked during a password reset.

Identity Question

Identity Answer

- Change the local options:



The screenshot shows the IATA InvoiceWorks user profile interface. At the top left is the IATA InvoiceWorks logo, and at the top right is the text "An InvoiceWorks Community". Below this is a dark blue header bar with the text "User Profile" on the right. The main content area has a tabbed interface with the following tabs: "Actions", "General", "Email Options", "Locale Options" (which is selected and highlighted in dark blue), "Business Units", and "Security".

The "Locale Options" tab contains three settings, each with a dropdown menu:

- Language:** The dropdown menu is set to "English".
- Locale:** The dropdown menu is set to "English (United States)".
- Time Zone:** The dropdown menu is set to "(GMT-12:00) International Date Line West".

On the left side of the "Locale Options" tab, there is an "Actions" column containing two links: "Change Password" and "Change Identity Q & A". At the bottom right of the main content area, there are two buttons: "Cancel" and "Done".

5. User Administration

5.1 Manage Users



From the 'Manage Users' screen you can do the following:

- Create new users (see the User Profile and Email Options section)
- Update existing users
- Download a report of users created to a CSV file which can then be opened in Excel.
- Search for users based on specific criteria

User Search

Actions	Last Name	Phone Number	Email Address	Department	Title
Create New User	meier	345235	e-mail1@airline.com	Accounting	Controller
Display Options	Santos	828526	e-mail2@airline.com	Accounting	Controller's Assistant
Download Search Results	nger	2613/8	e-mail3@airline.com	n/a	Accounts Department

Criteria

Logon ID

First Name

Last Name

Phone Number

Email Address

Department

Title

Approval Classification

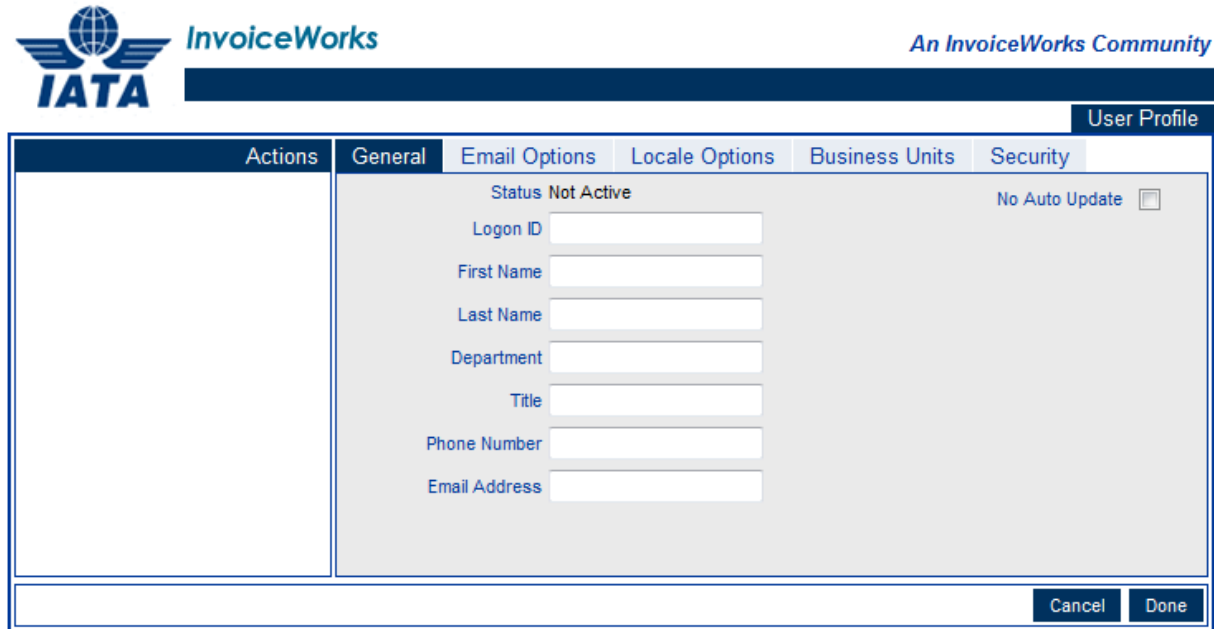
Access Level

Search

Invoice Total	1,150.00
Currency	USD

5.2 Create a new user

To create a new user click on the Create New User action on the left slider. A blank user profile screen will appear as shown below:

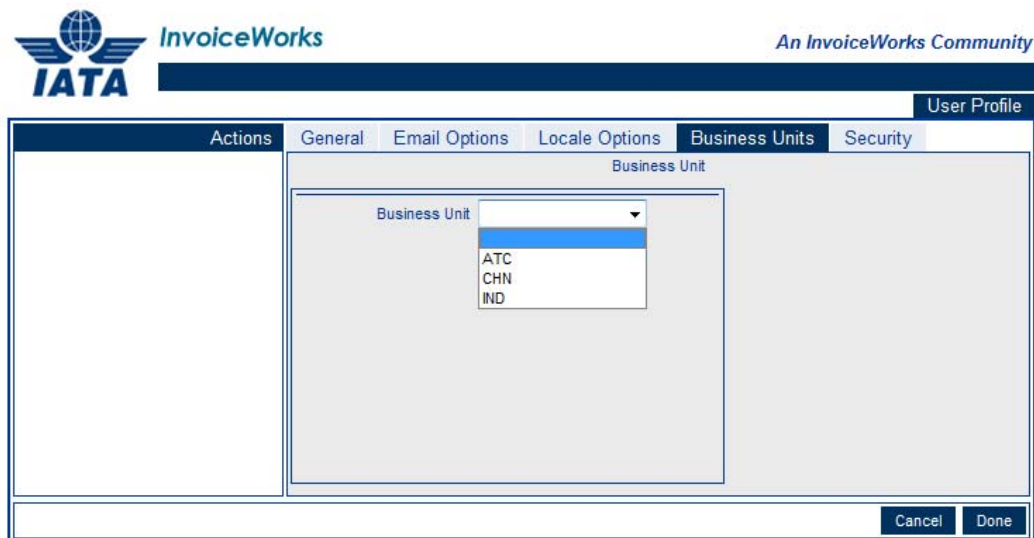


The screenshot shows the 'User Profile' creation interface. At the top left is the IATA InvoiceWorks logo, and at the top right is the text 'An InvoiceWorks Community'. Below this is a dark blue header bar with the text 'User Profile' on the right. The main content area has a tabbed interface with 'General', 'Email Options', 'Locale Options', 'Business Units', and 'Security'. The 'General' tab is active and contains the following fields: 'Status Not Active' (with 'No Auto Update' checkbox), 'Logon ID', 'First Name', 'Last Name', 'Department', 'Title', 'Phone Number', and 'Email Address'. A 'Cancel' and 'Done' button are located at the bottom right of the form.

The Logon ID must be unique and all the fields on the General must be filled out. The Email Options and Locale Options may be updated as already illustrated in the My User Profile section.

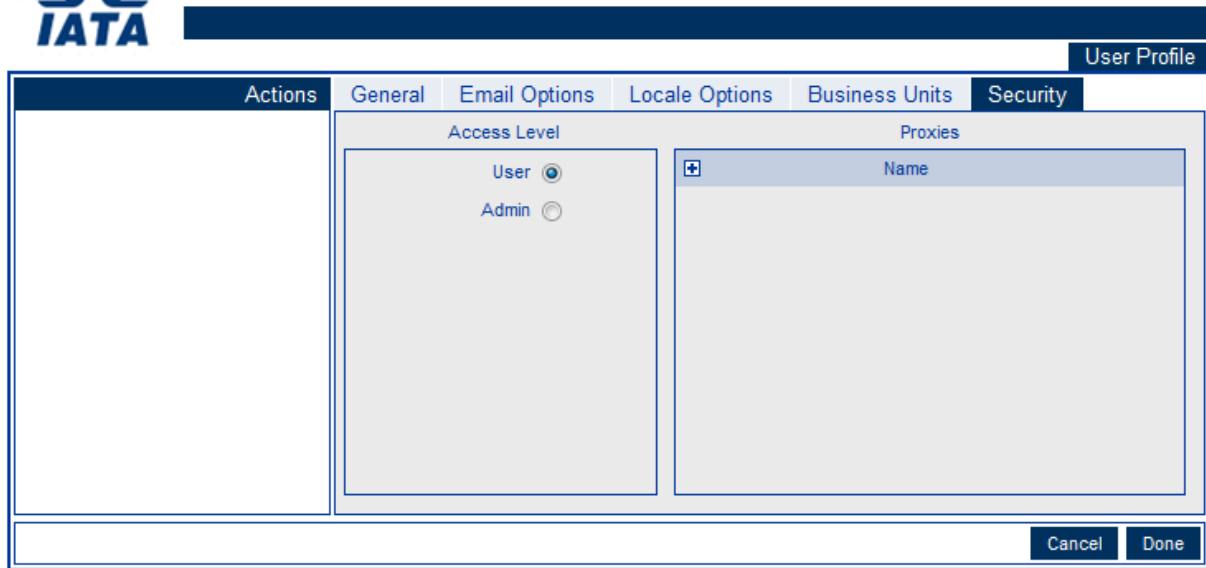
In addition the admin may also:

- Set up Business Unit restrictions so that the user may only see invoices assigned to a particular business unit. Note: Business units for your company are already created by IATA E&F.



This screenshot shows the 'Business Units' tab selected in the 'User Profile' form. The 'Business Unit' dropdown menu is open, showing a list of options: 'ATC', 'CHN', and 'IND'. The rest of the form structure, including the IATA InvoiceWorks logo, 'An InvoiceWorks Community' text, and 'Cancel'/'Done' buttons, remains the same as in the previous screenshot.

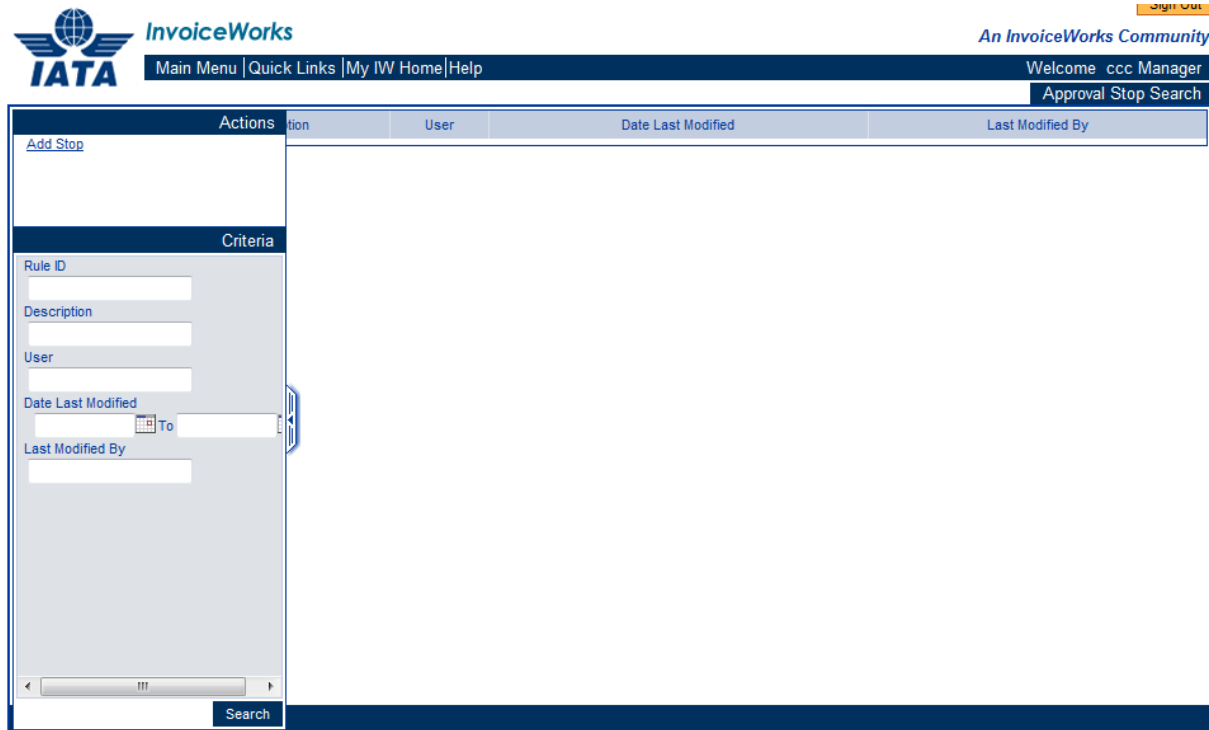
- Assign security. The primary differences between a user and an admin are admins have access to view, create, modify, and delete approval rules and admins are the only users allowed to create other users and access the Manage User page. Admins can also change the company address though this is only informational for the online application. Customers should contact their vendors to officially change their mailing or billing addresses.



The screenshot shows the 'User Profile' page with the 'Security' tab selected. The page has a dark blue header with the IATA InvoiceWorks logo and 'An InvoiceWorks Community' text. Below the header is a navigation bar with tabs: 'Actions', 'General', 'Email Options', 'Locale Options', 'Business Units', and 'Security'. The 'Security' tab is active. The main content area is divided into two sections: 'Access Level' and 'Proxies'. The 'Access Level' section has two radio buttons: 'User' (selected) and 'Admin'. The 'Proxies' section has a '+' icon and a table with a header 'Name'. At the bottom right, there are 'Cancel' and 'Done' buttons.

5.3 Approval Rules

A customer admin may create approval rules that will route invoices to specific users based on invoice criteria. The Approval Stop Search page allows the admin to view the rules that have already been created.



IATA InvoiceWorks An InvoiceWorks Community

[Main Menu](#) | [Quick Links](#) | [My IW Home](#) | [Help](#) Welcome ccc Manager

[Approval Stop Search](#)

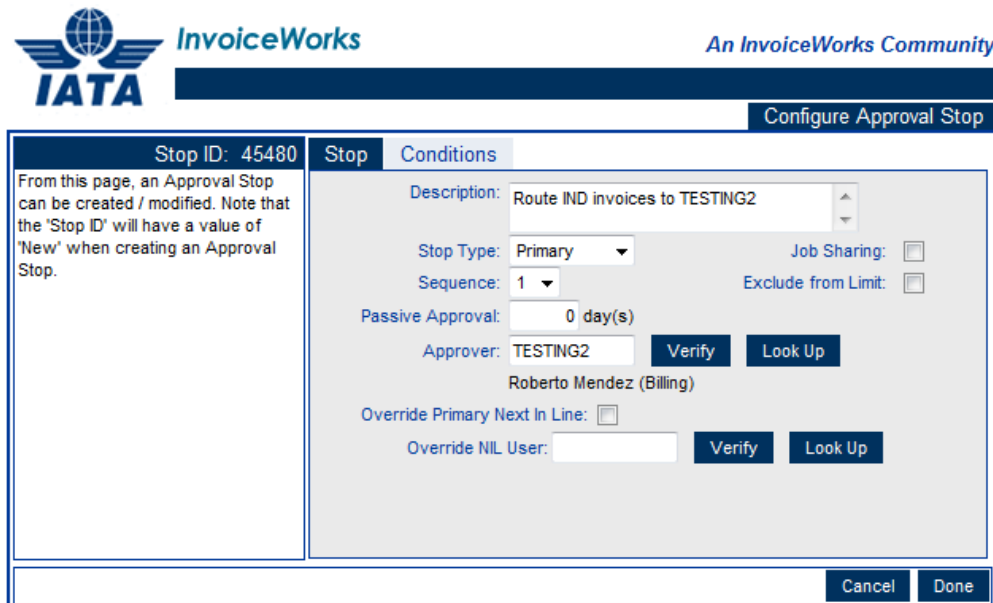
Actions	tion	User	Date Last Modified	Last Modified By
<div style="display: flex;"> <div style="width: 25%; border: 1px solid #ccc; padding: 5px;"> <p>Add Stop</p> <hr/> <p>Criteria</p> <p>Rule ID <input type="text"/></p> <p>Description <input type="text"/></p> <p>User <input type="text"/></p> <p>Date Last Modified <input type="text"/> To <input type="text"/></p> <p>Last Modified By <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Search"/></p> </div> <div style="width: 75%;"></div> </div>				

These rules can be updated (by clicking on the Stop ID to view the Configure Approval Stop page) or deleted (by clicking on the X next to the Stop ID) to accommodate changes in the customer's organization.



Stop ID	Description	User	Date Last Modified	Last Modified By
<input checked="" type="checkbox"/> 45480	Route IND invoices to TESTING2	Employee 1 (TESTING2)	14/09/2010 8:40 AM	ccc Manager (IATAC06765)
<input checked="" type="checkbox"/> 45479	Route CHN invoices to TESTING	Employee 2 (TESTING)	14/09/2010 8:39 AM	ccc Manager (IATAC06765)
<input checked="" type="checkbox"/> 45478	Route ATC invoices to IATAC06765	ccc Manager (IATAC06765)	14/09/2010 8:37 AM	ccc Manager (IATAC06765)
<input checked="" type="checkbox"/> 45477	Route IND invoices to User3	Employee 3 (User3)	10/09/2010 10:57 PM	ccc Manager (IATAC06765)
<input checked="" type="checkbox"/> 45476	Route CHN invoices to User2	Employee 4 (User2)	10/09/2010 10:57 PM	ccc Manager (IATAC06765)
<input checked="" type="checkbox"/> 45475	Route ATC invoices to IATAC06765	ccc Manager (IATAC06765)	10/09/2010 10:37 PM	ccc Manager (IATAC06765)

The Configure Approval Stop page allows the admin to enter a Description and assign a user to the rule:



From this page, an Approval Stop can be created / modified. Note that the 'Stop ID' will have a value of 'New' when creating an Approval Stop.

Stop ID: 45480

Description: Route IND invoices to TESTING2

Stop Type: Primary

Sequence: 1

Passive Approval: 0 day(s)

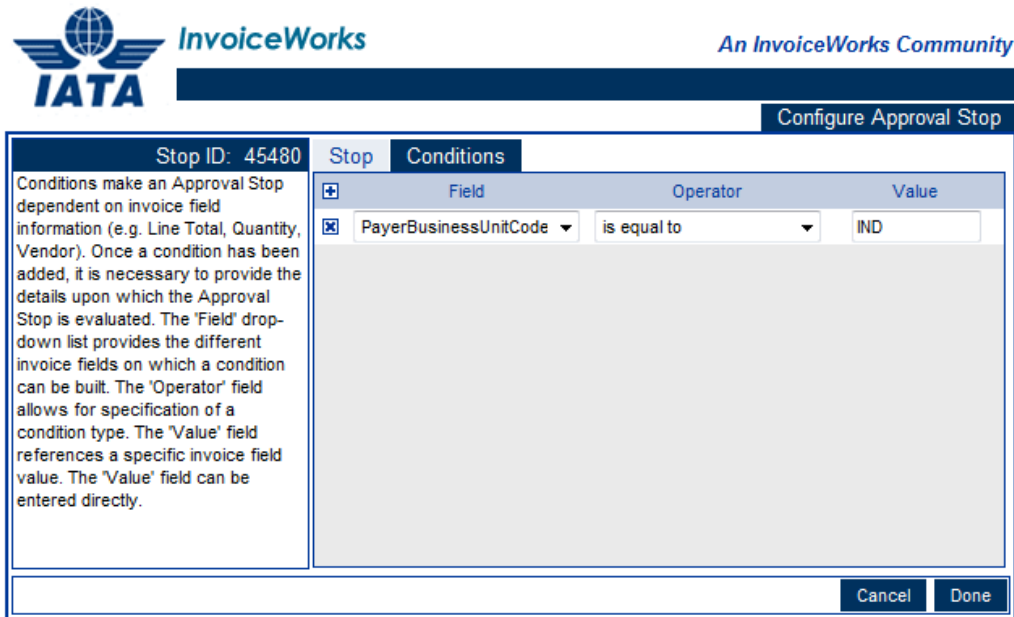
Approver: TESTING2 (Roberto Mendez (Billing))

Override Primary Next In Line:

Override NIL User:

Buttons: Verify, Look Up, Cancel, Done

The Conditions tab allows the admin to create the conditions under which the user specified on the Stop tab will receive invoices on their Approval Worklist for their review. The Field drop down displays the available fields on the invoice that can be used to route the invoice to a user. For example if the PayerBusinessUnitCode is selected with the Operator and Value specified in the screenshot below then any invoice with a business unit of IND would be routed to the specified user on the Stop tab.



Stop ID: 45480 Stop Conditions

Conditions make an Approval Stop dependent on invoice field information (e.g. Line Total, Quantity, Vendor). Once a condition has been added, it is necessary to provide the details upon which the Approval Stop is evaluated. The 'Field' drop-down list provides the different invoice fields on which a condition can be built. The 'Operator' field allows for specification of a condition type. The 'Value' field references a specific invoice field value. The 'Value' field can be entered directly.

Field	Operator	Value
<input checked="" type="checkbox"/> PayerBusinessUnitCode	is equal to	IND

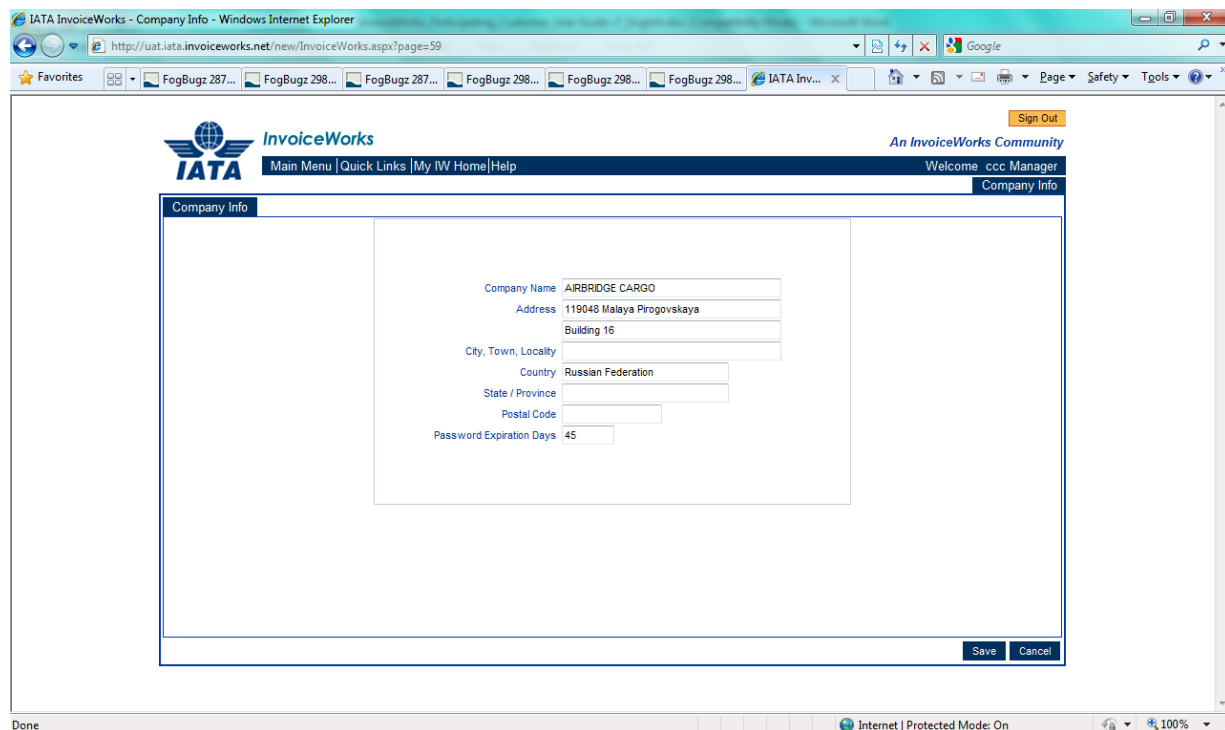
Cancel Done

Other conditions may be added by clicking on the plus sign at the upper left of the Conditions tab. All the conditions on this tab must be met in order for an invoice to be routed to the user specified on the Stop tab.

Note that by default no rules are created for a customer and all invoices route to all users. When the admin creates a rule then users will only receive invoices on their Approval Worklist based on the conditions of the rules created. If an invoice doesn't meet the conditions of any of the rules then it will not appear on anyone's Approval Worklist but it may still be found under Invoice Search by selecting All Users in the Invoices Assigned To drop down and clicking the Search button.

5.4 Company Info

The Company Info page allows an admin to update their company name and address. Updating the name and address info is for online display purposes only and will not automatically be updated in the ERP systems of the customers suppliers. This page also allows the admin to control how often users must reset their password. The default is 45 days.



The screenshot shows a web browser window displaying the 'Company Info' page of the IATA InvoiceWorks system. The browser's address bar shows the URL: <http://uat.iata.invoiceworks.net/new/InvoiceWorks.aspx?page=59>. The page header includes the IATA logo, the text 'InvoiceWorks', and a navigation menu with 'Main Menu', 'Quick Links', 'My IW Home', and 'Help'. A 'Sign Out' button is visible in the top right corner. The main content area is titled 'Company Info' and contains a form with the following fields:

Company Name	AIRBRIDGE CARGO
Address	119048 Malaya Pirogovskaya
	Building 16
City, Town, Locality	
Country	Russian Federation
State / Province	
Postal Code	
Password Expiration Days	45

At the bottom right of the form, there are 'Save' and 'Cancel' buttons. The browser's status bar at the bottom indicates 'Internet | Protected Mode: On' and a zoom level of 100%.

6. Customer Support

If you have any questions or problems with IATA InvoiceWorks platform – please contact IATA e-invoicing service desk at helpdesk@IATAIW.com and provide the following information:

- Your company full name,
- Your contact details (phone, availability time),
- Your system Login ID (not the password, your password should be kept confidential at all time),
- Indicate that you are “Participating customer, receiving invoices from IATA E&F Power Supplier”
- Provide detailed explain of the problem and supply any supporting information and screen images helping to reproduce the issue.