



SIS and the IATA Customer Portal
How to register, login and navigate the Portal



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1. Background

The Customer Portal is IATA's single point of contact and resource center for all IATA services and products. From a single web page, using a single set of credentials, you can:

- Raise a query with IATA without having to find an email address or a contact person
- Follow-up on previous queries sent to IATA without having to search through your emails
- Access personalized information and resources without having to go to several websites or extranets
- Access SIS and other services through a Single Sign On without having to remember several user IDs and passwords

Using the Portal will consolidate all the services to which you have access and all your interactions with IATA in a single place, so you can follow up easily.

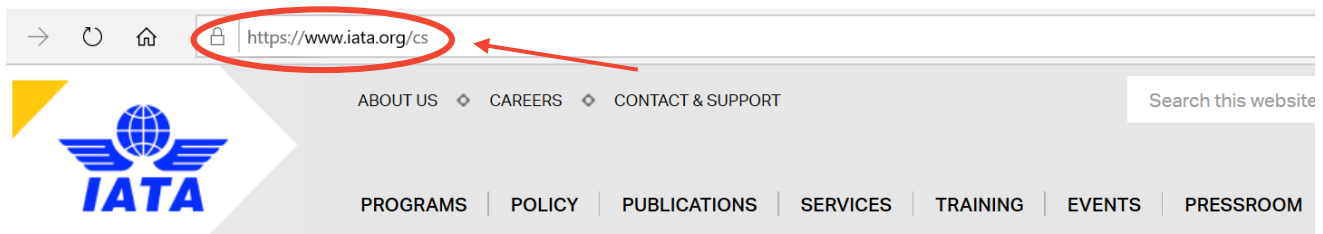
It is IATA's goal to ensure that getting in touch with us is simple and easy, and the first step towards achieving that is having a single contact channel.

2. Scope

This user guide provides details on how to register to the Portal, access your account and navigate the Portal to contact IATA, access services, etc.

3. How to register to the IATA Customer Portal

To create a new Portal account please visit www.iata.org/cs and click **New to the Customer Portal? Create an account**



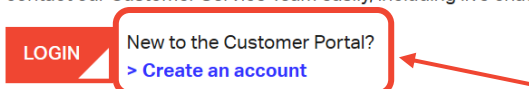
[Home](#) > [Contact & Support](#)

Contact & Support



Customer Portal - your gateway to IATA

The IATA Customer Portal is packed with useful services, product information, useful tips and tricks specially tailored to you. You can use it to contact our Customer Service Team easily, including live chat or directly purchase from our online store.



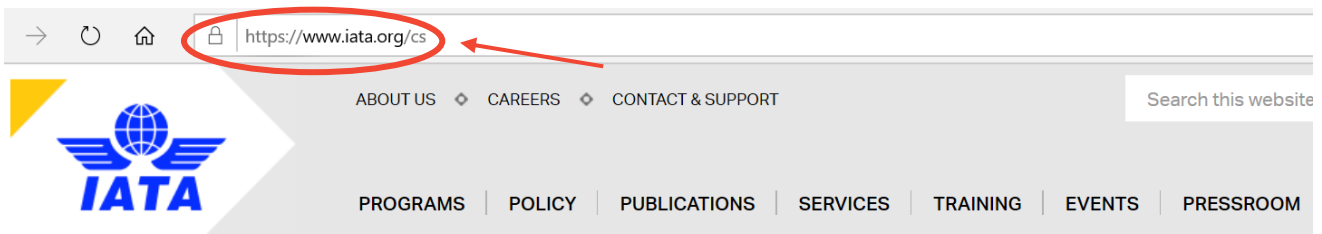


4. Two Factor Authentication for the IATA Customer Portal

Effective **15th June 2022**, all IATA Customer Portal users with the SIS Single Sign-On service are subject to IATA's two-factor authentication (2FA) security feature. The two-factor authentication is a security feature that helps protect your Customer Portal account in addition to your password. When you set up two-factor authentication, you will be asked to enter a special login code each time you access the Customer Portal. To get this special login code, you can use an authenticator app on your phone or desktop. We recommend you to install such an app before you get started. Should you need further guidance with setting up the two-factor authentication (2FA) please refer to the user guide available [here](#) and the dedicated [FAQ page](#).

5. How to login to your Portal account

To login to your Portal account please visit www.iata.org/cs and click on **Login**



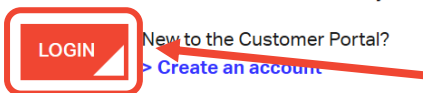
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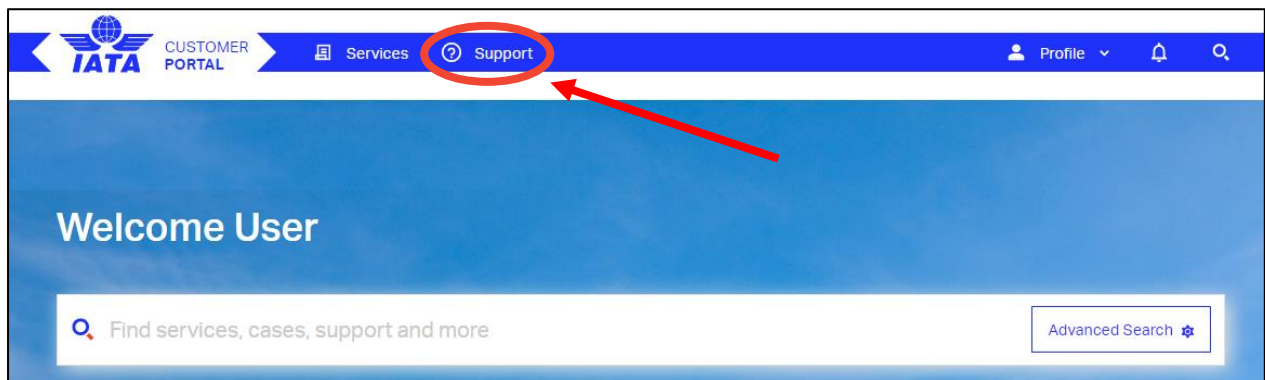
On the login page please enter your e-mail address and password and click on **LOGIN**

A screenshot of the IATA Customer Portal login page. It features a "Login" heading, an "Email" input field, a "Password" input field with a "Forgot Password?" link, and a "Login" button. At the bottom, there is a link for "Create New Account" for users new to the portal.

If you cannot remember your password, please click on **Forgot Password?**
You will receive an e-mail with a temporary password and instructions to access your account.

6. How to contact IATA








Now that you have accessed your IATA Customer Portal account, click the **Support** tab, at the top of the page, to raise a query:



You will be redirected to the **Frequently Asked Questions section**, where you can select the area for which you need assistance and browse the related FAQs.



Frequently Asked Questions
Select one of the main categories

 Travel	 Cargo	
 Financial Services	 Intelligence and Statistics	 IATA Publications
 Platforms	 Training	

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



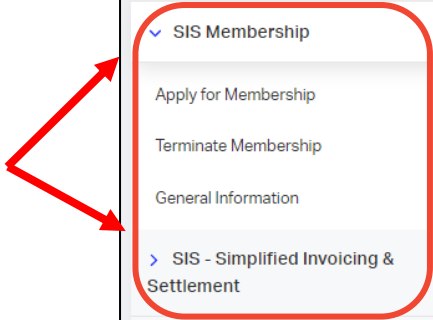
FREQUENTLY ASKED QUESTIONS

Financial Services

- > Airline Management
- > Currency Center
- > E&F - Enhancement & Financing
- > IATA Financial Gateway (IFG)
- > ICCS - IATA Currency Clearance Service
- > ICH - IATA Clearing House
- > NDCLink
- ▼ **SIS Membership**
 - Apply for Membership
 - Terminate Membership
 - General Information
 - > SIS - Simplified Invoicing & Settlement
- > TIP Helpdesk
- > Treasury Dashboard

Search by FAQ details

- > What are the different SIS membership types available?
- > How can I join SIS?
- > Is my company a SIS Participant?
- > How do I terminate my SIS membership?
- > What is the difference between SIS and the IATA Clearing House (ICH)?



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

✓ I created an invoice for the wrong amount/customer, can I delete it?

That's definitely a good question.

Only invoices with validation errors can be deleted from the system.

Invoices that have been successfully processed can no longer be deleted, so to correct this, a credit note will have to be issued.

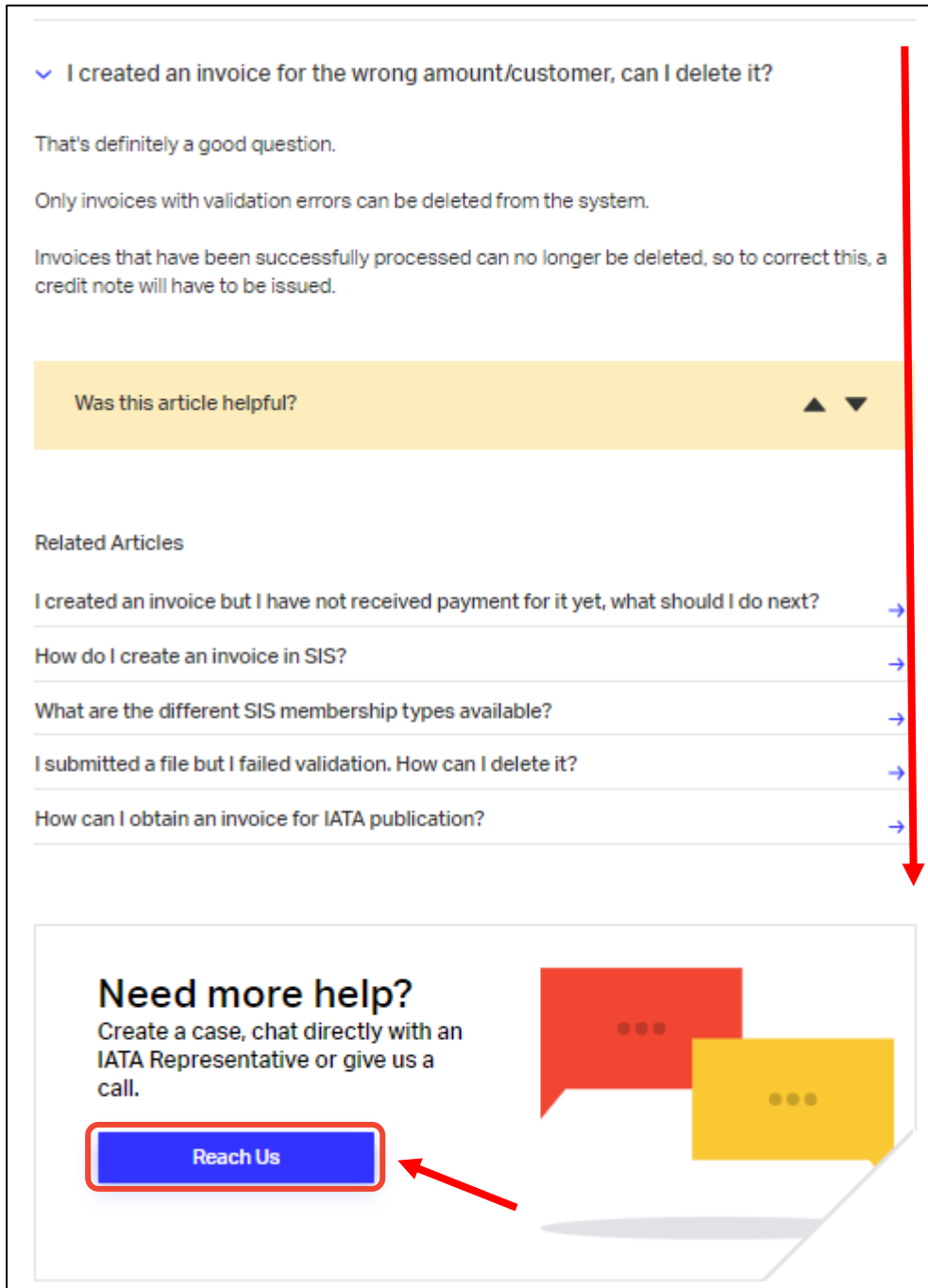
Was this article helpful? ▲ ▼

Related Articles

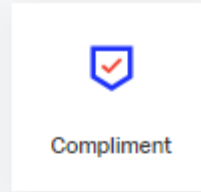
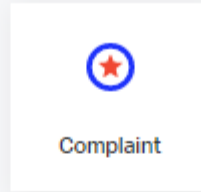
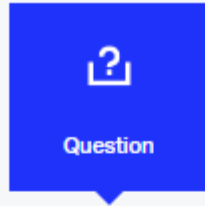
- [I created an invoice but I have not received payment for it yet, what should I do next?](#) →
- [How do I create an invoice in SIS?](#) →
- [What are the different SIS membership types available?](#) →
- [I submitted a file but I failed validation. How can I delete it?](#) →
- [How can I obtain an invoice for IATA publication?](#) →

Need more help?
Create a case, chat directly with an IATA Representative or give us a call.

[Reach Us](#)



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



We're here to help.

Complete the form to see the recommended support options

Category
Select the main category of your issue.

Financial Services

Topic
Select the topic covering the problem.

SIS - Simplified Invoicing & Settlement

Subtopic
Select the topic covering the problem.

Creating Invoices in SIS

Show Support Options

Support Options

Select your preferred support option

<p>Create a Case</p> <p>Tell us how we can help</p> <p>Create New Case</p>	<p>Chat with Us</p> <p>Chat with an IATA Representative</p> <p>EN</p>
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Now you need to fill in the **Subject** and **Description** of your query, please make sure to provide as many details as you can so our Customer Service team can address your query immediately. You can submit attachments and add additional recipients to the case, if needed.

Create New Case

You selected: Financial Services, SIS - Simplified Invoicing & Settlement, Creating Invoices in SIS
Please provide us more information.

Case Details

Subject
What is your question about?

Description
Provide all the details that will help us investigate your query

Additional Recipients (Optional)
Add another Portal user

Now that your case is created, and you have a case number available, you can add more documents and comments, if necessary. Our support team will revert to you as soon as possible. You can always come back to a case already created and add new comments or follow up.



Case Number 09794100	Subject Question about invoice submission	Status Open
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Created on: Aug 26, 2019, 11:12 AM by Test User
Last Update: Aug 26, 2019, 11:12 AM Anyone else to be informed? [Manage Recipients](#)

Case Details

Region Europe	Type of case Support
Description Category - Financial Services Topic - SIS - Simplified Invoicing & Settlement Subtopic - Creating Invoices in SIS Description - Unable to create an invoice, please refer to the attached screenshot.	Account Name Jet2.com
Contact Name Test User	

Documents(1)


Comments
You can send and receive messages to IATA Customer Service about this case.

Type your comments here


7. How to access your SIS Account

To log in to your SIS account from the IATA Customer Portal simply click on the SIS icon available in the "Favorite Services" area. You will be redirected immediately to your SIS account, without having to provide additional login credentials. If you don't see the SIS service available, please check with your Super User or contact us for assistance.


Favorite Services [See All→](#)




SIS




IATA Accreditation & Changes




Risk Profile and RHC



Request Access



IFAP



Financial Securities