SIS Help Desk Process

Version 1.1

29 September 2011

Version Control

Version	Date	Author	Comments
1.0	23-Sept-2011	Alex Smith	Version 1.0
1.1	29-Sept-2011	Alex Smith	Clarification of the different Case Status

Document Approval

Name	Role	Date	Comments
Adina Minculescu	Senior Manager, Integrated Settlement Operation	23-Sept-2011	Approved
Adina Minculescu	Senior Manager, Integrated Settlement Operation	29-Sept-2011	Approved

Table of Contents

1. Purpose of this document

The purpose of this document is to provide details on the SIS Help Desk process and explain the various activities involved in raising issues to the SIS Help Desk.

1.1. Who should read this document

The intended audience of this document includes:

- Member Super User for a Participant
- All other users of Integrated Settlement

After reading this document, SIS Participants are expected to know the process for raising issues to the SIS Help Desk and where to view their case details and case status.

1.2. SIS Help Desk – Single Point of Contact

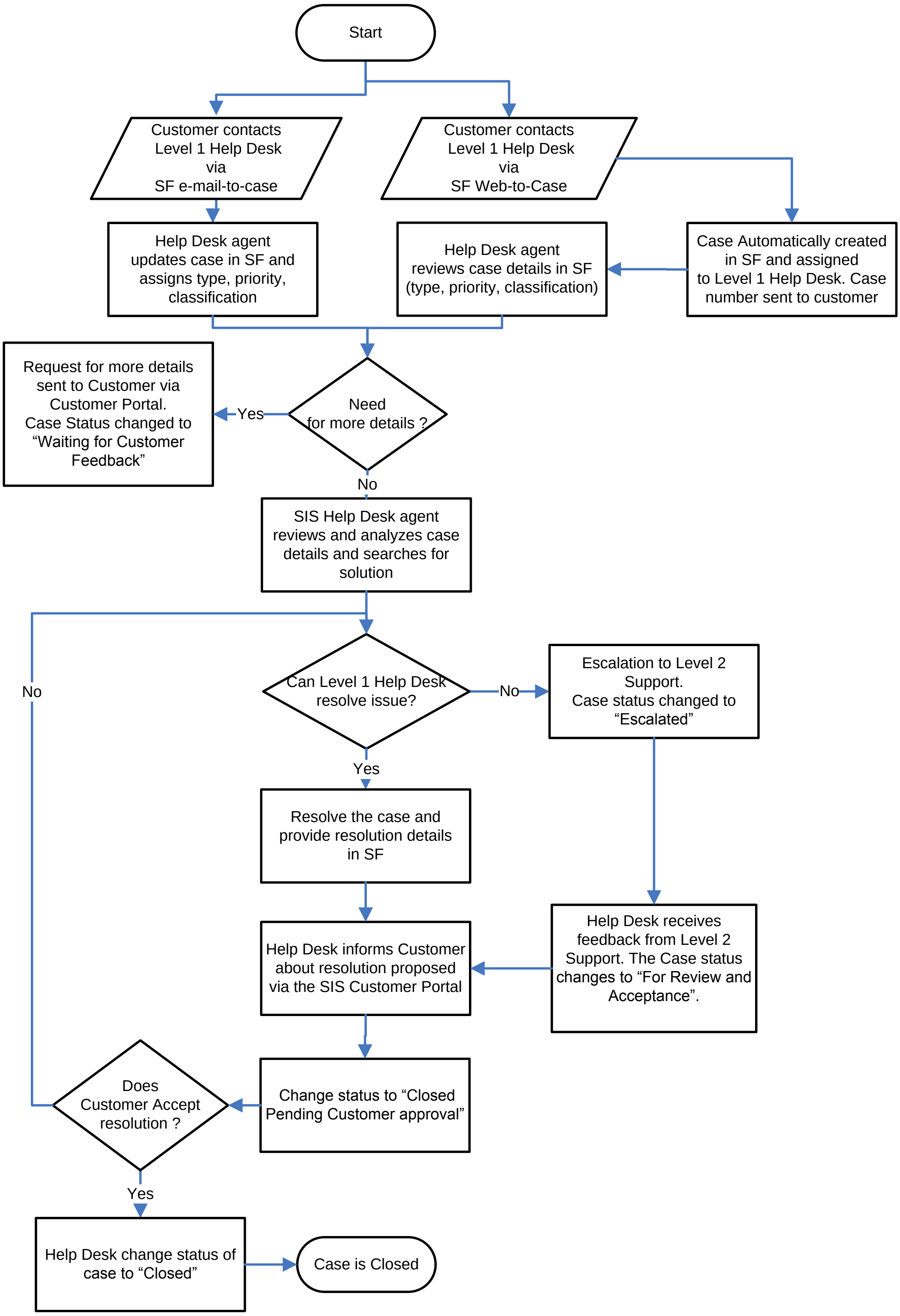
The SIS Help Desk is designed to be the single point of contact between SIS Participants and the different SIS interface partners.

Issues reported in the Help Desk in relation to the interface partners will be escalated to them accordingly. (ACH, ATPCo, ICH, iiNET, and Trustweaver,).

Please note that issues related to ICH Web F12 file (which are a non SIS processes) should be reported by participants to ICH operations, as per the current process.

1.3. Overview of the SIS Help Desk Incident Flow Diagram

The following figure provides an overview of the steps involved in the SIS Help Desk process. The details of the process are provided in the subsequent chapters of this guide.



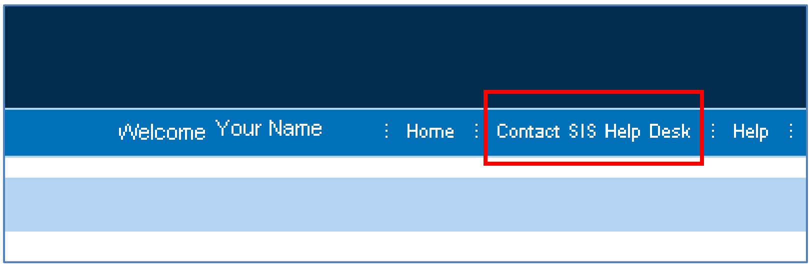
2. Methods of raising issues to the SIS Help Desk

2.1. SIS Help Desk Web Form

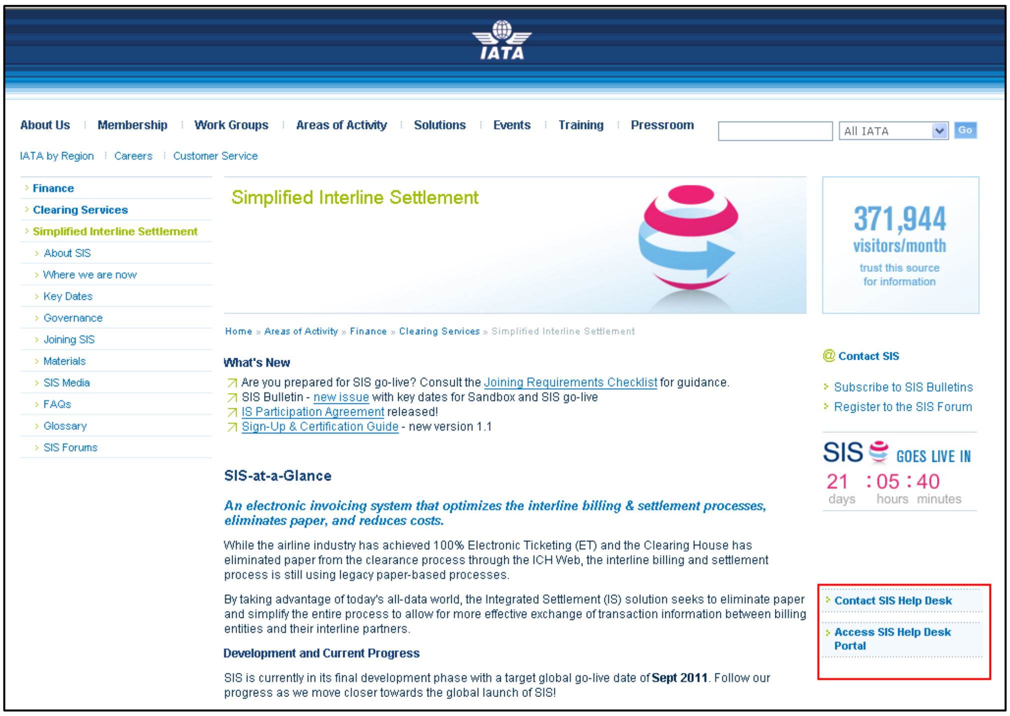
The best method to raise issues to the SIS Help Desk is by using the SIS Help Desk Web Form which automatically creates a case and assigns a case number. Using the SIS Help Desk Web Form may result in faster response times from the SIS Help Desk as less manual effort is required.

The SIS Help Desk Web Form is available:

Directly from IS-Web
From the IS-Web a hyperlink ***Contact SIS Help Desk*** is available in the top right corner next to the Help menu.

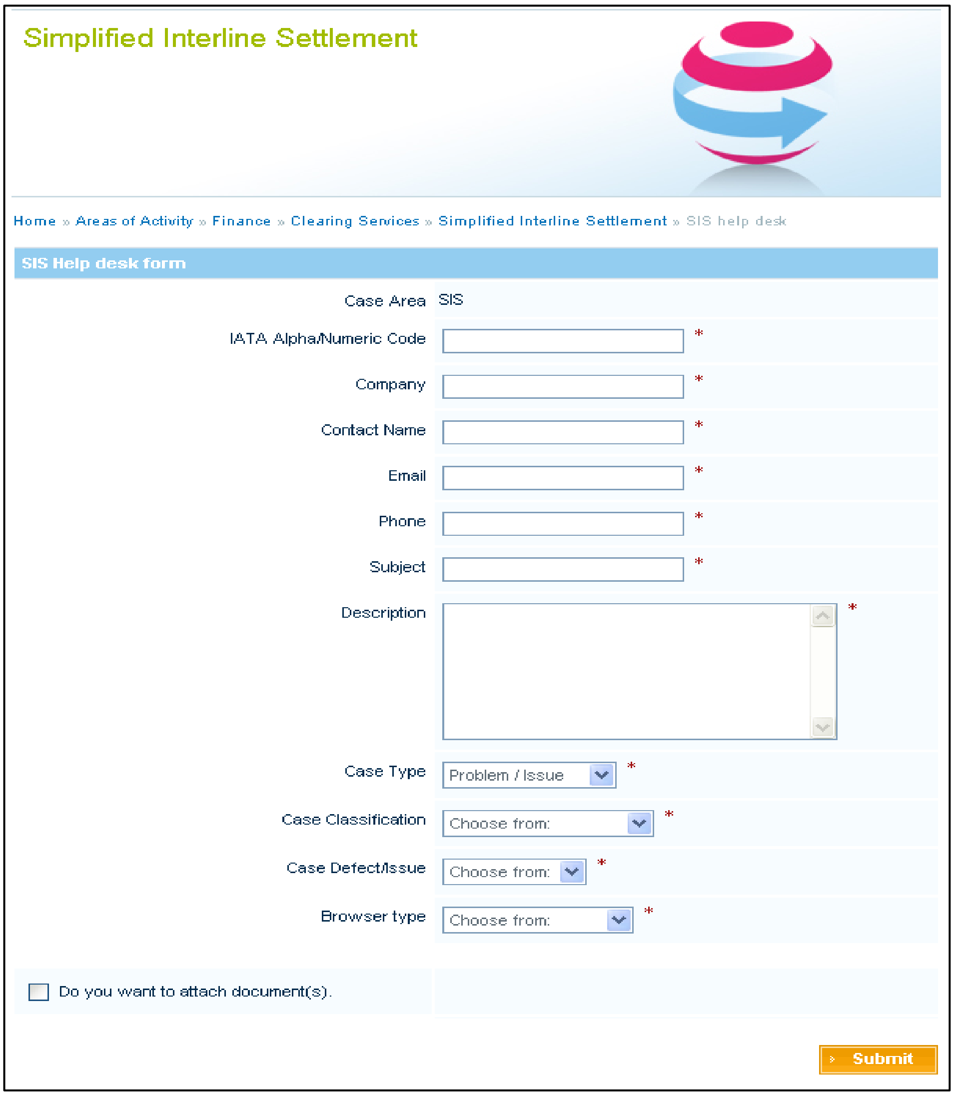


From the SIS website
A hyperlink to ***Contact SIS Help Desk*** has been placed on the SIS Website at www.iata.org



From the following link
You can save this URL in your web browser favorites.
http://www.iata.org/whatwedo/finance/clearing/sis/Pages/sis-help-desk.aspx

2.1.1. Example of the SIS Help Desk Web Form



2.1.2. Available fields on the SIS Help Desk Web Form

Field Name	Example
IATA Alpha/Numeric Code	AA-001
Company	American Airlines
Contact Name	John Smith
Email	Johnsmith@domain.com
Phone	+1 (555) 555-5555
Subject	Insert the subject of your case
Description	Insert a clear description of the issue
Case Type	See selection options in below table (Chapter 2.1.3)
Case Classification	See selection options in below table (Chapter 2.1.3)
Case Defect/Issue	See selection options in below table (Chapter 2.1.3)
Browser Type	Select the browser you are using
Do you want to attach document(s)	Allows to attach a document to the case

2.1.3. Case Type - Case Classification - Case Defect/Issue

The SIS Help Desk Web Form has predefined Case Types to choose from. Based on the Case Type selected the Case Classification list is populated. After selecting a Case Classification the Case Defect/Issue list is populated.

[NOTE] Once a Case Type is selected, please allow between 2 and 3 seconds for the Case Classification dropdown to be populated.

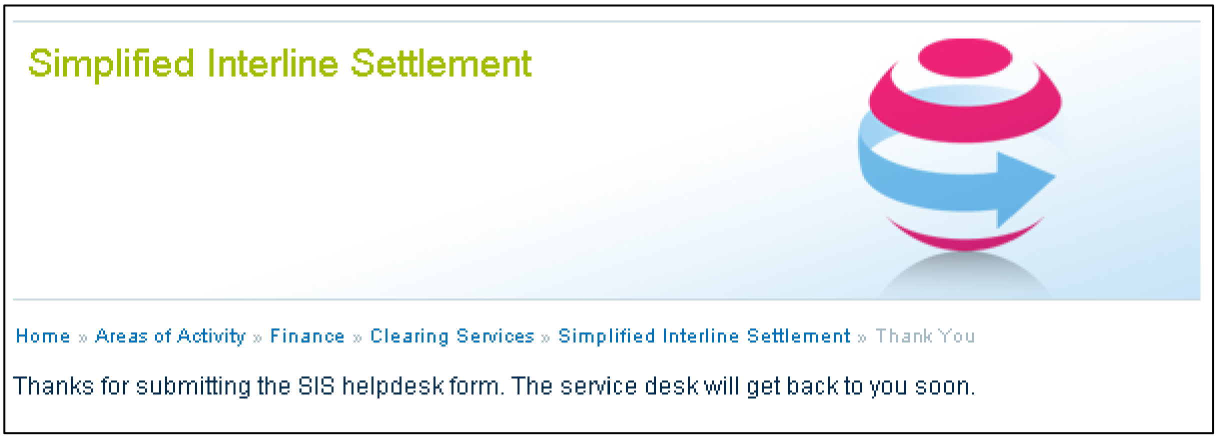
The same delay is expected for the population of the Case Defect/Issue dropdown after the Case Classification is selected from the dropdown.

This table illustrates the available selections from the SIS Help Desk Web Form.

Case Type	Case Classification	Case Defect/Issue
General Question	Business Related	Business Related Question
	System Related	System Related Question
Feature Request	New Feature	New Feature Request
	Enhancement to Existing Feature	Enhancement to Existing Feature
Problem / Issue	Application Error	SIS Solution is not working
		Alerts are not / incorrectly delivered
		SIS usage data incorrectly produced
		Functionality not working as expected.
		Minor defects which do not affect functionality
	Billing Data Issue	Submission of billing data not possible
		Billing data captured through IS-Web does not contain intended values
		Billing data submitted via IS-IDEC/IS-XML does not contain intended values
	Certification Issue	Certification Issue
	Digital Signature Issue	Other Digital Signature issues
		Invoices cannot be Digitally Signed
	Input File load Issue	Response times for manual file load are greater than expected.
	Member Profile Issue	Member Profile issue / updates not working
	Migration Issue	Unable to send migrated transaction types
	Output File Issue	Output billing files cannot be created or are incorrect or do not arrive at their destination within SIS
	Processing Time Issue	Response times for files submitted are greater than expected.
	Reporting Issue	Reports cannot be viewed / downloaded
	Sandbox Issue	Sandbox Issue
	Server / iiNET Issue	Server / iiNET Issue
	Settlement File Issue	Billing data is incorrectly reported or not present in the respective clearing house.
	User Access Issue	Users unable to log on to SIS Solution

2.1.4. Web response after submitting a SIS Help Desk Web Form

After submitting the SIS Help Desk Web Form you get the following message.

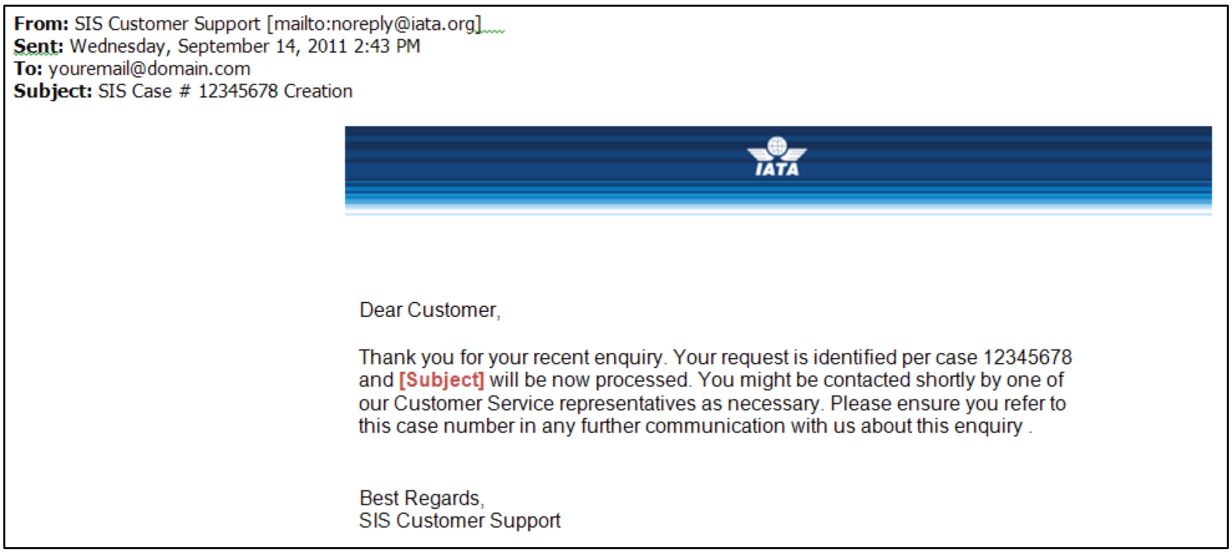

Simplified Interline Settlement

Home » Areas of Activity » Finance » Clearing Services » Simplified Interline Settlement » Thank You

Thanks for submitting the SIS helpdesk form. The service desk will get back to you soon.

2.1.5. Email response after submitting a SIS Help Desk Web Form

Shortly after submitting the SIS Help Desk Web Form, an email is sent to the email which specified in the form. The email contains the Case number which is to be used in all communication relating to this case.


From: SIS Customer Support [mailto:noreply@iata.org]
Sent: Wednesday, September 14, 2011 2:43 PM
To: youremail@domain.com
Subject: SIS Case # 12345678 Creation

Dear Customer,

Thank you for your recent enquiry. Your request is identified per case 12345678 and **[Subject]** will be now processed. You might be contacted shortly by one of our Customer Service representatives as necessary. Please ensure you refer to this case number in any further communication with us about this enquiry .

Best Regards,
SIS Customer Support

2.2. SIS Help Desk Case Creation from Email

SIS Participants can also raise a new case to the SIS Help Desk by sending an email to sishelp@iata.org. This will automatically create a new case and a confirmation email with the case number will be sent to the SIS Participant. This method does **not** automatically populate the Case Type, Case Classification, and Case Defect/Issue. These elements will be inputted by the SIS Help Desk Agent after analyzing the case details from the email received.

[IMPORTANT NOTE] The sishelp@iata.org email address is only to be used for raising new issues to the SIS Help Desk. It is not to be used for following up on a case or to provide feedback. See Chapter 3.4 below for details on how to follow-up and/or provide comments and feedback for an existing case.

3. SIS Help Desk Customer Portal

A SIS Help Desk Customer Portal has been configured to allow SIS Participants to view all the cases which have been raised by their organization and provide comments when required.

3.1. Access to the SIS Help Desk Customer Portal

Access to the SIS Help Desk Customer Portal will be set-up for the SIS Member Super User. The link and login credentials will be provided via email once the set-up is complete.

From: SIS Customer Support <noreply@iata.org>
Date: September 08, 2011 5:26:39 PM
To: youremail@domain.com
Subject: SIS Customer Portal username and password

Dear [User Name],

Your new Customer Portal password can be found below.

https://emea.salesforce.com/secur/login_portal.jsp?orgId=00D2000000008TF&portalId=06020000000UPUD

Thank you,
SIS Customer Support

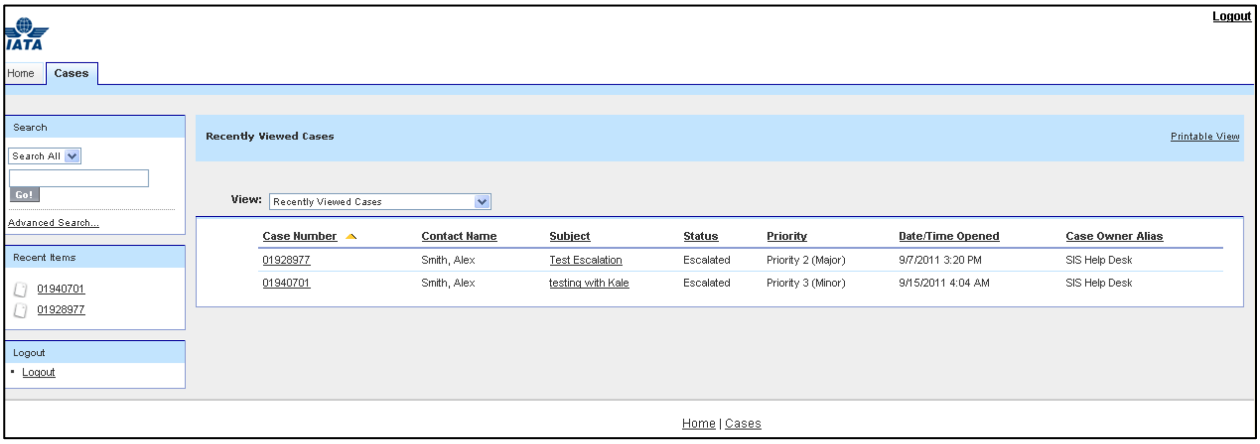
Username: youremail@domain.com
Password: 9fdruF

Link to access the SIS Help Desk Customer Portal
https://emea.salesforce.com/secur/login_portal.jsp?orgId=00D2000000008TF&portalId=06020000000UPUD

When logging into the SIS Help Desk Customer Portal for the first time the user will be prompt to change their temporary password.

3.2. SIS Help Desk Customer Portal View

From the SIS Customer Portal, users with access will see all the cases which have been raised by their organization. Click on the View dropdown, and select "All Cases". This will provide information (such as the case Status, Priority, and the date the Case was opened) for all the cases which have been raised. Clicking on the case number from the Case tab opens the Case Details page.



3.3. Case Status Definition

The following is a complete list of Case Status along with some basic definitions for each.

Case Status	Definition
Open	Status when a new case has recently been opened.
In Progress	Case is currently being worked on by SIS Help Desk
Escalated	Case has been analyzed by Level 1 support and has been escalated to Level 2 support for further investigation.
Waiting for Customer Feedback	Not enough information was provided and the SIS Help Desk has contacted the customer to ask for more information or clarification.
Rejected	Case has been incorrectly assigned to a Level 2 support team and has been sent back to Help Desk.
For Review and Acceptance	The solution received from Level 2 support has been sent to SIS Operations for review and acceptance
Reviewed and Accepted	SIS Operations has reviewed and accepted the provided solution
Closed Pending Customer Feedback	SIS Help Desk has provided the solution to the customer and is waiting for approval before closing the case.
Closed	Case has been closed by the SIS Help Desk

3.4. How to Follow-up / provide comments to the SIS Help Desk for an Existing Case

The SIS Help Desk Customer Portal has been configured to allow users with access the ability to follow-up on existing cases by providing comments.

The following steps should be taken to follow-up on cases:

1. Log-in to the SIS Help Desk Customer Portal (access required)
2. Navigate to the Case Tab
3. Select the preferred view
4. Select the case you would like to add comments/feedback to by clicking on the case number
5. From inside the case details click on the **Add Comment** button
6. Add your comments and click on save.
7. This will automatically send an email to the SIS Help Desk to notify of the new comments