Simplified Invoicing and Settlement (SIS e-Invoicing)

User Guide for SIS Invoice Receivers

November 2021
Version No: 10.0

Table of Contents

1. General

The SIS e-Invoicing web interface (IS-WEB) only supports the following web browsers:

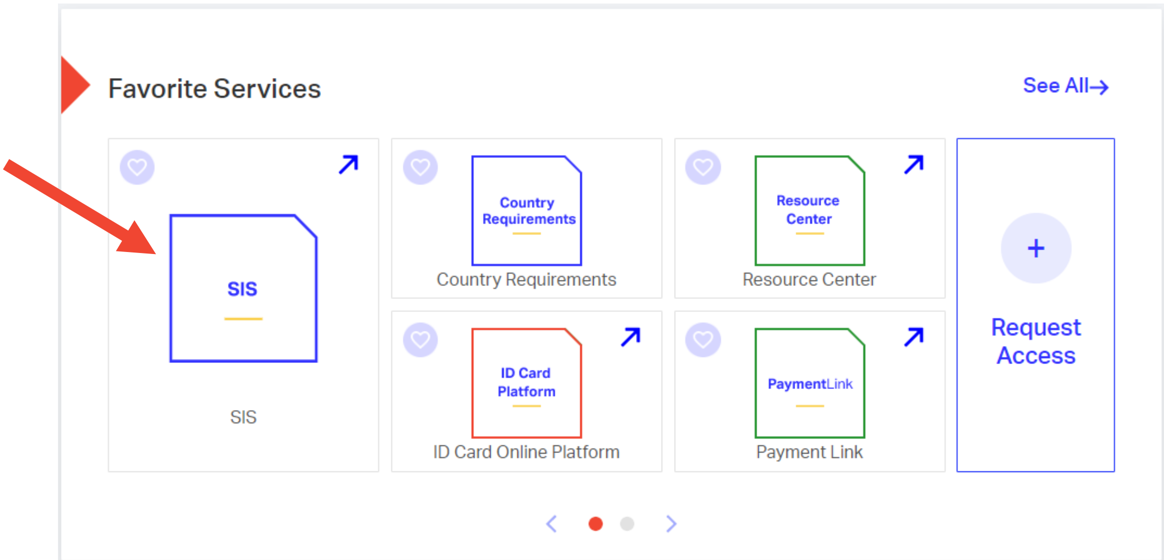
- **Google Chrome** – Versions 60 and above
- **Internet Explorer** – Versions 11 and above
- **Mozilla Firefox** – Versions 60 and above
- **Microsoft Edge** – Versions 13 and above
- **Safari** – Versions 12 and above

Please note that only the above two web browsers are fully compatible with SIS. Other web browsers may be used; however, IATA cannot guarantee the compatibility and recommends that users only use the supported web browsers for the best experience.

As a SIS participant under the free membership type you have access to SIS to view and download non transportation invoices billed to your company by IATA and your business partners. Should your business model change and wish to change your membership type to allow sending of electronic invoices via SIS as well, please contact us via the IATA Customer Portal. More information on SIS is available at www.iata.org/sis.

2. Accessing SIS

You can access your SIS account directly from the IATA Customer Portal; simply log in and click on SIS under the “Favorite Services” section. To reset your Portal password, please use the “Forgot Your Password?” functionality on the log in page.

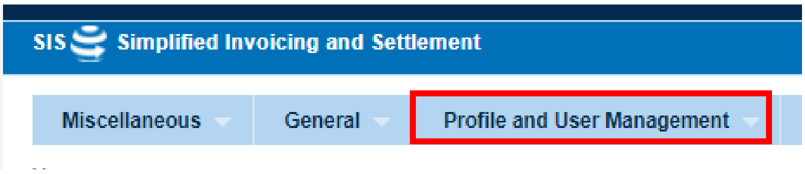


3. Requesting new user access

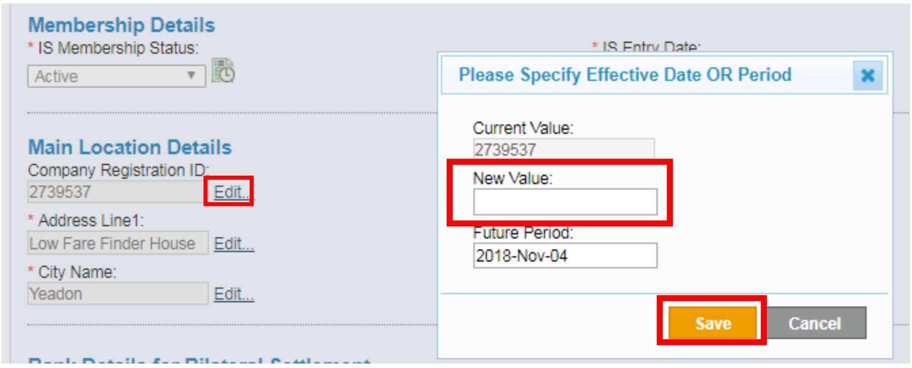
The free membership allows access to SIS to a single user to view and download non transportation invoices. To transfer the access to a new user please fill out the user change form and return it for processing via the IATA Customer Portal.

4. Managing your company profile

To ensure the accuracy of the invoices received, please maintain your company information up to date in SIS; the fields that are editable are the company commercial name, address and TAX/VAT registration number. To update your company information please navigate to the "Profile and User Management" tab.



Click on the edit button next to the fields you wish to update, enter the new value and save.

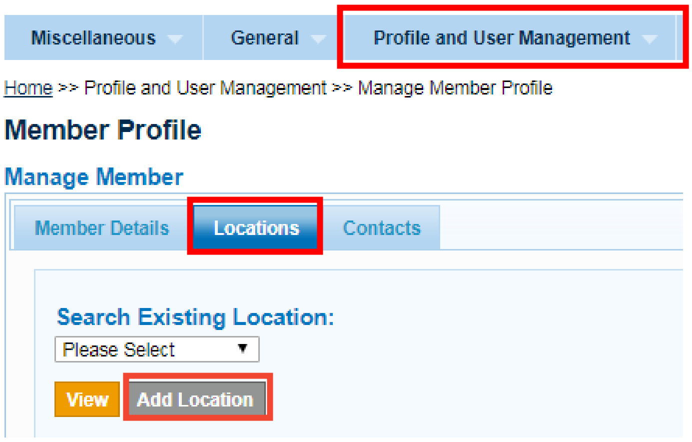


Once all updates are done, click at 

the bottom of the page. The updates will become effective as of the next billing period. **To request a change of Legal Name, please contact us via the [IATA Customer Portal]**.

4.1. Creating additional locations for tax purposes

If your company operates in multiple countries you can setup additional locations for each country, for tax reporting purposes if needed. To create additional locations, please navigate to the Locations tab of the Member Profile menu.



Once all fields are populated, click 

at the bottom of the page.

5. Invoice delivery in SIS

An email alert will be generated by the system every time invoices have been submitted and are available to download from SIS. For fraud prevention reasons, the email alert does not include copies of the invoice; to access the invoices, you will have to log in to SIS from your [IATA Customer Portal] account.

Sample email alert:

Subject: SIS e-Invoicing: New Invoice(s) delivered on [Date] for Location Main - SIS Production

Dear SIS User,
One or more new invoices are available in your SIS account, please see below a summary:

Billing Member	Invoice/Credit Note Number	Charge Category	Invoice Currency	Invoice Amount
XB-A89-IATA MONTREAL	0094541861	Service Provider	BRL	1,508.510

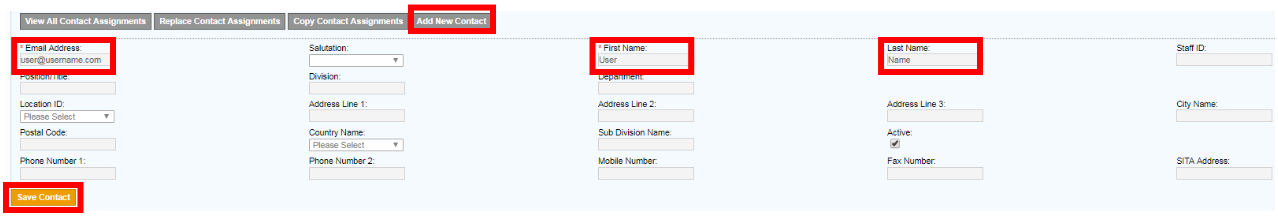
For more detailed information and to view or download the invoices, please login to your SIS account. For fraud prevention reasons, invoices are not attached to this email and are available online, in your secure account accessible via the IATA Customer Portal.

IATA SIS Operations Team

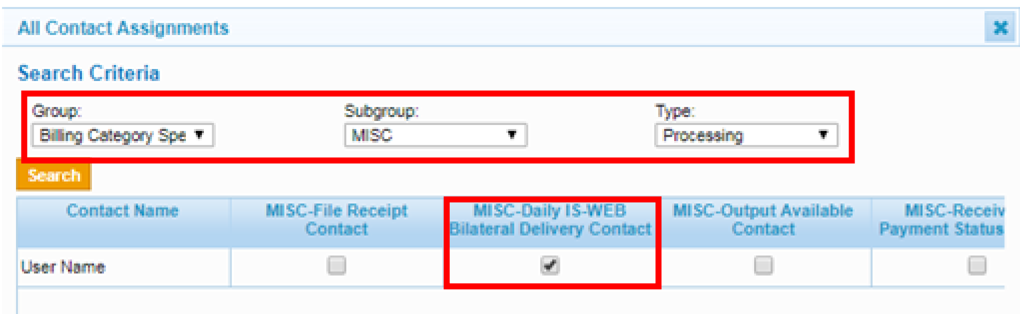
Access your SIS account or contact us for support at www.iata.org/cs

5.1. Creating additional contacts to receive email notifications for new invoices

To create and setup additional contacts to receive notifications when new invoices are issued and available for download, please navigate to the Contacts tab of the Member Profile Menu. To create a new contact click on "Add New Contact", enter all the mandatory information and then click on "Save Contact".

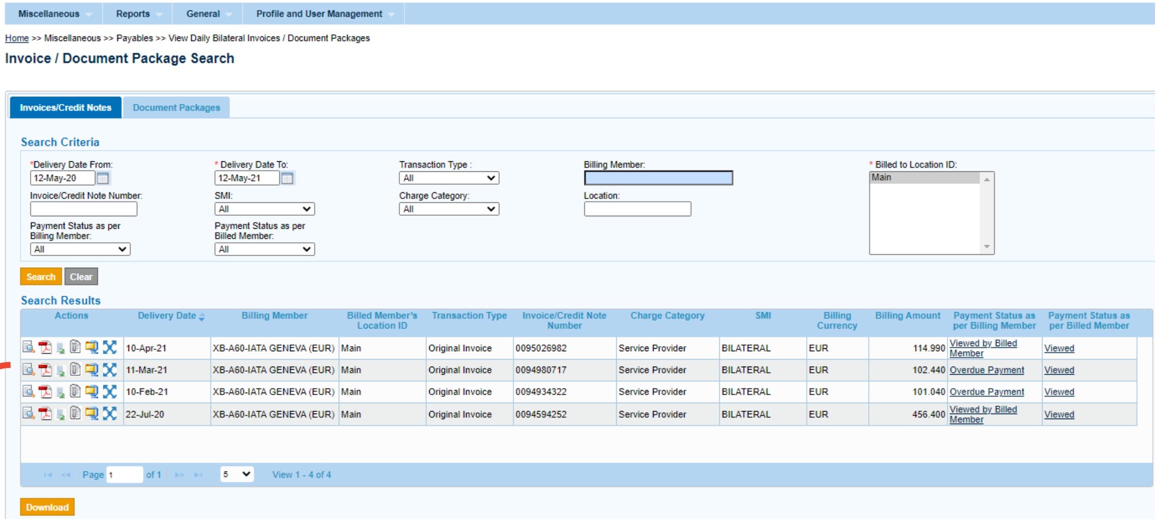


To create the system notification, click on "View All Contact Assignments", select the Group and "Billing Category Specific", Subgroup as "MISC" and Type as "Processing", tick the "MISC Daily IS-WEB Bilateral Delivery Contact" and then "Save".



6. How to search/download invoices

After logging in to your SIS account, you will be redirected to the " *View daily bilateral invoices*" screen. This screen will display by default all invoices billed to your company via SIS in the past 12 months, sorted by date (newest to oldest).

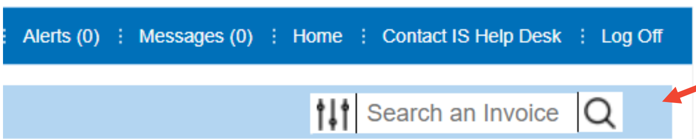


In the **Action** column within the search result screen, you have the following options:

- Download the PDF invoice
- Download the detailed CSV listing of the invoice (can be used to create a dispute)
- Download the attachments submitted with the invoice
- Initiate a Dispute against this invoice

Invoices are available to view and download from this screen for a period of 12 months. Following the 12 months, SIS will archive your invoices for an additional 10 years, allowing you to retrieve them from the Online Archive retrieval screen, free of charge.

If you are looking for a specific invoice, you can use the search box located on the right side of the menu bar, under the username and Log Out options, enter the invoice number and click on the search icon



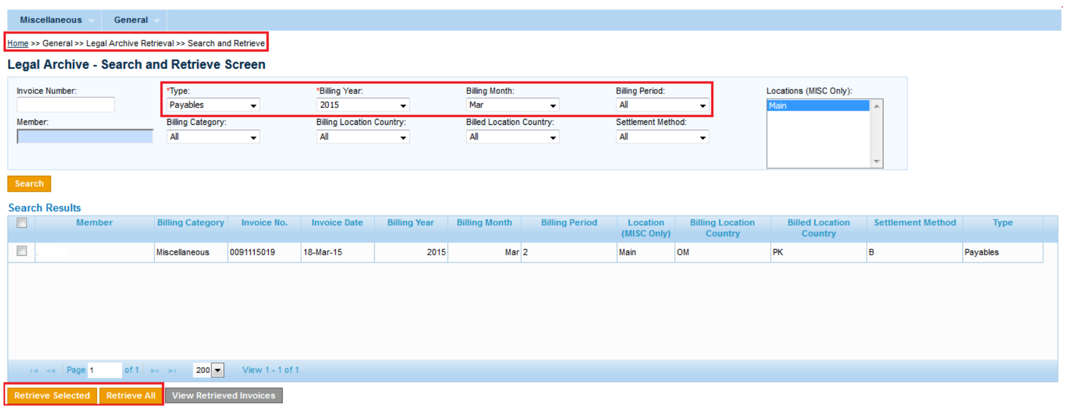
If the invoice is found, the system will redirect you to the search screen where you can download the invoice from (as shown in the step above). If multiple invoices with the same number are found, the system will open a popup window with the search results from which you can select which invoice you want to see. If the invoice is not found in the system, a popup message will show that no invoice with the number provided in the search criteria could be found.

6.1. How to retrieve invoices from the online archive (invoices older than 12 months)

The retrieval of old invoices is done in two steps:

a. Search and retrieve the old invoice from the archive

Under the General Tab of the menu bar, select "Legal Archive Retrieval" -"Search and Retrieve" and enter the search criteria for the invoice(s) you are looking for:



b. Download the retrieved invoice

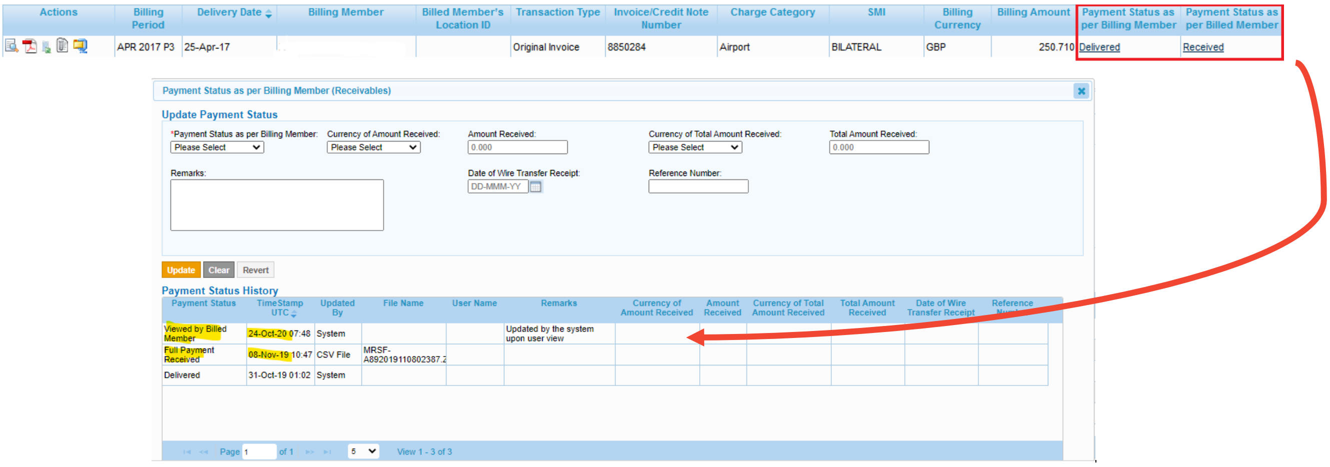
Once the invoices are retrieved from the archive they will be available for download under the General Tab of the menu bar, "Legal Archive Retrieval" -"Download Retrieved Files".

7. Disputing an invoice

If you received an invoice and you do not agree with the charges, you can initiate a dispute and request the billing party to review the charges and issue a credit note. You can create a dispute manually via the platform by clicking the 'Initiate Dispute" button (you will have to manually add each line to the dispute) or you can use the detailed CSV listing to dispute multiple line items at the same time. Detailed guidance on how to process a dispute is available in the Dispute User Guide as well as the Dispute Management Webinar hosted on February 24th 2021.

8. Tracking the Payment Status of your Invoices

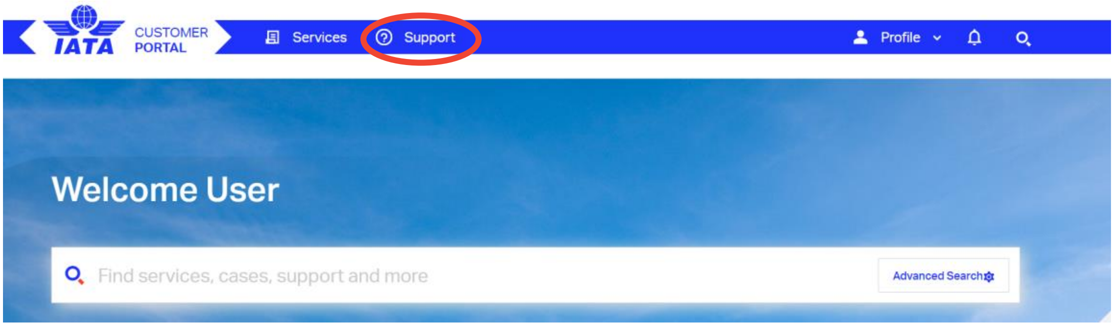
The payment status update feature provides both Billing and Billed Members the possibility to update the payment status for their receivable and payable Miscellaneous Bilateral Invoices. The updates can be done manually through SIS (by clicking on the "Payment Status as per Billed Member"), or by uploading a .csv file with the required information; all status updates will trigger a system generated email alert that will be delivered to the delegated billing contacts. The system will display the latest action on screen, you can see the full history by clicking on the payment status hyperlink:



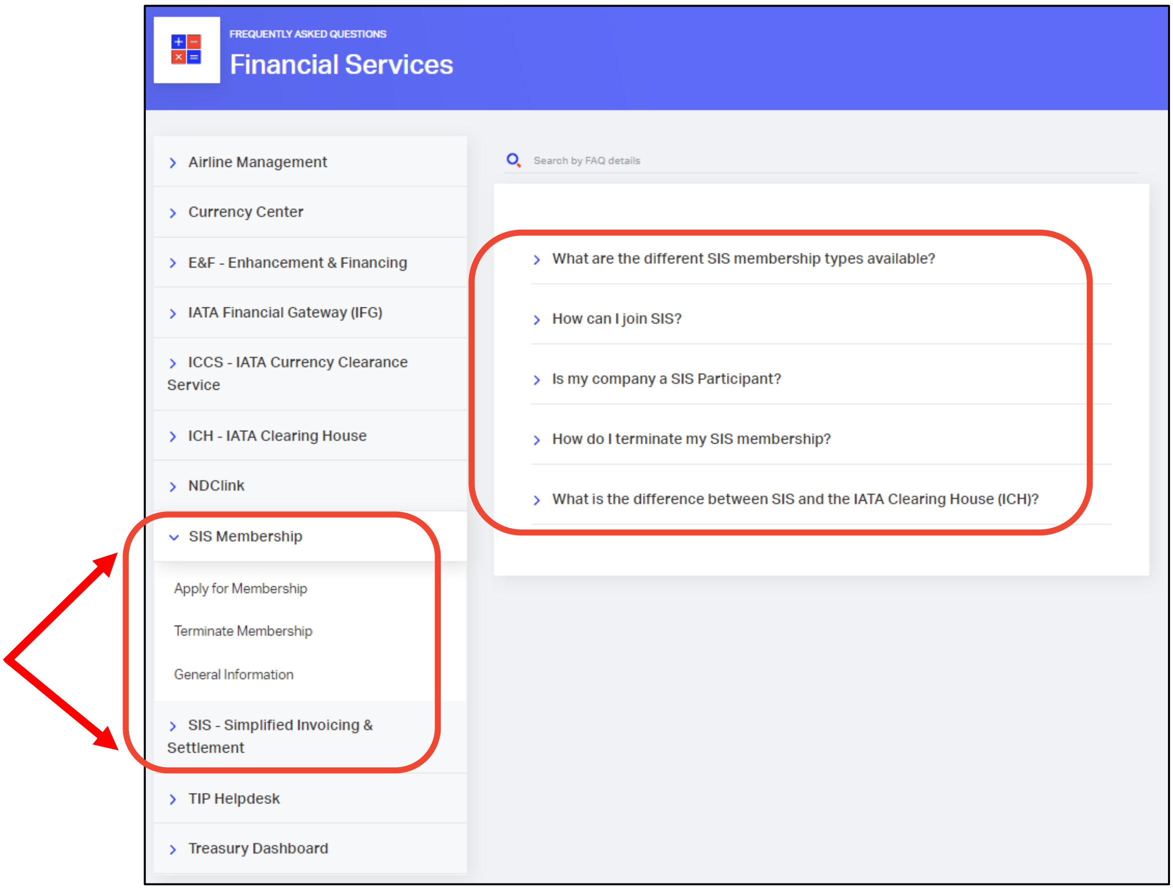
More details on how to use this feature and the input/output file formats can be found here.

9. Contact IATA

To contact our Customer Service teams, click on the "Support" tab at the top of the page of the IATA Customer Portal and choose the appropriate area for your request.



Once you have selected an area, all the services and/or products under that area will be shown. If you select a product/service on the left side, all relevant FAQs will be populated on the right side of the screen.



Should your question not be answered by the existing FAQs, you can scroll down to the end of the page and contact us by creating a case:

The **Category, Topic and Subtopic** will be prepopulated based on the selections done at the previous case. It is very important to select the appropriate Topic and Subtopic when contacting us to ensure your case is routed to the appropriate team. You can choose from the support options available in your time zone: create a case, chat with an Agent or call us.

You can follow up on all the cases you raised under the “Recent Cases” section of the Home page.