



## **Simplified Invoicing and Settlement**

**SIS Miscellaneous Invoice**

**Dispute Management**

**Guidance Document**

June 2020

Version No: 1.0

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## Background

Before the deployment of the '[SIS Miscellaneous Invoice Dispute Management](#)' functionality, SIS Participants had to use the Invoice Rejection process to settle any disagreement for a MISC Bilateral Original invoices.

Or in case of disputes against E&F invoices, SIS Participants had to submit their dispute request to the E&F team via different channels such as Salesforce or email, along with necessary evidence documents. After verifying and accepting the dispute request, a stand-alone Credit Note (without linking to the related dispute) would be issued in SIS to offset the amount against the original invoices.

The '[SIS Miscellaneous Invoice Dispute Management](#)' functionality was designed to meet more closely the industry need to be able to submit and follow up on disputes via SIS, and to make sure all participants are using the same standardized dispute functionality which is also the most cost-effective and fastest with the most value for members.

The standardization of '[SIS Miscellaneous Invoice Dispute Management](#)' covers two following aspects:

- ✓ **Data:** To ensure that data submitted by members is consistent and clear and to identify and reject the invalid or inaccurate data by SIS at the time of submitting a dispute by putting in place the common validation rules and dispute reason codes.
- ✓ **Process:** To improve clarity and increase operational efficiency of the dispute process by defining a cohesive dispute process from submitting a dispute to closing or settling a dispute by issuing a credit note.

## 1 Introduction

This document aims to provide guidance and principles for SIS Participants to benefit from the SIS Dispute Management feature available for Miscellaneous Invoices.

The “[SIS Miscellaneous Invoice Dispute Management](#)” feature provides participants with the option to raise a dispute against Payable Miscellaneous Bilateral Invoices. A dispute may be raised by the Billing Member for incorrectly Billed Original Invoices or by the Billed Member when they do not agree with the charges billed. The dispute may go on back and forth between members until an agreement is reached or one of the parties fails to respond to a dispute within the applicable time limit (6 months from the initiation of a dispute or a response to the dispute).

When an agreement on the dispute is reached, the Original Invoice will be offset by the issuance of a Credit Note from the Billing Member of the Original Invoice.

### **Dispute General rules:**

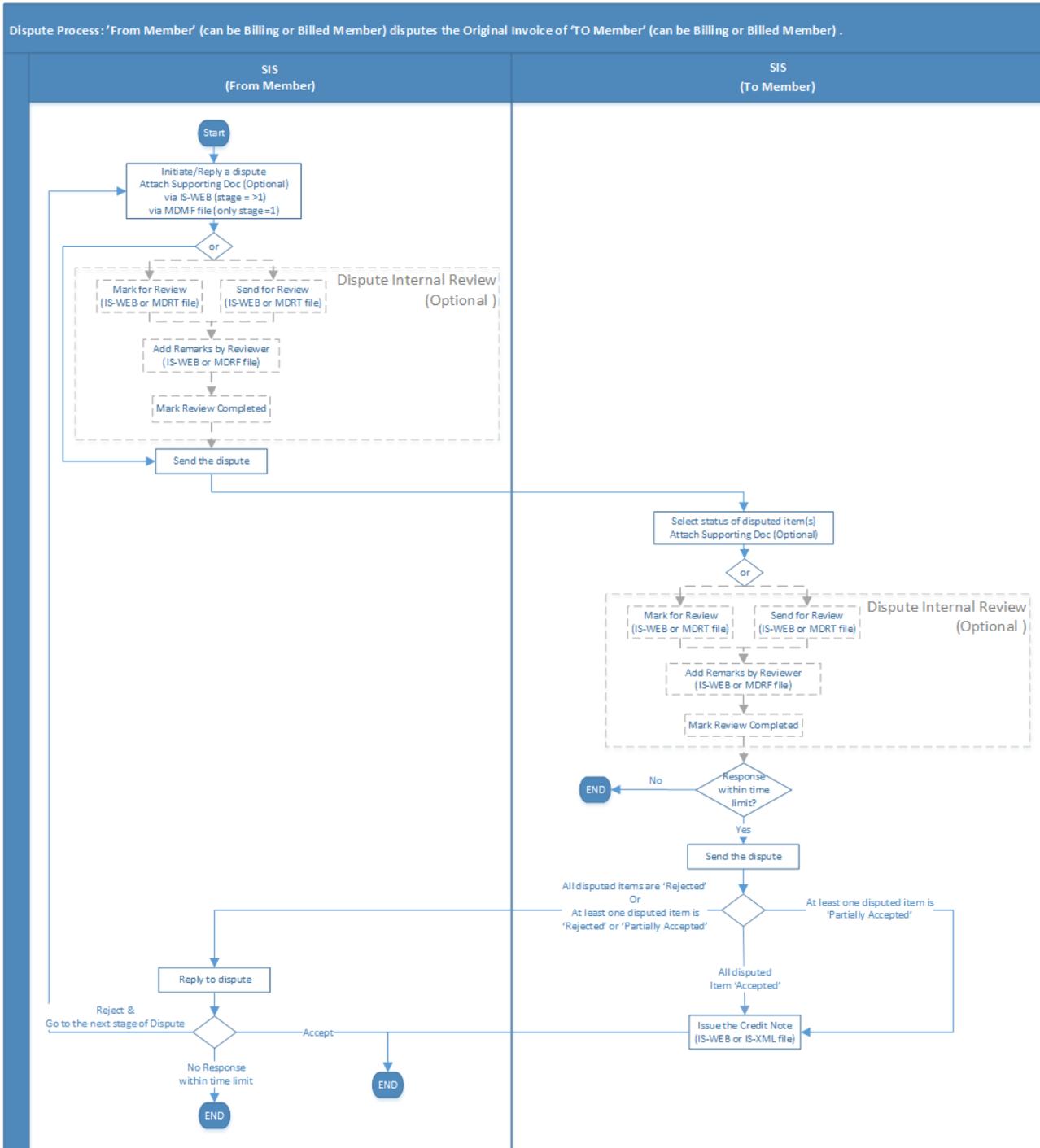
- 1) A Dispute can be raised **only** for Miscellaneous Original Invoices and it is **not** applicable for Rejection Invoices, Correspondence and Credit Notes.
- 2) A dispute cannot NOT be raised on a MISC Original Invoice if a Rejection Invoice exists against it.
- 3) Initiation of dispute against MISC Original Invoice must be within the applicable time limit (6 months).
- 4) Disputes can be initiated against MISC Bilateral invoices only; disputes against invoices settled via the Clearing House can be enabled by optionally the Participants, please contact the SIS Operations Team via the [IATA Customer Portal](#).
- 5) Disputes can be captured in IS-WEB or by uploading a Dispute zip file via IS-WEB or iiNET.
- 6) A dispute can pertain to only one Invoice at a time and cannot include multiple Invoices.
- 7) More than one dispute can be raised for the same Invoice.
- 8) Invoice Header, Line Items or Line Item Details can be disputed.
  - a) At Invoice Level, Tax/VAT Amount or Add/Deduct Amount can be disputed.
  - b) At Line Item and Line Item Detail Level, the financial data such as Unit Price, Quantity, Tax/VAT and Add/Deduct Amount or business data such as flight No., Flight date, etc. can be disputed.

**Note:** Disputes by/against E&F members can only be raised at line item detail level.

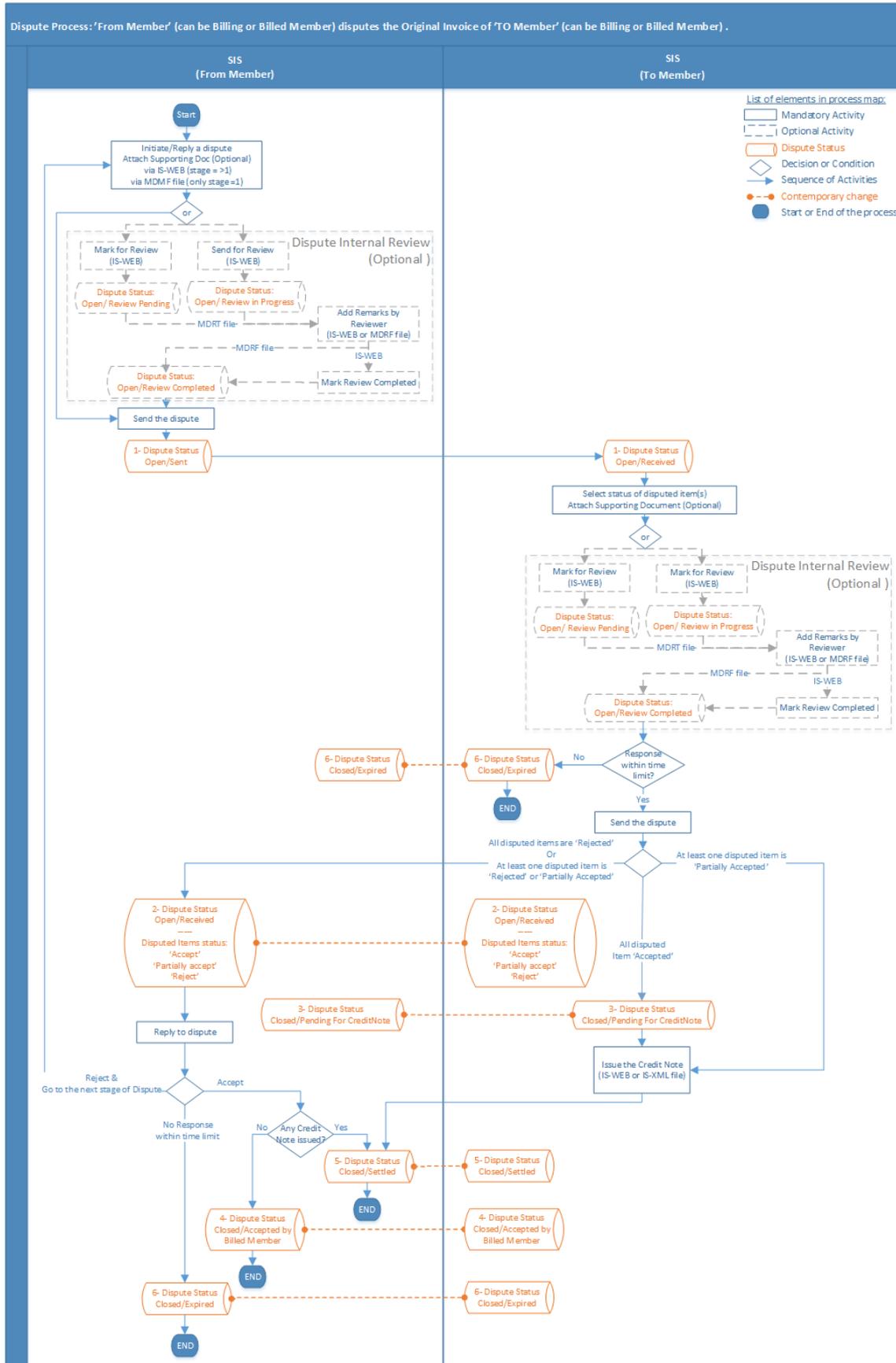
### **Difference between “MISC Rejections” and “MISC Disputes”:**

- A ‘MISC Rejection Invoice’ has an obligation for payment and an financial impact on the reconciliation and settlement which happens automatically by SIS at each rejection stage, whereas a ‘MISC Dispute’ has No obligation for payment nor a financial impact, and it can only be settled if the Billing Member of the Original Invoice optionally issues a Credit Note for the disputed amount after an agreement on the disputed item(s) is reached.

## 2 High-Level Process Map of SIS Dispute Management



### 3 High-Level Process Map of SIS Dispute Management (with dispute status)



## 4 Initiate a Dispute (Stage 1) via IS-WEB

Below are required steps to initiate a dispute from IS-WEB:

- Step 1)** Select the Original Invoice subject to dispute
- Step 2)** Create the Dispute Header
- Step 3)** Add/Edit disputed items
- Step 4)** Add/Remove Attachment(s) – (This step is Optional)
- Step 5)** Mark/Send the dispute for internal review – (This step is Optional)
- Step 6)** Send the dispute to other party

### 4.1 Select the Original Invoice subject to dispute

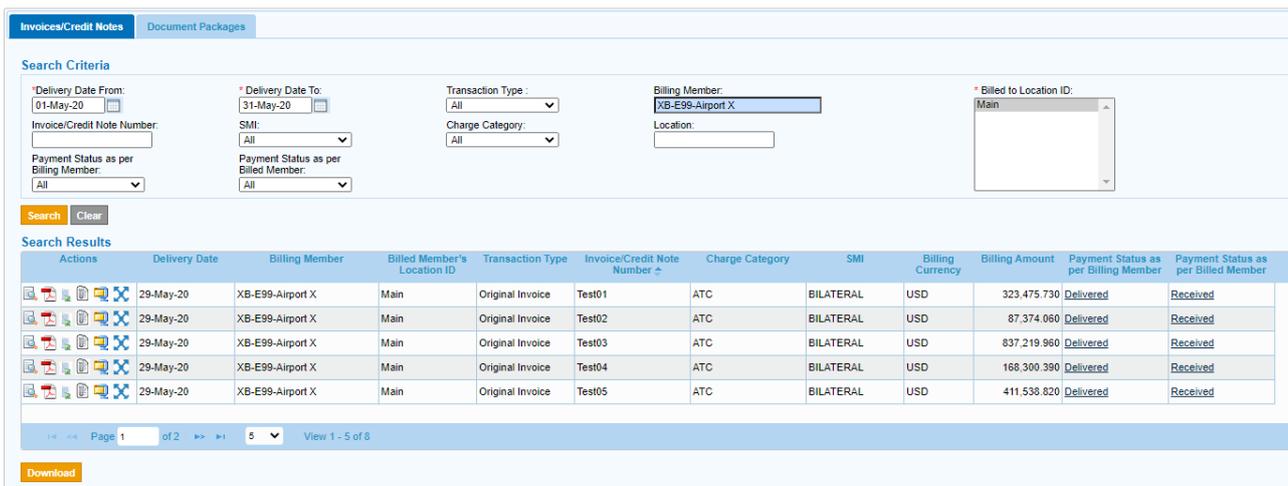
Search and select the Payable Original Invoice subject to dispute from one of following IS-WEB search screens:

- 'Miscellaneous' → 'Payables' → 'View Daily Bilateral Invoices' screen
- 'Miscellaneous' → 'Payables' → 'Manage Invoice/Document Package' screen
- 'Miscellaneous' → 'Billing History and Correspondence' screen → 'Payables' as Billing Type

For Example:

[Home](#) >> [Miscellaneous](#) >> [Payables](#) >> [View Daily Bilateral Invoices / Document Packages](#)

Invoice / Document Package Search



Actions	Delivery Date	Billing Member	Billed Member's Location ID	Transaction Type	Invoice/Credit Note Number	Charge Category	SMI	Billing Currency	Billing Amount	Payment Status as per Billing Member	Payment Status as per Billed Member
	29-May-20	XB-E99-Airport X	Main	Original Invoice	Test01	ATC	BILATERAL	USD	323,475,730	Delivered	Received
	29-May-20	XB-E99-Airport X	Main	Original Invoice	Test02	ATC	BILATERAL	USD	87,374,060	Delivered	Received
	29-May-20	XB-E99-Airport X	Main	Original Invoice	Test03	ATC	BILATERAL	USD	837,219,960	Delivered	Received
	29-May-20	XB-E99-Airport X	Main	Original Invoice	Test04	ATC	BILATERAL	USD	168,300,390	Delivered	Received
	29-May-20	XB-E99-Airport X	Main	Original Invoice	Test05	ATC	BILATERAL	USD	411,538,820	Delivered	Received



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

To dispute own invoices (receivables), search and select the Original Invoice subject to dispute from one of following IS-WEB search screens:

- 'Miscellaneous' → 'Receivables' → 'Manage Invoice/Document Package' screen
- 'Miscellaneous' → 'Billing History and Correspondence' screen → 'Receivables' as Billing Type

## 4.2 Create Dispute Header

Upon clicking on the 'Initiate Dispute' action icon , the 'Edit Dispute' screen is displayed, a dispute at stage 1 is opened and a 'Dispute Reference Number' is be auto generated by SIS. This screen contains different sections:

- 1- Dispute Header
- 2- Line Items/Line Items Details Search Criteria
- 3- Line Items/Line Items Details Search Results
- 4- Disputed Items

The screenshot shows the 'Edit Dispute' interface. At the top, a green success message states 'Dispute Header created successfully'. Below this is the 'Dispute Header' section with fields for From Member (XB-ABC), To Member (XB-E99), Dispute Date (01-Jun-20), Dispute Reference Number (1152), Dispute Stage (1), Original Invoice Number (Test01), Original Invoice Charge Category (ATC), Original Invoice Date (14-May-20), Currency of Original Invoice (USD), Total Amount of Original Invoice (323475.73), Dispute Owner (SIS Staging), To Email ID(s) (SISSTAGING4@gmail.com), Additional Email ID(s) pertaining to Non-Initiator, and Total Disputed Amount. A 'Save Dispute Header' button is present. The 'Line Item/Line Item Detail Search Criteria' section includes filters for Dynamic Field Value, Line Item Number, Line Item Detail Number, Charge Code, and UOM Code. Below this is the 'Line Item/Line Item Detail Search Results' table:

Actions	Line Item #	Charge Code	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Total	Tax	VAT	Add/Deduct Charge	Line Net Total
	10	En-Route	01-May-20	08-May-20	En-route Arrival Charges	1	EA	101037.50	1	101037.50	0	24058.58	0	101037.50
	20	En-Route	01-May-20	08-May-20	En-route Departure Charges	1	EA	155102.2	1	155102.2	0	23812.2	0	155102.2
	30	Approach	01-May-20	08-May-20	Terminal Charge	1	EA	35887.92	1	35887.92	0	5443.92	0	35887.92

Below the table is the 'Disputed Items' section, which is currently empty. At the bottom right, there is a 'Currency of Disputed Am' label.

### 4.2.1 'Dispute Header' section on 'Edit Dispute' screen

The following image shows the 'Dispute Header' section. All fields are auto populated from the disputed invoice, but 'Additional Email ID(s) pertaining to Initiator' can be entered, if required.

This close-up screenshot shows the 'Dispute Header' section with the following fields: From Member (XB-ABC), To Member (XB-E99), Dispute Date (01-Jun-20), Dispute Reference Number (1152), Dispute Stage (1), Original Invoice Number (Test01), Original Invoice Charge Category (ATC), Original Invoice Date (14-May-20), Currency of Original Invoice (USD), Total Amount of Original Invoice (323475.73), Dispute Owner (SIS Staging), To Email ID(s) (SISSTAGING4@gmail.com), Additional Email ID(s) pertaining to Non-Initiator, and Total Disputed Amount. A 'Save Dispute Header' button is located at the bottom left.

**Table 1: Fields of 'Dispute' on 'Edit Dispute' screen**

	FIELD	REMARKS
1.	From Member	<ul style="list-style-type: none"> <li>This is the Member who has initiated a dispute. It can be either Billing Member or Billed Member of an Original Invoice based on who is initiating a dispute. <b>Example:</b> BA-125</li> </ul>
2.	To Member	<ul style="list-style-type: none"> <li>This is the Member against whom a dispute is being created. It can be either Billing Member or Billed Member of an Original Invoice based on who is initiating a dispute. <b>Example:</b> XB-E16</li> </ul>
3.	Dispute Date	<ul style="list-style-type: none"> <li>Shows the date (UTC) when the dispute is created and saved, and is updated with the date (UTC) when the dispute is sent to the other Member. <b>Example:</b> 15-Feb-19</li> </ul>

	FIELD	REMARKS
4.	Dispute Reference Number	<ul style="list-style-type: none"> <li>Unique auto-generated number by SIS at the time of creation of a dispute. <b>Example:</b> 2156</li> </ul>
5.	Dispute Stage	<ul style="list-style-type: none"> <li>Shows the dispute stage, starts from 1 and is incremented by 1 after each dispute stage. <b>Example:</b> 1</li> </ul>
6.	Original Invoice Number	<ul style="list-style-type: none"> <li>Shows the 'Invoice Number of the Original Invoice' on which the dispute is initiated. <b>Example:</b> B200227393</li> </ul>
7.	Original Invoice Charge Category	<ul style="list-style-type: none"> <li>Shows the 'Charge Category of the Original Invoice' on which the dispute is initiated. <b>Example:</b> ATC</li> </ul>
8.	Original Invoice Date	<ul style="list-style-type: none"> <li>Shows the 'Invoice Date of the Original Invoice' on which the dispute is initiated. <b>Example:</b> 01-Feb-19</li> </ul>
9.	Currency of Original Invoice	<ul style="list-style-type: none"> <li>Shows the 'Invoice Currency of the Original Invoice' on which the dispute is initiated. <b>Example:</b> EUR'</li> </ul>
10.	Total Amount of Original Invoice	<ul style="list-style-type: none"> <li>Shows the 'Total Amount of the Original Invoice' in the currency of Invoice on which the dispute is initiated. <b>Example:</b> 2875.150</li> </ul>
11.	Dispute Owner	<ul style="list-style-type: none"> <li>Shows the username (first name and last name) of the User who has created and saved the dispute, and is updated with the User who has 'Sent' the dispute. <b>Example:</b> Oliver Douglas</li> </ul>
12.	To Email ID(s)	<ul style="list-style-type: none"> <li>Shows the 'MISC-Dispute Contact' of 'To Member'; If no contacts are assigned, the active 'Super User' of 'To Member' is populated. <b>Example:</b> <a href="mailto:abc@e16.com">abc@e16.com</a> Refer to chapter <a href="#">13.2 Define a 'MISC-Dispute'</a>.</li> </ul>
13.	Additional Email ID(s) pertaining to Non-Initiator	<ul style="list-style-type: none"> <li>The field is blank for the first stage of the dispute; the Non-Initiator of the dispute can add emails in subsequent stages. <b>Example:</b> xyz@ba.com</li> </ul>
14.	Additional Email ID(s) pertaining to Initiator	<ul style="list-style-type: none"> <li>The initiator of the dispute can enter the additional email addresses in this text box. Email addresses should be separated by the comma. <b>Example:</b> asd@e16.com</li> </ul>
15.	Currency of Dispute	<ul style="list-style-type: none"> <li>Disputes are always issued in the Invoice Currency of the Original Invoice.</li> <li>If a disputed amount is not provided for any disputed item, then no value is displayed. <b>Example:</b> USD</li> </ul>
16.	Total Disputed Amount	<ul style="list-style-type: none"> <li>Shows the sum of the disputed amounts of all the disputed items</li> <li>If a disputed amount is not provided for any disputed item, then no value is displayed. <b>Example:</b> 691.910</li> </ul>

**Save Dispute Header** Upon click of 'Save Dispute Header' button, a dispute is created with status 'Open' and sub-status 'Saved'. The Dispute is still editable in this status.

The following validation are performed by SIS upon the save of the dispute header:

- If the additional email addresses provided are not valid as per industry standards, the error 'Invalid email address format' will be shown on screen.
- If SIS cannot find any 'MISC-Dispute Contact' or 'Super User' for 'To Member' of dispute and no 'Additional Email Ids pertaining to Initiator' are provided, the error 'Dispute contacts of To Member of a dispute are not found. Also, no additional email ids are provided' will be shown on screen.

#### 4.2.2 'Line Items/Line Items Details Search Criteria' section on 'Edit Dispute' screen

The following image shows 'Line Items/Line Items Details Search Criteria' section.



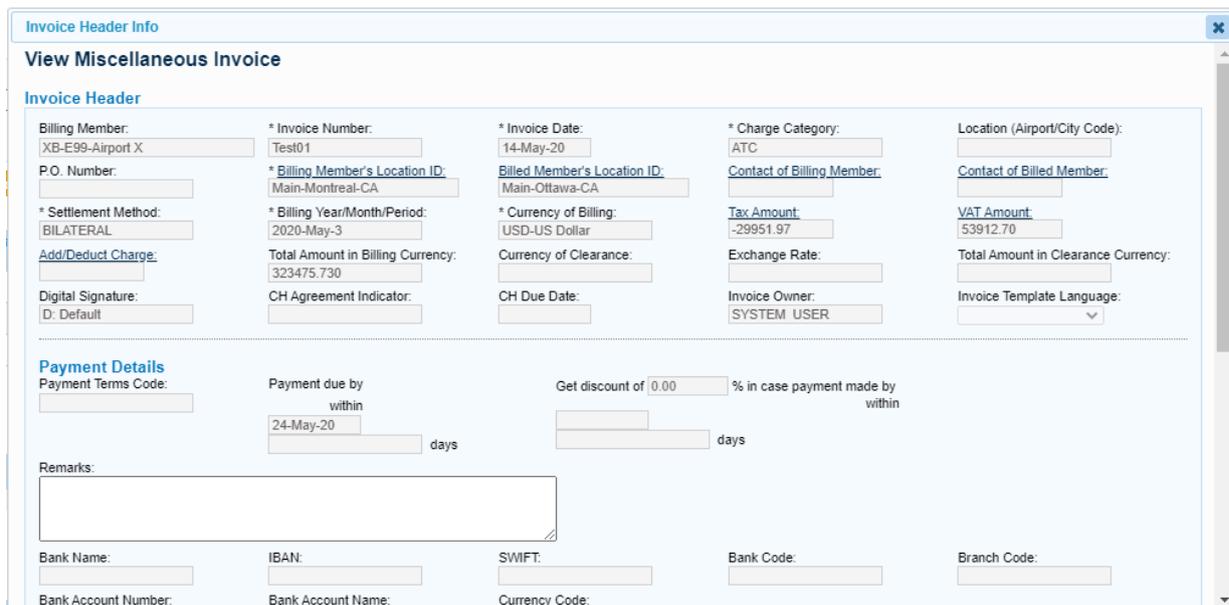
**Table 2: Fields of 'Line Items/Line Items Details Search Criteria' on 'Edit Dispute' screen**

	FIELD	REMARKS
1.	Dynamic Field	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>The dropdown shows the list of fields which can be disputed, depending on the disputed item level.</li> </ul> Refer to <a href="#">Appendix B: List of fields that can be disputed at different levels</a>
2.	Dynamic Field Value	<ul style="list-style-type: none"> <li>Providing a value in this field is mandatory if the value of the search criteria field 'Dynamic Field' is selected by user.</li> </ul>
3.	Line Item Number	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>When a search is performed for Line Item and if the value is provided in this field, SIS returns the Line Item as per the value provided in this field.</li> </ul>
4.	Line Item Detail Number	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>When a search is performed for Line Item Detail, SIS returns all the line item details having line item detail number as provided in this field.</li> <li>When a search is performed for Line Item Detail and value is provided in both 'Line Item Number' and 'Line Item Detail Number', SIS returns the Line Item Detail belonging to the 'Line Item Number' provided.</li> </ul>
5.	Charge Code	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>When a search is performed for Line Item, SIS returns all the line items with the Charge Code provided in this field.</li> <li>When a search is performed for Line Item Detail, SIS returns all the Line Item Details with the Charge Code provided in this field.</li> </ul>
6.	UOM Code	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>The field shows SIS UOM(s), for example '<b>Base-EA-Each</b>'</li> </ul>
7.	Service Start Date	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>If the search is performed for Line Item, SIS returns all the Line Items within an Invoice where Service Start Date is equal to the date provided in this field.</li> <li>If the search is performed for Line Item Detail, SIS returns all the Line Item Details within an Invoice where Service Start Date is equal to the date provided in this field.</li> </ul>
8.	Service End Date	<ul style="list-style-type: none"> <li>Selecting this search criteria field is Optional.</li> <li>If the search is performed for Line Item, SIS returns all the Line Items within an Invoice where Service End Date is equal to the date provided in this field.</li> <li>If the search is performed for Line Item Detail, SIS returns all the Line Item Details within an Invoice where Service End Date is equal to the date provided in this field.</li> </ul>

Below the Search Criteria section, the following buttons are displayed:

**View Invoice Header Info**

Upon click of 'View Invoice Header Info' button, SIS opens a popup to display the Invoice Header details of the Original Invoice on which the dispute is initiated.



The screenshot shows a window titled "Invoice Header Info" with a sub-header "View Miscellaneous Invoice". The "Invoice Header" section contains the following fields:

- Billing Member: XB-E99-Airport X
- \* Invoice Number: Test01
- \* Invoice Date: 14-May-20
- \* Charge Category: ATC
- Location (Airport/City Code): ATC
- P.O. Number: [Empty]
- \* Billing Member's Location ID: Main-Montreal-CA
- Billed Member's Location ID: Main-Ottawa-CA
- Contact of Billing Member: [Empty]
- Contact of Billed Member: [Empty]
- \* Settlement Method: BILATERAL
- \* Billing Year/Month/Period: 2020-May-3
- \* Currency of Billing: USD-US Dollar
- Tax Amount: -29951.97
- VAT Amount: 53912.70
- Add/Deduct Charge: [Empty]
- Total Amount in Billing Currency: 323475.730
- Currency of Clearance: [Empty]
- Exchange Rate: [Empty]
- Total Amount in Clearance Currency: [Empty]
- Digital Signature: D: Default
- CH Agreement Indicator: [Empty]
- CH Due Date: [Empty]
- Invoice Owner: SYSTEM USER
- Invoice Template Language: [Dropdown]

The "Payment Details" section includes:

- Payment Terms Code: [Empty]
- Payment due by: 24-May-20
- Get discount of 0.00 % in case payment made by [Empty] days

There is a "Remarks" text area and a "Bank Information" section at the bottom with fields for Bank Name, IBAN, SWIFT, Bank Code, Branch Code, Bank Account Number, Bank Account Name, and Currency Code.

**Add Invoice Level Dispute** Upon click of the 'Add Invoice Level Dispute' button, SIS opens a popup 'Add Disputed Items'. This button is disabled if either the dispute stage is 1 and dispute status is sent, or the dispute stage is other than stage 1.

**Note:** Adding of Invoice Level Disputed Item by/against E&F members is NOT allowed, and only disputes at Line Item Detail Level are accepted.

**Search Line Items** Upon click of 'Search Line Item' button:

- if any value is provided in the 'Line Items/Line Items Details Search Criteria' section, the list of Line Items within the Original Invoice as per the search criteria will be displayed in the Search Results grid.
- If no value is provided in 'Line Items/Line Items Details Search Criteria' section, then all Line Items of the Original Invoice will be displayed in the Search Results grid.

**Search Line Item Details** Upon click 'Search Line Item Details' button:

- if any value is provided in the 'Line Items/Line Items Details Search Criteria' section, the list of Line Item Details within the Original Invoice as per the search criteria will be displayed in the Search Results grid.
- If no value is provided in 'Line Items/Line Items Details Search Criteria' section, then all Line Item Details of Original Invoice will be displayed in the Search Results grid.

**Clear** 'Clear' button resets the values of search criteria fields to their default values.

#### 4.2.3 'Line Item/Line Item Details Search Results' grid on 'Edit Dispute' screen

The result of 'Line Items/Line Items Details Search Criteria' is displayed in this part.

Example of 'Search Line Item' search:

Line Item/Line Item Detail Search Results	Actions	Line Item #	Charge Code	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Total	Tax	VAT	Add/Deduct Charge	Line Net Total
<input type="checkbox"/>		10	En-Route	01-May-20	06-May-20	En-route Arrival Charges	1	EA	136961	1	161637.58	0	24656.58	0	161637.58
<input type="checkbox"/>		20	En-Route	01-May-20	06-May-20	En-route Departure Charges	1	EA	132290	1	156102.2	0	23812.2	0	156102.2
<input type="checkbox"/>		30	Approach	01-May-20	06-May-20	Terminal Charge	1	EA	30244	1	35687.92	0	5443.92	0	35687.92

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Example of 'Search Line Item Details' search:

Line Item/Line Item Detail Search Results	Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic
<input type="checkbox"/>		1	01-May-20		En-route Arrival Charges	1	EA	36137	1	36137	0	0	0	36137	Name: Legacy UID, Reference No: 52043365 / TakeOff Weight: 349.190
<input type="checkbox"/>		1	01-May-20		Terminal Charge	1	EA	7561	1	7561	0	0	0	7561	Name: Legacy UID, Reference No: 52043370 / TakeOff Weight: 349.190
<input type="checkbox"/>		2	04-May-20		Terminal Charge	1	EA	7561	1	7561	0	0	0	7561	Name: Legacy UID, Reference No: 52043369 / TakeOff Weight: 349.260
<input type="checkbox"/>		3	06-May-20		Terminal Charge	1	EA	7561	1	7561	0	0	0	7561	Name: Legacy UID, Reference No: 52043368 / TakeOff Weight: 349.190
<input type="checkbox"/>		1	05-May-20		En-route Departure Charges	1	EA	31127	1	31127	0	0	0	31127	Name: Legacy UID, Reference No: 52043366 / TakeOff Weight: 347.450

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Upon click of the 'View' icon in the 'Line Items/Line Items Details Search Results' grid, SIS opens a popup containing the data of Line item or line Item Detail of Original invoice'. For example:

**View Line Item Detail**

**Invoice Header**

Invoice Number: Test01	Invoice Date: 14-May-2020	Billing Member: XB-E99	Charge Category: ATC	Billing Amount: USD 323,475.730
Invoice Status: Presented	Billing Period: May 2020 P3			

**Line Item**

Line Item Number: 10	Charge Code: En-Route	Service Start Date: 01-May-20	Service End Date: 06-May-20	Location Code: MAA
Quantity: 1	UOM Code: EA	Unit Price: 136,981.0000	Scaling Factor: 1	Line Total: 136,981.000
Tax: 0.000	VAT: 24,656.580	Add Charge/ Deduction: 0.000	Line Net Total: 161,637.580	

Description: En-route Arrival Charges

**Line Item Detail**

Line Item Detail #: 1

Service Start Date: 0-0    \* Service End Date: 1 May-2020    +Product ID:

\* Description:  
En-route Arrival Charges

Minimum Quantity Flag: <input checked="" type="checkbox"/>	* Quantity: 1	* UOM Code: EA-Each	* Unit Price: 36137	Scaling Factor: 1
Line Detail Total: 36137	Tax Amount: 0	VAT Amount: 0	Add/Deduct Charge: 0	Line Detail Net Total: 36137

Upon click of the 'Add Dispute' icon, SIS opens the 'Add Disputed Items' popup. (Refer to chapter 4.3 'Add Disputed Items' popup).

**Note:** Adding of Line Item Level Disputed Item by/against E&F members is NOT allowed, and only disputes at Line Item Detail Level are accepted.

**Add to Dispute** The 'Add to Dispute' button is enabled only to the users assigned with the 'Misc.Dispute.CreateOrEdit' permission.

Users can select one or more records from the 'Line Item/ Line Item Details Search Results' grid to be added to a dispute. When multiple records are selected, all the selected items will be considered as disputed items and one dispute reason can be selected for all records.

#### 4.2.4 'Disputed Items' section on 'Edit Dispute' screen

'Disputed Items' section shows all items which were added to the dispute.

Disputed Item	Line Item #	Line Item Detail #	Disputed Amount	Reason Code Description	Disputed Field	Disputed Field Original Value	Disputed Field Current Value	Remarks	Status	Internal/Review Comments	Original Reference Num
Line Item Detail	10	1	36137.000	Dispute Total Amount	Amount	36137.000	36137.000	View Disputed Item Remarks	Disputed	View Internal/Review Comments	00043200

The 'Edit Disputed Item' icon is enabled only to the users assigned with the 'Misc.Dispute.CreateOrEdit' permission. Also, this button is shown ONLY if the dispute is not sent yet.

Upon click of this button, SIS opens the popup 'Edit Disputed Item'. Refer to chapter 4.4 'Edit Disputed Items' popup.

'Delete Disputed Item' icon is only enabled to the users assigned with the 'Misc.Dispute.CreateOrEdit' permission. Also, this button is shown only for dispute stage 1, if the dispute has not been sent.

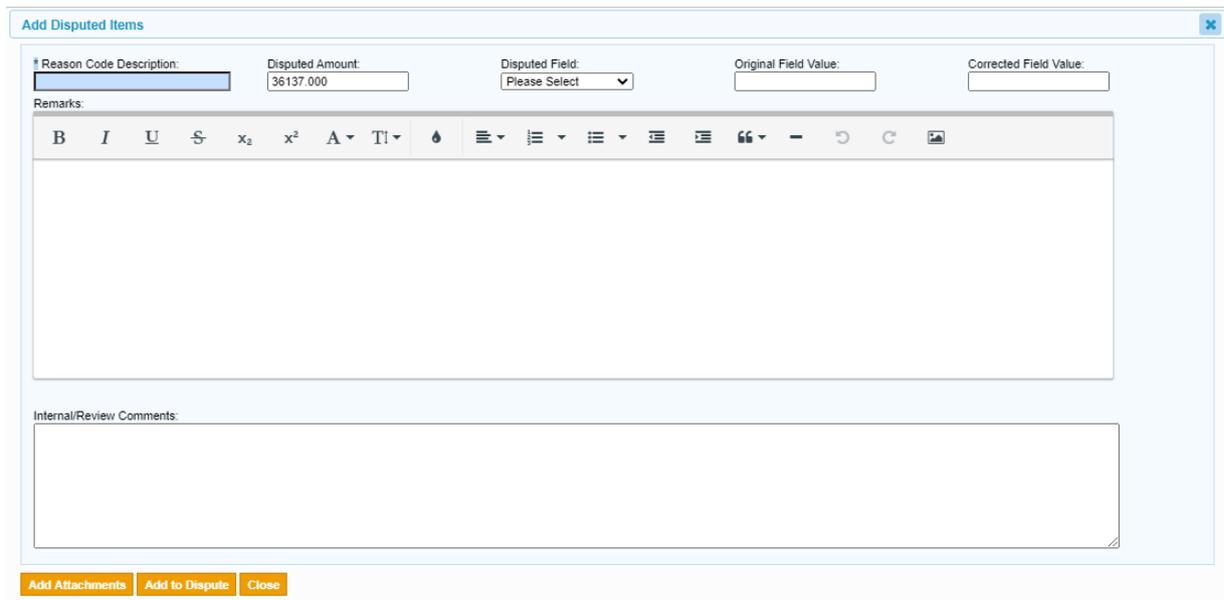
**Table 3: Fields of 'Disputed Items' section on 'Create Dispute' screen**

	FIELD	REMARKS
1.	Disputed Item	<ul style="list-style-type: none"> <li>This field shows the disputed Item, depending on whether a disputed item is an 'Invoice', 'Line Item' or 'Line Item Details'.</li> </ul>

	FIELD	REMARKS
2.	Line Item #	<ul style="list-style-type: none"> <li>if the disputed item is a Line Item, the number of the line item from the Original Invoice which is disputed is shown.</li> <li>if the disputed item is a Line Item Detail, the number of the line item from the Original Invoice for the disputed Line Item detail is shown.</li> <li>If disputed item is Invoice, this will be blank.</li> </ul>
3.	Line Item Detail #	<ul style="list-style-type: none"> <li>if the disputed item is a Line Item Detail, the number of the Line Item Detail that is disputed will be shown.</li> <li>if the disputed item is Invoice or Line Item, this will be blank.</li> </ul>
4.	Disputed Amount	<ul style="list-style-type: none"> <li>It shows the amount disputed</li> <li>If the amount is not provided for the disputed item, it will be blank.</li> </ul>
5.	Reason Code Description	<ul style="list-style-type: none"> <li>It shows the description of the reason code selected for the dispute.</li> </ul>
6.	Disputed Field	<ul style="list-style-type: none"> <li>It shows selected field for disputed item when a disputed item is created.</li> </ul>
7.	Original Field Value	<ul style="list-style-type: none"> <li>It shows 'Original Field Value' for disputed item when a disputed item is created.</li> </ul>
8.	Corrected Field Value	<ul style="list-style-type: none"> <li>It shows 'Corrected Field Value' for disputed item when a disputed item is created.</li> </ul>
9.	Remarks	<ul style="list-style-type: none"> <li>The link '<a href="#">View Disputed Item Remarks</a>' is shown only when remarks were added for a disputed item.</li> <li>By clicking on the link, the remarks are shown in non-editable mode.</li> </ul>
10.	Status	<ul style="list-style-type: none"> <li>It shows the status of the disputed item. Possible values are:                             <ol style="list-style-type: none"> <li>'Accepted'</li> <li>'Partially Accepted'</li> <li>'Disputed'</li> </ol> </li> </ul>
11.	Internal/Review Comments	<ul style="list-style-type: none"> <li>The link '<a href="#">View Internal/Review Comments</a>' is shown only when any Internal comments/Review comments are added for a disputed item' by the first level user and/or reviewer.</li> <li>By clicking on the link, the remarks are shown in non-editable mode.</li> <li>Internal/Review Comments are not be visible to non-initiator of dispute.</li> </ul>

### 4.3 'Add Disputed Items' popup

By Clicking on 'Add to Dispute' icon  or button  on 'Line Items/Line Items Details Search Results' grid, the 'Add Disputed Items' popup is shown:



**Table 4: Fields of 'Add Disputed Items' popup**

	FIELD	REMARKS
1.	Reason Code Description	<ul style="list-style-type: none"> <li>This field shows 'Description' of all the active dispute reason codes depending whether a disputed item is at 'Invoice', 'Line Item' or 'Line Item Details' level. (Refer to <a href="#">Appendix A: List of Dispute Reason Codes</a> to see list of active dispute reason codes in SIS)</li> <li>This is a Mandatory field and a value should be selected by user from the list.</li> </ul>
2.	Disputed Amount	<ul style="list-style-type: none"> <li>If disputed item is 'Invoice', it shows 'Total Amount of Invoice' of Original Invoice (in invoice currency)</li> <li>If disputed item is 'Line Item', it shows 'Net Total Line Item Amount' of that Line Item. If multiple Line Items are selected, it will be kept as blank.</li> <li>If disputed item is 'Line Item Detail', it shows 'Net Total Line Item Detail Amount' of that Line Item Detail. If multiple Line Item Details are selected, it will be kept as blank.</li> </ul>
3.	Disputed Field	<ul style="list-style-type: none"> <li>It shows list of fields that can be disputed for disputed item level (Invoice, Line Item, Line Item Detail)</li> </ul>
4.	Original Field Value	<ul style="list-style-type: none"> <li>The user can provide the Original Value of disputed field (Optional)</li> </ul>
5.	Corrected Field Value	<ul style="list-style-type: none"> <li>The user can provide the correct value of Disputed Field (Optional).</li> </ul>
6.	Remarks	<ul style="list-style-type: none"> <li>The user can provide remarks for a disputed item (Optional).</li> </ul>
7.	Internal Comments	<ul style="list-style-type: none"> <li>The user while creating a disputed item can add internal comments (Optional).</li> </ul>

**Add Attachments** Upon clicking the 'Add Attachments' button, the 'Add Attachments' popup is opened, and users can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item (Refer to chapter [4.5 'Add Attachment\(s\)' popup](#)).

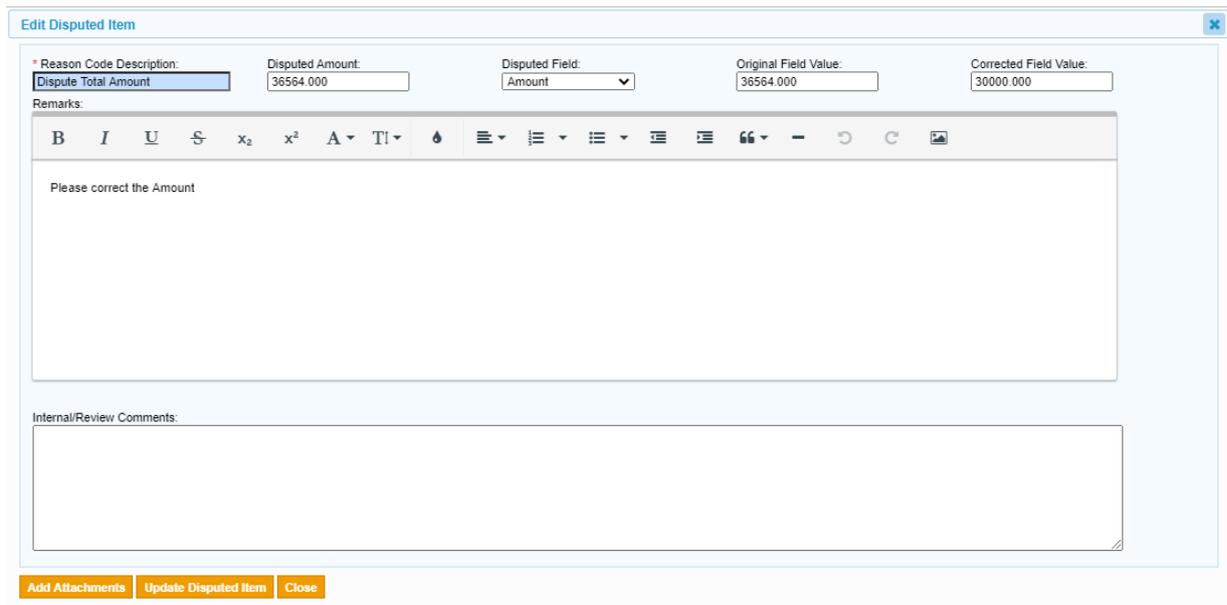
**Add to Dispute** Upon clicking the 'Add to Dispute' button, if the validation of the fields is successful, then all selected items are added to the dispute and are shown under the 'Disputed Items' grid.

**Note:** When multiple Items (Line Items/Line Item Details) are selected and this button is clicked, the Reason Code, Disputed Amount, Disputed Field, Original Field Value, Corrected Field Value, Internal Comments provided in this popup is considered same for all the selected items.

**Close** Upon clicking of 'Close' button, 'Add Disputed Items' popup will be closed.

#### 4.4 'Edit Disputed Items' popup

By clicking the 'Edit Disputed Items' icon  on the 'Line Items/Line Item Details Search Results' grid, the 'Edit Disputed Items' popup is shown:



**Table 5: Fields of 'Edit Disputed Items' popup**

	FIELD	REMARKS
1.	Reason Code Description	<ul style="list-style-type: none"> <li>This field shows 'Description' of all the active dispute reason codes depending on whether a disputed item is at 'Invoice', 'Line Item' or 'Line Item Details' level. Refer to <a href="#">Appendix A: List of Dispute Reason Codes</a> in SIS.</li> <li>This is a Mandatory field and a value should be selected by user from the list.</li> </ul>
2.	Disputed Amount	<ul style="list-style-type: none"> <li>If disputed item is 'Invoice', it shows 'Total Amount of Invoice' of Original Invoice (in invoice currency)</li> <li>If disputed item is 'Line Item', it shows 'Net Total Line Item Amount' of that Line Item. If multiple Line Items are selected, it will be kept as blank.</li> <li>If disputed item is 'Line Item Detail', it shows 'Net Total Line Item Detail Amount' of that Line Item Detail. If multiple Line Item Details are selected, it will be kept as blank.</li> </ul>
3.	Disputed Field	<ul style="list-style-type: none"> <li>It shows list of fields that can be disputed for disputed item level (Invoice, Line Item, Line Item Detail)</li> </ul>
4.	Original Field Value	<ul style="list-style-type: none"> <li>The user can provide the Original Value of disputed field (Optional).</li> </ul>
5.	Corrected Field Value	<ul style="list-style-type: none"> <li>The user can provide the correct value of Disputed Field (Optional).</li> </ul>
6.	Remarks	<ul style="list-style-type: none"> <li>The user can provide remarks for a disputed item (Optional).</li> </ul>
7.	Internal Comments	<ul style="list-style-type: none"> <li>The user while creating a disputed item can add internal comments (Optional). Refer to chapter <a href="#">4.6 Mark/Send for Review (Optional)</a></li> </ul>

**Add Attachments** Upon clicking the 'Add Attachments' button, the 'Add Attachments' popup is shown, and users can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item (Refer to chapter [4.5 'Add Attachment\(s\)' popup](#)).

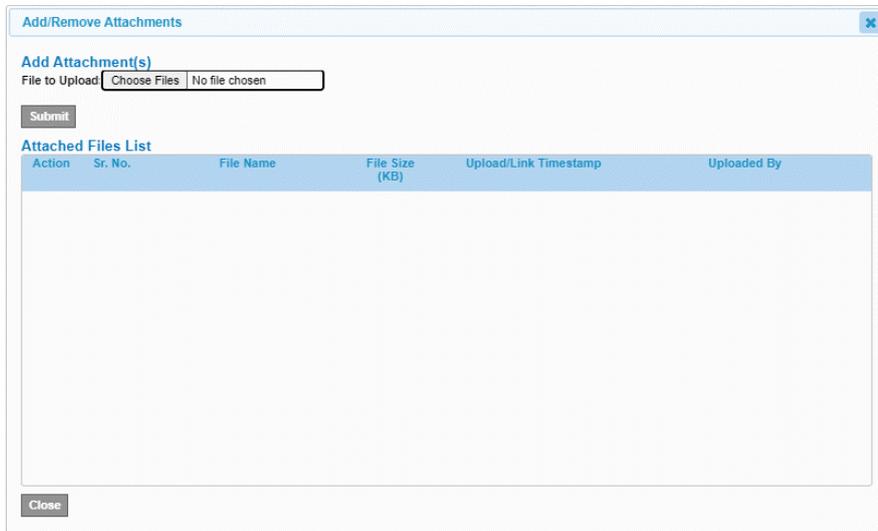
**Update Disputed Item** Upon clicking the 'Update Disputed Item' button, SIS performs the validations similar to when a disputed item was added and if the validations are successful, the selected item is updated, and updated values are shown in the 'Disputed Items' grid.

**Close** Upon clicking the 'Close' button, the 'Add Disputed Items' popup is closed.

## 4.5 'Add Attachment(s)' popup

**Add Attachments** The 'Add Attachments' button is available on different screens and upon clicking this button, SIS opens a popup which allows users to add/remove one or multiple attachments to a dispute.

The attachments are added at the dispute level and not disputed item level. So, if an attachment is added via the 'Add/Edit Disputed Items' popup, it will still be attached at the dispute level and not at the Line Item or Line Item Detail level.



SIS performs the following validations:

- No duplicate attachments can be uploaded
- The length of an attachment's filename (including the extension) cannot exceed **65** characters and it contain only ASCII Characters.
- The cumulative size of the attached files cannot exceed 25mb
- The Attachment file type should be acceptable by the other member\*.

\* Only the following neutral file types are accepted by SIS; other file types are not accepted unless configured in the member profile:

- a) Plain text files (.txt and .csv)
- b) Plain HTML files (.htm and .html) without any embedded hyperlinks or image file references
- c) Rich Text files (.rtf)
- d) Portable Document Format files (.pdf)
- e) JPEG Image files (.jpg or .jpeg)
- f) TIFF Image files (.tif or .tiff)
- g) Microsoft Office Excel files (.xls and .xlsx)

#### 4.6 Mark/Send for Review (Optional)

After all disputed items are provided, users can optionally click on one of the buttons of 'Mark for Review' or 'Send for Review' below 'Dispute Items' grid to continue with an optional 'Internal Review Process'. In this case, the disputed items will be sent to the user (called Reviewer) who has permission to create and edit a dispute to be reviewed.

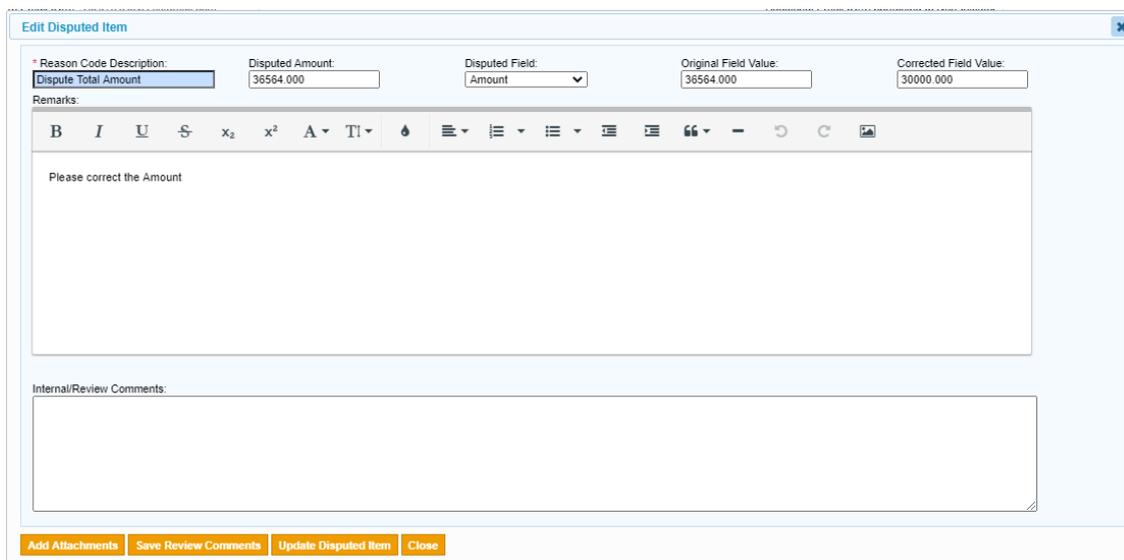
**Mark for Review** Upon clicking the 'Mark for Review' button, a daily process will include all disputes in a review file (MDRT) sent to the email address of Reviewer. The status of the dispute remains as 'Open', but sub-status is changed to 'Review Pending' for 'From Member'. The status and sub status of the dispute for the 'To Member' remains unchanged. Refer to chapter '[Mark/Send Dispute for Review by Uploading file \(Optional\)](#)'.

**Send for Review**

Upon clicking the 'Send for Review' button, a review file (MDRT) which includes all disputes is immediately sent to the email address of Reviewer. The status of the dispute remains as 'Open', but sub-status is changed to 'Review in Progress' for 'From Member'. The reviewer can add internal comments by uploading a review file (MDRF). Refer to chapter 'Mark/Send Dispute for Review by Uploading file (Optional)'.

The Reviewer can find the dispute from the 'Miscellaneous >> Manage Disputes' screen and continue the review process via IS-WEB by following these steps:

- 1) Upon clicking the 'Edit' icon  , SIS opens the dispute in the 'Edit Dispute' screen.
- 2) Upon clicking the 'Edit Disputed Items' icon  on the 'Line Items/Line Items Details Search Results' grid, SIS opens a popup 'Edit Disputed Items' and the Reviewer can add the 'Internal/Review Comments' for the disputed item.



**Add Attachments**

Upon clicking the 'Add Attachments' button, SIS opens 'Add Attachments' popup and users can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item (Refer to chapter 4.3 'Add Attachment(s) popup').

**Update Disputed Item**

Upon clicking the 'Update Disputed Item' button, SIS performs the validations similar to when a disputed item was added and if it was successful, the selected item is updated, and updated values are shown on the 'Disputed Items' grid. Also, the comments added in field 'Internal/Review Comments' are saved as internal comments.

**Save Review Comments**

The 'Save Review Comments' button is enabled only for the users with the 'Misc.Dispute.ReviewDispute' permission, and when the status of the dispute is 'Open' and Sub-Status is 'Review in Progress'. Upon clicking this button, the comments added in field 'Internal/Review Comments' are saved as review comments.

**Close**

Upon clicking the 'Close' button, the 'Edit Disputed Item' popup will be closed.

- 3) The review process is finalized upon clicking of the 'Mark Review Completed' button **Mark Review Completed**. This button is enabled on the 'Edit Dispute' screen if the status of a dispute is 'Open' and sub-status of the dispute is 'Review in Progress'. Upon clicking this button, SIS updates the sub-status of the dispute to 'Review Completed' irrespective of whether review comments are added or not for any disputed items within the dispute. Also, SIS updates the value of 'Review Expiry Date' as 30 days from the date it is sent for Review.

#### 4.7 Send the dispute to other party

As the final step to initiate a dispute, users need to send the dispute to the 'To member' of the disputed invoice. Considering that the 'Internal Review' is optional, SIS allows sending a dispute even if a review is not completed.

**Send** The 'Send' button is enabled only to the users assigned with the new 'Misc.Dispute.Send' permission and when the dispute status is 'Open'. Upon clicking this button, SIS updates the status of the dispute to 'Open' and sub-status to 'Sent' for the 'From Member'. The dispute is sent to the 'To Member' and it is available with Status 'Open' and sub status 'Received'.

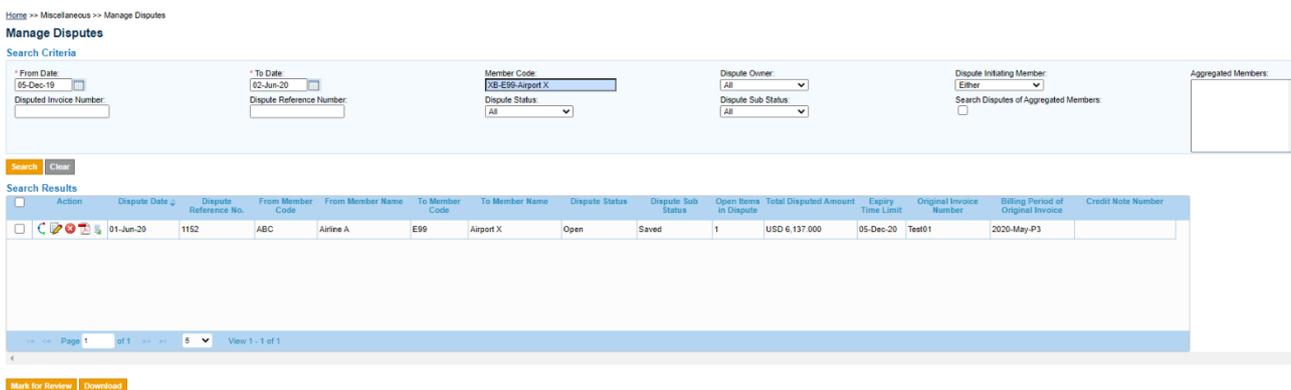
SIS will also send an email alert to the emails addresses indicated in the 'To Email ID(s)' and 'Additional Email ID(s) pertaining to Initiator' defined when a dispute is created.

**Back** Upon clicking of 'Back' button, the user will be redirected to the screen 'Miscellaneous >> Manage Disputes'

### 5 Manage Dispute

The 'Manage Disputes' screen contains different sections:

1. Search Criteria
2. Search Results



#### 5.1.1 'Search Criteria' section on 'Manage Disputes' screen

The following image shows 'Search Criteria' section.



Table 6: Fields of 'Search Criteria' section on 'Manage Disputes' screen

	FIELD	REMARKS
1.	From Date	<ul style="list-style-type: none"> <li>These are mandatory fields and should be in format of 'DD-MMM-YY'</li> <li>SIS will show the disputes where the dispute date is between 'From Date' and 'To Date'.</li> </ul>
2.	To Date	
3.	Member Code	<ul style="list-style-type: none"> <li>This is an optional field.</li> <li>SIS will show all the disputes where the provided Member is 'From Member' and 'To Member' of disputes and logged in Member is 'To Member' of disputes.</li> </ul>
4.	Dispute Owner	<ul style="list-style-type: none"> <li>This is an optional field.</li> <li>If the search is performed by providing value in this field (other than All), SIS shows the disputes where the user selected is the owner of the dispute.</li> </ul>

	FIELD	REMARKS
5.	Dispute Initiating Member	<ul style="list-style-type: none"> <li>This is an optional field and the possible values are: <ul style="list-style-type: none"> <li>'Either'</li> <li>'Self'</li> <li>'Other'</li> </ul> </li> </ul>
6.	Disputed Invoice Number	<ul style="list-style-type: none"> <li>This is an optional field.</li> <li>SIS performs 'like' search and shows all the disputes initiated on the Original Invoice number provided in this field.</li> </ul>
7.	Dispute Reference Number	<ul style="list-style-type: none"> <li>This is an optional field</li> <li>SIS performs 'like' search and shows the dispute having dispute reference number as provided in this field.</li> </ul>
8.	Dispute Status	<ul style="list-style-type: none"> <li>This is an optional field and the possible values are: <ul style="list-style-type: none"> <li>'All'</li> <li>'Open'</li> <li>'Closed'</li> </ul> </li> </ul>
9.	Dispute Sub Status	<ul style="list-style-type: none"> <li>This is an optional field and the possible values are: <ul style="list-style-type: none"> <li>'All'</li> <li>'Saved'</li> <li>'Review Pending'</li> <li>'Review in Progress'</li> <li>'Review Completed'</li> <li>'Sent'</li> <li>'Received'</li> <li>'Accepted by Billed Member'</li> <li>'Pending for Credit Note'</li> <li>'Expired'</li> <li>'Settled'</li> </ul> </li> <li>Displaying above sub statuses depends on the permissions assigned to the users.</li> </ul>
10.	Search Disputes of Aggregated Members	<ul style="list-style-type: none"> <li>If the value of this field is 'Checked', SIS displays disputes of aggregated members selected in the field 'Aggregated Members'</li> </ul>
11.	Aggregated Members	<ul style="list-style-type: none"> <li>It shows the list of all the members aggregated by the logged in Member</li> </ul>

Upon clicking the 'Search' button, in case of successful validations on the above fields, the search is performed with the defined search parameters.

 'Clear' button resets the values of search criteria fields to their default values.

### 5.1.2 'Search result' section on 'Manage Disputes' screen

 Upon clicking the 'View Audit Trail' icon, SIS shows the audit trail of the selected dispute. Refer to [Appendix G: Sample of Dispute Audit Trail](#).

 Upon clicking the 'Download Invoice PDF' icon, the 'Invoice PDF' of the original Invoice is downloaded.

 Upon clicking the 'Download Listing' icon, the 'Listing File' of the original Invoice is downloaded.

 Upon clicking the 'Edit Dispute' icon, SIS opens the dispute in Edit mode. This button is shown only to the users assigned with permissions: 'Misc.Dispute.CreateOrEdit', 'Misc.Dispute.Send' and 'Misc.Dispute.ReviewDispute' and only when the dispute status is 'Open' and it has not been sent.

 Upon clicking the 'Delete Dispute' icon, if the user confirms the warning message, SIS deletes the dispute including all its disputed items and attachments. This button is shown only to the users assigned with permissions: 'Misc.Dispute.CreateOrEdit' and only for dispute stage 1, when the dispute status is 'Open' and it has not been sent yet.

Upon clicking the 'View Dispute' icon, SIS opens the dispute in View only mode. This button is shown only to the users assigned with permissions 'Misc.Dispute.View'

Upon clicking the 'Reply to Dispute' icon, if the Time Limit to respond to the dispute has not yet passed, SIS creates the next stage of dispute and opens the 'Reply Dispute' screen. This button is shown only to the users assigned with permissions 'Misc.Dispute.CreateOrEdit' and only when dispute status is 'Open' and Sub-Status is 'Received'.

When the dispute status is 'Open' and the dispute has not been sent:

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Total Disputed Amount	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
	01-Jun-20	1152	ABC	Airline A	E99	Airport X	Open	Saved	1	USD 6,137,000	05-Dec-20	Test01	2020-May-P3	

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Mark for Review Download

When dispute status is 'Open' and Sub-Status is 'Sent':

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Total Disputed Amount	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
	02-Jun-20	1152	ABC	Airline A	E99	Airport X	Open	Sent	1	USD 6,137,000	02-Dec-20	Test01	2020-May-P3	

Page 1 of 1 View 1 - 1 of 1

Mark for Review Download

When dispute status is 'Open' and Sub-Status is 'Received':

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Total Disputed Amount	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
	02-Jun-20	1152	ABC	Airline A	E99	Airport X	Open	Received	1	USD 6,137,000	02-Dec-20	Test01	2020-May-P3	

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Table 7: Fields of 'Search Result' grid on 'Manage Disputes' screen

	FIELD	REMARKS
1.	Dispute Date	• It shows the Dispute Date.
2.	Dispute Reference No.	• It shows the Dispute Reference Number.
3.	From Member Code	• It shows Member Code of 'From Member' of dispute stage.
4.	From Member Name	• It shows 'Legal Name' of 'From Member' of a dispute stage.
5.	To Member Code	• It shows 'Member Code' of 'To Member' of a dispute stage.
6.	To Member Name	• It shows 'Legal Name' of 'To Member' of a dispute stage.
7.	Dispute Status	• It shows the current status of the dispute.
8.	Dispute Sub Status	• It shows the current Sub-Status of dispute.
9.	Open Items in Dispute	• It shows the count of Disputed Items which are in status disputed.
10.	Total Disputed Amount	• It shows Total Disputed Amount. • If no items are disputed for the amount, it will be blank.
11.	Expiry Time Limit	• It shows the time limit in DD-MMM-YY format.

	FIELD	REMARKS
12.	Original Invoice Number	<ul style="list-style-type: none"><li>It shows 'Invoice Number' of Original Invoice on which Dispute is initiated.</li></ul>
13.	Billing Period of Original Invoice	<ul style="list-style-type: none"><li>It shows 'Billing Period' of Original Invoice on which Dispute is initiated in format 'YYYY-MMM-P1'</li></ul>
14.	Credit Note Number	<ul style="list-style-type: none"><li>It shows the number of 'Credit Note' issued to settle the dispute.</li></ul>

**Mark for Review**

Refer to chapter [4.6 Mark/Send for Review \(Optional\)](#).

**Download**

Upon clicking the 'Download' button, the data of 'Search Results' grid is downloaded in a CSV file.



Table 8: Fields of 'Dispute Header' section on 'Reply to Disputes' screen

	FIELD	REMARKS
1.	From Member	<ul style="list-style-type: none"> <li>This is the Member who responds to the dispute.</li> <li>It can be either Billing Member or Billed Member of an Original Invoice based on who initiated the dispute. <b>Example:</b> BA-125</li> </ul>
2.	To Member	<ul style="list-style-type: none"> <li>This is the Member who will receive the response to dispute.</li> <li>It can be either Billing Member or Billed Member of an Original Invoice based on who initiated the dispute. <b>Example:</b> XB-E16</li> </ul>
3.	Dispute Date	<ul style="list-style-type: none"> <li>It shows system date (UTC) when the reply to dispute is created and saved, and is updated with the date (UTC) when the dispute is sent to the other Member. <b>Example:</b> 15-Feb-19</li> </ul>
4.	Dispute Reference Number	<ul style="list-style-type: none"> <li>It is a unique auto-generated number by SIS at the time of creation of a dispute. <b>Example:</b> 2156</li> </ul>
5.	Dispute Stage	<ul style="list-style-type: none"> <li>It shows the dispute stage, starts from 1 and is incremented by 1 per each dispute stage. <b>Example:</b> 1</li> </ul>
6.	Original Invoice Number	<ul style="list-style-type: none"> <li>It shows the 'Invoice Number of Original Invoice' on which dispute is initiated. <b>Example:</b> B200227393</li> </ul>
7.	Original Invoice Charge Category	<ul style="list-style-type: none"> <li>It shows the 'Charge Category of Original Invoice' on which dispute is initiated. <b>Example:</b> ATC</li> </ul>
8.	Original Invoice Date	<ul style="list-style-type: none"> <li>It shows 'Invoice Date of Original Invoice' on which dispute is initiated. <b>Example:</b> 01-Feb-19</li> </ul>
9.	Currency of Original Invoice	<ul style="list-style-type: none"> <li>It shows 'Invoice Currency of Original Invoice' on which the dispute was created. <b>Example:</b> EUR'</li> </ul>
10.	Total Amount of Original Invoice	<ul style="list-style-type: none"> <li>It shows 'Total Amount of Original Invoice' in the currency of Invoice on which dispute is initiated. <b>Example:</b> 2875.150</li> </ul>
11.	Dispute Owner	<ul style="list-style-type: none"> <li>It shows the username (first name and last name) of the User who created and saved the dispute and is updated with the User who 'Sent' the dispute. <b>Example:</b> Oliver Douglas</li> </ul>
12.	To Email ID(s)	<ul style="list-style-type: none"> <li>It shows 'MISC-Dispute Contact' of 'To Member' and If no contacts are assigned to 'MISC-Dispute Contact', it populates the active 'Super Users' of 'To Member'. (for more information about 'MISC-Dispute Contact' please refer to chapter <a href="#">13.2 Define a 'MISC-Dispute Contact'</a> ,of this document). <b>Example:</b> abc@e16.com</li> </ul>
13.	Additional Email ID(s) pertaining to Non-Initiator	<ul style="list-style-type: none"> <li>This optional field is editable by Non-Initiator of the dispute and NOT by Initiator of dispute.</li> <li>It shows Additional Email ID(s) provided by the Non-Initiator in the previous stage (if any).</li> <li>The email addresses should be separated by the comma. <b>Example:</b> xyz@ba.com</li> </ul>
14.	Additional Email ID(s) pertaining to Initiator	<ul style="list-style-type: none"> <li>This optional field is editable by Initiator of the dispute and NOT by Non-Initiator of dispute.</li> <li>It shows Additional Email ID(s) provided by the Non-Initiator in the previous stage (if any). <b>Example:</b> asd@e16.com</li> </ul>
15.	Currency of Dispute	<ul style="list-style-type: none"> <li>It shows 'Invoice Currency of Original Invoice' because of disputed amount will always be in the Invoice Currency of the Original Invoice. <b>Example:</b> USD</li> <li>If a disputed amount is not provided for any disputed item, then no value is displayed.</li> </ul>
16.	Total Disputed Amount	<ul style="list-style-type: none"> <li>It shows the sum of the disputed amount of all the disputed items. <b>Example:</b> 691.910</li> <li>If a disputed amount is not provided for any disputed item, then no value is displayed.</li> </ul>

Upon clicking the 'Save' button, the dispute reply is saved with status is 'Open' and sub-status 'Saved'. The response is still editable in this status. The following validations will be done by SIS:

- if the additional email addresses (if provided) are against the industry standards, the error 'Invalid email address format.' will be shown on screen.
- If SIS cannot find any 'MISC-Dispute Contact' or 'Super User' for 'To Member' of dispute or no 'Additional Email Ids pertaining to Initiator' are provided, the error 'Dispute contacts of To Member of a dispute are not found. Also, no additional email ids are provided.' will be shown on screen.

## 6.2.2 'Disputed Items' section on 'Edit Reply to Dispute' screen



Below action icons are enabled only to the user assigned with permission 'Misc.Dispute.CreateOrEdit' and 'Misc.Dispute.ReviewDispute'



'Accept Disputed Item' action icon opens the 'Accept Disputed Items' popup



'Partially Accept Disputed Item' action icon opens the 'Partially Accept Disputed Items' popup



'Reject Disputed Item' action icon opens the 'Reject Disputed Items' popup

Table 9: Fields of 'Disputed item' section on 'Reply to Disputes' screen

	FIELD	REMARKS
1.	Disputed Item	<ul style="list-style-type: none"> <li>This field shows the disputed Item, depends on if a disputed item is an 'Invoice', 'Line Item' or 'Line Item Details'.</li> </ul>
2.	Line Item #	<ul style="list-style-type: none"> <li>If disputed item is Line Item, it shows the number of a line item in Original Invoice that is disputed.</li> <li>if disputed item is Line Item Detail, it shows number of a line item in Original Invoice for the disputed Line Item detail.</li> <li>If disputed item is Invoice, it will be blank.</li> </ul>
3.	Line Item Detail #	<ul style="list-style-type: none"> <li>if disputed item is Line Item Detail, it shows number of Line Item Detail that is disputed.</li> <li>if disputed item is Invoice or Line Item, it will be blank.</li> </ul>
4.	Disputed Amount	<ul style="list-style-type: none"> <li>It shows the amount disputed</li> <li>If the amount is not provided for the disputed item, it will be blank</li> </ul>
5.	Accepted Amount	<ul style="list-style-type: none"> <li>It should be the amount disputed in the previous stage of dispute minus amount disputed in the current stage of the dispute</li> <li>If the amount is not provided for the disputed item, it will be blank</li> </ul>
6.	Remaining Disputed Amount	<ul style="list-style-type: none"> <li>It should be the amount disputed in the previous stage of dispute minus amount disputed in the current stage of the dispute</li> <li>If the amount is not provided for the disputed item, it will be blank</li> </ul>
7.	Reason Code Description	<ul style="list-style-type: none"> <li>This will print the description of reason code used to dispute the item</li> </ul>
8.	Disputed Field	<ul style="list-style-type: none"> <li>This should print the value as selected for field 'Disputed Field' when a disputed item is created</li> </ul>
9.	Original Field Value	<ul style="list-style-type: none"> <li>This should print the value as provided for field 'Original Field Value' when a disputed item is created</li> <li>If no value is provided for the disputed item, it will be as blank</li> </ul>
10.	Corrected Field Value	<ul style="list-style-type: none"> <li>This will print the value as provided for the field 'Corrected Field Value' when a disputed item is created</li> </ul>
11.	Received Remarks	<ul style="list-style-type: none"> <li>This will show a link 'View Disputed Item Remarks' which will open the modal popup 'View Disputed Item Remarks'. The remarks added for the disputed item for the previous stage of dispute will be shown in the non-editable mode</li> <li>This link will be shown only when remarks are added for a disputed item in the previous stage</li> </ul>
12.	Remarks	<ul style="list-style-type: none"> <li>This will show a link 'View Disputed Item Remarks' which will open the modal popup 'View Disputed Item Remarks'. The remarks added in the current stage of dispute will be shown in non-editable mode.</li> <li>This link will be shown only when remarks are added for a disputed item</li> </ul>

	FIELD	REMARKS
13.	Status	<ul style="list-style-type: none"> <li>When this screen is opened for the first time the status of the disputed item as per the previous stage will be shown</li> <li>The status of the disputed item will be updated as per the actions performed by the Member responding to the dispute</li> <li>The valid values can be:                             <ul style="list-style-type: none"> <li>'Accepted'</li> <li>'Partially Accepted'</li> <li>'Disputed'</li> </ul> </li> </ul>
14.	Internal/Review Comments	<ul style="list-style-type: none"> <li>This will show a link 'View Internal/Review Comments', which will open the modal popup 'View Internal/Review Comments'.</li> <li>This will be shown only when any Internal comments/Review comments are added for a disputed item</li> <li>The remarks added will be shown in the non-editable mode</li> <li>The trail of comments added by the first level user and/or reviewer of the organization of From Member of dispute stage will be shown</li> <li>The comments added by the 'From Member' of dispute will <b>NOT</b> be visible to 'To Member' of dispute</li> </ul>

### 6.3 'Accept Disputed Item' popup

When the user clicks on 'Accept Disputed Item' icon  on the 'Disputed Items' grid or selects one or multiple disputed items from the 'Disputed Items' grid and clicks on  'Accept Selected' button, SIS opens the 'Accept Disputed Item' popup.

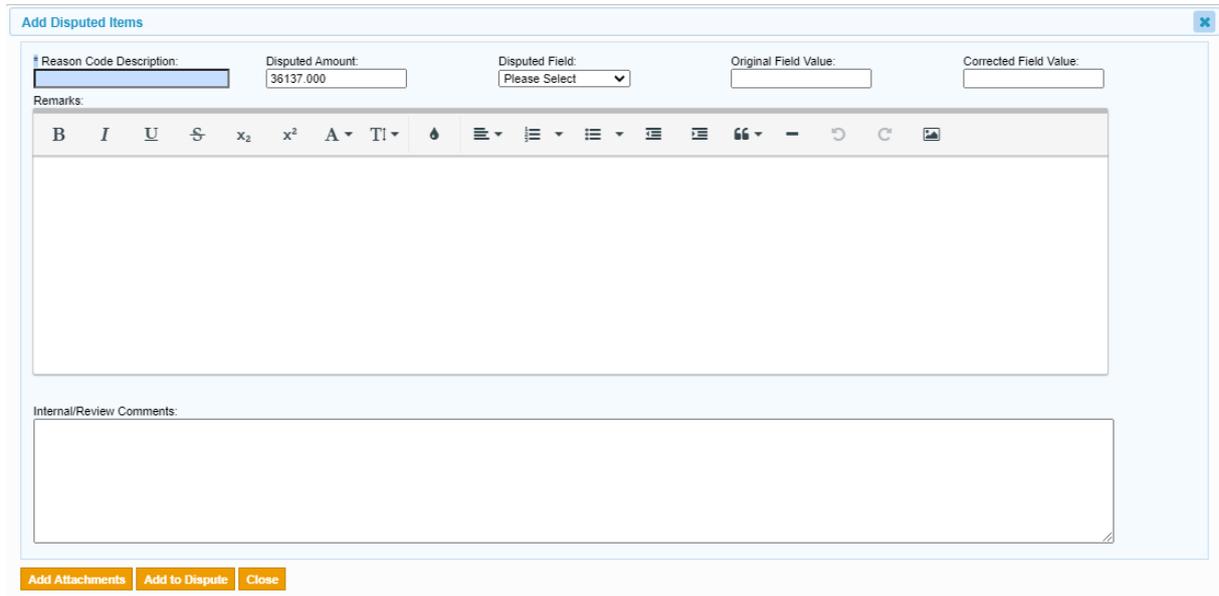


Table 10: Fields of 'Accept Disputed Items' popup

	FIELD	REMARKS
1.	Reason Code Description	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the 'Reason Code Description' selected by the user when the disputed item was created.</li> </ul>
2.	Disputed Amount	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the value as provided by the user for the disputed item in the last stage of the dispute</li> </ul>
3.	Disputed Field	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the value as provided by the user for the disputed item when the disputed item was created.</li> </ul>
4.	Original Field Value	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the value as provided by the user for the disputed item in the last stage of the dispute</li> </ul>
5.	Corrected Field Value	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It should display the value as provided by the user for the disputed item for the last stage of the dispute</li> </ul>
6.	Remarks	<ul style="list-style-type: none"> <li>This field is <b>editable</b>.</li> <li>It should display the value as provided by the user for the disputed item for the last stage of the dispute</li> </ul>
7.	Internal Comments	<ul style="list-style-type: none"> <li>This field is <b>editable and the user</b> can add internal comments (Optional). Refer to chapter <a href="#">'4.6 Mark/Send for Review (Optional)'</a>.</li> </ul>
8.	All fields except Remarks and Internal Comments are shown as blank on the popup, if user selects multiple items and click on <a href="#">'Accept Selected'</a> button.	

**Add Attachments** Upon clicking of ['Add Attachments'](#) button, SIS opens ['Add Attachments'](#) popup and user can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item. Refer to chapter ['4.5 'Add Attachment\(s\)' popup'](#).

**Accept Disputed Item(s)** ['Accept Disputed Item\(s\)'](#) button is enabled for the user who has permission of `'Misc.Dispute.CreateOrEdit'`. Upon clicking of this button, SIS updates the status of disputed item to **'Accepted'** and saves any internal comments added for the disputed items.

**Close** Upon clicking of ['Close'](#) button, ['Accept Disputed Item'](#) popup will be closed.

Upon clicking of ['Update Disputed Item'](#) button, SIS performs the validations similar to when a disputed item was added and if it was successful, the selected item will be updated, and updated values will be shown on ['Disputed Items'](#) grid. Also, the [comments](#) added in field ['Internal/Review Comments'](#) should be saved as internal comments. (for more information, refer to chapter ['4.6 Mark/Send for Review \(Optional\)'](#).)

## 6.4 'Partially Accept Disputed Item' popup

When the user clicks on 'Partially Accept Disputed Item' icon  on the 'Disputed Items' grid, SIS opens the 'Partially Accept Disputed Items' popup.

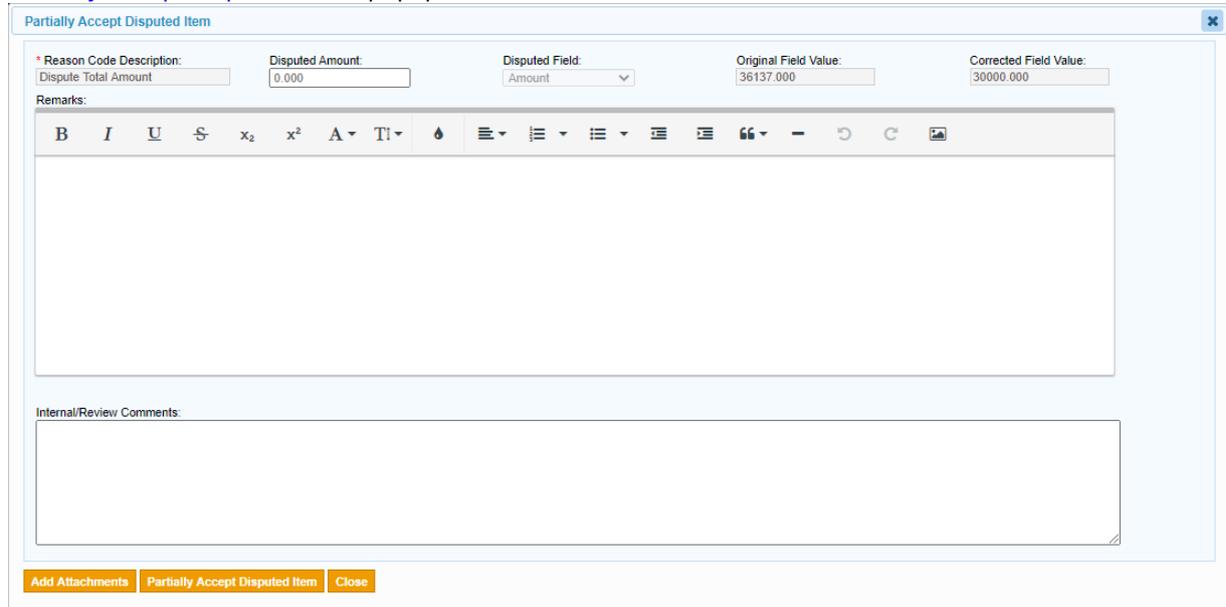


Table 11: Fields of 'Partially Accept Disputed Items' popup

	FIELD	REMARKS
1.	Reason Code Description	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the 'Reason Code Description' selected by the user when the disputed item was created.</li> </ul>
2.	Disputed Amount	<ul style="list-style-type: none"> <li>This field is <b>editable</b>, ONLY if the disputed amount in the previous stage is greater than zero.</li> </ul>
3.	Disputed Field	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the value as provided by the user for the disputed item when the disputed item was created.</li> </ul>
4.	Original Field Value	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It shows the value as provided by the user for the disputed item in the last stage of the dispute</li> </ul>
5.	Corrected Field Value	<ul style="list-style-type: none"> <li>This field is <b>non-editable</b>.</li> <li>It should display the value as provided by the user for the disputed item for the last stage of the dispute</li> </ul>
6.	Remarks	<ul style="list-style-type: none"> <li>This field is <b>editable</b>.</li> <li>It shows blank when this popup is opened, the user can add remarks (Optional).</li> </ul>
7.	Internal Comments	<ul style="list-style-type: none"> <li>This field is <b>editable and the user</b> can add internal comments (Optional). (for more information, refer to chapter <a href="#">'4.6 Mark/Send for Review (Optional)'</a>)</li> </ul>

**Add Attachments** Upon clicking of 'Add Attachments' button, SIS opens 'Add Attachments' popup and user can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item. Refer to chapter ['4.5 Add Attachment\(s\) popup'](#).

**Partially Accept Disputed Item** 'Partially Accept Disputed Item(s)' button is enabled for the user who has permission of 'Misc.Dispute.CreateOrEdit'. Upon clicking of this button, SIS performs following validations when a 'Disputed Amount' was provided in the previous stage of dispute for the disputed item.

- Disputed Amount should be provided for a disputed item in current stage. And it should be greater than Zero (negative amounts should not be provided).
- 'Disputed Amount' of current stage should be greater than:

- If the disputed item is 'Invoice': The disputed amount should not be greater than the 'Invoice Total Amount' in Currency of Invoice of Original Invoice.
- If disputed item is 'Line Item': The disputed amount should not be greater than the 'Line Net Total Amount' of Original Invoice.
- If disputed item is 'Line Item Detail': The disputed amount should not be greater than the 'Line Detail Net Total Amount' of Original Invoice
- In the case of validation failure, an error message will be displayed on screen.
- 'Disputed Amount' of current stage should be less than:
  - The 'Disputed Amount' of the previous **Odd** stage, when Initiator of a dispute is replying.
  - The 'Disputed Amount' of the previous **Even** stage, when Non-Initiator of a dispute is replying.
  - In the case of validation failure, an error message will be displayed on screen.

If the validations are successful, SIS updates the status of disputed item to 'Partially Accepted' and saves any internal comments added for the disputed items.

**Close** Upon clicking of 'Close' button, 'Partially Accept Disputed Item' popup will be closed.

### 6.5 'Reject Disputed Item' popup

When the user clicks on 'Reject Disputed Item' icon  on the 'Disputed Items' grid, SIS opens the 'Reject Disputed Items' popup.

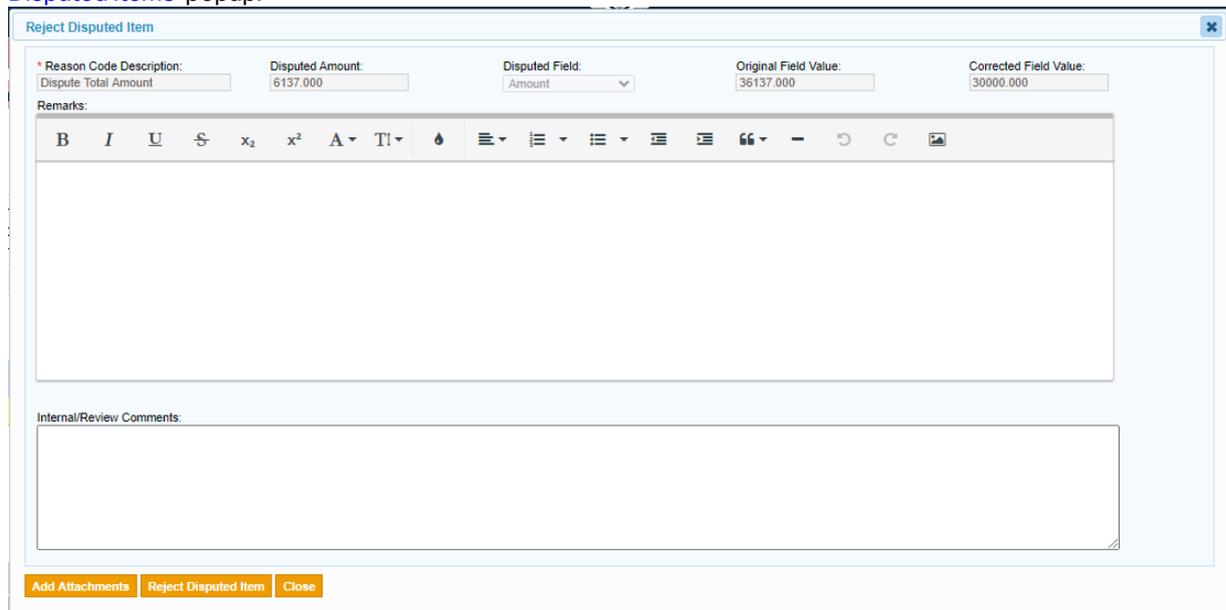


Table 12: Fields of 'Reject Disputed Items' popup

	FIELD	REMARKS
1.	Reason Code Description	<ul style="list-style-type: none"> <li>• This field is <b>non-editable</b>.</li> <li>• It shows the 'Reason Code Description' selected by the user when the disputed item was created.</li> </ul>
2.	Disputed Amount	<ul style="list-style-type: none"> <li>• This field is <b>editable</b>, ONLY if the disputed amount in the previous stage is greater than zero.</li> </ul>
3.	Disputed Field	<ul style="list-style-type: none"> <li>• This field is <b>non-editable</b>.</li> <li>• It shows the value as provided by the user for the disputed item when the disputed item was created.</li> </ul>
4.	Original Field Value	<ul style="list-style-type: none"> <li>• This field is <b>non-editable</b>.</li> <li>• It shows the value as provided by the user for the disputed item in the last stage of the dispute</li> </ul>
5.	Corrected Field Value	<ul style="list-style-type: none"> <li>• This field is <b>non-editable</b>.</li> <li>• It should display the value as provided by the user for the disputed item for the last stage of the dispute</li> </ul>
6.	Remarks	<ul style="list-style-type: none"> <li>• This field is <b>editable</b>.</li> <li>• It shows blank when this popup is opened, the user can add remarks (Optional).</li> </ul>

	FIELD	REMARKS
7.	Internal Comments	<ul style="list-style-type: none"> <li>This field is <b>editable and the user</b> can add internal comments (Optional). (for more information, refer to chapter <a href="#">'4.6 Mark/Send for Review (Optional)'</a>)</li> </ul>

**Add Attachments** Upon clicking of 'Add Attachments' button, SIS opens 'Add Attachments' popup and user can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item (Refer to chapter [3.5 'Add Attachment\(s\)' popup](#)).

**Reject Disputed Item** 'Reject Disputed Item(s)' button is enabled for the user who has permission of 'Misc.Dispute.CreateOrEdit'. Upon clicking of this button, SIS updates the status of disputed item to 'Disputed' and saves any internal comments added for the disputed items.

**Close** Upon clicking of 'Close' button, 'Reject Disputed Item' popup will be closed.

## 6.6 'Add Attachment(s)' popup

This is similar to chapter [3.5 'Add Attachment\(s\)' popup](#).

## 6.7 Mark/Send for Review (Optional)

After all disputed items provided, user can optionally click on one of the buttons of 'Mark for Review' or 'Send for Review' below 'Dispute Items' grid to continue with an optional 'Internal Review Process'. In this case, the disputed items will be sent to the user (called Reviewer) who has permission to create and edit a dispute to be reviewed. Refer to chapter [13.1 Assigning Permissions to Users](#).

**Mark for Review** Upon clicking of 'Mark for Review' button, the daily process include all disputes in a review file (MDRT) sent to the email address of Reviewer. Status of the dispute remains as 'Open', but sub-status will be changed to 'Review Pending' for 'From Member'. The status and sub status of dispute for 'To Member' remains unchanged. Refer to chapter [9. Mark/Send Dispute for Review by Uploading file \(Optional\)](#).

**Send for Review** Upon clicking of 'Send for Review' button, a review file (MDRT) include all disputes immediately is sent to the email address of Reviewer. Status of the dispute remains as 'Open', but sub-status will be changed to 'Review in Progress' for 'From Member'. The reviewer can add internal comment by uploading review file (MDRF). Refer to chapter [9. Mark/Send Dispute for Review by Uploading file \(Optional\)](#).

Reviewer can find the dispute from the 'Miscellaneous >> Manage Disputes' screen and continue the review process via IS-WEB by following steps:

- 1) Upon clicking of 'Edit' icon , SIS opens the dispute in the 'Edit Reply to Dispute' screen.
- 2) Upon clicking of any of 'Accept Disputed Item' icon , 'Partially Accept Disputed Item' icon  or 'Reject Disputed Item' icon  on the "Edit Reply to Dispute" screen, SIS opens related popup and Reviewer can add the 'Internal/Review Comments' for the disputed item.

Home >> Miscellaneous >> Edit Dispute

**Edit Reply to Dispute**

Dispute Header

From Member: XB-E99 Original Invoice Number: Test02 Dispute Owner: SIS Staging Additional Email ID(s) pertaining to Initiator:	To Member: XB-ABC Original Invoice Charge Category: ATC To Email ID(s): SISSTAGING5@gmail.com	Dispute Date: 02-Jun-20 Original Invoice Date: 14-May-20	Dispute Reference Number: 1153 Currency of Original Invoice: USD Additional Email ID(s) pertaining to Non-Initiator	Dispute Stage: 2 Total Amount of Original Invoice: 87374.06
---	---	---	---	--

Save Dispute Header

Disputed Items

Action	Disputed Item	Line Item #	Line Item Detail #	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Reason Code Description	Disputed Field	Disputed Field Original Value	Disputed Field Corrected Value
<input type="checkbox"/>	Line Item Detail	10	1	36564.000			Dispute Total Amount	Amount	36564.000	30000.000

Page 1 of 1

Accept Selected | Add Attachments | Mark Review Completed | Send | Back

Currency of Disputed Amount:

For example, 'Accept Disputed Item' icon  for Reviewer is shown below:

Accept Disputed Item

* Reason Code Description: Dispute Total Amount	Disputed Amount: 6137.000	Disputed Field: Amount	Original Field Value: 36137.000	Corrected Field Value: 30000.000
--	------------------------------	---------------------------	------------------------------------	-------------------------------------

Remarks:

**B** *I* U ~~S~~ x<sub>2</sub> x<sup>2</sup> A T | 

Internal/Review Comments:

Add Attachments | Save Review Comments | Accept Disputed Item(s) | Close

**Add Attachments** Upon clicking of 'Add Attachments' button, SIS opens 'Add Attachments' popup and user can optionally upload one or more attachments. Any attachments will be attached to the dispute and not the disputed item (Refer to chapter [4.5 'Add Attachment\(s\)' popup](#)).

**Save Review Comments** 'Save Review Comments' button is enabled only for the user with permission 'Misc.Dispute.ReviewDispute' and when the status of the dispute is 'Open' and Sub-Status is 'Review in Progress'. Upon click of this button, the comments added in field 'Internal/Review Comments' should be saved as review comments.

**Close** Upon clicking of 'Close' button, 'Edit Disputed Item' popup will be closed.

- 3) The review process is finalized, upon clicking of 'Mark Review Completed' button **Mark Review Completed**. This button is enabled on screen 'Edit Reply to Dispute' if the status of a dispute is 'Open' and sub-status of the dispute is 'Review in Progress'. Upon click of this button, SIS updates the sub-status of the dispute to 'Review Completed' irrespective of whether review comments are added or not for any disputed item within the dispute. Also, SIS will update the value of 'Review Expiry Date' to date 30 days from the date it is sent for Review.

## **6.8 Send the dispute to other party**

This is similar to chapter '3.7 Send the dispute to other party'.

## 7 Settle a Dispute

A Credit Note can be submitted via IS-WEB or using IS-XML Input file by Billing Member to settle the Dispute.

An Output File (MDCT) is sent to Billing Member of Original Invoice when the status of the dispute is updated to 'Pending for Credit Note' and the Billing Member can issue a credit Note for those disputes. Refer to [Appendix C: Dispute File Sent to the Billing Member \(MDCT\)](#).

This MDCT file can be downloaded from IS-WEB or iiNet. Refer to chapter [13.3 Dispute Files](#).

### 7.1 Create a Credit Note for dispute via IS-WEB

A credit note can be issued by Billing Member of the Original invoice:

- If the status of all disputed items for a dispute are 'Accepted' and the dispute status is as 'Closed' and sub-status as 'Pending for Credit Note'. In this case, SIS will update the dispute status as 'Closed' and sub-status as 'Settled'.
- If there is already a Credit Note issued for the dispute and the dispute status is as 'Closed' and sub-status as 'Settled'.
- If one or multiple disputed items are 'Accepted' or 'Partially Accepted' by the Billing Member of Original Invoice but the dispute status is as 'Open' and sub-status as 'Received'.

The 'Create Credit Note' screen is opened from 'Miscellaneous' → 'Receivables' → 'Create Credit Note'

Home >> Miscellaneous >> Receivables >> Create Credit Note

**Create Miscellaneous Credit Note**

Credit Note Header

* Billed Member: IB-SEC-Airline A	* Credit Note Number: CR01	* Credit Note Date: 03-Jun-20	* Charge Category: ATC	Location (Airport/City Code):
PO Number:	* Billing Member's Location ID: Main-Montreal-CA	Billed Member's Location ID: Main-Ottawa-CA	Contact of Billing Member:	Contact of Billed Member:
* Settlement Method: BILATERAL	* Billing Year/Month/Period: 2020-May-4	* Currency of Billing: USD-US Dollar	Tax Amount:	VAT Amount:
Add/Deduct Charge:	Total Amount in Billing Currency: 0.000	Currency of Clearance: USD-US Dollar	Exchange Rate: 1.00000	Total Amount in Clearance Currency:
Digital Signature: D Default	CH Agreement Indicator:	CH Due Date: DD-MMM-YY	Invoice Template Language: English	

Payment Details

Payment Terms Code:      Payment due by 13-Jun-20 within 15 days      Get discount of 0.00 % in case payment made by DD-MMM-YY within 15 days

Remarks:

Bank Name:      IBAN:      SWIFT:      Bank Code:      Branch Code:

Bank Account Number:      Bank Account Name:      Currency Code:

Total Tax Amount Local Currency Code: Please Select      Total Tax Amount Local: 0.000      Local Tax Exchange Rate: 0.00000

Dispute Details

Dispute Reference #: 1152      Original Invoice #: Test01      Original Invoice Billing Year: 2020      Original Invoice Billing Month: 5      Original Invoice Billing Period: 3

Notes

Note:      Note Description:

Additional Details:      Additional Details Description:

Save Credit Note Header

#### 7.1.1 Dispute Details' section

The 'Disputes Details' section should be completed if the Credit Note is issued for a dispute.

Dispute Details

Dispute Reference #: 1152      Original Invoice #: Test01      Original Invoice Billing Year: 2020      Original Invoice Billing Month: 5      Original Invoice Billing Period: 3

When the 'Dispute Reference #' field is provided in the 'Disputes Details' section, SIS will populate the following fields automatically:

- 'Original Invoice #': The Original Invoice Number linked to the dispute
- 'Original Invoice Billing Year': Billing Year of Original Invoice linked to the dispute
- 'Original Invoice Billing Month': Billed Month of Original Invoice linked to the dispute

- 'Original Invoice Billing Period': Billed Period of Original Invoice to the dispute

**Save Credit Note Header**

Upon clicking on the 'Save Credit Note Header', SIS links it to the dispute.

To create a new Credit Note via IS-WEB, refer to chapter "Miscellaneous Module , Working With Credit Note" in [SIS User Guide](#) on SIS Website.

## 7.2 Issue a MISC Credit Note by MISC IS-XML Input File

To issue a Credit Note for a dispute via IS-XML Input file, the 'DisputeRefNumber' node under 'DisputeDetails' group at the invoice level should be provided in the MISC Credit Notes submitted IS-XML Input file.

'DisputeRefNumber' field (size: 11, Type: AN) defines the dispute number for which Credit Note has issued by the Billing Member of Original Invoice.

For example:

```
<DisputeDetails>
  <DisputeRefNumber>1152</DisputeRefNumber>
</DisputeDetails>
```

SIS will perform validations below on 'DisputeRefNumber' node provided in IS-XML input file:

- If <DisputeRefNumber> node is NOT provided for field 'DisputeRefNumber', then although the IS-XML file will pass the Sanity Checks, but SIS will NOT link the issued Credit Note to the Dispute
- If <DisputeRefNumber> node provided but with empty value, then the IS-XML file will fail with Sanity Checks Error.

SIS adds below fields to IS-XML Output files for a Credit Note which was issued for a dispute:

- DisputeRefNumber
- OriginalInvNumber
- OriginalInvBillingPeriod

For example:

```
<DisputeDetails>
  <DisputeRefNumber>1152</DisputeRefNumber>
  < OriginalInvNumber>Test01</ OriginalInvNumber>
  < OriginalInvBillingPeriod>20200504< /OriginalInvBillingPeriod>
</DisputeDetails>
```

To see the sample file, refer to [Appendix I: Sample Files](#).

For more information about IS-XML Credit Note file, refer to 'IATA IS-XML Invoice Standard' on SIS website, tab 'IS XML Standard' to see details of above fields.

## 7.3 Closure of Expired Disputes

In a daily process, SIS sends Reminders about dispute expiry to the 'To Member' and 'From Member' of a dispute 3days before applicable time limit to expiry of the dispute.

- A Reminder about dispute expiry to the 'From Member' of a dispute if the dispute has only 1 stage. Refer to [Annex 2](#) for the Email Template
- A Reminder about dispute expiry to the 'To Member' of a dispute if dispute has stage Greater Than 1, Refer to the [Annex 3](#) for the Email Template

Failure to respond to a dispute within the applicable time limit of 6 months will cause the dispute to be marked as expired; SIS will close all expired disputes and will send an email alert to the 'From Member' and 'To Member' of dispute. Refer to [Annex 4](#) for the sample email alerts.

## 8 Initiate a Dispute (Stage 1) by Uploading a Dispute zip file

SIS Participants can initiate a dispute stage 1 against a MISC Original Invoice by uploading a Dispute zip file via **IS-WEB** (menu 'Home >> General >> File Management >> Upload File') or via **iiNET**.

The Dispute zip package contains the following files:

1. A **CSV** file with the details of the disputed items. (the Dispute zip file should not contain data of multiple Invoices)
2. A folder "**SUPPDOCS**" containing Supporting Documents that should be attached to the dispute (adding "**SUPPDOCS**" is optional)

The Dispute zip file can be uploaded via **IS-WEB** or **iiNET**. When a dispute is successfully validated, SIS updates the status of the dispute to 'Open' and sub-status to 'Sent'.

### 8.1 Create an Input Dispute CSV file

To initiate a dispute using the file, the MISC CSV listing generated for the Invoice can be reused, with the disputed values in filled in the related dispute columns:

- AdditionalEmailIDsForDispute
- DisputeLevel
- DisputeReasonCode
- DisputedAmount
- DisputeRemarks
- DisputedField
- DisputedFieldOriginalValue
- DisputedFieldCorrectedValue

Also, participants can generate a CSV file with only dispute specific columns. The first row in the CSV will be the header row and required columns are:

- InvoiceNumber
- SellerOrganizationID
- BuyerOrganizationID
- SettlementMonthPeriod
- AdditionalEmailIDsForDispute
- DisputeLevel
- DisputeReasonCode
- DisputedAmount
- DisputeRemarks
- DisputedField
- DisputedFieldOriginalValue
- DisputedFieldCorrectedValue
- LineItemNumber
- DetailNumber

The specifications of the MDMF file and the Input Dispute CSV file, refer to [Appendix D: Input Dispute file \(MDMF\)](#).

To see the sample file, refer to [Appendix I: Sample Files](#).

## 8.2 Validation Errors for MISC Dispute file

SIS performs a validation on the content of CSV file provided by the member in the Dispute file, and if there was a validation failure in one or more records, both R1 and R2 reports will be generated. R2 report can contain one or more errors such as Data Type, Mandatory check, Minimum/ Maximum length of the fields.

When a dispute is successfully created, SIS will send an email alert to the 'To Email ID(s)' and 'Additional Email ID(s) pertaining to Initiator'. Refer to [Annex 1](#) for the email template

## 9 Mark/Send Dispute for Review by Uploading file (Optional)

A daily scheduled process generates and sends those disputes marked for review to the reviewer in the format of 'MISC Dispute Output Review file (MDRT)'. SIS sends this file by email or via iiNET, based on the configuration defined in the 'Member Profile'. Refer to chapter [13.3 Dispute Files](#).

The email is sent to all active users of 'From Member' who have 'Misc.Dispute.ReviewDispute' permission. Please refer to [Annex 5](#) for email template.

The reviewer can update the review comments in the 'MISC Dispute Input Review file (MDRF)' and upload the dispute review file using IS-WEB or iiNET, based on the configuration defined in the 'Member Profile'. Refer to chapter [13.3 Dispute Files](#).

If the 'MISC Dispute Input Review file (MDRF)' is validated successfully, SIS will read the value provided in input file and update the Review Comments for each disputed item and will change the sub status of the dispute to 'Review Completed'.

### 9.1 Create an Input 'Dispute Review' file

The Dispute Review file contains the following three sheets:

1. 'Disputes Details' includes all the disputes identified as 'Open' and Sub-Status is 'Review Pending'
2. 'Original Invoice Details' includes the details of Original Invoice linked with Disputes.
3. 'LI and LID Details' includes the details of Original Line Item/Line Item Details which were disputed.

Participants can generate a Dispute Review file with only dispute specific columns. The first row in the CSV will be the header row and required columns are:

- Dispute Reference Number
- Original Invoice Number
- Dispute From Member
- Dispute To Member
- Dispute Stage
- Disputed Item
- LI Number
- LID Number
- Dispute Reason Description
- Disputed Amount
- Disputed Field
- Disputed Field Original Value
- Disputed Field Corrected Value
- Disputed Item Remarks
- Internal Comments
- Review Comments
- Original Reference Number
- Original Amount

To see the MDRT/MDRF files specifications, refer to [Appendix E: MISC Dispute Review files \(MDRT / MDRF\)](#).

To see the sample file, refer to [Appendix I: Sample Files](#).

## 9.2 Re-use an 'Output Dispute Review' file to create an Input 'Dispute Review' file

To Create a 'MISC Dispute Input Review file (MDRF)', participants can re-use the 'MISC Output Dispute Review file (MDRT)'.

To see the MDRT/MDRF files specifications, refer to [Appendix E: MISC Dispute Review files \(MDRT / MDRF\)](#).

To see the sample file, refer to [Appendix I: Sample Files](#).

## 9.3 Validation Errors for 'MISC Dispute Review' file

SIS performs the following validations on the content of the excel file of Dispute Review submitted and in case of validation failure, a validation report containing both R1 and R2 reports is generated.

- The sheet '[Disputes Details](#)' should be provided in the excel file and the name of the sheet should **NOT** be modified.
- The first row of excel sheet '[Disputes Details](#)' should be the header row. The names of the columns should **NOT** be modified and must be provided as MDRF file.

The validation report is sent as an email attachment to all active users of the 'From Member' assigned with the permission '[Misc.Dispute.ReviewDispute](#)'. Refer to [Annex 6](#) for email template.

Also, the validation report can be sent by SIS to the member's MISC iiNET account, if the 'Dispute Review file by iiNET' is '[Checked](#)' in the Member Profile. Refer to chapter [13.3 Dispute Files](#).

In a daily process, SIS identifies disputes which need to be reviewed by reviewer having Sub Status as '[Review in Progress](#)' and if there are 3 days left for the '[Review Expiry Date](#)', then sends an email notification to the contacts with '[MISC-Dispute Related](#)' permission of 'From Member' of disputes. Refer to [Annex 9](#) for the email template.

## 10 Reply to Dispute (Stage > 1) by uploading file

SIS Participants can reply to a dispute (dispute stage > 1) by uploading a Dispute zip file via **IS-WEB** (menu 'Home >> General >> File Management >> Upload File') or via **iiNET**. To upload the file through iiNET, the value of field 'Dispute Output Document Package' in the member profile should be 'Checked'. Refer to chapter [13.3 Dispute Files](#).

The Dispute zip file contains the following:

3. A **CSV** file with the details of the disputed items. (the Dispute zip file should not contain data of multiple Invoices)
4. A folder "SUPPDOCS" containing Supporting Documents that should be attached to the dispute (adding "SUPPDOCS" is optional)

Upon successful validation of the dispute zip file SIS updates the status of the dispute to 'Open' and sub-status to 'Sent'.

### 10.1 Create an Input 'Reply to Dispute' file

The Dispute Reply file contains 'Disputes Details' sheet. Participants can generate a Dispute Reply file with only dispute specific columns. The first row in the CSV will be the header row and required columns are:

- Dispute Reference Number
- Dispute From Member
- Dispute To Member
- Disputed Item
- LI Number
- LID Number
- Status
- Amount

To see dispute columns specifications and name conversion of MDOT/MDOF files, refer to [Appendix F: Reply to Dispute files \(MDOT /MDOF\)](#).

To see the sample file, refer to [Appendix I: Sample Files](#).

### 10.2 Re-use a 'Dispute Output Document Package' to create an Input 'Reply to Dispute' file

To Reply to a Dispute using the file, participants can re-use the MISC Output Excel File from the 'Dispute Output Document Package (MDOT)' by adding the columns specific to the dispute response:

- Status
- Amount

The 'Dispute Output Document Package (MDOT)' is generated by SIS for 'To Member' of Dispute when 'Dispute Output Document Package' is 'Checked' in the Member Profile of 'To Member' of dispute (Refer to chapter [13.3 Dispute Files](#)) and contains:

- A **CSV** file with the details of the disputed items. (the Dispute zip file should not contain data of multiple Invoices)
- A folder "SUPPDOCS" containing Supporting Documents that should be attached to the dispute (adding "SUPPDOCS" is optional)

The Dispute zip file can be uploaded via **IS-WEB** or **iiNET**. To see the MDOT/MDOF files specifications, refer to [Appendix F: Reply to Dispute files \(MDOT /MDOF\)](#).

To see the sample file, refer to [Appendix I: Sample Files](#).

### **10.3 Validation Errors for 'Reply to Dispute' file**

SIS performs a validation on the Reply to Dispute of file provided and in case of validation failures a validation report is generated. The R2 report can contain one or more errors such as Data Type, Mandatory check, Minimum/ Maximum length of the fields.

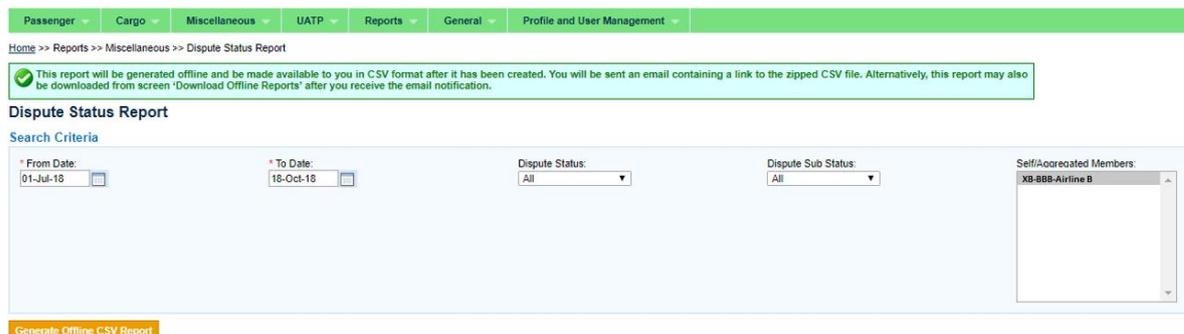
## 11 Dispute Status and Sub status

Table 13: Dispute Status and Sub status

	Dispute Status	Dispute SubStatus	Remarks
1.	Open	Saved	Sub-Status ' <b>Saved</b> ' is updated by SIS when a dispute is saved as a draft but is not sent yet.
2.	Open	Review Pending	Sub-Status ' <b>Review Pending</b> ' is updated by SIS when a dispute is marked for review and is pending to be sent to the reviewer by the SIS daily process.
3.	Open	Review in Progress	Sub-Status ' <b>Review in Progress</b> ' is updated by SIS when a dispute has been sent for review using IS-WEB or by the SIS daily process.
4.	Open	Review Completed	Sub-Status ' <b>Review Completed</b> ' is updated by SIS when the reviewer marks the dispute as Review completed using IS-WEB or Review Comments are received via Input Review File.
5.	Open	Sent	The sub-status ' <b>Sent</b> ' is updated by SIS when a dispute is sent to the other Member.
6.	Open	Received	This status is shown to the ' <b>To Member</b> ' of a new dispute received.
7.	Closed	Accepted by Billed Member	Sub-Status ' <b>Accepted by Billed Member</b> ' is updated by SIS for a dispute which is closed and <b>all</b> the disputed items within the dispute are accepted by the <b>Billed Member</b> of an Original Invoice.
8.	Closed	Pending for Credit Note	Sub-Status ' <b>Pending for Credit Note</b> ' is updated by SIS for a dispute which is closed and <b>at-least</b> one disputed item within the dispute is accepted by the <b>Billing Member</b> of an Original Invoice.
9.	Closed	Settled	Sub-Status ' <b>Settled</b> ' is updated by SIS when a Billing Member issues a Credit Note for a dispute.
10.	Closed	Expired	Sub-Status ' <b>Expired</b> ' is updated by SIS for those disputes which are closed when either the Initiator or Non-Initiator fails to respond to a dispute within the Time Limit.

## 12 Dispute Status Report

'Dispute Status Report' includes all the disputes initiated/received by the Member and it is accessible from 'Reports→Miscellaneous→Dispute Status Report'.



Upon click of 'Generate Offline Report CSV', a CSV report will be generated offline and an email will be sent to the user generating the report permission.

	A	B	C	D	E	F	G	H	I	J	K
1	Dispute R/	Disputed Invoice Number	Dispute From Member	Dispute To Member	Dispute Stage	Dispute Status	Dispute Sub Status	Open Disputed Items	Currency	Total Disputed Amount	Time Limit to Respond
2	1	DIS0000001	XB-EE1	XB-ABC	2	Open	Received	5	EUR	865.65	30-Jul-18
3	5	DY10000002	XB-EE1	XB-BBB	1	Open	Saved	8	EUR	856.35	7-Aug-18

## 13 Dispute Management Configuration

### 13.1 Assigning Permissions to Users

The following permissions are related to the Dispute Management feature. These permissions can be granted by the super user or any other user with access to the functionality.

#### 13.1.1 Permission to 'Initiate/Reply/Edit/Review a Dispute' using IS-WEB

To manage the permissions for an existing user, follow the steps below:

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

#### Assign Permission To User

User Name:

Template:

Copy User Permission

Permission List For Selected User :

- Manage Disputes
  - Misc.Dispute.CreateOrEdit
  - Misc.Dispute.Send
  - Misc.Dispute.View
  - Misc.Dispute.ReviewDispute

#### 13.1.2 Assign permission to generate 'Dispute Report'

#### Assign Permission To User

User Name:

Template:

Copy User Permission

Permission List For Selected User :

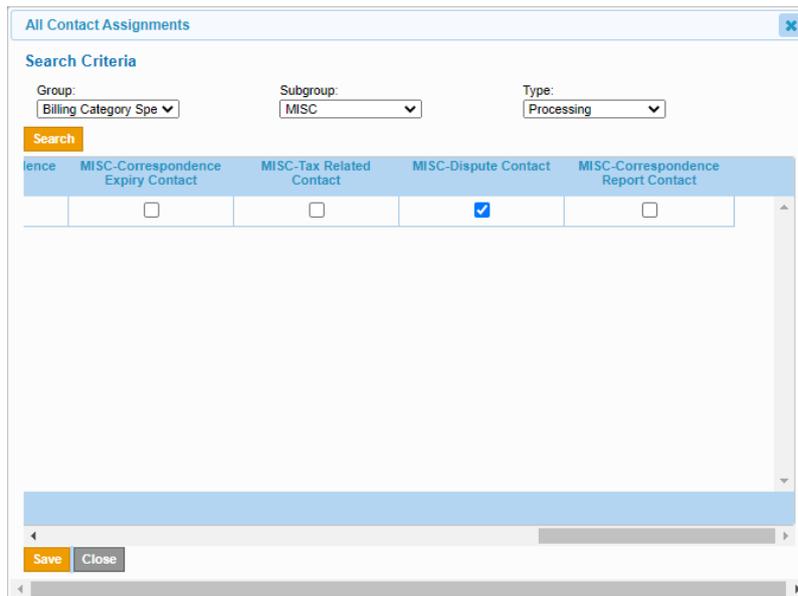
- misc.reports.newsuppordisputemisc.access
- Dispute Status Report
  - Misc.Reports.DisputeStatus.Access

### 13.2 Define a 'MISC-Dispute Contact'

All email alerts and notifications related to disputes (create, change status, expiry, review, etc) are sent to the 'MISC-Dispute Contact' contact defined in the Member Profile of the 'To Member'.

To define a new 'MISC-Dispute Contact' follow the steps below:

1. Navigate to 'Profile and User Management' → 'Manage Member Profile' → 'Contacts' Tab. Refer to the "Managing Contacts" chapter in the [SIS User Guide](#) for step by step instructions to create a new contact;
2. Click on the 'View All Contact Assignments' button;
3. Tick the 'MISC-Dispute Contact' for the contacts from the list;
4. Click on 'Save'.

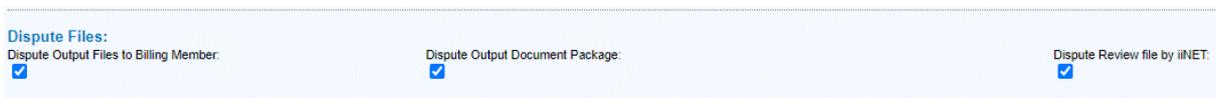


ence	MISC-Correspondence Expiry Contact	MISC-Tax Related Contact	MISC-Dispute Contact	MISC-Correspondence Report Contact
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### 13.3 Dispute Files

To enable the 'Dispute Output Files' to be delivered via iiNET, users should navigate to:

- 'Profile and User Management' → 'Miscellaneous' tab → 'Dispute Files' section



Dispute Files:

Dispute Output Files to Billing Member:

Dispute Output Document Package:

Dispute Review file by iiNET:

- If 'Dispute Output Files to Billing Member' is 'Checked', SIS sends the MDCT file for disputes having status 'Closed' and status 'Pending for Credit Note' to the 'Billing Member' of Original Invoice. If this filed is 'Un-checked' then the file can be downloaded only from [General](#) → [File Management](#) → [Download File](#).
- If 'Dispute Output Document Package' is 'Checked', SIS sends the MDOT file to the 'From Member' of dispute of the dispute stage. Also, an email about availability of output file from iiNET or IS-WEB should be sent to 'MISC-Output Available Contact' of 'To Member' of dispute. If this filed is 'Un-checked' then the file can be downloaded only from [General](#) → [File Management](#) → [Download File](#).
- If 'Dispute Review file by iiNET' is 'Checked', SIS sends MDRT file to the 'To Member' or 'From Member' of the dispute stage. If this filed is 'Un-checked' then SIS sends MDRT file as an email attachment to 'MISC-Dispute Contact'.

## 14 Appendix

### 14.1 Appendix A: List of Dispute Reason Codes

Code	Reason Description	Level
01	As per your Authorisation Number #	Line Item Detail
02	Charge does not conform to the Terms/Conditions of the Contract	Line Item
03	Charge is not covered by a Contract	Line Item Detail
04	Damaged Goods	Line Item Detail
05	Dispute Quantity	Line Item Detail
06	Dispute Total Amount	Line Item Detail
07	Dispute Unit Price	Line Item Detail
08	Duplicate Billing	Line Item Detail
09	Goods Returned	Line Item Detail
10	Incomplete or Inadequate Invoice Description failing to explain additional charges	Line Item Detail
11	Incorrect Aircraft Registration Number	Line Item Detail
12	Incorrect Aircraft Type Code (IATA or ICAO)	Line Item Detail
13	Incorrect Baggage Information	Line Item Detail
14	Incorrect Billing Currency	Line Item Detail
15	Incorrect Billing Period	Line Item Detail
16	Incorrect Charge Code has been used	Line Item
17	Incorrect Flight Number	Line Item Detail
18	Incorrect Member Code	Invoice
19	Invoice used instead of Rejection	Invoice
20	Incorrect Field used for data	Line Item Detail
21	Incorrect Location (Profile) ID for billed party used	Line Item
22	Incorrect Pax Information	Line Item Detail
23	Incorrect Charge Category has been used	Invoice
24	Incorrect Tax Calculation	Line Item Detail
25	Missing Supporting Information	Line Item Detail
26	No approval can be obtained for the charge. Provide contact details for approving authority	Line Item Detail
27	PO Number Unknown	Invoice
28	Service Date Dispute	Line Item Detail
29	Service Location Incorrect/Incomplete(For example, GDL in header where supporting information shows multiple locations or various locations entered in invoice description lines)	Line Item
30	Service Not Provided	Line Item Detail
31	Tax Amount is Incorrect	Line Item Detail
32	Tax Base Amount is Incorrect	Line Item Detail
33	Tax is not broken down on the invoice whereas the tax is broken down in supporting information	Line Item Detail
34	Undefined Claim	Line Item Detail
35	Flight(s) not operated	Line Item Detail
36	Incorrect operator billing	Line Item Detail
37	Incorrect origin/destination aerodrome	Line Item Detail
38	Incorrect Charge Calculation	Line Item Detail
39	Incorrect Distance Flown	Line Item Detail
40	Incorrect Passenger Exceptions/Exemptions (IN, CH, Diplomats, etc.) count	Line Item Detail
41	Incorrect ATA (Actual Time of Arrival) or ATD (Actual time of Departure)	Line Item Detail
42	Incorrect MTOW/Weight	Line Item Detail
43	VFR/Training flight	Line Item Detail
44	Discount to airline	Line Item Detail
45	Duplicated flight(s)	Line Item Detail
46	Incorrect billing entity	Line Item Detail
47	Incorrect Engine number	Line Item Detail
48	Incorrect Noise category	Line Item Detail
49	Incorrect Passenger Count	Line Item Detail

## 14.2 Appendix B: List of fields that can be disputed at different levels

#	Dispute Level	Dispute Field Name	#	Dispute Level	Dispute Field Name	#	Dispute Level	Dispute Field Name
1	Invoice	LocationCode	69	Line Item Detail	InterestRate	137	Line Item Detail	TicketNo
2	Invoice	PONumber	70	Line Item Detail	InvoiceDbsDate	138	Line Item Detail	TypeOfStay
3	Invoice	TaxAmount	71	Line Item Detail	InvoiceOpCode	139	Line Item Detail	TypeOfWeight
4	Invoice	AddOnChargeAmount	72	Line Item Detail	InvoiceRefNumber	140	Line Item Detail	UTCOffset
5	Line Item	LocationCode	73	Line Item Detail	IssueDescription	141	Line Item Detail	VoucherCode
6	Line Item	Quantity	74	Line Item Detail	Latitude	142	Line Item Detail	WaypointCode
7	Line Item	UnitPrice	75	Line Item Detail	LocalCurrencyCode	143	Line Item Detail	WeightFactor
8	Line Item	TaxAmount	76	Line Item Detail	LocationCode			
9	Line Item	AddOnChargeAmount	77	Line Item Detail	LocationCode			
10	Line Item Detail	Quantity	78	Line Item Detail	LocationCode_ICAO			
11	Line Item Detail	UnitPrice	79	Line Item Detail	Longitude			
12	Line Item Detail	TaxAmount	80	Line Item Detail	MailCategory			
13	Line Item Detail	AddOnChargeAmount	81	Line Item Detail	MailClass			
14	Line Item Detail	ActivityDate	82	Line Item Detail	MailNo			
15	Line Item Detail	AircraftRegistrationNo	83	Line Item Detail	MaxTakeOffWeight			
16	Line Item Detail	AircraftTypeCode	84	Line Item Detail	MealCode			
17	Line Item Detail	AircraftTypeCode_ICAO	85	Line Item Detail	MealType			
18	Line Item Detail	AirspaceCorridorCode	86	Line Item Detail	MemberCode			
19	Line Item Detail	Amount	87	Line Item Detail	Misc Data			
20	Line Item Detail	AreaID	88	Line Item Detail	MishandlingType			
21	Line Item Detail	AreaLocationID	89	Line Item Detail	NoiseClass			
22	Line Item Detail	AreaLocationName	90	Line Item Detail	NumberOfBeds			
23	Line Item Detail	AreaName	91	Line Item Detail	NumberOfBags			
24	Line Item Detail	AreaSize	92	Line Item Detail	NumericCustomerCode			
25	Line Item Detail	AreaType	93	Line Item Detail	OffStandDateTime			
26	Line Item Detail	BagNo	94	Line Item Detail	OnStandDateTime			
27	Line Item Detail	BedType	95	Line Item Detail	OriginalInvoiceDate			
28	Line Item Detail	BoardFlightDate	96	Line Item Detail	OriginalInvoiceNumber			
29	Line Item Detail	BoardFlightNbr	97	Line Item Detail	PartialPayments			
30	Line Item Detail	CabinClass	98	Line Item Detail	PartNo			
31	Line Item Detail	CallDayName	99	Line Item Detail	PassengerCount			
32	Line Item Detail	CarAirFuelCondition	100	Line Item Detail	PassengerName			
33	Line Item Detail	CarCategory	101	Line Item Detail	PassExpiryDate			
34	Line Item Detail	CarTransmission	102	Line Item Detail	PassIssueDate			
35	Line Item Detail	CarType	103	Line Item Detail	PassNo			
36	Line Item Detail	ChargeCodeType	104	Line Item Detail	POLineItemNumber			
37	Line Item Detail	CityName	105	Line Item Detail	PONumber			
38	Line Item Detail	ConsignmentNo	106	Line Item Detail	PoolNo			
39	Line Item Detail	ContainerNo	107	Line Item Detail	PostalCode			
40	Line Item Detail	ContractNo	108	Line Item Detail	ProductGroup			
41	Line Item Detail	Country	109	Line Item Detail	ProductID			
42	Line Item Detail	CountryCode	110	Line Item Detail	ProductName			
43	Line Item Detail	CountryCode_ICAO	111	Line Item Detail	ReceiptNo			
44	Line Item Detail	CountryName	112	Line Item Detail	Recipient			
45	Line Item Detail	DailyExchangeRate	113	Line Item Detail	ReferenceNo			
46	Line Item Detail	DailyRate	114	Line Item Detail	RejectedCommissions			
47	Line Item Detail	DaysOverdue	115	Line Item Detail	RejectedInvoiceDate			
48	Line Item Detail	Density	116	Line Item Detail	RejectedInvoiceNo			
49	Line Item Detail	Distance	117	Line Item Detail	RejectionReasonCode			
50	Line Item Detail	DistanceFactor	118	Line Item Detail	RoomCategory			
51	Line Item Detail	DistanceType	119	Line Item Detail	RoomType			
52	Line Item Detail	DueDate	120	Line Item Detail	RouteDateTime			
53	Line Item Detail	DueDateFlag	121	Line Item Detail	ServiceFlightDate			
54	Line Item Detail	EmissionClass	122	Line Item Detail	ServiceFlightNbr			
55	Line Item Detail	EmployeeType	123	Line Item Detail	SettlementCurrencyCode			
56	Line Item Detail	EndDateTime	124	Line Item Detail	SignedForAmount			
57	Line Item Detail	EngineNo	125	Line Item Detail	SignedForCurrencyCode			
58	Line Item Detail	EngineType	126	Line Item Detail	SimulatorNo			
59	Line Item Detail	ExchangeRate	127	Line Item Detail	StaffID			
60	Line Item Detail	Facility	128	Line Item Detail	StaffName			
61	Line Item Detail	FareClass	129	Line Item Detail	StandNo			
62	Line Item Detail	FlightDateTime	130	Line Item Detail	StandType			
63	Line Item Detail	FlightDirection	131	Line Item Detail	StartDateTime			
64	Line Item Detail	FlightInformationRegion	132	Line Item Detail	StationCode			
65	Line Item Detail	FlightNo	133	Line Item Detail	SubdivisionCode			
66	Line Item Detail	FlightTypeCode	134	Line Item Detail	SubdivisionName			
67	Line Item Detail	FlightZone	135	Line Item Detail	SuspendedAirline			
68	Line Item Detail	GuestNo	136	Line Item Detail	Temperature			

### 14.3 Appendix C: Output Dispute File Sent to the Billing Member (MDCT)

#### 14.3.1 Annex1: Naming Convention of Dispute File Sent to the Billing Member (MDCT)

Output Dispute File Sent to the Billing Member
<p><b>Compressed (20-35 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDCT-<b>BBBBBBBBBBBB</b><b>TTTTTTTTTTTT</b>.ZIP</li> </ul> <p><b>Uncompressed (20-36 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDCT-<b>BBBBBBBBBBBB</b><b>TTTTTTTTTTTT</b>.xlsx</li> </ul> <p><b>BBBBBBBBBBBB:</b> Accounting code of Billing Member of Original Invoice, e.g. 125 = British Airways (BA), 001 = American Airlines (AA), 057 = Air France (AF). This has a <b>variable length</b> ranging from 3 to 12.</p> <p><b>TTTTTTTTTTTT:</b> 4 digit year, month in numeric, day, an hour in 24h format, minutes, seconds. For example, 20190605170001.</p>

### 14.4 Appendix D: Input Dispute file (MDMF)

#### 14.4.1 Annex 1: Naming conventions for Input Dispute file (MDMF) and Validation Report

Input MISC Dispute zip file
<p>MISC Dispute zip file will be received by SIS in a compressed archive. The archive should contain:</p> <ul style="list-style-type: none"> <li>• A CSV file</li> <li>• A folder "SUPPDOCS"</li> </ul> <p><b>Compressed (25-34 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDMF-<b>BBBBBBBBBBBB</b><b>DDDDDDDD</b><b>SSSSS</b>.ZIP</li> </ul> <p><b>Uncompressed (25-34 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDMF-<b>BBBBBBBBBBBB</b><b>DDDDDDDD</b><b>SSSSS</b>.CSV</li> <li>➤ A folder "SUPPDOCS" (Fix length of 8 characters). This is an optional folder</li> </ul> <p><b>BBBBBBBBBBBB:</b> Transmitter's/Sender's member code, e.g. '125' for British Airways (BA). This has a <b>variable length</b> ranging from 3 to 12.</p> <p><b>DDDDDDDD:</b> Should be a valid date in format YYYYMMDD. E.g. 20160715. This has a <b>fixed length</b> of 8.</p> <p><b>SSSSS:</b> The sequence number. This has a <b>fixed length</b> of 5</p>
Validation Reports for MISC Dispute zip file
<p><b>Compressed (no fixed length):</b></p> <ul style="list-style-type: none"> <li>➤ <i>&lt;Input File Name&gt;</i>_VAL.ZIP</li> </ul> <p><b>Uncompressed (no fixed length):</b></p> <ul style="list-style-type: none"> <li>➤ Summary Report: <i>&lt;Input File Name&gt;</i>_VAL_R1.CSV</li> <li>➤ Detailed Report: <i>&lt;Input File Name&gt;</i>_VAL_R2.CSV</li> </ul>

#### 14.4.2 Annex 2: MISC Dispute CSV file specifications

	Field	Data Type	Size	Remarks
1.	SellerOrganizationID	AN	3-12	<ul style="list-style-type: none"> <li>It is a <b>Mandatory</b> field and should be a valid SIS Member Code.</li> <li>This should be same within the CSV file for all the records.</li> </ul>
2.	BuyerOrganizationID	AN	3-12	<ul style="list-style-type: none"> <li>It is a <b>Mandatory</b> field and should be a valid SIS Member Code.</li> <li>This should be same within the CSV file for all the records.</li> </ul>
3.	SettlementMonthPeriod	N	6	<ul style="list-style-type: none"> <li>It is a <b>Mandatory</b> field in the format 'YYYYMMPP' where, <ul style="list-style-type: none"> <li>▶ YYYY = Billing Year of Original Invoice</li> <li>▶ MM = Billing Month of Original Invoice</li> <li>▶ PP = Period Number of Original Invoice</li> </ul> </li> <li>This should be same within the CSV file for all the records.</li> </ul>
4.	InvoiceNumber	AN	10	<ul style="list-style-type: none"> <li>It is a <b>Mandatory</b> field and should be the Invoice of MISC Original Invoice which is eligible for dispute. (Refer to section 'Dispute General rules')</li> <li>This should be same within the CSV file for all the records.</li> </ul>
5.	LineItemNumber	N	6	<ul style="list-style-type: none"> <li>It is a <b>Conditional</b> field.</li> <li>The value in this field should be provided if the disputed item is Line Item or Line Item Detail.</li> <li>Only when validations defined for field 'InvoiceNumber' passes, then SIS checks if the Line Item with the number provided exists in Original Invoice provided in the file.</li> <li>Leading zeroes in the number if provided will be ignored</li> </ul>
6.	DetailNumber	N	6	<ul style="list-style-type: none"> <li>It is a <b>Conditional</b> field.</li> <li>The value in this field should be provided if the disputed item is Line Item Detail.</li> <li>Only when validations defined for field 'LineItemNumber' passes, then SIS checks if the Line Item with the number provided exists in Original Invoice provided in the file.</li> <li>Leading zeroes in the number if provided will be ignored</li> </ul>
7.	AdditionalEmailIDsForDispute	AN	1-4000	<ul style="list-style-type: none"> <li>This is an optional field</li> <li>This field should be used by the initiator of the dispute to provide additional email ids.</li> </ul>
8.	DisputeLevel	AN	2-3	<ul style="list-style-type: none"> <li>It is a <b>Conditional</b> field and the valid values can be: <ul style="list-style-type: none"> <li>▪ 'INV' → If Invoice level charges need to be disputed</li> <li>▪ 'LI' → If Line Item level charges need to be disputed</li> <li>▪ 'LID' → If Line Item Detail level charges need to be disputed</li> </ul> </li> <li>If Dispute Level is 'INV', the values in the following fields should be provided: <ul style="list-style-type: none"> <li>↗ 'DisputeReasonCode'</li> <li>↗ 'DisputedField'</li> </ul> </li> <li>If Dispute Level is 'LI', the values in the following fields should be provided: <ul style="list-style-type: none"> <li>↗ 'DisputeReasonCode'</li> <li>↗ 'LineItemNumber'</li> <li>↗ 'DisputedField'</li> </ul> </li> <li>If Dispute Level is 'LID', the values in the following fields should be provided: <ul style="list-style-type: none"> <li>↗ 'DisputeReasonCode'</li> <li>↗ 'LineItemNumber'</li> <li>↗ 'DetailNumber'</li> <li>↗ 'DisputedField'</li> </ul> </li> </ul> <p><b>Note:</b> Disputes with Level 'INV' and 'LI' by/against 'E&amp;F' members are not allowed.</p>
9.	DisputeReasonCode	AN	1-5	<ul style="list-style-type: none"> <li>It is a <b>Conditional</b> field.</li> <li>If the value is provided in this field, the values in 'DisputeLevel' and 'DisputedField' should be provided.</li> <li>The 'Dispute Reason Code' should be valid for the disputed item level. Refer to <a href="#">Appendix A: List of Dispute Reason Codes</a>.</li> </ul>

	Field	Data Type	Size	Remarks
10.	DisputedAmount	N	18,3	<ul style="list-style-type: none"> <li>It is a <b>Conditional</b> field and it should be greater than Zero, the negative amount is not accepted.</li> <li>If a value is provided in this field , the values in the following fields are required: <ul style="list-style-type: none"> <li>▶ 'DisputeLevel'</li> <li>▶ 'DisputeReasonCode'</li> <li>▶ 'DisputedField'</li> </ul> </li> <li>Below validations are performed only when dispute is initiated by the Billed Member of an Original Invoice: <ul style="list-style-type: none"> <li>▪ If dispute level is 'INV', the disputed amount should not be greater than the 'Invoice Total Amount' in Currency of Invoice.</li> <li>▪ If dispute level is 'LI', the disputed amount should not be greater than the 'Line Net Total Amount'</li> <li>▪ If dispute level is 'LID', the disputed amount should not be greater than the 'Line Detail Net Total Amount '</li> </ul> </li> </ul>
11.	DisputeRemarks	AN	∞	<ul style="list-style-type: none"> <li>It is an <b>Optional</b> field and free text.</li> </ul>
12.	DisputedField	AN	1-200	<ul style="list-style-type: none"> <li>It is an <b>Optional</b> field.</li> <li>If a value is provided in this field , the values in the following fields are required: <ul style="list-style-type: none"> <li>▶ 'DisputeLevel'</li> <li>▶ 'DisputeReasonCode'</li> <li>▶ 'DisputedAmount'</li> </ul> </li> <li>If a field contains comma or quotes, the entire field should be enclosed within quotes</li> <li><b>Validation #D_L2.12.1:</b> <ul style="list-style-type: none"> <li>▪ The value entered in this field should be validated with the allowed fields that can be disputed for the dispute level defined in the file for the record. The list of valid fields will be stored internally and the list will be provided by IATA</li> <li>▪ The trimmed value should be matched with the valid values of fields</li> <li>▪ The match should be case <b>insensitive</b></li> </ul> </li> </ul> <p>This check is only to ensure that the valid field name is provided. The system will not validate that the field defined actually exist in the Original Invoice</p>
13.	DisputedFieldOriginalValue	AN	1-2000	<ul style="list-style-type: none"> <li>It is an <b>Optional</b> field.</li> <li>This should be an optional field</li> <li>If a value is provided in this field but values are not provided the following minimum fields required to create a contested item then the value in this field should be ignored. This should not result in an error but it should not be considered for creating a contested item <ul style="list-style-type: none"> <li>▪ 'DisputeLevel'</li> <li>▪ 'DisputeReasonCode'</li> <li>▪ 'DisputedField'</li> <li>▪ 'DisputedAmount'</li> </ul> </li> <li>If a field contains comma or quotes, the entire field should be enclosed within quotes</li> </ul> <p>The value of the field should NOT be validated</p>
14.	DisputedFieldCorrectedValue	AN	1-2000	<ul style="list-style-type: none"> <li>It is an <b>Optional</b> field.</li> <li>If a value is provided in this field but values are not provided the following minimum fields required to create a contested item then the value in this field should be ignored. This should not result in an error but it should not be considered for creating a contested item <ul style="list-style-type: none"> <li>▪ 'DisputeLevel'</li> <li>▪ 'DisputeReasonCode'</li> <li>▪ 'DisputedField'</li> <li>▪ 'DisputedAmount'</li> </ul> </li> </ul> <p>If a field contains comma or quotes, the entire field should be enclosed within quotes</p>

## 14.5 Appendix E: MISC Dispute Review files (MDRT / MDRF)

### 14.5.1 Annex 1: Naming convention for MISC Dispute Review files (MDRT/MDRF) and Validation Report

MISC Dispute Output Review File sent to the Reviewer
<p><b>Compressed (22-34 characters):</b> MDRT-<b>BBBBBBBBBBBB</b><b>DDDDDDDD</b>-<b>LLLL</b>.ZIP</p> <p><b>Uncompressed (23-35 characters):</b> MDRT-<b>BBBBBBBBBBBB</b><b>DDDDDDDD</b>-<b>LLLL</b>.xlsx</p> <p><b>BBBBBBBBBBBB</b>: Accounting code of 'From Member' of dispute stage, e.g. 125 = British Airways (BA), 001 = American Airlines (AA), 057 = Air France (AF). This has a <b>variable length</b> ranging from 3 to 12.</p> <p><b>DDDDDDDD</b>: Should be a valid date in format YYYYMMDD, e.g. 20160715. This has a <b>fixed length</b> of 8.</p> <p><b>LLLL</b>: Should be Location ID for which file is created. This has a <b>variable length</b> ranging from 1 to 4, e.g. Main, 1, 10.</p>
MISC Dispute Input Review file
<p><b>Compressed (27-39 characters):</b> MDRF-<b>BBBBBBBBBBBB</b><b>DDDDDDDDSSSSS</b>-<b>LLLL</b>.ZIP</p> <p><b>Uncompressed (28-40 characters):</b> MDRF-<b>BBBBBBBBBBBB</b><b>DDDDDDDDSSSSS</b>-<b>LLLL</b>.xlsx</p> <p><b>BBBBBBBBBBBB</b>: Accounting code of 'From Member' of dispute, e.g. 125 = British Airways (BA), 001 = American Airlines (AA), 057 = Air France (AF). This has a <b>variable length</b> ranging from 3 to 12.</p> <p><b>DDDDDDDD</b>: Should be a valid date in format YYYYMMDD. E.g. 20180715. This has a <b>fixed length</b> of 8.</p> <p><b>SSSSS</b>: The sequence of the creation of archive within the date. If 25 archives are created by the airline, then the first file will have SSSSS = 00001, the next file will have 00002 and so on till 00025. Will reset to 00001 for every new day. This has a <b>fixed length</b> of 5.</p> <p><b>LLLL</b>: Should be location code. This has a <b>variable length</b> ranging from 1 to 4</p>
Validation Report for MISC Dispute Input Review file
<p><b>Compressed (no fixed length):</b></p> <ul style="list-style-type: none"> <li>➤ <b>&lt;Input File Name&gt;_VAL</b>.ZIP</li> </ul> <p><b>Uncompressed (no fixed length):</b></p> <p>Summary Report:</p> <ul style="list-style-type: none"> <li>➤ <b>&lt;Input File Name&gt;_VAL_R1</b>.CSV</li> </ul> <p>Detailed Report:</p> <ul style="list-style-type: none"> <li>➤ <b>&lt;Input File Name&gt;_VAL_R2</b>.CSV</li> </ul>

14.5.2 Annex 2: MISC Dispute Input and Output Review files specification

	Field	Remarks
1.	Dispute Reference Number	<ul style="list-style-type: none"> <li>The 'Dispute Reference Number' generated for a dispute.</li> </ul>
2.	Original Invoice Number	<ul style="list-style-type: none"> <li>The 'Original Invoice Number' linked to the dispute.</li> <li>The Invoice Number can contain UTF-8 characters.</li> </ul>
3.	Dispute From Member	<ul style="list-style-type: none"> <li>The Member code of 'From Member' of a dispute (e.g. IB-075).</li> </ul>
4.	Dispute To Member	<ul style="list-style-type: none"> <li>The Member code of 'To Member' of a dispute (e.g. IB-075).</li> </ul>
5.	Dispute Stage	The Current Stage of a dispute.
6.	Disputed Item	<ul style="list-style-type: none"> <li>The item which is contested. The possible values are: <ul style="list-style-type: none"> <li>'Invoice'</li> <li>'Line Item'</li> <li>'Line Item Detail'</li> </ul> </li> </ul>
7.	LI Number	<ul style="list-style-type: none"> <li>The 'Line Item number' ONLY IF a disputed item is: <ul style="list-style-type: none"> <li>'Line Item'</li> <li>Or</li> <li>'Line Item Detail'</li> </ul> </li> </ul>
8.	LID Number	<ul style="list-style-type: none"> <li>The 'Line Item Detail Number' ONLY IF a disputed item is 'Line Item'.</li> </ul>
9.	Dispute Reason Description	<ul style="list-style-type: none"> <li>The 'Reason Code Description' used to dispute an item.</li> </ul>
10.	Disputed Amount	<ul style="list-style-type: none"> <li>The 'Disputed Amount' as provided for the disputed item. If no value is provided, it will be blank.</li> </ul>
11.	Disputed Field	<ul style="list-style-type: none"> <li>The 'Disputed Field' as provided for the disputed item.</li> </ul>
12.	Disputed Field Original Value	<ul style="list-style-type: none"> <li>The 'Disputed Field Original Value' as provided for the disputed item.</li> </ul>
13.	Disputed Field Corrected Value	<ul style="list-style-type: none"> <li>The 'Disputed Field Corrected Value' as provided for the disputed item.</li> </ul>
14.	Disputed Item Remarks	<ul style="list-style-type: none"> <li>The 'Disputed Item Remarks' as provided for the disputed item.</li> </ul>
15.	Internal Comments	<ul style="list-style-type: none"> <li>The internal comments (if they were added) for the disputed item</li> </ul>
16.	Review Comments	<ul style="list-style-type: none"> <li>Reviewer should add the review comments in this column. (It is blank in MDRT)</li> </ul>
17.	Original Reference Number	<ul style="list-style-type: none"> <li>It is blank. (Only used for E&amp;F members)</li> </ul>
18.	Original Amount	<ul style="list-style-type: none"> <li>If a disputed item is 'Invoice', it displays the 'Total Amount of Invoice' of Original Invoice (in invoice currency)</li> <li>If a disputed item is 'Line Item', it displays 'Net Total Line Item Amount' of that Line Item</li> <li>If a disputed item is 'Line Item Detail', it displays 'Net Total Line Item Detail Amount' of that Line Item Detail</li> </ul>

## 14.6 Appendix F: Reply to Dispute files (MDOT /MDOF)

### 14.6.1 Annex 1: Naming conventions for Reply to Dispute files (MDOT / MDOF) and Validation Report

Reply To Dispute Output file (MDOT)
<p>MISC Dispute zip file will be received by SIS in a compressed archive. The archive should contain:</p> <ul style="list-style-type: none"> <li>➤ A CSV file</li> <li>➤ A folder "SUPPDOCS"</li> </ul> <p><b>Compressed (26-35 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDOT-<b>BBBBBBBBBBBBDDDDDDDDTTTTT</b>.ZIP</li> </ul> <p>Uncompressed (26-36 characters):</p> <ul style="list-style-type: none"> <li>➤ MDOT-<b>BBBBBBBBBBBBDDDDDDDDTTTTT</b>.xlsx</li> <li>➤ A folder "SUPPDOCS" (Fix length of 8 characters). This should an optional folder</li> </ul> <p><b>BBBBBBBBBBBB:</b> Accounting code of 'To Member' of dispute stage, e.g. 125 for British Airways (BA). This has a <b>variable length</b> ranging from 3 to 12.</p> <p><b>DDDDDDDDTTTTT:</b> Should be a Time Stamp YYYYMMDDHHMMSS. E.g. 20190715151005. This has a <b>fixed length</b> of 14.</p>
Reply to Dispute Input file (MDOF)
<p>MISC Dispute zip file will be received by SIS in a compressed archive. The archive should contain:</p> <ul style="list-style-type: none"> <li>• A CSV file</li> <li>• A folder "SUPPDOCS"</li> </ul> <p><b>Compressed (26-35 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDOF-<b>BBBBBBBBBBBBDDDDDDDDTTTTT</b>.ZIP</li> </ul> <p><b>Uncompressed (26-36 characters):</b></p> <ul style="list-style-type: none"> <li>➤ MDOF-<b>BBBBBBBBBBBBDDDDDDDDTTTTT</b>.xlsx</li> <li>➤ A folder "SUPPDOCS" (Fix length of 8 characters). This should an optional folder</li> </ul> <p><b>BBBBBBBBBBBB:</b> Accounting code of 'To Member' of dispute stage, e.g. 125 for British Airways (BA). This has a <b>variable length</b> ranging from 3 to 12.</p> <p><b>DDDDDDDDTTTTT:</b> Should be a Time Stamp YYYYMMDDHHMMSS. E.g. 20190715151005. This has a <b>fixed length</b> of 14.</p>
Validation Reports for Reply to Dispute Input file
<p><b>Compressed (no fixed length):</b></p> <ul style="list-style-type: none"> <li>➤ <b>&lt;Input File Name&gt;_VAL</b>.ZIP</li> </ul> <p><b>Uncompressed (no fixed length):</b></p> <ul style="list-style-type: none"> <li>➤ Summary Report: &lt;Input File Name&gt;_VAL_R1.CSV</li> <li>➤ Detailed Report: <b>&lt;Input File Name&gt;_VAL_R2</b>.CSV</li> </ul>

#### 14.6.2 Annex 2: MISC Reply to Dispute Output file (MDOT) specification

	Field	Remarks
1.	Dispute Reference Number	<ul style="list-style-type: none"> <li>The 'Dispute Reference Number' generated for a dispute.</li> </ul>
2.	Original Invoice Number	<ul style="list-style-type: none"> <li>The 'Original Invoice Number' linked to the dispute.</li> <li>The Invoice Number can contain UTF-8 characters.</li> </ul>
3.	Dispute From Member	<ul style="list-style-type: none"> <li>The Member code of 'From Member' of a dispute (e.g. IB-075).</li> </ul>
4.	Dispute To Member	<ul style="list-style-type: none"> <li>The Member code of 'To Member' of a dispute (e.g. IB-075).</li> </ul>
5.	Dispute Stage	The Current Stage of a dispute.
6.	Disputed Item	<ul style="list-style-type: none"> <li>The item which is contested. The possible values are: <ul style="list-style-type: none"> <li>'Invoice'</li> <li>'Line Item'</li> <li>'Line Item Detail'</li> </ul> </li> </ul>
7.	LI Number	<ul style="list-style-type: none"> <li>The 'Line Item number' ONLY IF a disputed item is: <ul style="list-style-type: none"> <li>'Line Item'</li> <li>Or</li> <li>'Line Item Detail'</li> </ul> </li> </ul>
8.	LID Number	<ul style="list-style-type: none"> <li>The 'Line Item Detail Number' ONLY IF a disputed item is 'Line Item'.</li> </ul>
9.	Dispute Reason Description	<ul style="list-style-type: none"> <li>The 'Reason Code Description' used to dispute an item.</li> </ul>
10.	Disputed Amount	<ul style="list-style-type: none"> <li>The 'Disputed Amount' as provided for the disputed item. If no value is provided, it will be blank.</li> </ul>
11.	Disputed Field	<ul style="list-style-type: none"> <li>The 'Disputed Field' as provided for the disputed item.</li> </ul>
12.	Disputed Field Original Value	<ul style="list-style-type: none"> <li>The 'Disputed Field Original Value' as provided for the disputed item.</li> </ul>
13.	Disputed Field Corrected Value	<ul style="list-style-type: none"> <li>The 'Disputed Field Corrected Value' as provided for the disputed item.</li> </ul>
14.	Disputed Item Remarks	<ul style="list-style-type: none"> <li>The 'Disputed Item Remarks' as provided for the disputed item.</li> </ul>
15.	Internal Comments	<ul style="list-style-type: none"> <li>The internal comments (if they were added) for the disputed item</li> </ul>
16.	Review Comments	<ul style="list-style-type: none"> <li>Reviewer should add the review comments in this column. (It is blank in MDRT)</li> </ul>
17.	Original Reference Number	<ul style="list-style-type: none"> <li>It is blank. (Only used for E&amp;F members)</li> </ul>

#### 14.6.3 Annex 3: MISC Reply to Dispute Input file (MDOF) specification

	Field	Remarks
1.	Dispute Reference Number	<ul style="list-style-type: none"> <li>The 'Dispute Reference Number' generated for a dispute.</li> </ul>
2.	Original Invoice Number	<ul style="list-style-type: none"> <li>The 'Original Invoice Number' linked to the dispute.</li> <li>The Invoice Number can contain UTF-8 characters.</li> </ul>
3.	Dispute From Member	<ul style="list-style-type: none"> <li>The Member code of 'From Member' of a dispute (e.g. IB-075).</li> </ul>
4.	Dispute To Member	<ul style="list-style-type: none"> <li>The Member code of 'To Member' of a dispute (e.g. IB-075).</li> </ul>
5.	Dispute Stage	The Current Stage of a dispute.
6.	Disputed Item	<ul style="list-style-type: none"> <li>The item which is contested. The possible values are: <ul style="list-style-type: none"> <li>'Invoice'</li> <li>'Line Item'</li> <li>'Line Item Detail'</li> </ul> </li> </ul>
7.	LI Number	<ul style="list-style-type: none"> <li>The 'Line Item number' ONLY IF a disputed item is: <ul style="list-style-type: none"> <li>'Line Item'</li> <li>Or</li> <li>'Line Item Detail'</li> </ul> </li> </ul>
8.	LID Number	<ul style="list-style-type: none"> <li>The 'Line Item Detail Number' ONLY IF a disputed item is 'Line Item'.</li> </ul>
9.	Dispute Reason Description	<ul style="list-style-type: none"> <li>The 'Reason Code Description' used to dispute an item.</li> </ul>
10.	Disputed Amount	<ul style="list-style-type: none"> <li>The 'Disputed Amount' as provided for the disputed item. If no value is provided, it will be blank.</li> </ul>
11.	Disputed Field	<ul style="list-style-type: none"> <li>The 'Disputed Field' as provided for the disputed item.</li> </ul>
12.	Disputed Field Original Value	<ul style="list-style-type: none"> <li>The 'Disputed Field Original Value' as provided for the disputed item.</li> </ul>
13.	Disputed Field Corrected Value	<ul style="list-style-type: none"> <li>The 'Disputed Field Corrected Value' as provided for the disputed item.</li> </ul>
14.	Disputed Item Remarks	<ul style="list-style-type: none"> <li>The 'Disputed Item Remarks' as provided for the disputed item.</li> </ul>
15.	Internal Comments	<ul style="list-style-type: none"> <li>The internal comments (if they were added) for the disputed item</li> </ul>
16.	Review Comments	<ul style="list-style-type: none"> <li>Reviewer should add the review comments in this column. (It is blank in MDRT)</li> </ul>
17.	Original Reference Number	<ul style="list-style-type: none"> <li>It is blank. (Only used for E&amp;F members)</li> </ul>

	Field	Remarks
18.	Original Amount	<ul style="list-style-type: none"> <li>If a disputed item is 'Invoice', it displays the 'Total Amount of Invoice' of Original Invoice (in invoice currency)</li> <li>If a disputed item is 'Line Item', it displays 'Net Total Line Item Amount' of that Line Item</li> <li>If a disputed item is 'Line Item Detail', it displays 'Net Total Line Item Detail Amount' of that Line Item Detail</li> </ul>
19.	Status	<ul style="list-style-type: none"> <li>The value of this column should be updated for each disputed item by the sender of this file and the acceptable values are: <ul style="list-style-type: none"> <li>'Accept'</li> <li>'Partially Accept'</li> <li>'Reject'</li> </ul> </li> <li>For a particular disputed item which is already accepted (fully) in the previous stages of dispute (either by the Billing Member or Billed Member of an Original Invoice), the status of that item should <b>NOT</b> be again updated to either 'Partially Accepted' or 'Rejected'. In that case, file fails the validation.</li> </ul>
20.	Amount	<ul style="list-style-type: none"> <li>The value in column 'Amount' should be provided for disputed item only when the 'Status' for the disputed item is updated as 'Partially Accepted'.</li> </ul>

## 14.7 Appendix G: Sample of Dispute Audit Trail

### Dispute Audit Trail

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#### Stage 3, Credit Note

Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount
Jan 2019 P1	XB-BBB-AirlineB	XB-ABC-Airline 1	TESTCN	17-Oct-18	Service Provider		USD -1,000,000

Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
1	Misc	TEST	100	EA	-10,000	USD	-1,000,000				-1,000,000

#### Stage 2, Dispute 2

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-BBB-AirlineB	XB-ABC-Airline 1	17-Oct-18	2	29	USD 10,551,000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status
Invoice			10,000,000	1A	Accepted
Line Item / Misc	1		100,000	2A	Accepted
Line Item Detail / Misc	1	1	451,000	3A	Accepted

Supporting Document(s)  
1 - C08V/2189

Supporting Document(s)  
1 - C08V/2189

#### Stage 1, Dispute 1

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-ABC-Airline 1	XB-BBB-AirlineB	17-Oct-18	1	29	USD 10,551,000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status
Invoice			10,000,000	1A	Disputed
Line Item / Misc	1		100,000	2A	Disputed
Line Item Detail / Misc	1	1	451,000	3A	Disputed

Supporting Document(s)  
1 - C08V/2189  
1 - C08V/3189  
1 - C08V/2189

#### Stage 0, Original Invoice

Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount
Apr 2018 P4	XB-ABC-Airline 1	XB-BBB-AirlineB	0503142347	03-May-18	Flight Ops		USD 10,000,000

Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
1	Misc	This is a Miscellaneous Line Item	10	EA	1,000,000	USD	10,000,000				10,000,000

[Back](#) [Generate PDF](#)  Include Supporting Document(s)

## 14.9 Appendix H: Notifications and Email Alerts

### 14.9.1 Annex1: Email Alert when New Dispute is Created or Responded

The following email alert is sent to the 'To Email ID(s)' and 'Additional Email ID(s) pertaining to Initiator' defined when a dispute is created when a new dispute is created by File or using IS-WEB or existing dispute is responded.

**Subject:**

SIS: Dispute - A new dispute received - <DisputeReferenceNo> - <Environment>

**Email Body:**

Dear SIS Member,

A new dispute with a dispute reference number <DisputeReferenceNo> has been sent by <FromDisputeMember> to <ToDisputeMember>.

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

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNo>: Dispute Reference Number

<FromDisputeMember>: The designator and accounting code of a dispute initiating member

<ToDisputeMember>: The designator and accounting code of a dispute receiving member

<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.2 Annex2: Email Alert for Dispute Expiry for Stage 1 Disputes which have not been sent

The following email is sent to the 'From Member' of dispute when dispute stage 1 is created but not sent yet:

**Subject:**

SIS: Dispute Expiry Notification for Dispute Reference Number - <DisputeReferenceNo> - <Environment>

**Email Body:**

Dear SIS Member,

The time limit for sending Dispute with Reference Number <DisputeReferenceNo> is <DD-MMM-YYYY>  
23:59:59 UTC.

If this dispute is not sent by this time limit, it will be deleted by the system automatically. It will not be possible to initiate another dispute for this Original Invoice beyond this Time Limit.

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNo>: Dispute Reference Number

<DD-MMM-YYYY>: Expiry date for the stage of the dispute

<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

### 14.9.3 Annex3: Email Alert for Dispute Expiry when the dispute stage is greater than 1

The following email is sent when the response is pending, and the dispute will be expiring in 3 days.

**Subject:**

SIS: Dispute Expiry Notification for Dispute Reference Number - <DisputeReferenceNo> - <Environment>

**Email Body:**

Dear SIS Member,

The time limit for responding to Received Dispute with Reference Number <DisputeReferenceNo> is <DD-  
MMM-YYYY> 23:59:59 UTC.

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

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

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNo>: Dispute Reference Number

<DD-MMM-YYYY>: Expiry date for the stage of the dispute

<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.4 Annex4: Email Alert for Closure of Dispute Due to Expiry

The following email is sent to the 'From Member' and 'To Member' of dispute when the dispute is closed due to expiry.

**Subject:**

SIS: Dispute with Dispute Reference Number - <DisputeReferenceNo> closed due to Expiry - <Environment>

**Email Body:**

Dear SIS Member,

Please note that the dispute with Dispute with Reference Number <DisputeReferenceNo> is closed due to Expiry.

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNo>: Dispute Reference Number

<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.5 Annex5: Email Alert for Availability of Output Dispute Review File

SIS sends this file as an email attachment to all active users of 'From Member' associated with the location of the file and assigned with permission 'Misc.Dispute.ReviewDispute' about the availability of Output Dispute Review File.

**Subject:**

SIS: Daily Disputes Review File - <OutputReviewFileName> - <Environment>

**Email Body:**

Dear SIS Member,

Please find attached Daily Output Disputes Review File generated for SIS Member <MemberCode>.

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

< OutputReviewFileName>: Dispute Reference Number  
<MemberCode>: Designator and Accounting Code of From Member of Dispute Stage e.g. BA-125  
<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.6 Annex6: Email Alert for Failure of Input Dispute Review File

SIS sends the validation report as an email attachment to all active users of 'From Member' assigned with permission 'Misc.Dispute.ReviewDispute' when input dispute review file fails in validation

**Subject:**

SIS: Dispute Review File Failed in Validation - <InputDisputeReviewFileName> - <Environment>

**Email Body:**

Dear SIS Member,

The input dispute review file <InputDisputeReviewFileName> failed in validation. Please find attached validation report.

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<InputDisputeReviewFileName>: Dispute Reference Number  
<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.7 Annex7: Email Alert for Dispute Review Expiry

SIS sends this email notification to all active users of 'From Member' assigned with the 'Misc.Dispute.ReviewDispute' permission.

**Subject:**

SIS: Dispute Review Expiry Notification for Dispute Reference Number - <DisputeReferenceNumber> - <Environment>

**Email Body:**

Dear SIS Member,

The time limit for sending Dispute Review Comments for Dispute Reference Number <DisputeReferenceNumber> is <DD-MMM-YYYY> 23:59:59 UTC.

It will not be possible to update review comments beyond this date and dispute will be sent to the other Member.

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNumber>: Dispute Reference Number  
<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.8 Annex8: Email Alert for failure in validation when Review Expiry Date has lapsed

The following email alert is sent when a there is a failure in validation while sending disputes to 'To Member' for which Review Expiry Date has lapsed.

**Subject:**

SIS: Dispute: Failure in Validation of Dispute having Dispute Reference Number <DisputeReferenceNumber> - <Environment>

**Email Body:**

Dear SIS Member,

Please note that attempt to send dispute having Dispute Reference Number <DisputeReferenceNumber> for which Review Expiry Date has lapsed failed due to following validation error:

Error Description: <ErrorMessage>

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNumber>: Dispute Reference Number

<ErrorMessage>: Error message as per the error

<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

#### 14.9.9 Annex 9: Email Alert about Review Expiry Date

SIS sends this email notification to all active users of 'From Member' assigned with permission 'Misc.Dispute.ReviewDispute'

**Subject:**

SIS: Dispute Review Expiry Notification for Dispute Reference Number - <DisputeReferenceNumber> - <Environment>

**Email Body:**

Dear SIS Member,

The time limit for sending Dispute Review Comments for Dispute Reference Number <DisputeReferenceNumber> is <DD-MMM-YYYY> 23:59:59 UTC.

It will not be possible to update review comments beyond this date and dispute will be sent to the other Member.

**Email Signature:**

Regards,  
IATA SIS Operations Team  
<Email ID of SIS Ops as per System Parameters>

Where,

<DisputeReferenceNumber>: Dispute Reference Number

<Email ID of SIS Ops as per System Parameters>: Email address of SIS Ops configured in the system parameter

### 14.10 Appendix I: Sample Files

Following sample files are available within the "document package (.zip)".

	File Type	File Name
1.	MDMF - Input Dispute CSV file	 MDMF-ABC2020060700001.zip
2.	MDMF - Input Dispute CSV file from CSV Listings	 MDMF-ABC2020060700002.zip
3.	MDRT - MISC Review Input file	 MDRT-ABC20200619183947-MAIN.ZIP
4.	MDRF - MISC Review Input file	 MDRF-ABC2020061900001-MAIN.zip
5.	MDOT - MISC Reply to Dispute Output file	 MDOT-E9920200621221403.ZIP
6.	MDOF - MISC Reply to Dispute Input file	 MDOF-E9920200622000001.zip
7.	MDCT - MISC Output sent to Billing Member	 MDCT-E9920200622151008.ZIP
8.	IS-XML - Credit Note for Dispute	 MXMLF-E992020060320200619000001.zip

**In case of any questions, please contact**  
**[IATA Customer Portal](#)**