

IATA WEBINAR

SIS WEBINAR #04 - 2020 CONTACT & USER MANAGEMENT

Presenters: Samuel Diano-Brown & Xhonina Osmani



Get ready to actively participate!

Agenda



- **SIS Contact Management**
 - What is a contact
 - Importance of Having Contacts Correctly Setup in SIS
 - Contact Management & Alerts Assignment
 - Important Email Alerts & What They Mean
 - Informational Contacts
 - Processing Contacts
 - Clearing House Contacts
- **SIS User Management**
 - Contacts vs. Users
 - Create Users
 - Manage Users
 - User Permissions
 - Working with Permission Templates
 - Location Association for Users & Contacts
- **Reports**
 - Member Detail Report
 - Contact Detail Report
 - Complete Contacts Data CSV File
 - SIS Users Report

IATA Legal Reminders

- ! Participants are reminded that live streaming of this webinar by participants to parties not in attendance is not permitted, except as indicated by and with the express permission and knowledge of IATA.
- ! Unauthorized recording of the meeting is also prohibited.
- ! IATA will record the webinar and share the link afterwards to the members of this group.



SIS Contact Management

What is a SIS Contact?

SIS Contacts are email IDs configured in the system to **receive important notifications** related to SIS and ICH processes, such as the failure of a file submitted or the ICH Advice Day, or they can be configured **for informational purposes**, such as your PAX Interline Manager or your CGO Head of Department, so your business partners can get in touch easily.



Contacts vs Users

- A User can be a contact as well, but a contact does not need to be a user;
- Users can login to the platform while contacts can only interact with the system by receiving email notifications;
- If a User is also a Contact with the same email address, then the two are automatically linked:
 - Once linked, all changes made to the user will be reflected on the contact
 - If the user is deactivated, the contact is also deactivated
 - Contacts previously linked to a user can be reactivated as standalone contacts
- For security purposes, users should have individual access instead of a shared email – tracking who did what for audit purposes;
- As a good practice, do not create users with generic email addresses and/or domains (Gmail, Yahoo...etc.); make sure the designated contact is reachable!

How to make the best use of the SIS Contacts

Chapter 10 of the ISPG

- Two categories of contacts available:
 - Processing Contacts
 - Receive alerts for system processing activities;
 - Can be configured by Billing Category, by Location ID, allowing for segregation of duties;
 - These contacts are private, not visible to other SIS participants;
 - Informational Contacts
 - General contact details for the various departments and activities within your Organization;
 - IATA uses these contacts for sharing Industry Bulletins (RA, IBS OPS, SIS, ICH) and Call of Meetings/Conference Calls/Webinars;
 - These contacts are public, available to all other SIS participants.

Importance of Correctly Setup ICH Contacts

- By maintaining up to date Contacts you can ensure that:
 - Important Clearing House related information and notifications is received on time;
 - The right contact(s) will receive settlement related notifications and avoid possible late payments;
 - Protests are always addressed to the right contacts preventing additional financial adjustments;
 - Important information related to your SIS account and is delivered to the appropriate person, on time!

Contact Management & Alerts Assignment

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="✖"/>	Contact1	TEST	Contact1@test.org	12345
<input type="button" value="✖"/>	Contact2	TEST	Contact2@test.org	67890
<input type="button" value="✖"/>	Contact3	TEST	Contact3@test.org	22334455
<input type="button" value="✖"/>	Contact4	TEST	contact4@test.org	1144555

Page 1 of 1 | 5 | View 1 - 4 of 4

* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active:

Phone Number 1: Phone Number 2: Mobile Number: Fax Number: SITA Address:

Contact Management & Alerts Assignment

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
✖	Contact1	Last name	test@airline.com	
✖	Contact2	Last name	test2@airline.com	
✖	Contact3	Last name	test3@airline.com	

Page 1 of 1 5 View 1 - 3 of 3

Contact Management & Alerts Assignment
Add New Contact

Contact Management & Alerts Assignment
Replace Contact Assignment

Contact Management & Alerts Assignment
Copy Contact Assignment



Contact Management & Alerts Assignment

Add New Contact

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="X"/>	Contact1	TEST	Contact1@test.org	12345
<input type="button" value="X"/>	Contact2	TEST	Contact2@test.org	67890
<input type="button" value="X"/>	Contact3	TEST	Contact3@test.org	22334455
<input type="button" value="X"/>	Contact4	TEST	contact4@test.org	1144555
<input type="button" value="X"/>	TEST	Contact	stagingtest2020sis@gmail.com	

Page 1 of 1 | 5 | View 1 - 5 of 5

* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active:

Phone Number 1: Phone Number 2: Mobile Number: Fax Number: SITA Address:



Contact Management & Alerts Assignment

Copy Contact Assignment

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="X"/>	Contact1	TEST	Contact1@test.org	12345
<input type="button" value="X"/>	Contact2	TEST	Contact2@test.org	67890
<input type="button" value="X"/>	Contact3	TEST	Contact3@test.org	22334455
<input type="button" value="X"/>	Contact4	TEST	contact4@test.org	1144555
<input type="button" value="X"/>	TEST	Contact	stagingtest2020sis@gmail.com	

Copy Contact Assignments

Copy Contact Assignments of User

Contact1 TEST

New Contact Person

Contact2 TEST

<< << Page 1 of 1 >> >> 5 View 1 - 5 of 5

* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active:

Phone Number 1: Phone Number 2: Mobile Number: Fax Number: SITA Address:

Contact Management & Alerts Assignment

Replace Contact Assignment

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="✖"/>	Contact1	TEST	Contact1@test.org	12345
<input type="button" value="✖"/>	Contact2	TEST	Contact2@test.org	67890
<input type="button" value="✖"/>	Contact3	TEST	Contact3@test.org	22334455
<input type="button" value="✖"/>	Contact4	TEST	contact4@test.org	1144555
<input type="button" value="✖"/>	TEST	Contact	stagingtest2020sis@gmail.com	

Page 1 of 1 | 5 | View 1 - 5 of 5

Replace Contact Assignme...

Current Contact Person
Contact1 TEST

New Contact Person
Contact2 TEST

* Email Address: Salutation: * First Name: Last Name: Staff ID:

Position/Title: Division: Department:

Location ID: Address Line 1: Address Line 2: Address Line 3: City Name:

Postal Code: Country Name: Sub Division Name: Active:

Phone Number 1: Phone Number 2: Mobile Number: Fax Number: SITA Address:

Contact Management & Alerts Assignment

View Contact Assignment

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
<input type="button" value="X"/>	Contact1	TEST	Contact1@test.org	12345
<input type="button" value="X"/>	Contact2	TEST	Contact2@test.org	67890
<input type="button" value="X"/>	Contact3	TEST	Contact3@test.org	22334455
<input type="button" value="X"/>	Contact4	TEST	contact4@test.org	1144555
<input type="button" value="X"/>	TEST	Contact	stagingtest2020sis@gmail.com	

Page 1 of 1 | 5 | View 1 - 5 of 5

* Email Address: Salutation:
Position/Title: Division:
Location ID: Address Line 1:
Postal Code: Country Name:
Phone Number 1: Phone Number 2:

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

-
-
- Billing Category Specific
- Clearing House
- E-Invoicing
- Member Related
- Voted Member

	IBSOPS-Chairman	IDEC SC	PAX-General	CGO-General
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 | View 1 - 5 of 5

Mobile Number: Fax Number: SIP Address:



Informational Contacts

- General Contact
- Billing Category Manager
- Interline Billing Contact
- Head of Department
- RA Manager

Member Profile
Manage Member

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Search Existing Contacts

First Name:

Search

Actions

Actions	First Name
<input type="checkbox"/>	Contact1
<input type="checkbox"/>	Contact2
<input type="checkbox"/>	Contact3
<input type="checkbox"/>	Contact4

Page 1 of 1

View All Contact Assignments

* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

Save Contact

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

Search

Contact Name	PAX-General	PAX-Manager	PAX-Refunds	PAX-Interline Billing
Contact1 TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Page 1 of 1 View 1 - 4 of 4

Save Close

Informational Contacts

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Search

Actions	First Name	Last Name	Email ID	Staff ID
<input type="checkbox"/>	Contact1	TEST	Contact1@test.org	12345
<input type="checkbox"/>	Contact2	TEST	Contact2@test.org	67890
<input type="checkbox"/>	Contact3	TEST	Contact3@test.org	22334455
<input type="checkbox"/>	Contact4	TEST	contact4@test.org	1144555
<input type="checkbox"/>	TEST	Contact	stagingtest2020sis@gmail.com	

Page 1 of 1 | 5 | View 1 - 5 of 5

View All Contact Assignments | Replace Contact Assignments | Copy Contact Assignments | Add New Contact

* Email Address: Salutation:

Position/Title: Division:

Location ID: Address Line 1:

Postal Code: Country Name:

Phone Number 1: Phone Number 2:

Save Contact

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

Search

Contact Name	IBSOPS-Chairman	IDEC SC	PAX-General	CGO-General
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 | 5 | View 1 - 5 of 5

Save | **Close**

Sub Division Name: Active:

Mobile Number: Fax Number: SITA Address:

Member Profile

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Search

Contact Name	IBSOPS-Chairman	IDEC SC	PAX-General	CGO-General
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 | 5 | View 1 - 5 of 5

Save | **Close**

Sub Division Name: Active:

Mobile Number: Fax Number: SITA Address:

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Member Profile

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name: Last Name: Email Id: Staff Id:

Search

Contact Name	IBSOPS-Chairman	IDEC SC	PAX-General	CGO-General
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 | 5 | View 1 - 5 of 5

Save | **Close**

Sub Division Name: Active:

Mobile Number: Fax Number: SITA Address:

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Member Profile

Manage Member

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Search Existing Contacts

First Name:

Search

Actions First Name

<input type="checkbox"/>	Contact1
<input type="checkbox"/>	Contact2
<input type="checkbox"/>	Contact3
<input type="checkbox"/>	Contact4
<input type="checkbox"/>	TEST

Page 1 of 1

[View All Contact Assignments](#)

* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

Save Contact

All Contact Assignments

Search Criteria

Group:

Subgroup:

Type:

Search

Contact Name	MISC-General	MISC-Manager	MISC-Interline Billing	MISC-Head of Department	MISC-RA Manager	MISC-File Receipt Contact	MISC-File Receipt Contact
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Contact3 TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TEST Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Page 1 of 1 View 1 - 5 of 5

Address Line 1:

Country Name:

Phone Number 2:

Address Line 2:

Sub Division Name:

Mobile Number:

Address Line 3:

Active:

Fax Number:

Staff ID:

City Name:

SITA Address:

Member Profile

Manage Member

- Member Details
- Locations
- Contacts**
- e-Billing
- Passenger
- Cargo
- Miscellaneous
- UATP
- ICH
- ACH

Search Existing Contacts

First Name:

Search

Actions	First Name
<input type="checkbox"/>	Contact1
<input type="checkbox"/>	Contact2
<input type="checkbox"/>	Contact3
<input type="checkbox"/>	Contact4
<input type="checkbox"/>	TEST

Page 1 of 1

[View All Contact Assignments](#)

* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

Save Contact

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

Search

Contact Name	UATP-General	UATP-Manager	UATP-Interline Billing	UATP-Head of Department	UATP-RA Manager	UATP-File Receipt Contact
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TEST Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 View 1 - 5 of 5

Address Line 1:

Address Line 2:

Address Line 3:

Country Name:

Sub Division Name:

Mobile Number:

Active:

Fax Number:

Staff ID:

City Name:

SITA Address:



Processing Contacts

- File Receipt Contact
- Output Available Contact
- Validation Error contact
- Open Invoices contact
- Correspondence contact
- Correspondence Expiry Contact
- Correspondence Report Contact

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Search Existing Contacts

First Name:

All Contact Assignments

Group: [Billing Category Spe] Subgroup: [PAX] Type: [Processing]

Contact Name	PAX-File Receipt Contact	PAX-Output Available Contact	PAX-Validation Error Contact	PAX-Open Invoices Contact	PAX-Correspondence Contact	PAX-Correspondence Expiry Contact	PAX-Correspondence Report Contact
Contact1 TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1

* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

Address Line 1:

Country Name:

Phone Number 2:

Address Line 2:

Sub Division Name:

Mobile Number:

Address Line 3:

City Name:

Active:

Fax Number:

SITA Address:

Processing Contacts

- File Receipt Contact

New File Received - SIS Prod

Dear SIS Member,

The following file was received:

CIDEC-0082020112000005.ZIP

Regards,

IATA SIS Operations Team

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

Processing Contacts

- Output Available Contact

Dear SIS Member,

The following file has been generated and is available for download via IS-WEB:

OAR-PAX-R-008-20201118.ZIP

Regards,

IATA SIS Operations Team

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

Processing Contacts

- Validation Error Contact

SIS: Output Files : Files transferred to iiNET - SIS PROD - ValidationSanityCheckReportsIsIdeclsXml

Dear SIS Member,

The following file has been generated and transferred to your iiNET account:

MXMLF-00820200704202008052212345_VAL.ZIP

Regards,

IATA SIS Operations Team

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

Processing Contacts

- Open Invoices

Dear SIS User,

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

Billing Member	Invoice/Credit Note Number	Charge Category	Invoice Currency	Invoice Amount
XB-A89-IATA MONTREAL	TESTIT2	Finance	USD	6,167.000

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

IATA SIS Operations Team

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

Processing Contacts

- PAX Correspondence contact
- PAX Correspondence Expiry Contact

Dear SIS Member,

The time limit for responding to Received Passenger correspondence number 40000090472 is 13-Nov-2020 23:59:59 UTC. No response has been sent from your organization for this correspondence so far. If a response is not sent from your organization by this time limit, it will result in Expiry; and will allow a Debit Due to No Response by the Member who initiated this correspondence.

Regards,

IATA SIS Operations Team

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

Miscellaneous - additional contacts

Processing Contacts

- MISC Daily IS-WEB Bilateral Delivery Contact
- MISC Receivables Payment Status Updates Contact
- MISC Payables Payment Status Updates Contact
- MISC Dispute Contact
- MISC Tax Related Contact
- MISC Invoices by Email

Home >> Profile and User Management >> Create / View / Manage Member Profile

Member Profile

Manage Member
Member Name:

Member Details | Locations | **Contacts**

Search Existing Contacts

First Name: Last Name:

Actions	First Name	Last Name
<input type="button" value="x"/>	Contact1	TES
<input type="button" value="x"/>	Contact2	TES
<input type="button" value="x"/>	Contact3	TES
<input type="button" value="x"/>	Contact4	TES
<input type="button" value="x"/>	TEST	Con

Page 1 of 1

* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

All Contact Assignments

Search Criteria
Group: Subgroup: Type:

Contact Name	MISC-File Receipt Contact	MISC-Daily IS-WEB Bilateral Delivery	MISC-Output Available Contact	MISC-Receivables Payment Status Updates	MISC-Payables Payment Status Updates
Contact1 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact3 TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 View 1 - 5 of 5

Address Line 1: Address Line 2: Address Line 3:

Country Name: Sub Division Name:

Phone Number 2: Mobile Number:

Active: Fax Number:

Miscellaneous - additional contacts

- MISC Daily IS-WEB Bilateral Delivery Contact/ MISC Invoices by Email

Dear SIS User,

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

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

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

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

尊敬的 SIS 用户：

您的 SIS 账户中有一张或多张新账单，请参阅以下摘要信息：

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

如需详细信息以及查阅下载账单，请登录您的 SIS 帐户。出于防止欺诈的考虑，账单未附在此电子邮件中，您可通过国际航协客户入口 IATA Customer Portal 安全访问您的帐户。

Miscellaneous - additional contacts

- MISC Receivables Payment Status Updates Contact

DoNotReply@iata.org Nov 16, 2020, 11:00 PM (14 hours ago) ☆ ↶ ⋮

to me ▾

Dear SIS Member,

One or more Payment Status updates were performed by your organization, by the system, or by Billed Members on your Receivables Invoices/Credit Notes in the last 24 hours.

Please refer to the table below for details.

Line #	Billing Year	Billing Month	Billing Period	Billing Member Code	Billing Member Name	Billed Member Code	Billed Member Name	Invoice/Credit Note Number	Invoice Value	Update Performed on Field	Payment Status	Update Timestamp UTC	Remarks	Currency of Amount Received / Paid	Amount Received / Paid	Currency of Total Amount Received/ Paid	Total Amount Received / Paid	Date of Wire Transfer Receipt / Execution	Reference Number
1	2020	11	1	AB3	Test Airline	008	Test Airline	TESTINV	USD 24.00	Payment Status as per Billed Member	Received	17-Nov-2020 01:01							
2	2020	11	1	AB3	Test Airline	008	Test Airline	TESTINV	USD 24.00	Payment Status as per Billing Member	Delivered	17-Nov-2020 01:01							

Regards,
IATA SIS Operations Team
Access your SIS account or contact us for support at www.iata.org/cs



Miscellaneous - additional contacts

- MISC Dispute Contact

SIS: Dispute - A new dispute received - 1162 - SIS PROD

Dear SIS Member,

A new dispute with a dispute reference number 1162 has been sent by XB-008 to XB-AB3

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

Regards,

IATA SIS Operations Team

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

Miscellaneous - additional contacts

- MISC Tax Related Contact

Subject: SIS: India E-Invoicing Tax Submission Status - SIS PROD

Dear SIS Member,

One or more Invoices/Credit Notes are reported for India E-Invoicing. Please refer to the table below for details.

Billing Member	Billed Member	Invoice/Credit Note Number	Tax Reporting Status	IRN	Error Description
XB-008-Test Airline	XB-AB3-Airline Test	308528432	Accepted by IRP	da2f02d7117ee712c3e70c6ad7ecbe5210cb633855bbd39e42d20eec78cfe124	
XB-008- Test Airline	XB-AB3-Airline Test	308528431	Accepted by IRP	12a4baf5833ebd85627dc4e01acadffbb39fdec9752784de97d63eacda9d4f34	

Regards,
IATA SIS Operations Team
Access your SIS account or contact us for support at www.iata.org/cs

Clearing House contacts

- Advice Contact
- Claim Confirmation Contact
- Clearance Initialization Contact
- Financial Contact
- Circular Contact
- Primary Contact

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | **All Contact Assignments**

Search Existing Contacts

First Name:

Actions	First Name
<input type="button" value="x"/>	Contact1
<input type="button" value="x"/>	Contact2
<input type="button" value="x"/>	Contact3
<input type="button" value="x"/>	Contact4
<input type="button" value="x"/>	TEST

Page 1 of 1

* Email Address:

Position/Title:

Search Criteria

Group: Subgroup: Type:

Contact Name	ICH-Advice Contact	ICH-Claim Confirmation Contact	ICH-Clearance Initialization Contact	ICH-Financial Contact	ICH-Circular Contact
Contact1 TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact2 TEST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact3 TEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact4 TEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TEST Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Page 1 of 1 View 1 - 5 of 5

Clearing House contacts

- ICH Advice Contact

IATA Clearing House Operations <ichoperations@iata.org>

Company: AB-008 TEST Airline.
Attention to: Interline Team, ICH Advice Message contact

Clearance Period: 04 AUGUST 2020 of Standard

Advice Day: 10 Sep 2020

DUE TO ICH:
USD 135,823

Call Day: 17 Sep 2020

Final Form 3 is now available for download from the ICH.

Protest Deadline: 15 Sep 2020

SIS Billing output generation: 10 Sep 2020, 23:00 EST.

Should you have any queries or require assistance with claims submission please do not hesitate to contact [Help Desk](#)

Clearing House contacts

- ICH Primary Contact

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Search Existing Contacts

First Name:

Search

Actions	First Name
<input type="checkbox"/>	Contact1
<input type="checkbox"/>	Contact2
<input type="checkbox"/>	Contact3
<input type="checkbox"/>	Contact4
<input type="checkbox"/>	TEST

Page 1 of 1

View All Contact Assignments

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

Search

Contact Name	ICH-Primary Contact
Contact1 TEST	<input checked="" type="checkbox"/>
Contact2 TEST	<input checked="" type="checkbox"/>
Contact3 TEST	<input type="checkbox"/>
Contact4 TEST	<input type="checkbox"/>
TEST Contact	<input checked="" type="checkbox"/>

Page 1 of 1 View 1 - 5 of 5

Save **Close**

* Email Address:

Position/Title:

Location ID:

Postal Code:

Country Name:

Sub Division Name:

Get Notified for Member Profile Changes

Manage Member
Member Name:

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Search Existing Contacts

First Name:

Actions	First Name
<input type="button" value="x"/>	Contact1
<input type="button" value="x"/>	Contact2
<input type="button" value="x"/>	Contact3
<input type="button" value="x"/>	Contact4
<input type="button" value="x"/>	TEST

Page 1 of 1

* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

All Contact Assignments

Search Criteria

Group: Subgroup: Type:

Clearance Organization Contact	ACH-Financial Contact	Own Profile Updates	Reference Data Updates	PAX-File Receipt Contact	PAX-Out Contact
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Country Name: Sub Division Name:

Phone Number 2: Mobile Number:

Last Name:

Address Line 3:

Active:

Fax Number:

Get Notified for Member Profile Changes

DoNotReply@iata.org
para ml +

Dear SIS Member:

Please find attached details of the changes made to the Member profile of Member 008 - Test Airline on 16-Nov-20.

Kindly take a note of the same.

Regards,
IATA SIS Operations Team

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

34 SIS Contact and User Management

26 November 2020



Get Notified for Member Profile Changes

Group	Element	Additional Information	Old Value	New Value	Effective Date/Effective Period
Miscellaneous/Output Corrections Allowed			Update/No	Yes	
Miscellaneous/Billed Invoices - IS_XML			Update/No	Yes	
Miscellaneous/Billing Invoices Submitted On Behalf of the Member			Update/No	Yes	
Miscellaneous/MISC IS_XML Cert Status			Update/Not Terminated		
Miscellaneous/MISC IS_XML Contract On			Update	11/16/2020 12:00:00 AM	
Miscellaneous/MISC IS_XML Migrated From			Update	1/1/1900 12:00:00 AM	
Miscellaneous/As Billed Invoice PDF			Update/No	Yes	
Miscellaneous/As Billing Invoice PDF			Update/No	Yes	
Miscellaneous/Daily IS_XML files for Receivables IS-WEB Invoices			Update/No	Yes	
Miscellaneous/Daily Delivery on IS-WEB			Update/No	Yes	
Miscellaneous/Daily Offline Archive Outputs			Update/No	Yes	
Miscellaneous/Daily IS_XML Files			Update/No	Yes	
Miscellaneous/Future Billing Submissions Allowed			Update/No	Yes	
Miscellaneous/Reverse Copy of Location Specific Files at Location Main			Update/No	Yes	
Miscellaneous/Daily Payment Updates for Receivables Invoices			Update/No	Yes	
Miscellaneous/Daily Payment Updates for Payables Invoices			Update/No	Yes	
Miscellaneous/Validation on Acceptable Delay for Payables Bilateral Invoices			Update/No	Yes	
Miscellaneous/CSV listing required as a Billing Entry			Update/No	Yes	
Miscellaneous/MISC Document Packages			Update/No	Yes	
Miscellaneous/Allow Resubmission of Failed Invoices			Update/No	Yes	
Miscellaneous/Number of Alerts			Update	1	
Miscellaneous/Dispute Output Files to Billing Member			Update/No	Yes	
Miscellaneous/Dispute Output Document Package			Update/No	Yes	
Miscellaneous/Dispute Invoices file by ACST			Update/No	Yes	

35 SIS Contact and User Management

26 November 2020



Get Notified for Member Profile Changes

DoNotReply@iata.org

para mí ▾

Dear SIS Member,

Please find attached details of the changes made to the Member profile of Member 008 - AB - Test Airline on 16-Nov-20.

Kindly take a note of the same.

Regards,

IATA SIS Operations Team

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

Get Notified for Member Profile Changes

Group	Element	Additional Info	Action	Old Value	New Value	Effective Date	Effective Period
Miscellaneous	Online Correction Allowed		Update	No	Yes		
Miscellaneous	Billed Invoices - IS_XML		Update	No	Yes		
Miscellaneous	Billing Invoices Submitted On Behalf of the Member		Update	No	Yes		
Miscellaneous	MISC IS-XML Cert Status		Update	Not Tested	Certified		
Miscellaneous	MISC IS-XML Certified On		Update		11/16/2020 12:00:00 AM		
Miscellaneous	MISC IS-XML Migrated From		Update		1/1/1900 12:00:00 AM		
Miscellaneous	As Billed-Invoice PDF		Update	No	Yes		
Miscellaneous	As Billing-Invoice PDF		Update	No	Yes		
Miscellaneous	Daily IS-XML files for Receivables IS-WEB Invoices		Update	No	Yes		
Miscellaneous	Daily Delivery in IS-WEB		Update	No	Yes		
Miscellaneous	Daily Offline Archive Outputs		Update	No	Yes		
Miscellaneous	Daily IS-XML Files		Update	No	Yes		
Miscellaneous	Future Billing Submissions Allowed		Update	No	Yes		
Miscellaneous	Receive Copy of Location Specific Files at Location Main		Update	No	Yes		
Miscellaneous	Daily Payment Updates for Receivables Invoices		Update	No	Yes		
Miscellaneous	Daily Payment Updates for Payables Invoices		Update	No	Yes		
Miscellaneous	Validation on Acceptable Delay for Payables Bilateral Invoices		Update	No	Yes		
Miscellaneous	CSV listing required as a Billing Entity		Update	No	Yes		
Miscellaneous	CSV listing required as a Billed Entity		Update	No	Yes		
Miscellaneous	MISC Document Packages		Update	No	Yes		
Miscellaneous	Allow Resubmission of Failed Invoices		Update	No	Yes		
Miscellaneous	Number of Alerts		Update		1		
Miscellaneous	Dispute Output Files to Billing Member		Update	No	Yes		
Miscellaneous	Dispute Output Document Package		Update	No	Yes		
Miscellaneous	Dispute Review file by iiNET		Update	No	Yes		



User Management

Super User vs. Normal User

- Super Users are created during the original profile creation or changed by the SIS team based on the SIS Super User Form;
- If the login access for the Member Super User has been disabled for any reason, the Member Super User can contact the SIS Operations Support team via the [customer portal](#);
- This Super User will have the right to create other User accounts and assign permissions. There is no limitation on the number of users that can be created for an eligible SIS account. The full management of regular users is solely at the responsibility of the super user (or any other user with the appropriately assigned permissions);
- The User has the ability to interact with SIS only in regard to the limitations set by their assigned permissions.

Super User

- Only one Super User allowed per account
- Other users can have the same permission set
- The Super User is the main point of contact used by the IATA SIS Ops Team

Change Super User

- The [form](#) can be found on the SIS website (www.iata.org/sis)
- Complete the SIS Super User Form
- Make sure all mandatory* fields are filled in **correctly**
- Return it to the SIS team via IATA Customer Portal (www.iata.org/cs)



SIS Super User Form

Role of the SIS Super User

During the sign-up process each SIS participant must delegate a SIS Super user – the Admin user who will have control over the company's SIS account.

The Super User is granted full access to the platform and is responsible for creating and managing any subsequent SIS users and the company's member profile. Only one Super user is allowed per member however, additional users with the same permission level can be created by the super user.

The Member Super User will have the ability to create as many Users as required, with the appropriate access rights in SIS, to ensure complete coverage for the company.

To change the delegated SIS Super User please fill out the required information:

Company Name * <i>(e.g. British Airways)</i>	
Member Code * <i>(e.g. BA-125)</i>	
Salutation <i>(e.g. Mr/Mrs/Ms)</i>	
First Name *	
Last Name *	
Email address *	
Phone number	
Mobile number	

* Indicates mandatory fields

Please log in to your [IATA Customer Portal](#) account to submit the completed form.



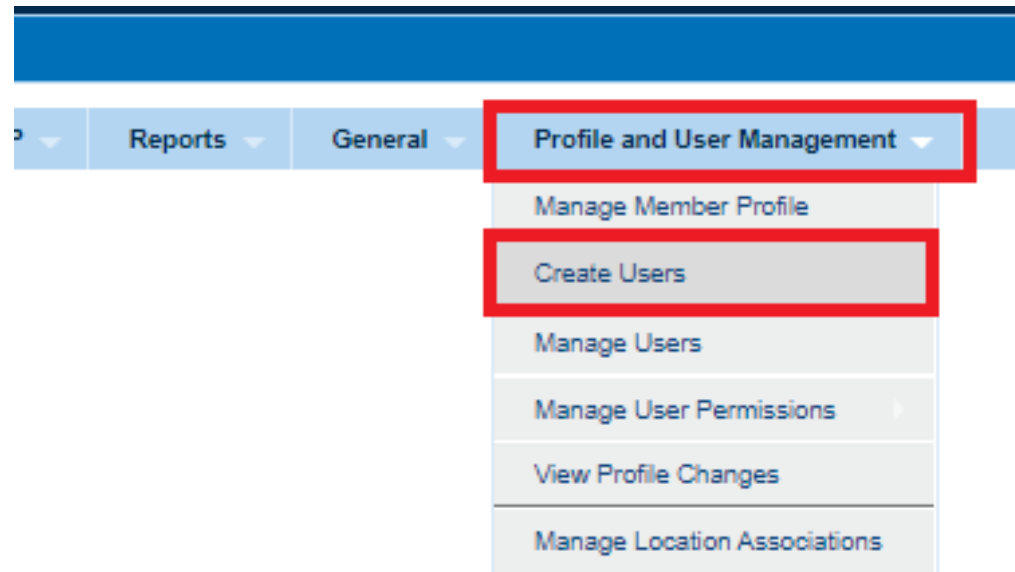
Create Users

- Additional Users can be created by the Super User, or other users with the necessary permissions;
- Mandatory information: First Name, Last Name, Email Address;
- Once a User is created, Name, email and Address cannot be changed - please contact us for updates
 - Surname change (Example: Martial Status)
 - Email change
- Upon creation users can be assigned to a specific location ID for e-invoicing management at a local level



Create Users

- All users must have a Unique Email address
 - The [SIS Multi-Account Access](#) feature, where one email can be associated with various accounts is available as an optional service;
- Once created, a user can not be deleted – only achieved.



Create Users

[Home](#) >> [Profile and User Management](#) >> [Create Users](#)

Create Users

Use the form below to create new User. All required fields are marked (*)

Salutation: Mr	*First Name: Samuel	*Last Name: Diano-Brown	*Email Address: uatsistest2020@gmail.com
Position Title: Analyst	Staff ID: Example1	Division: E-Invoicing	Department: SIS
Telephone 1: +123-456-789	Telephone 2: 	Mobile: 	Fax:
SITA Address: 	Secondary User: <input type="checkbox"/>		
Location ID: 			
Address 1: 800 Rue du Square-Victoria	Address 2: 	Address 3: 	
City Name: Montreal	Postal Code: H4Z 1M1	Country Name: CANADA	Subdivision Name: Quebec
Help Text Language: 			

Save User Details



Manage Users

Manage Users

- Can Edit User Profile
- Activate/Deactivate User
- Reset Password
- View Status
 - Active, Inactive Due to Password Expiry, Deactivated Due to Password Expiry, Deactivated by SIS Ops

[Home](#) >> [Profile and User Management](#) >> [Manage Users](#)




Manage Users

Use the below form to search and modify a selected user.

Search Criteria


First Name:	Last Name:	Email Address:	Status:
<input type="text" value="Samuel"/>	<input type="text" value="Diano-Brown"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="All"/>
<input type="button" value="Search"/>			

Search Results

Actions	First Name	Last Name	Email Address	Super User	Secondary User	Primary Account's Organization	Status	Is Archived
  	Samuel	Diano-Brown	uatsistest2020@gmail.com	No	No	N/A	Active	No

Manage User

Home >> Profile and User Management >> Manage Users

 User has been Deactivated




Manage Users

Use the below form to search and modify a selected user.

Search Criteria

User Category:	Members:	
<input type="text" value="Member User"/>	<input type="text"/>	
First Name:	Last Name:	Email Address:
<input type="text"/>	<input type="text"/>	<input type="text" value="UATSISTest2020@gmail.com"/>
<input type="button" value="Search"/>		

Search Results

Actions	First Name	Last Name	Email Address
  	Samuel	Diano-Brown	uatsistest2020@gmail.com

Activate/Deactivate users

Home >> Profile and User Management >> Manage Users

 Request to reset the password has been processed by the system. An email has been sent to the user regarding this.

Manage Users

Use the below form to search and modify a selected user.

Search Criteria

User Category:	Members:		
<input type="text" value="Member User"/>	<input type="text"/>		
First Name:	Last Name:	Email Address:	Status:
<input type="text"/>	<input type="text"/>	<input type="text" value="UATSISTest2020@gmail.com"/>	<input type="text" value="All"/>
<input type="button" value="Search"/>			

Search Results

Actions	First Name	Last Name	Email Address	Member Code	Super User	Secondary User
  	Samuel	Diano-Brown	uatsistest2020@gmail.com	XB-A89	No	No

Reset User Password

User Status

- For security reasons, SIS password must be changed every 90 days; users that do not log in for 90 days, will be marked as **"Inactive due to Password Expiry"**;
 - Inactive users can login normally, and will be prompted to reset their password;
- Users that remain inactive for 18 consecutive months will be **"Deactivated due to password expiry"**;
 - Deactivated users must be reactivated by their super user; if the Super User is deactivated, contact the SIS team for assistance;
- Users that remain deactivated for 2 consecutive years will be deleted permanently from the SIS database;
 - Users that have been deleted will have to be created again, if needed.



Users Permissions

User Permissions

- New and existing users permissions can be edited by any user with the correct permission
- The Super User has the ability to create Permission Templates to facilitate permission delegation
- Users only have access to SIS modules they have been given permission to



Permissions

[Home](#) >> [Profile and User Management](#) >> [Manage User Permissions](#) >> [Assign Permission To User](#)

Assign Permission To User

User Name:	Template:
<input type="text" value="(XB-A89) uatsistest2020@gmail.com"/>	<input type="text" value="Select"/>

Copy User Permission

<input type="text"/>	<input type="button" value="Copy Permission"/>
----------------------	------------------------------------------------

Permission List For Selected User :

<input checked="" type="checkbox"/>	Root
<input checked="" type="checkbox"/>	Passenger
<input checked="" type="checkbox"/>	Miscellaneous
<input checked="" type="checkbox"/>	Cargo
<input checked="" type="checkbox"/>	UATP
<input checked="" type="checkbox"/>	General
<input checked="" type="checkbox"/>	Reports
<input checked="" type="checkbox"/>	Profile and User Management

- A User given all Permissions can access all parts of SIS
- When "Root" is checked the User has ALL possible Permissions in SIS
- When a box is checked, the User has ALL possible Permissions within that category (Passenger)
- When a box is filled in, partial permission is given in that category

SIS Simplified Invoicing and Settlement

Passenger

Cargo

Miscellaneous

UATP

Reports

General

Profile and User Management

Permissions

[Home](#) >> [Profile and User Management](#) >> [Manage User Permissions](#) >> [Assign Permission To User](#)

Assign Permission To User

User Name:	Template:
<input type="text" value="(XB-A89) uatsistest2020@gmail.com"/>	<input type="text" value="Select"/>

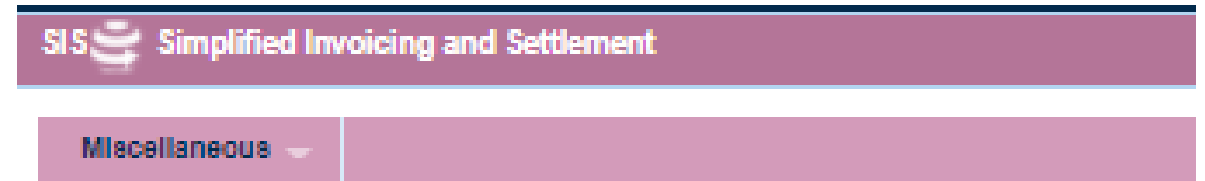
Copy User Permission

<input type="text"/>	<input type="button" value="Copy Permission"/>
----------------------	------------------------------------------------

Permission List For Selected User :

- Root
 - Passenger
 - Miscellaneous
 - Cargo
 - UATP
 - General
 - Reports
 - Profile and User Management

- Can assign unique permissions to unique individuals
- Can help segregation of duties



Permissions

[Home](#) >> [Profile and User Management](#) >> [Manage User Permissions](#) >> [Manage Permission Template](#)

Manage Permission Template

Search Criteria









Template Name:

Search

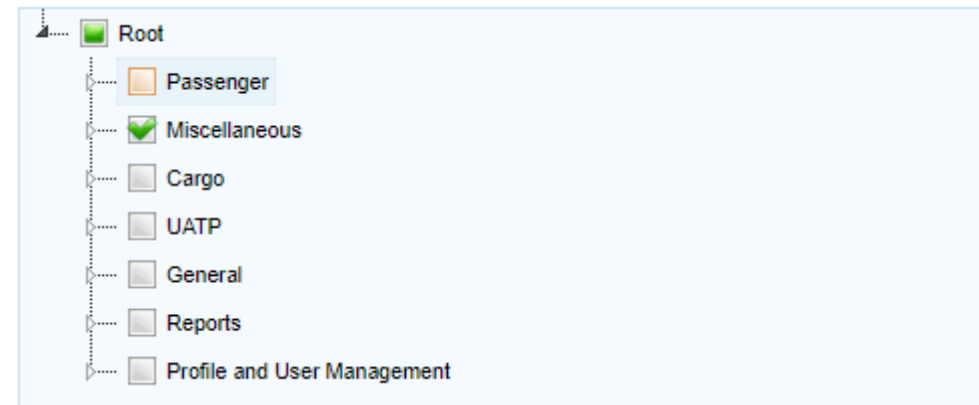
Add New Template

Clear

Search Results

<input type="checkbox"/>	Actions	Template Name	Category Name
<input checked="" type="checkbox"/>	 	MISC	Member User
<input type="checkbox"/>	 	Customer Service	Member User
<input type="checkbox"/>	 	IATA Invoicing Team (Agents)	Member User
<input type="checkbox"/>	 	IATA Invoicing Team (Airlines)	Member User

Page 1 of 1 5 View 1 - 4 of 4



Permissions

[Home](#) >> [Profile and User Management](#) >> [Manage User Permissions](#) >> [Assign Permission To User](#)

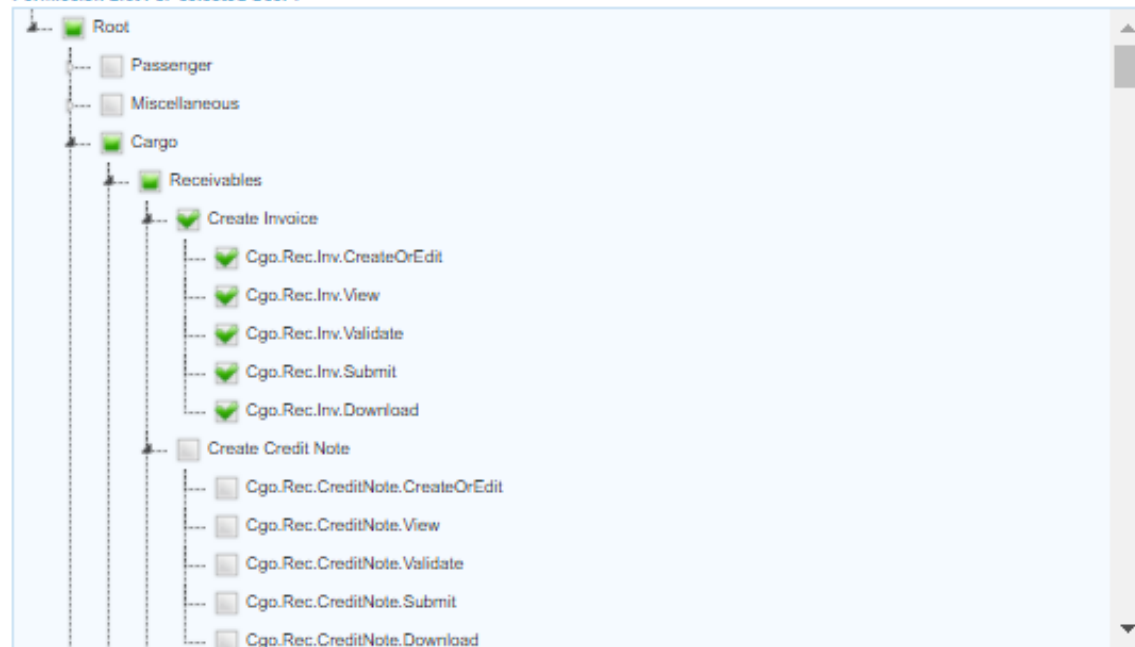
Assign Permission To User

User Name:

Template:

Copy User Permission

Permission List For Selected User :



Add permission :

The permissions included in this template will be added to already existing permissions for this User

Replace Permission:

The permissions already assigned to this user will be removed and **ONLY** what is in the template will be their new permissions

Permissions

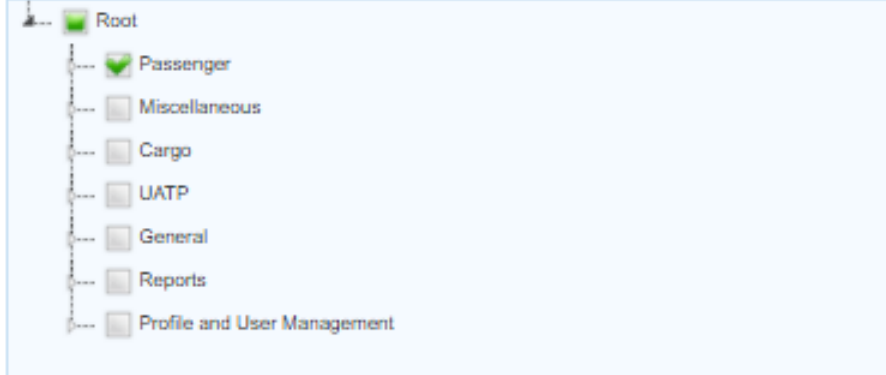
Permission Templates can be as specific or general as desired

[Home](#) >> [Profile and User Management](#) >> [Manage User Permissions](#) >> [Manage Permission Template](#) >> Add

Manage Permission Template

Template Name

Select Permission From The List



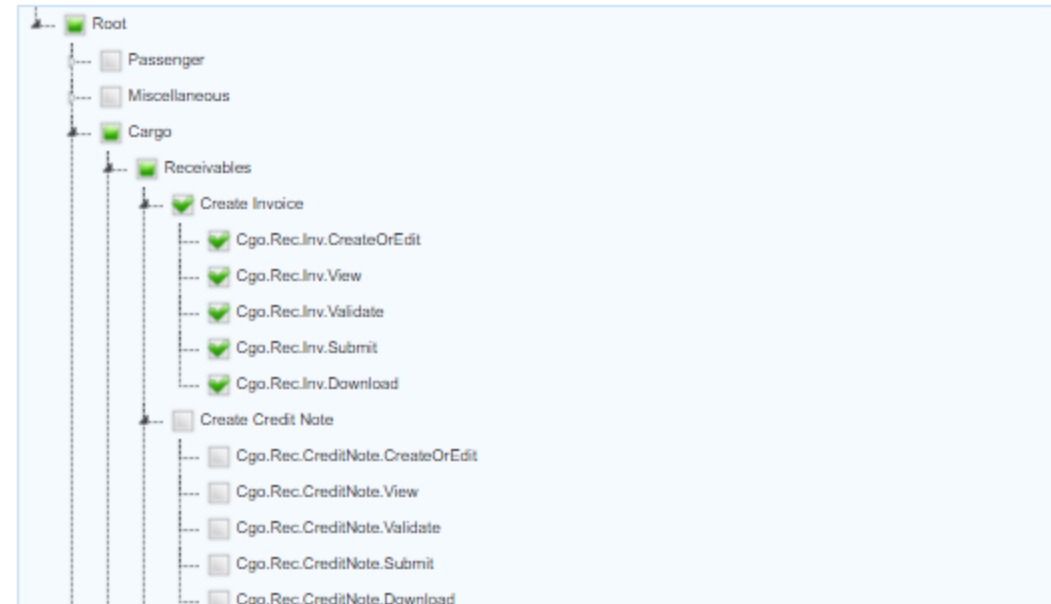
[Home](#) >> [Profile and User Management](#) >> [Manage User Permissions](#) >> [Manage Permission Template](#) >> Add

✓ Template Details Saved successfully

Manage Permission Template

Template Name

Select Permission From The List



Save Back



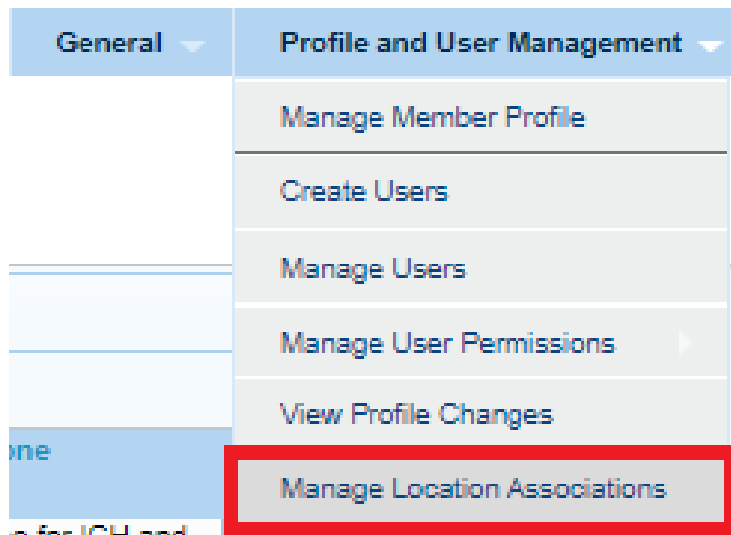
Location Association

Location Association

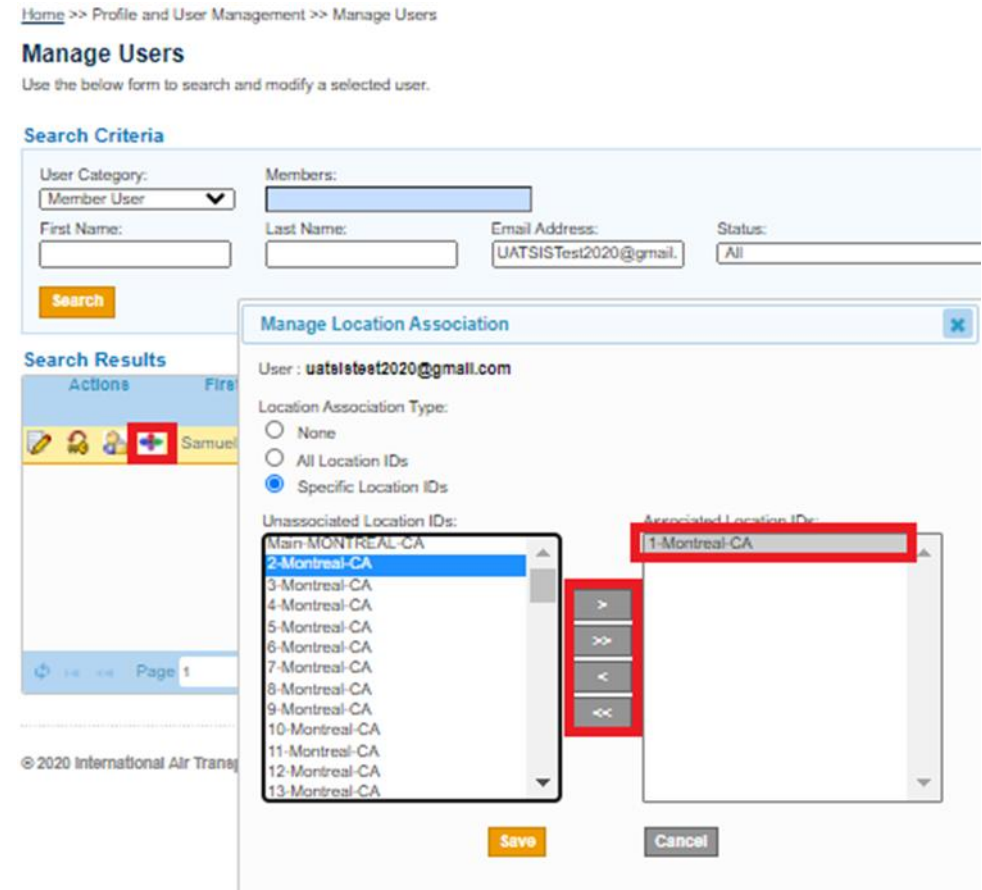
- Any User with the correct permission can assign a user to a specific location ID (the locations can be seen in the locations tab under profile and user management)
- Once assigned, the User can only interact with invoices billed to/from this location
- Ability to Segregate duties in regard to location.



Manage Location Associations



OR



Location Associations

[Home](#) >> [Profile and User Management](#) >> [Manage Location Associations](#) >> [View Location Association](#)

View Location Association

User / Contact : **uatstest2020@gmail.com**

Location Association Type : **All Location IDs**

Modify **Cancel**

[Home](#) >> [Profile and User Management](#) >> [Manage Location Associations](#) >> [Modify Location Association](#)

Modify Location Association

User / Contact : **uatstest2020@gmail.com**

Location Association Type:

None

All Location IDs

Specific Location IDs

Unassociated Location IDs:

- Main-MONTREAL-CA
- 2-Montreal-CA
- 3-Montreal-CA
- 4-Montreal-CA
- 5-Montreal-CA
- 6-Montreal-CA
- 7-Montreal-CA
- 8-Montreal-CA
- 9-Montreal-CA
- 10-Montreal-CA
- 11-Montreal-CA
- 12-Montreal-CA
- 13-Montreal-CA

Associated Location IDs:

- 1-Montreal-CA

Save **Cancel**



Reports

SIS Reports

- Member Detail Report
- Contact Detail Report
- "Complete contacts data CSV file"
(end of each billing period)
- SIS Users Report



SIS Contact Reports

- Member Details Report

Home >> Reports >> Member/Contact Report

Member and Contact Report

Query and Download

Report Criteria

Member Details Contact Details

Member Details

Member Name: Country:

ACH Members: ICH Members:

Display Options

Available Fields: Default Location for MISC F, ICH Zone, ICH Category, ICH Early Call Day, Aggregator, List of Aggregated Members, Aggregated by, Aggregated Type, Sponsored by, Sponsored Members

Selected Fields: IS Membership Status, IATA Membership Status, MISC IS-XML Certified On, ICH Membership Status

Member Information

IS Membership Status	IATA Membership Status	MISC IS-XML Certified On	ICH Membership Status
ACTIVE	N	16-NOV-2020	Not a member

Page 1 of 1 | 10 | View 1 - 1 of 1

Sort Order

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SIS Contact Reports

- Member Details Report – Generate Report

Home >> Reports >> Member/Contact Report

Member and Contact Report

Query and Download

Report Criteria

Member Details Contact Details

Member Details

Member Name
AB-008-Test Airline

ACH Members ICH Members

Clear All

Display Options

Available Fields

- Sponsored by
- Sponsored Members
- ACH Membership Status
- ACH Member Category
- Dual Member Settlement via
- Dual Member Settlement via
- Dual Member Settlement via
- Dual Member Settlement via
- PAX Provisional IS-WEB Mi
- ICH Membership Status

Selected Fields

- IATA Membership Status
- Member Prefix
- Member Legal Name
- IS Membership Status
- Member Designator
- Member Commercial Name
- PAX Prime IS-IDEC Cert. S
- PAX Prime IS-IDEC Migrate
- PAX Prime IS-XML Cert. St
- PAX Prime IS-XML Migrate

Member Information

IATA Membership Status	Member Prefix	Member Legal Name	IS Membership Status
N	008	Test Airline	ACTIVE

Page 1 of 1 10 View 1 - 1 of 1

Download Exit

Order

Member Legal Name	Ascending
IS Membership Status	Ascending
Member Designator	Ascending

View 1 - 14 of 14

Generate Report

SIS Contact Reports

- Contact Details Report

Home >> Reports >> Member/Contact Report

Member and Contact Report

Query and Download

Report Criteria

Member Details Contact Details

Member Details

Member Name: Country:

ACH Members ICH Members Dual Members Non-CH Members IATA Members

Contact Name:
Email:
Please Select:

Display Options

Available Fields: PAX-Open Invoices Contact, PAX-Correspondence Cont, PAX-Correspondence Expir, PAX - BVC Reports Contact, PAX - Auto-Billing/Value De, CGO-File Receipt Contact, CGO-Output Available Cont, CGO-Validation Error Conte, CGO-Open Invoices Contac, CGO-Correspondence Con

Selected Fields: [Empty]

Include Exclude

Sort On Sort Order

No records to view

Generate Report

SIS Contact Reports

- Contacts Details - Generate Report

Home >> Reports >> Member/Contact Report

Member and Contact Report No LOGO
150px X 50px

Query and Download

Report Criteria

Member Details **Contact Details**

Member Details

Member Name
AB-008-Test Airline

ACH Members ICH Members

Contact Name
Please Select

Email
Please Select

Report Display Options:

Tabular Format Address-Label Format

Clear All

Contact Information

Member Prefix	Member Designator	Member Legal Name	MISC-General	ICH-Advice Contact	First Name	Last Name	Email Address
008	AB	Test Airline	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Contact3	TEST	Contact3@test.org
008	AB	Test Airline	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	TEST	Contact	stagingtest2020sis@gmail.co
008	AB	Test Airline	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Contact1	TEST	Contact1@test.org
008	AB	Test Airline	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Contact4	TEST	contact4@test.org

Page 1 of 1 10 View 1 - 4 of 4

Exit

Display Options

Available Fields

- PAX-General
- CGO-General
- Staff ID
- SIS SG-Chairman
- Salutation
- UATP-General
- Position / Title
- Division
- Department
- Address Line 1

Selected Fields

- Member Prefix
- Member Designator
- Member Legal Name
- MISC-General
- ICH-Advice Contact
- First Name
- Last Name
- Email Address

Include Exclude

Sort On	Sort Order
MISC-General	Ascending
ICH-Advice Contact	Ascending
First Name	Ascending
Last Name	Ascending
Email Address	Ascending

View 1 - 8 of 8

Generate Report

SIS Contact Reports

- Complete Contacts Data CSV file

Home >> General >> File Management >> Download File

Download File

Search Criteria

Billing Month From:
 Billing Period From:
 Billing Month To:
 Billing Period To:
 Billing Year:

File Type:
 Location ID:

Search Criteria for Daily MISC Bilateral Files to Billed Members/Document Package Files to Sending or Receiving Members:

* Delivery Date From:
 * Delivery Date To:
 File Type:
 * Location ID:

Search Results

File Generated On	Billing Month	Billing Period	File Name	File Type	Location ID	Action
11/17/2020 2:10:54 AM	11-2020	2				
11/10/2020 2:10:56 AM	11-2020	1				

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Member Prefix	Member Designation	Member Legal Name	Member Comment	Email Address	Staff ID	Salutation	First Name	Last Name	Position / Division	Department	Address Line 1	Address Line 2	Address Line 3	Address Line 4
008	AB	Test Airline	Test Airline	Contact3@test.org	22334455		Contact3	TEST	MISC Manager					
008	AB	Test Airline	Test Airline	stagingtest2020sis@gmail.com			TEST	Contact						
008	AB	Test Airline	Test Airline	Contact1@test.org	12345		Contact1	TEST						
008	AB	Test Airline	Test Airline	Contact2@test.org	67890		Contact2	TEST						
008	AB	Test Airline	Test Airline	contact4@test.org	1144555		Contact4	TEST	PAX Manager					
AB3	AB	Test Airline	Test Airline	uatptestlanguages@gmail.com			Test	Airline						

Page 1 of 1



SIS Users Report

- Any User who has permission can extract the SIS Users Report
- Once Generated – an excel file will be emailed to the requester
- Report Contains User Information for All registered Users in the profile
- Information Includes: Users Account Status, Archived, User Type, Primary User, Primary Account, Secondary Account, Location Association, Linked Contact, Last Login Date
- Possibility to see permissions



SIS Users Report



- Report can be generated either for one or all users associated with a SIS member profile
- Generated Via Email

[Home](#) >> [Reports](#) >> [SIS Users Report](#)

SIS Users Report

Search Criteria

User Email:	<input type="text"/>	Include Permissions:
		<input checked="" type="checkbox"/>

[Generate Report](#)

SIS Users Report

Dear SIS Member,

The report requested by you has been generated and is now available for download.

Report: SIS Users Report

UTC date/time of report request: 17-Nov-2020 19:02

Search criteria provided:

User Email: All, Include Permissions: Yes

Follow the below link to download the file

<https://iswebqa.iata.org:443/isweb/Reports/OfflineReports/DownloadReport?downloadId=bb2353b4-8472-a510-e053-51190a0a72be&offlineReportLogId=425f3c67-538e-444a-a537-5c7208ffa37>

Regards,

IATA SIS Operations Team

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

SIS Users Report

Members - SIS Users Report	Search Criteria: User Email: All, Include Permissions: Yes					
Email Address	User Name	Member Code	Is Active	User Account status	Is Archived	User Type
Example@123REVENUE.COM	Samuel	A89	Y	Active	N	Normal User

Is Primary User	Primary Account	Secondary Accounts	Location Association	Linked Contact?	Last Log in Date
Y			All	N	12-Nov-20

Learn more about all SIS functionalities

1. www.iata.org/SIS
2. 'SIS For Airlines' or 'SIS For Suppliers'
3. 'Documents' Tab

www.iata.org/cs to contact us!

SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

DOCUMENTS | GLOSSARY | FAQs | LINKS | REJECTIONS | MEDIA

Integrated Settlement Participation Guide (ISPG)

The ISPG contains all information and specification needed in order to fully implement Integrated Settlement (IS). This document is revised from time to time as needed.

- Complete ISPG package v4.2.0.0 (zip)
- Complete ISPG package v4.2.0.0 (zip) with tracked changes

IS-IDEC Record Structure

- Passenger Record Structure v4.2.0.0 (zip)
- Cargo Record Structure v4.2.0.0 (zip)

IS-XML Record Structure

- IS-XML Invoice Standard v4.2.0.0 (zip)

Sample Files

- Passenger (zip)
- Miscellaneous (zip)
- Cargo (zip)
- UATP (zip)
- Excel to IS-XML tool (zip)

Supporting Attachments

- Supporting Attachments (zip)

ICH Reports

- ICH Reports Changes Description (pdf)
- ICH Reports XSD package (zip)
- ICH Report Output File Naming (xls)

Open Change Request

- IATA SIS Open Change Requests

Production System Release Notes

Need Help?
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2.2M page views/month
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IATA Financial Systems Certification
ISO 27000:2013 certified

Related Links

- SIS is SOC2 Certified
- AICPA SOC
- SIS Member List (xls)
- SIS and the IATA Customer Portal (pdf)
- Super-User Change Request Form (pdf)
- Multi-Client Access request form (pdf)
- Attachment A - Pricing Schedule



Q&A

Post in the Questions Box