



**SIS WEBINAR #02 – 2022**  
**Rejections and Correspondences**



# IATA Legal Reminders

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- ! Unauthorized recording of the meeting is also prohibited.
- ! IATA will record the webinar and share the link afterwards to the members of this group and it will be posted on the SIS Website.

# Agenda

## 1. What is a Rejection & Correspondence

- Definitions of the and Differences between Rejections and Correspondences
- Billing Cycle – Rejections and Correspondences

## 2. Rejection & Correspondence Rules and Standards

### • Billing Rules (RAM)

- Billing Categories (PAX/CGO/MISC)
- Number of Rejections & Time Limits

### • E-Invoicing Standards (ISPG)

- Source Codes & Reason Codes
- Correspondences
- Audit Trail
- Important Rejection Functionalities: CMP 459 (PAX) / 674 (CGO)

## 3. Initiating and Handling Rejections & Correspondences DEMOS

- Passenger Rejection
- Miscellaneous Rejection and Correspondence

## 4. Useful Reports, Best Practices and the Passenger Rejection Memo Reduction Initiative

# Question Box



Post in Q&A box

# IATA Presenters

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# 1. What is a Rejection and Correspondence.

# Rejections and Correspondences

- ❖ Definitions of the and Differences between Rejections and Correspondences
- ❖ Billing Cycle – Rejections and Correspondences



# What are they?

## ➤ Rejections

Rejecting an invoice in SIS is the formal way of challenging the charges or details of a payable invoice billed to you. They follow similar standards as creating a receivable invoice.

## ➤ Correspondences

Once the rejection cycle is over and the dispute on the billing is not settled, the entity receiving the last Rejection invoice/memo can initiate a Correspondence to pursue the case further.



# Differences

## ➤ Rejections

It has an obligation for payment and a financial impact on the settlement of Clearing House invoices which happens automatically in SIS at each rejection stage.

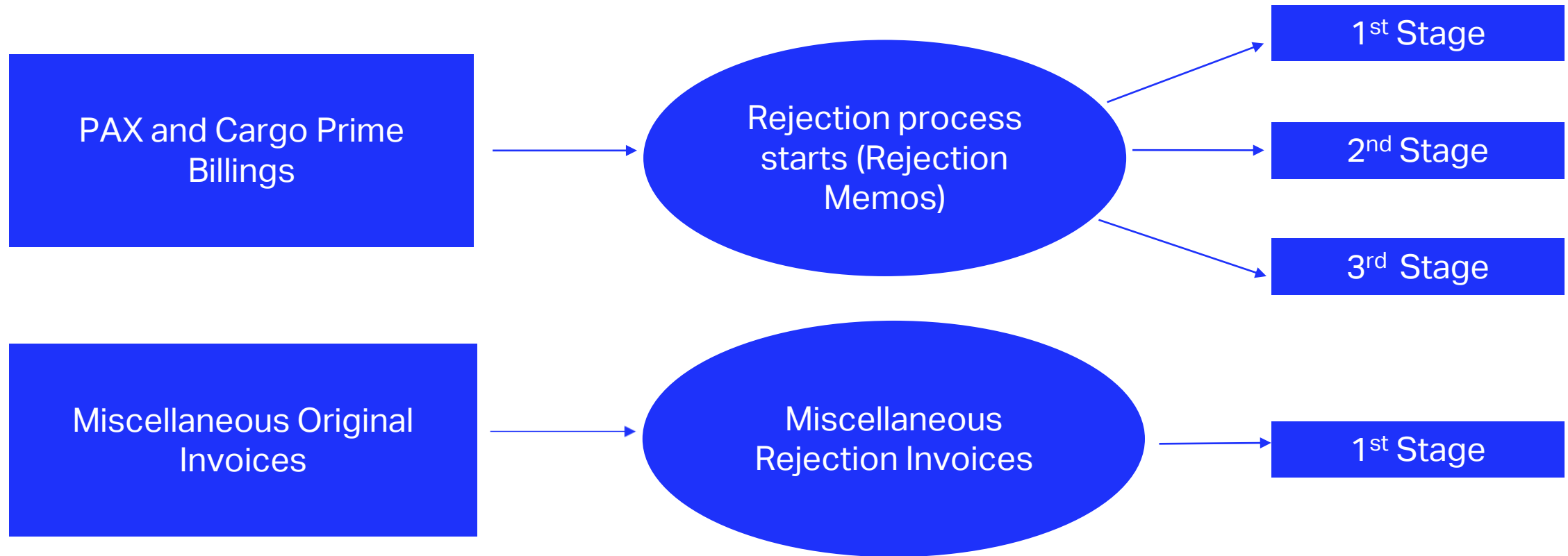
**Can be processed in IS-WEB or via input file upload.**

## ➤ Correspondence

It is only transcribing in SIS the reason for further challenging of the invoice. There is no financial impact during the correspondence process.

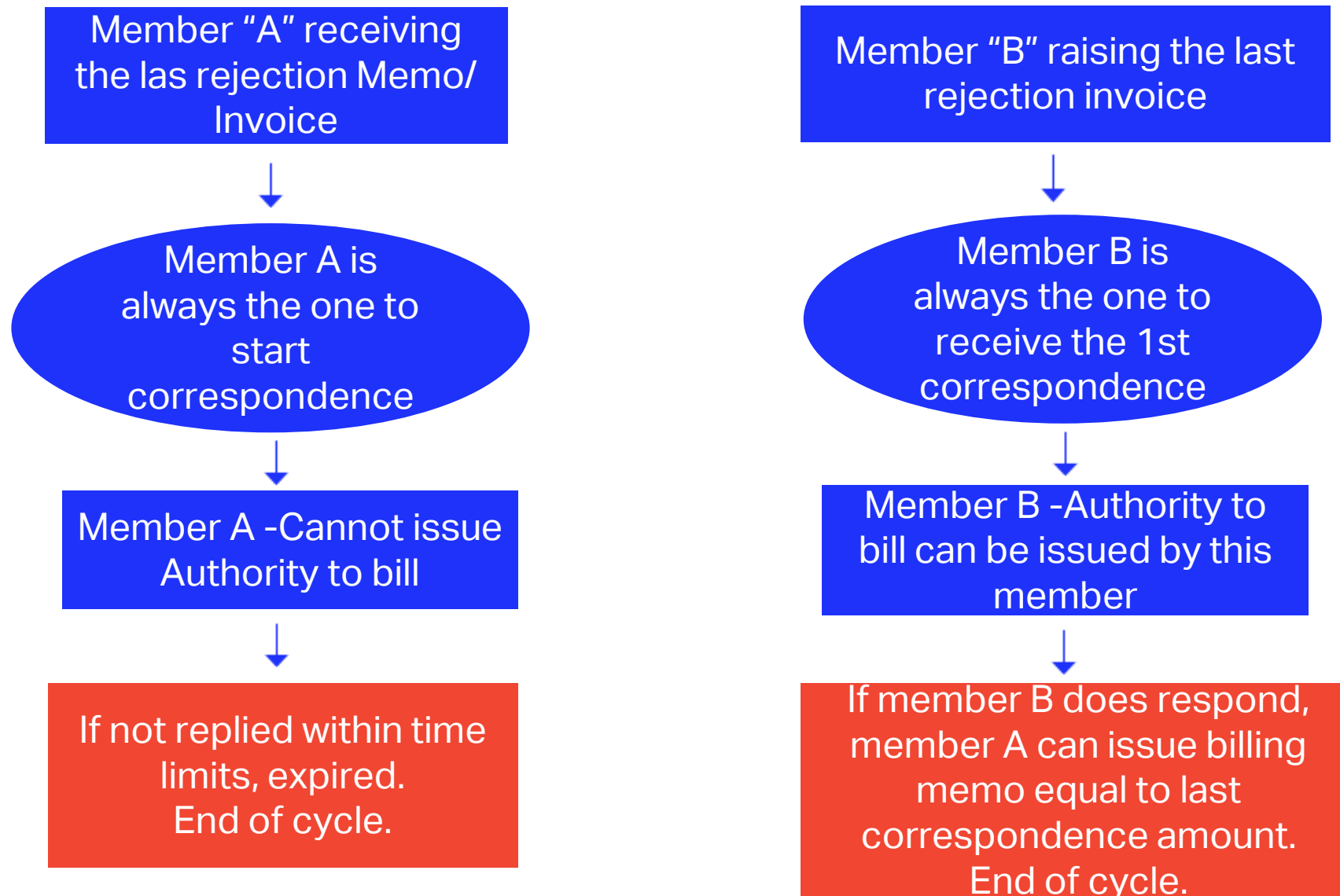
**Can be processed in IS-WEB only.**

# Billing Cycle – Rejections



Once the rejection cycle is over and the disagreement on the billing is **not settled**, the entity receiving **the last Rejection** invoice can initiate a Correspondence process to pursue the case further.

# Billing Cycle – Correspondences



# Rejections & Correspondences – ISPG References

The table below lists some specific scenarios in the Correspondence Process:

Sr. No.	Entity receiving the last Rejection Invoice	Entity raising the last Rejection Invoice	Notes
1	Correspondence initiation is always done by this entity	The first Correspondence is always received by this entity.	Correspondence can be done only over IS-WEB.
2.	This entity cannot issue "Authority to bill"	"Authority to bill" can be issued only by this entity	"Authority to bill" is issued when the entity grants its approval to the other party to Invoice. When such approval is granted the entity specifies the amount for which the approval is provided. The entity receiving the authority can either raise an Invoice for the amount approved or continue with the Correspondence if it doesn't agree with the approval amount.
3.	If this entity does not respond to the Correspondence by the time limit, the Correspondence is marked as expired and that is the end of the dispute cycle.	If this entity does not respond to the Correspondence by the time limit, the Correspondence is marked as expired. The other entity in the dispute has the right to Issue an Invoice equal to the last Correspondence Amount.	SIS will not allow any further Correspondence reply on Correspondences which are marked as Expired.

- Correspondence is to be used if no agreement is reached after the final stage of rejection.
- Once an agreement is reached, correspondences can be closed (billed) via a Billing Memo (for PAX and CGO) or a Correspondence Invoice (for MISC).

! **Reference Materials**  
 ! PAX: [ISPG Chapter 3.9](#)  
 ! CGO: [ISPG Chapter 4.5](#)  
 ! MISC: [ISPG Chapter 5.6](#)





# 2. Rejection & Correspondence Rules

# Rejection & Correspondence Rules

- ❖ The rules for rejections and correspondences in SIS can be referenced in the [Revenue Accounting Manual](#) (RAM), the Standards in the [ISPG](#).
- ❖ The RAM contains the rules for all SIS Billing Categories (PAX/CGO/MISC) that primarily identifies the:
  - **Number of Rejections allowed**
  - **Time Limits**
- ❖ The RAM also provides scenarios and examples for SIS participants to guide your billing procedures.

# Summary of SIS Billing Categories



## PASSENGER

- Transportation of passengers ONLY
- Ticket Coupon Numbers Required
- Prime Billings = 3 months
- Rejection Billings = 4 months
- RAM Chapters A2, A10.
- ISPG Chapter 3.



## CARGO

- Transportation of Cargo ONLY
- Air Waybill (AWB) Numbers Required
- Prime Billings = 4 months
- Rejection Billings = 5 months
- RAM Chapters A5, A8.
- ISPG Chapter 4.



## MISCELLANEOUS

- Provision of Goods or Services.
- No Industry Document Required
- Original Billings = 5 months
- Rejection Billings = 6 months
- Disputes = 6 months
- RAM Chapter A13.
- ISPG Chapter 5.



## UATP

- UATP Form of Payment Commissions ONLY
- UATP/ATCAN issues invoices on behalf of participating members.
- RAM Chapter B13.
- ISPG Chapter 6

# Summary of Rejection RAM Rules

Passenger



3 rejection stages  
4-month time limit

! [Reference Materials](#)  
! [RAM Chapter A10.5.1](#)

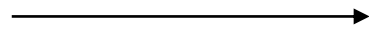
Cargo



3 rejection stages  
5-month time limit

! [Reference Materials](#)  
! [RAM Chapter A8.5.1](#)

Miscellaneous




1 rejection stage  
6-month time limit

! [Reference Materials](#)  
! [RAM Chapter A13.4.3](#)




# Example: Time Limits – RAM - PAX

 <b>Rejections and Time Limits-Passenger Billings—A10</b>		
5.	<b>APPLICABLE TIME LIMITS AND CORRESPONDENCE REQUIREMENTS</b>	
5.1	<b>Original Billing, Rejection and Correspondence Stages</b>	
Stage	Example	IATA Clearing House Settlement
Original Billing	Airline A bills Airline B.	Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4 <sup>th</sup> month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1 <sup>st</sup> to 31 <sup>st</sup> July 2021 are billed at the latest by period 4 of October 2021 Clearance, closing 8 <sup>th</sup> November 2021.
First Rejection	Airline B cannot accept above billing and re-debits A.	Billing to be included in Clearance not later than the fourth period of the 4 <sup>th</sup> Clearance Month after that in which original billing is included. Example: Invoices submitted July 2021, P1-P4 may be rejected at the latest by period 4 of November 2021 Clearance, closing 7 <sup>th</sup> December 2021.
Second Rejection	Airline A submits a further bill to Airline B giving reason for debit.	Billing to be included in Clearance not later than the fourth period of the 4 <sup>th</sup> Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of July 2021 Clearance. Include second rejection at the latest by period 4 of November 2021 Clearance, closing 7 <sup>th</sup> December 2021.
Third Rejection	Airline B still unable to accept, so again re-debits Airline A.	Billing to be included in Clearance not later than the fourth period of the 4 <sup>th</sup> Clearance Month after that in which second rejection is included. Example: Second rejection period 3 of July 2021 Clearance. Include third rejection at the latest by period 4 of November 2021 Clearance, closing 7 <sup>th</sup> December 2021.
Correspondence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 4 months after the Closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of July 2021 Clearance. Period 4, July 2021 Clearance, closes 9 <sup>th</sup> August 2021, submit letter on IS-WEB by 7 <sup>th</sup> December 2021.

! [Reference Materials](#)  
 ! Example of Passenger Billing Time Limits in the [RAM](#) Chapter A10.5.1




# Example: Time Limits – RAM - CGO

 <b>Rejections and Time Limits—Cargo Billings—A8</b>		
<b>5. APPLICABLE TIME LIMITS AND CORRESPONDENCE REQUIREMENTS</b>		
<b>5.1 Original Billing, Rejection and Correspondence Stages</b>		
Stage	Example	IATA Clearing House Settlement
Original Billing	Airline A bills Airline B.	Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4 <sup>th</sup> month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1 <sup>st</sup> to 31 <sup>st</sup> July 2021 are billed at the latest by period 4 of October 2021 Clearance, closing 8 <sup>th</sup> November 2021.
First Rejection	Airline B cannot accept above billing and re-debits A.	Billing to be included in Clearance not later than the fourth period of the 5 <sup>th</sup> Clearance Month after that in which original billing is included. Example: Original billing period 4 of May 2021 Clearance. Include first rejection at the latest by period 4 of October 2021 Clearance, closing 8 <sup>th</sup> November 2021.
Second Rejection	Airline A submits a further bill to Airline B giving reason for debit.	Billing to be included in Clearance not later than the fourth period of the 5 <sup>th</sup> Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of November 2020 Clearance. Include second rejection at the latest by period 4 of April 2021 Clearance, closing 7 <sup>th</sup> May 2021.
Third Rejection	Airline B still unable to accept, so again re-debits Airline A.	Billing to be included in Clearance not later than the fourth period of the 5 <sup>th</sup> Clearance Month after that in which second rejection is included. Example: Second rejection period 3 of May 2021 Clearance. Include third rejection at the latest by period 4 of October 2021 Clearance, closing 8 <sup>th</sup> November 2021.
Correspondence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 5 months after the Closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of November 2020 Clearance. Period 4, November 2020 Clearance, closes 7 <sup>th</sup> December 2020, submit letter on IS-WEB by 7 <sup>th</sup> May 2021.

! **Reference Materials**  
 ! Example of Passenger Billing Time Limits in the [RAM Chapter A8.5.1](#)



# Example: Time Limits – RAM - MISC



Billing Procedure—Miscellaneous Items—A13

**CHAPTER A13—BILLING PROCEDURE—MISCELLANEOUS ITEMS**

**4.3 Rejection Time Limits**  
Initial rejection of the original billing shall be rendered not later than the fourth period of the 6th Clearance Month after that in which original billing is included.  
*Example: Invoices submitted July-2015, P1-P4 may be rejected at the latest by period 4 of January 2016 Clearance closing 8th February 2016.*

! **Reference Materials**  
! Example of Miscellaneous Billing Time Limits in the [RAM Chapter A13.4.3](#)

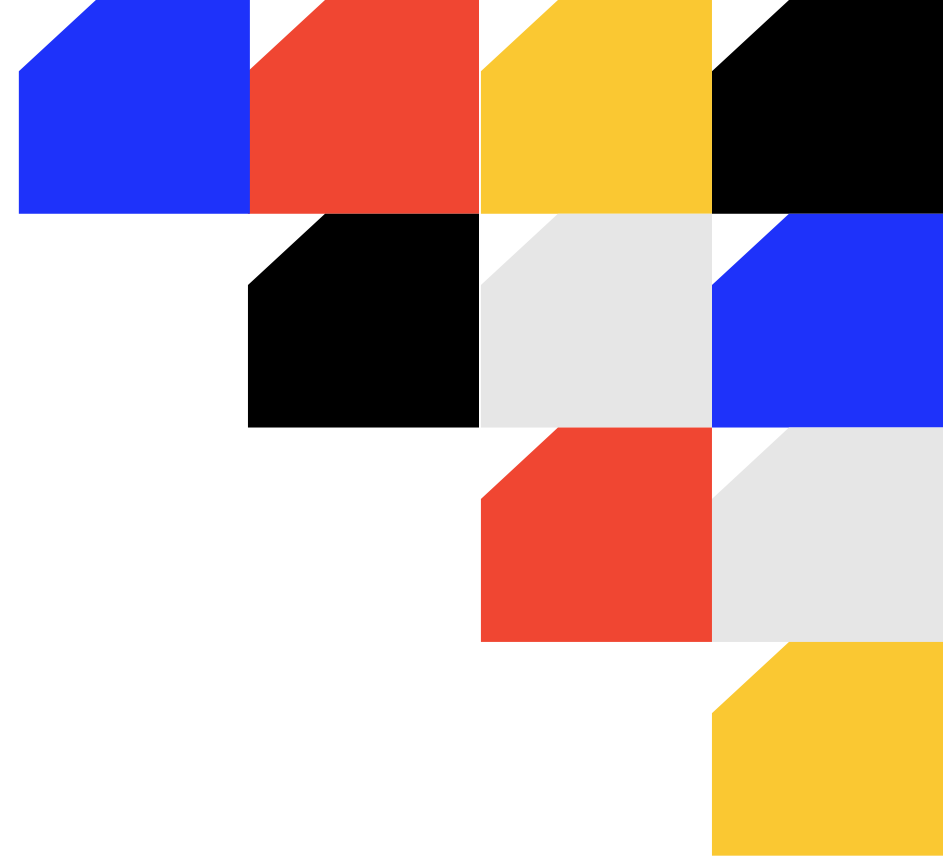
**Note:** rules are independent of SMI



# 3. Rejection & Correspondence Standards

# E-Invoicing Standards (ISPG)

- ❖ Rejection & Correspondence Standards
- ❖ Source Codes (PAX only)
- ❖ Reason Codes (PAX, CGO, MISC).
- ❖ Audit Trail (All Billing Categories)
- ❖ Important Rejection Functionalities:
  - CMP 459 / 674 – PAX / CGO



# Passenger (PAX) Billings

- Passenger billings are all **Passenger-Transportation** related billings only.
- Passenger transactions are identified by **transactions & source codes** for:
  - Prime Billings – Coupons (Cpns)
  - Rejection Memos (RM's)
  - Billing Memos (BM's)
  - Credit Memos (CM's)
- PAX invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (IS-IDEC or IS-XML).
- Passenger billing overview and details are outlined in **ISPG Chapter 3**.
- Passenger e-invoicing standards are in the **IS-XML / IS-IDEC record structures**.

# Cargo (CGO) Billings

- Cargo billings are all **Cargo-Transportation** related billings only.
- Cargo transactions are identified by **transaction types** for:
  - Prime Billings – “Charge Collect” or “Prepaid” Air Waybills (AWBs)
  - Rejection Memos (RM’s)
  - Billing Memos (BM’s)
  - Credit Memos (CM’s)
- CGO invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (IS-IDEC or IS-XML).
- Cargo billing overview and details are outlined in **ISPG Chapter 4**.
- Cargo e-invoicing standards are in the **IS-XML / IS-IDEC record structures**.

# Miscellaneous (MISC) Billings

- Miscellaneous billings are all **Non-Transportation** related billings.
- Miscellaneous transactions are identified by **invoice type**:
  - Original Invoices
  - Rejection Invoices
  - Correspondence Invoices
  - Credit Notes
- MISC invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (**IS-XML only**).
- MISC billing overview and details are outlined in **ISPG Chapter 5**.
- MISC e-invoicing standards are in the **IS-XML record structures**.



# Payable Invoices Management - Rejections

- Payable invoices are invoices billed by other members to your company.
- Creating a rejection against a payable invoice follows similar concepts to creating a receivable invoice, with some exceptions to standards and rules (ISPG & RAM).
- ICH invoices are allowed up to three (3) rejection stages for Passenger and Cargo with varying time limits; while Miscellaneous invoices are allowed only up to one (1) rejection stage within six (6) months\*.
- Rejections can be initiated directly in SIS/IS-WEB or via input file upload.
- Correspondence process applies after the maximum allowed rejection stage, until closed with final settlement ("BM" – PAX/CGO or "Corr. Inv." – MISC)
- Guidance Documents:
  - [CMP 459 Validation of RM Billed/Accepted Values](#) (PAX)
  - [CMP 674 Validation of Coupon and AWB Breakdown in Rejection](#) (CGO)

# Rejection Process – PAX / CGO

## **Rejection Stage One:**

There is no change to the way the values were reported previously and Stage One Rejections will continue to be reported in the same fashion in SIS.

For example if the Billed Carrier is rejecting an amount of GBP 100 from an original prime billing of GBP 1000 it needs to appear as follows:

Total Gross Amount Billed	Total Gross Amount Accepted	Total Gross Amount Difference
GBP 1000	GBP 900	GBP 100

## **Rejection Stage Two:**

For example based on Rejection Stage One values above if the airline is disputing a gross billed amount of GBP 50, it is done as follows:

Total Gross Amount Billed	Total Gross Amount Accepted	Total Gross Amount Difference
GBP 900	GBP 950	GBP 50

## **Rejection Stage Three:**

For example based on Rejection Stage two values above if the airline is further disputing a gross billed amount of GBP 25, it is done as follows:

Total Gross Amount Billed	Total Gross Amount Accepted	Total Gross Amount Difference
GBP 950	GBP 925	GBP 25

- ! **Reference Materials**
- ! PAX: [ISPG Chapter 3.8](#)
- ! CGO: [ISPG Chapter 4.4](#)

# Source Codes – Passenger Only

Source codes are mandatory in SIS for Passenger Billings only and need to be provided for each and every transaction (Coupons, Rejections, Billing/Credit Memos and Sampling Transactions etc.). They are not applicable to Correspondences.

! [Reference Materials](#)  
! [ISPG Chapter 3.10 Source Codes](#)

## Types of Source Codes:

- Prime source codes,
- Rejection source codes
- FIMs, rejection source codes
- Billing memos
- Rejection source codes
- Frequent flyer redemption billings,
- Billing memo source codes
- Sampling related source codes,
- Credit memo source codes
- Optional source codes for bilateral use

# Passenger Rejection Source Codes

REJECTION SOURCE CODES – Coupons			
Source Code	Current Definition in RAM/ACH Manual	New Definition in SIS	Remarks
4	Rejected Documents - items returned to the Billing Airline for correction	Rejected Documents - 1st Rejection	These source codes will replace the following Old source codes and will be identified by a unique Reason code -
5	Rebilled Documents - items returned to the Rejecting Airline after correction.	Rebilled Documents -- 2nd Rejection (OA documents)	<i>Old Source Code: 10 --&gt; Reason Code: 1C - ISC Reclaim Old Source Code: 17 --&gt; Reason Code: 2I - Rejected Blacklisted Traffic Document Billings Old Source Code: 20 --&gt; Reason Code: 1E - UAATP Reclaim</i>
6		Rebilled Documents -- 3rd Rejection	<i>Old Source Code: 30 --&gt; Reason Code: 1F - CC Discount Reclaim</i>
REJECTION SOURCE CODES – FIMs			
44	Rejected Flight Interruption Manifests -- items returned to the billing Airline (Optional).	Rejected Flight Interruption Manifests -- 1st Rejection	
45	Rebilled Flight Interruption Manifests -- items returned to the rejecting Airline after correction (Optional).	Rebilled Flight Interruption Manifests -- 2nd Rejection (OA documents)	
46		Rebilled Flight Interruption Manifests -- 3rd Rejection	
REJECTION SOURCE CODES – Billing Memos			
74	Rejected Billing Memo	Rejected Billing Memo – 1 <sup>st</sup> Rejection	Should be used solely for Stage 1 RMs, when a BM is rejected
75	Rejected Billing Memo	Rejected Billing Memo – 2 <sup>nd</sup> Rejection	Should be used solely for Stage 2 RMs, when a Stage 1 RM related to a BM is rejected
76	Rejected Billing Memo	Rejected Billing Memo – 3 <sup>rd</sup> Rejection	Should be used solely for Stage 3 RMs, when a Stage 2 RM related to a BM is rejected
REJECTION SOURCE CODES – Frequent Flyer Redemption Billings			

! [Reference Materials](#)  
! [ISPG Chapter 3.10 – PAX Source Codes](#)



# Reason Codes

- SIS mandates that each Rejection Memo (PAX / CGO) and Rejection Invoice (MISC) be accompanied by the Reason code.
- It is important to select the most appropriate rejection reason code based on the actual reason for rejecting.
- Rejections reason codes may be used by SIS participants to segregate duties / processes internally as well as support reconciliations.
- There are validations performed on rejections depending on the reason code selected (by billing category).
  - For example: based on the rejection reason code, SIS will mandate if the Rejection Memo (PAX / CGO) needs to be accompanied by a Coupon breakdown record. If a breakdown is provided, the same will have to be maintained during the rejection process.

! **Reference Materials**  
! PAX: [ISPG Chapter 3.8](#)  
! CGO: [ISPG Chapter 4.4](#)  
! MISC: [ISPG Chapter 5.6](#)

# Rejection Reason Codes

Reason Type	Code	Reason Description	Bilateral Agreement Required (Y/N) <sup>1</sup>	Coupon Breakdown Mandatory?	Comments
Valuation Error (Single)	1A	Valuation Error <sup>26</sup>	No	Yes	Only one transaction per rejection memo for multiple value differences (see RAM Ch. A10, Paragraph 4.1.5)
	1R	Involuntary Rerouting Fare and Any other Difference <sup>26</sup>	No	Yes	
Valuation Error (Single and Bulk)	1B	Fare Reclaim <sup>2</sup>	No	Yes	Can include multiple transactions in a rejection memo (see RAM Ch. A10, paragraph 4.1.2)
	1C	ISC Reclaim <sup>2</sup>	No	Yes	
	1D	Other Commission Reclaim <sup>2</sup>	Yes	Yes	
	1E	UATP Reclaim <sup>2</sup>	No <sup>3</sup>	Yes	
	1F	Other CC Discount Reclaim <sup>2</sup>	Yes	Yes	
	1G	Tax Reclaim <sup>2</sup>	No	Yes	
	1H	Handling Fee Reclaim <sup>2</sup>	Yes	Yes	
	1I	VAT Reclaim <sup>2</sup>	No	Yes	
	1S	SPA Applicable	No	Yes	
	2S	SPA Not Applicable <sup>2</sup>	No	Yes	
	1T	Involuntary Rerouting Tax Difference <sup>2</sup>	No	Yes	
	1Y	YQ/YR Rejections <sup>2</sup>	No	Yes	
1Z	Involuntary Rerouting Fare Difference <sup>2</sup>	No	Yes		
Non Valuation Errors (Single and Bulk)	2A	Unmatched Sale	No	Yes	Can include multiple transactions in a rejection memo (see RAM Ch. A10, paragraph 4.1.2)
	2B	Duplicate Billing / Duplicate Usage	No	Yes	
	2C	Endorsement Required	No	Yes	

Reason Type	Code	Reason Description	Bilateral Agreement Required (Y/N) <sup>1</sup>	Coupon Breakdown Mandatory?	Comments	
	2D	Billing Outside Time limit / Out of Period	No	Yes		
	2E	Stolen / Fraud / Altered Ticket	No	Yes		
	2F	Void Coupon Billing	No	Yes		
	2G	Surface Sector Billing	No	Yes		
	2H	Missing Supporting Documents / Non-Receipt of Documents	No	Yes		
	2J	Debit within sampling	No	Yes		
	2K	Wrong airline billed	No	Yes		
	5A	Invoice Level Errors	No	Yes		
	5B	FIM Rejection / Rebills <sup>4</sup>	No	Yes		Can include multiple transactions in a rejection memo (see RAM Ch. A10, paragraph 4.1.2)
	5C	FIM Settlement based on bilateral agreement	Yes	No		
5Z	Others <sup>5</sup>	No	Yes			
Others	0A to 0Z	Codes which can be bilaterally used by airlines/alliance	Yes	No		
	00 to 09	Codes which can be bilaterally used by airlines/alliance	Yes	No		

Reason Codes are required for all rejections and for all billing categories

←Example: PAX Rejection Reason Codes from ISPG Chapter 3.8

! **Reference Materials**

! PAX: [ISPG Chapter 3.8](#)

! CGO: [ISPG Chapter 4.4](#)






! MISC: [ISPG Chapter 5.6](#)



# Audit Trail

- Shows history of Rejection Memo / Correspondence stages.
- Can be accessed via SIS module **"Billing History and Correspondence"** for each respective billing category.
- Use the **"Audit Trail Icon"**.

Search Results

<input type="checkbox"/>	Actions	Transaction Type	Transaction Date	Transaction No.	Billing Code	Invoice No.	Member Code	Source Code	Rejection Stage	Reason Code	Correspondence Status	Correspondence Sub Status	Number Of Days To Expire	Authority To Bill	Transaction Amount
<input checked="" type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM1	NS	Example1		91	1	2B					USD 115.00
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM3	NS	RM3		91	1	2F					AOA 42644.17
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM7	NS	Rm5		4	1	2K					EUR .00
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM2	NS	RM2		4	1	2H					EUR 41.66
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	Rm5	NS	Rm5		92	2	1C					EUR .00

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# Example: Audit Trail

Home >> Passenger >> Billing\_History\_and\_Correspondence >> Audit Trail



Back Generate PDF  Include Supporting Document(s)

## Stage 1, Rejection Memo

Billing Period	Billing Member	Billed Member	Invoice No.	Listing Currency	Billing Code	Memo No.	Batch Seq. No.	Rec. Seq. Batch	Source Code	Reason Code	S-Rejection Flag	IS-Validation Flag	Net Reject Amount	Sampling Constant	Net Reject Amt After Sampling Constant
Aug 2022 P2	P99-XB-Airline1	P98-xb-Demo Airline	Example1	USD	NS RM1		1	1	91	2B			115.00	0	0

Your Invoice Billing Period	Your Invoice No.	Your Rejection Memo No.	FIM/BM/CM No.	FIM Coupon No.	FIM/BM/CM Indc.
May 2022 P2	TESTINV				

### Remarks:

Example

### Coupon Breakdown

Doc. / Cpn No.	Issuing Airln.	From-To	Listing Curr.		Gross Amt.	ISC		Other Commission		UATP		Handling Fee Amt.	Tax Amt.	VAT Amt.	Net Reject Amt.	Original PMI	Validated PMI	Agreement Indicator - Supplied	Agreement Indicator - Validated	
						%	Amt.	%	Amt.	%	Amt.									
6666666666 Coupon 2	008	LHR-ATH	USD	Billed	115.00	0.000	0.00	0.000	0.00	0.000	0.00	0.00	21.89	0.00	115.00					
				Accepted	0.00	0.000	0.00	0.000	0.00	0.000	0.00	0.00	21.89	0.00						
				Difference	115.00		0.00		0.00		0.00	0.00	0.00	0.00						

## Stage 0, Prime Billing

Billing Period	Billing Member	Billed Member	Invoice Number	Billing Code	Source Code
May 2022 P2	P98-xb-Demo Airline	P99-XB-Airline	TESTINV	NS	90

Doc. / Cpn No.	Issuing Airln.	Batch Seq. No.	Record Seq. No. Within Batch	From-To	Listing Currency	Gross Amt.	ISC		Other Commission		UATP		Handling Fee Amt.	Tax Amt.	VAT Amt.	Total Amt.	Original PMI	Validated PMI	Agreement Indicator - Supplied	IS - Validation Flag
							%	Amt.	%	Amt.	%	Amt.								
6666666666 Coupon 2	008	69	12	LHR-ATH	EUR	106.35	0.000	0.00	0.000	0.00	0.000	0.00	0.00	20.24	0.00	126.59				





# Demonstrations: Initiating and Handling Rejections & Correspondences

- Initiating a Passenger Rejection Memo
- Demo: Miscellaneous Rejection and Correspondence

# PAX Rejection - Payable Invoice Screen

SIS Simplified Invoicing and Settlement

Passenger Cargo Miscellaneous UATP Reports General Profile and User Management

Home >> Passenger >> Payables >> Invoice Search
















### Invoice Search

#### Search Criteria

\* Billing Year/Month: 2022-Aug  
\* Billing Period: 2  
Billing Code: All  
Billing Member: Te-Airline1  
Invoice/Credit Note Number:  
SMI: All

Search Clear

#### Search Results

Actions	Billing Period	Billing Member	Billing Code	Invoice/Credit Note No	SMI	Listing Currency	Listing Amount	Exchange Rate	Billing Currency	Billing Amount
  	Aug 2022 P2	Te-Airline1	NS	RM2	I	EUR	41.66	0.98099	USD	42.47
  	Aug 2022 P2	Te-Airline1	NS	Example 1	I	USD	115.00	1.00000	USD	115.00
  	Aug 2022 P2	Te-Airline1	NS	RM3	B	AOA	42,644.17	442.28180	CAD	96.42
  	Aug 2022 P2	Te-Airline1	NS	RM4	B	IDR	477,788.30	17,969.41000	GBP	26.59
  	Aug 2022 P2	Te-Airline1	NS	Rm5	I	EUR	0.00	0.98099	USD	0.00

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# PAX Rejection - View Non-Sampling Invoice

[Home](#) >> [Passenger](#) >> [Payables](#) >> [Invoice Search](#) >> [View Non-Sampling Invoice](#)

## View Non-Sampling Invoice

### Header Details

Billing Member: Te-Airline1	* Invoice Number: RM2	* Invoice Date: 19-Aug-22	* Billing Year/Month/Period: 2022-Aug-2
Billing Member's Location ID: Main-Winnipeg	Billed Member's Location ID: Main-Athens	* Settlement Method: ICH	Suspended Flag:
* Currency of Listing/Evaluation: EUR	* Currency of Billing: USD	Listing/Evaluation to Billing Rate: 0.98099	Digital Signature: Y: Yes
CH Agreement Indicator:	CH Due Date: DD-MMM-YY		Invoice Template Language: ▼

### Invoice Total

Total Gross Amount: 45.78	Total ISC Amount: -4.12	Total Other Commission Amount: 0.00	Total UATP Amount: 0.00	Total Handling Fee Amount: 0.00
Total Tax Amount: 0.00	Total VAT Amount: 0.00	Net Total Amount: 41.66	Net Billing Amount: 42.47	No. of Billing Records: 1

### Source Code Summary

Source Code	No. of Billing Records	Total Gross Value	Total ISC Amt.	Total Other Commission Amt.	Total UATP Amt.	Total Handling Fee Amt.	Total Tax Amt.	Total VAT Amt.	Net Total	Source Code VAT
4	1	45.78	-4.12	0.00	0.00	0.00	0.00	0.00	41.66	<a href="#">Source Code VAT</a>

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

[Invoice VAT](#)
[Prime Listing](#)
[RM Listing](#)
[BM Listing](#)
[Back To Billing History](#)



# PAX Rejection - View Rejection Memo List

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

## Rejection Memos

### Header Details

Billing Member:	Billing Period: Jun 2022 P1	Settlement Method: ICH	Invoice Number: 000
Billing Code: NS	Listing Amount: USD 447.64	Listing/Evaluation to Billing Rate: 1.00000	Billing Amount: USD 447.64
Invoice Status: Presented			

### Rejection Memo List

Actions	Source Code	Batch No.	Seq. No.	Rejection Memo Number	Gross Fare Value	ISC Amt.	Other Comm. Amt.	UATP Amt.	Handling Fee Amt.	Tax Amt.	VAT Amt.	Net Reject Amt.	Reason Code	Reason Description
	4	1	1	000	0.00	0.00	0.00	0.00	0.00	59.09	0.00	59.09	1T	Involuntary Rerouting Tax Difference
	4	1	2	000	160.58	-14.45	0.00	0.00	0.00	27.81	0.00	173.94	1A	VALUATION ERROR
	4	1	3	000	14.99	-1.35	0.00	0.00	0.00	0.00	0.00	13.64	1B	FARE RECLAIM
	4	1	4	000	156.58	-14.09	0.00	0.00	0.00	3.97	0.00	146.46	1A	VALUATION ERROR
	4	1	5	000	14.71	-1.32	0.00	0.00	0.00	0.00	0.00	13.39	1A	VALUATION ERROR



# PAX Rejection - Billing History and Correspondence Module

Passenger | Cargo | Miscellaneous | UATP | Reports | General | Profile and User Management

Home >> Passenger >> Billing History and Correspondence

### Billing History

#### Invoice Search Criteria

* Billing Type: Payables	Billing Year / Month: 2022-Aug	Billing Period: All	Billing Code: NS: Non-Sampling I	Member Code: Te-Airline1
Invoice Number:	Transaction Type: All	Memo Number:	Rejection Stage: Please Select	Source Code:
Reason Code:	Issuing Airline:	Document Number:	Coupon Number:	

Search Clear

#### Correspondence Search Criteria

* From Date: 26-Feb-22	* To Date: 26-Aug-22	Member Code:	Correspondence Owner: All	Correspondence Initiating Member: Either
Correspondence Ref. No.:	* Correspondence Status: All	Correspondence Sub Status: All	Authority To Bill: All	Number Of Days To Expiry:
Source Code:				

Search Clear



# PAX Rejection - Billing History and Correspondence Module

**Search Results**

<input type="checkbox"/>	Actions	Transaction Type	Transaction Date	Transaction No.	Billing Code	Invoice No.	Member Code	Source Code	Rejection Stage	Reason Code	Correspondence Status	Correspondence Sub Status	Number Of Days To Expire	Authority To Bill	Transaction Amount
<input checked="" type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM1	NS	Example1		91	1	2B					USD 115.00
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM3	NS	RM3		91	1	2F					AOA 42644.17
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM7	NS	Rm5		4	1	2K					EUR .00
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	RM2	NS	RM2		4	1	2H					EUR 41.66
<input type="checkbox"/>		Rejection Memo	AUG - 22 P 2	Rm5	NS	Rm5		92	2	1C					EUR .00

Page 1 of 2    5    View 1 - 5 of 6



# PAX Rejection - Create RM

Passenger ▾ Cargo ▾ Miscellaneous ▾ UATP ▾ Reports ▾ General ▾ Profile and User Management ▾

[Home](#) >> [Passenger](#) >> [Receivables](#) >> [Edit Non-Sampling Invoice](#) >> [Rejection Memo List](#) >> Create Rejection Memo

## Create Rejection Memo

### Header Details

Billed Member:	Billing Period: Aug 2022 P3	Settlement Method: ICH	Invoice Number: Example999
Billing Code: NS	Listing Amount: USD -18.73	Listing/Evaluation to Billing Rate: 1.00000	Billing Amount: USD -18.73
Invoice Status: Open			

### Rejection Memo Data Capture

* Batch No.: <input type="text" value="1"/>	* Sequence Number: <input type="text" value="12345"/>				
* Source Code: <input type="text" value="92"/>	* Rejection Memo Stage: <input type="text" value="2"/>	* Rejection Memo Number: <input type="text" value="Rm67"/>	* Reason Code: <input type="text" value="2K"/>	Our Reference: <input type="text"/>	
* Your Invoice Number: <input type="text" value="Example1"/>	Your Rejection Memo Number: <input type="text" value="RM1"/>	* Your Billing Year: <input type="text" value="2022"/>	* Your Billing Month: <input type="text" value="Aug"/>	* Your Billing Period: <input type="text" value="2"/>	
FIM/BM/CM Indicator: <input type="text" value="None"/>	FIM/Billing Memo Number: <input type="text"/>	FIM Coupon Number: <input type="text"/>			
Reason Remarks: <input type="text" value="Rejection Example"/>					



# PAX Rejection - RM Billing and Accepted

	Billed	Accepted	Difference
Gross	0.00	0.00	0.00
Tax	0.00	0.00	0.00
	Allowed	Accepted	Difference
ISC	-0.00	-0.00	0.00
UATP	-0.00	-0.00	0.00
Handling Fee	0.00	0.00	0.00
Other Commission	-0.00	-0.00	-0.00
VAT	-0.00	-0.00	0.00
<b>Net Reject Amount.</b>			0.00

\* Attachment Indicator:  [Attachment](#)

Airline Own Use:



[Save](#) [Save and Add New](#) [Back To Billing History](#)

Reason Type	Code	Reason Description	Bilateral Agreement Required (Y/N)¹	Coupon Breakdown Mandatory?	Comments
	2D	Billing Outside Time limit / Out of Period	No	Yes	
	2E	Stolen / Fraud / Altered Ticket	No	Yes	
	2F	Void Coupon Billing	No	Yes	
	2G	Surface Sector Billing	No	Yes	
	2H	Missing Supporting Documents / Non-Receipt of Documents	No	Yes	
	2J	Debit within sampling	No	Yes	
	2K	Wrong airline billed	No	Yes	



# Passenger Rejection – RM Coupon

## Rejection Memo Coupon List

Actions	Tkt. Issuing Airline	Tkt./Doc. Number	Coupon Number	From-To	Gross Fare Value	ISC Amt.	Other Comm. Amt.	UATP Amt.	Handling Fee Amt.	Tax Amt.	VAT Amt.	Net Reject Amt.
 			3	LHR-YYZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Rejection Memo Coupon

Serial Number:  \* Ticket Issuing Airline:  \* Coupon Number:

From Airport of Coupon:  To Airport of Coupon:  Settlement Authorization Code:

Agreement Indicator - Supplied:  Agreement Indicator - Validated:  Original PMI:

	Billed	Accepted	Difference
Gross	<input type="text" value="171.50"/>	<input type="text" value="0.00"/>	<input type="text" value="171.50"/>
Tax	<input type="text" value="55.84"/>	<input type="text" value="55.84"/>	<input type="text" value="0.00"/>
<a href="#">Tax Breakdown</a>			
	Allowed	Accepted	Difference
	% Amount	% Amount	Amount
ISC	-9.000 -15.44	-9.000 0	-15.44
UATP	0.000 0.00	0.000 0	0.00
Handling Fee	0.00	0.00	0.00
Other Comm.	0.000 0.00	0.000 0	0.00
VAT	0.00	0.00	0.00
Net Reject Amt.			<input type="text" value="156.06"/>

Reason Code:  Airline Own Use:  Reference Field 1:

Reference Field 4:  Reference Field 5:

\* Attachment Indicator:  Attachment  Prorate Slip

[Home](#) >> [Passenger](#) >> [Receivables](#) >> [Edit Non-Sampling Invoice](#) >> [Rejection Memo List](#) >> [Edit Rejection Memo](#)

 Rejection memo coupon updated successfully.

# Passenger Receivables – Manage invoice

Passenger ▾ Cargo ▾ Miscellaneous ▾ UATP ▾ Reports ▾ General ▾ Profile and User Management ▾

[Home](#) >> [Passenger](#) >> [Receivables](#) >> [Manage Invoice](#)

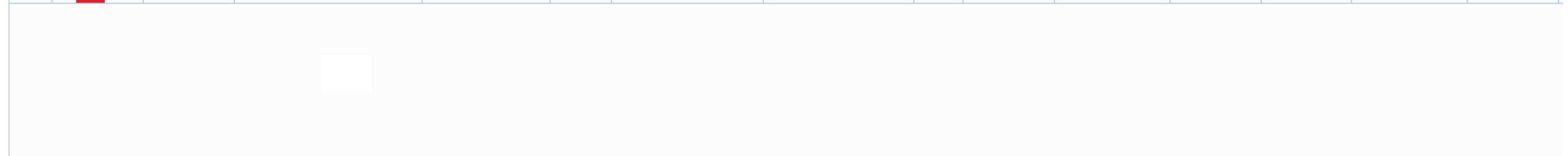
## Invoice Search

### Search Criteria

* Billing Year/Month: 2022-Aug ▾	* Billing Period: 3 ▾	Billing Code: All ▾	Invoice/Credit Note Status: All ▾	Billed Member: <input type="text"/>
Invoice/Credit Note Owner: All ▾	Invoice/Credit Note Number: <input type="text"/>	SMI: All ▾	File Name: <input type="text"/>	Submission Method: All ▾

### Search Results

<input type="checkbox"/>	Actions	Billing Period	Billed Member	Invoice/Credit Note Owner	Billing Code	Invoice/Credit Note No	Invoice/Credit Note Status	SMI	Listing Currency	Listing Amount	Exchange Rate	Billing Currency	Billing Amount	Submission Method
<input type="checkbox"/>	<input type="button" value="edit"/> <input checked="" type="button" value="check"/> <input type="button" value="cancel"/>	Aug 2022 P3	Te-Airline1	Samuel Dianos	NS	Example999	Open	I	USD	137.33	1.00000	USD	137.33	IS-WEB



Page 1 of 1    5 ▾    View 1 - 1 of 1



# Important PAX Rejection Functionalities

## CMP 459 / 674 – PAX / CGO Stage 2 + 3 RM's

- In order to ensure the consistency of data throughout the course of the rejection process, SIS has implemented a validation for PAX / CGO Rejection Memo "Billed" and "Accepted" values.
- SIS validates that the billed value provided in a PAX / CGO RM matches the accepted value of the previous transaction.
- Any discrepancies on these amounts throughout the rejection cycle will result in a validation error.

### Example of the validation

Please consider the following correct example.

Stage 1 RM			
	Billed	Accepted	Difference
Gross	500.00	450.00	50.00
Tax	15.00	15.00	0.00

*Correct Stage 2 RM*

	Billed	Accepted	Difference
Gross	450.00	500.00	50.00
Tax	15.00	15.00	0.00

# Important PAX Rejection Functionality

## CMP 459 / 674– Currency Conversions

- The Currency of Listing of the rejected invoice is different from the Currency of Listing from the previous rejection, so exchange rate conversions need to be considered.

### Steps:

1. Using the amount on rejection record level from stage 1 in Currency of Listing and convert it on rejection record level to Currency of Billing with rates (“FDR”) of month of stage 1.
  2. Then convert this Currency of Billing back to Currency of Listing on new rejection record level with FDR stage 2 of month of rejection. **This would be the currency in which the RM values will be processed.**
  3. Use this last converted Currency of Listing amount and finally convert it back to the Currency of Billing amount on invoice level with FDR of the stage 2 RM for settlement.
- NB: The only scenario where currency conversion is not required is when the Currency of Listing & Billing of the previous rejected invoice and **the Currency of Listing of the current rejecting RM are both the same (e.g. CoL and CoB = USD).**

# Example: PAX Rejection Functionality CMP 459

Rejection Memo RM999 in Jan P4 Currency of Listing (CoL) value was EUR 201.21.  
We have converted this amount as per the current exchange rate (EUR/USD) of Jan P4.

EUR Value as of Jan P4 2022 = 201.21

1- Convert to USD using FDR for Jan 2022 EUR/USD (0.88636) to get the USD value in Jan 2022 -->  $201.21 / 0.88636 = 227.0071$  USD

2- Convert the USD amount of Jan 2022 to **GBP** using May 2022 **GBP**/USD exchange rate (0.76988) -->  $227.0071 / 0.76988 = 294.86$  GBP

3- Use this last converted amount (Currency of Listing) and finally convert it back to Currency of Billing on invoice level with rates stage 2 for settlement. Populate these field values on the Rejection Memo record in IS-WEB / input file.

# Example: CMP 459 / 674 Currency Conversion

## Stage 1 RM

Period: Dec P1 2012

Currency of Listing of invoice of rejected transaction = EUR

Currency of Billing of invoice of rejected transaction = USD

Dec 2012 rate EUR - USD = 0.77918

	Billed	Accepted	Difference
Gross	184.44	50.00	134.44
Tax	109.08	20.00	59.08

## Correct Stage 2 RM

Period: March P1 2013

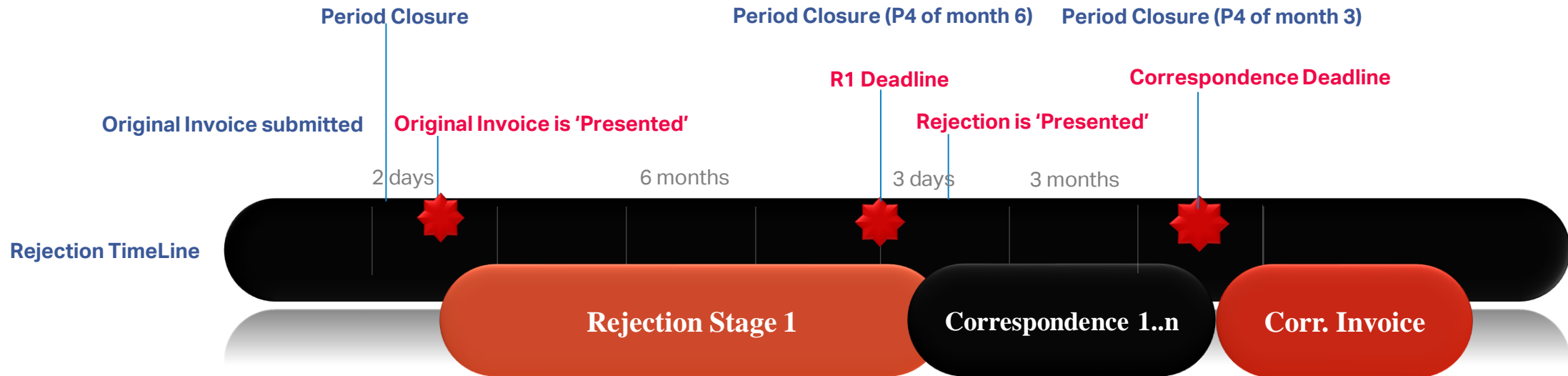
Currency of Listing of invoice of rejecting RM = GBP

March 2013 rate GBP - USD = 0.65396

	Billed	Accepted	Difference
Gross	41.96	0.00	41.96
Tax	16.78	0.00	16.78

! [Reference Material](#)  
! [CMP 459](#)

# MISC Rejection Process



- ✓ Miscellaneous Rejection Invoice can only refer to a single Original Invoice.
- ✓ A Rejection Invoice cannot be raised against an Original Invoice that has a dispute against it.
- ✓ A Rejection can be for a previously billed Invoice in part or full.
- ✓ It is mandatory to specify the original Invoice Number and the original billing month-period in the rejection.
- ✓ The process of Correspondence can **ONLY** be initiated or replied via SIS/IS-WEB.
- ✓ When an Authority to Bill is given or when a correspondence expires, the other entity can issue a "Correspondence Invoice" equal to the value of the last correspondence amount.

# Manage Correspondences

Passenger / Cargo / Miscellaneous / UATP >> Billing History and Correspondence

[Home](#) >> [Passenger](#) >> [Billing History and Correspondence](#)



## Billing History

### Invoice Search Criteria

* Billing Type: Payables	Billing Year / Month.: Please Select	Billing Period: All	Billing Code: All	Member Code: <input type="text"/>
Invoice Number: <input type="text"/>	Transaction Type: All	Memo Number: <input type="text"/>	Rejection Stage: Please Select	Source Code: <input type="text"/>
Reason Code: <input type="text"/>	Issuing Airline: <input type="text"/>	Document Number: <input type="text"/>	Coupon Number: <input type="text"/>	

[Search](#) [Clear](#)

### Correspondence Search Criteria

* From Date: 24-Feb-20	* To Date: 24-Aug-20	Member Code: <input type="text"/>	Correspondence Owner: All	Correspondence Initiating Member: Either
Correspondence Ref. No.: <input type="text"/>	* Correspondence Status: All	Correspondence Sub Status: All	Authority To Bill: All	Number Of Days To Expiry: <input type="text"/>
Source Code: <input type="text"/>				

[Search](#) [Clear](#)

### Search Results

<input type="checkbox"/>	Actions	Transaction Type	Transaction Date	Transaction No.	Billing Code	Invoice No.	Member Code	Source Code	Rejection Stage	Reason Code	Correspondence Status	Correspondence Sub Status	Number Of Days To Expiry	Authority To Bill	Transaction Amount
No records to view															

Page 1 of 0 5

[Initiate Rejection](#) [Initiate Correspondence](#) [Initiate Billing Memo](#)





# Demo



## Let's Do a Demo!



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Home

### Upcoming Milestones

IS | ICH | ACH

Current Period: **Aug 2022 P3**

Period	Milestone	Date (EST)	Local Date
Sep 2022 P2	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00
Sep 2022 P3	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00
Sep 2022 P4	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00
Aug 2022 P3	Auto Billing Invoice Finalization	29-Aug-22 16:00	29-Aug-22 22:00
Sep 2022 P1	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00

Alerts (0) | Messages (0)

Detail	Date (YMQ)	Clear
No records to view		

[View in a separate window](#) | [Refresh](#)

### Announcements



Home

No LOGO  
150px X 50px

### Upcoming Milestones

IS | ICH | ACH

Current Period: Aug 2022 P3

Period	Milestone	Date (EST)	Local Date
Aug 2022 P3	Auto Billing Invoice Finalization	29-Aug-22 16:00	29-Aug-22 22:00
Sep 2022 P1	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00
Sep 2022 P4	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00
Sep 2022 P3	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00
Sep 2022 P2	Submissions Open (Future dated submissions)	25-Aug-22 14:00	25-Aug-22 20:00

Alerts (0) | Messages (0)

Detail	Date (YMQ)	Clear
--------	------------	-------

Page 1 of 0 | 150 | No records to view

[View in a separate window](#) | [Refresh](#)

### Announcements

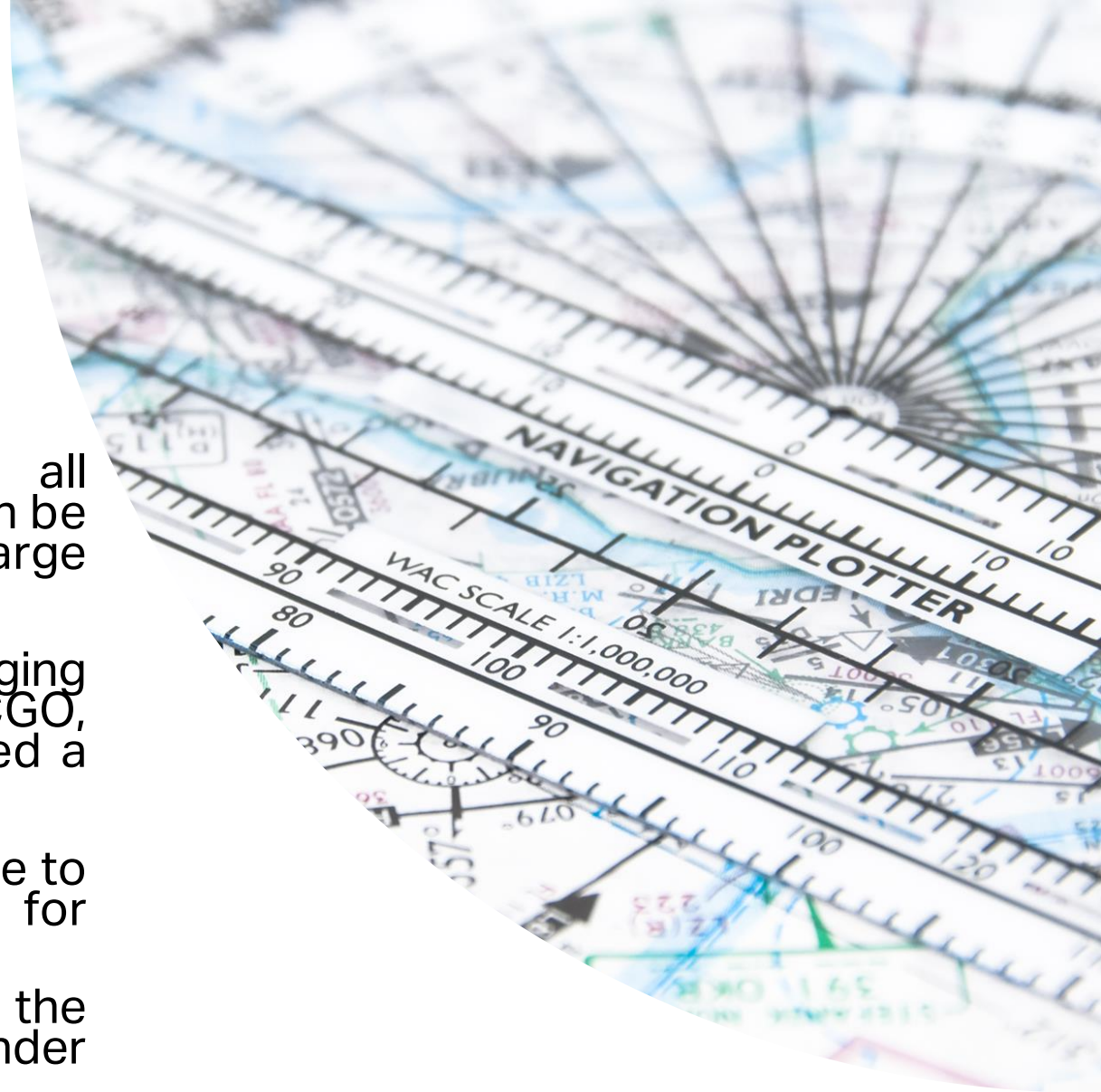
Empty announcement box



## 4. Useful Reports, Best Practices and the Passenger Rejection Memo Reduction Initiative

# Useful Reports

- **Correspondence Status Report:** summary of all correspondences existing in a specified period (can be filtered by member, correspondence status, charge category etc.)
- **SIS Correspondence Aging Report:** list of all aging correspondences for all billing categories (PAX, CGO, MISC) that is of a particular status or aged passed a particular iteration.
  - Important: assign a contact in your member profile to receive these Correspondence Aging Reports for each billing category.
- **Correspondences:** can be downloaded in bulk from the "**Download Correspondence**" screen available under each billing category.



# Best Practices in Rejection and Correspondences

- Objective should be to bill correctly the first time (based on interline / commercial agreements).
- Code your Revenue Accounting / ERP systems correctly with SIS Standards (ISPG) and Rules (RAM).
- Use appropriate rejection reason codes.
- Download your monthly Passenger report for “Non-Sampling RM Analysis Comparison to the Industry”.
- Use the Correspondence Aging Report (CMP 766).
- Maintain / update contacts for Correspondences.
- When in doubt, contact your interline / invoicing partner!



# PAX Rejection Reduction Initiative

- Began in 2015 with the objective of reducing rejections in Passenger interline billings.
- Achievements / Progress:
  - Introduce New Validations in SIS
  - Changes in the RAM rules that impact rejections
  - Multiple presentations/workshops at industry meetings
  - Continuous reporting and communications to the industry
  - Publication of Best Practices Document
  - IBS OPS recommendations to industry on handling of rejections

# PAX Rejection Reduction Initiative

Information available on our [website](#)

- Background and purpose of the initiative
- Progress Reports (Annually, Quarterly)
- Quarterly Dashboards
- Rejection Reduction Best Practices Doc
- Presentations & Webinars

reducing costs, it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQs | WEBINARS | **REJECTIONS** | MEDIA

## Passenger Rejection Reduction Initiative

The Interline Billing and Settlement (IBS OPS) Working Group has been tasked to improve efficiency by cutting down on incorrect rejections via education, awareness, proposing changes to the billing rules, and adding new validations in SIS.

The Passenger Rejection Memo Reduction initiative is endorsed by the IATA Financial Committee to support accurate interline billings that ultimately reduce the number of passenger rejection memos in the industry. The IATA IBSOPS WG and Rejection Reduction Team have undertaken several actions to reduce the number of passenger rejections, such as:

- Introduce New Validations in SIS
- Changes in the RAM rules that impact rejections
- Multiple presentations/workshops at industry meetings
- Continuous reporting and communications to the industry
- Publication of Best Practices Document
- IBS OPS recommendations to industry on handling of rejections

Due to the COVID-19 Global Pandemic, this initiative is now considered paused. The IATA IBSOPS WG and Rejection Reduction Team will monitor internally ongoing trends, continue to publish monthly progress reports, and propose industry best practices. Once the related passenger interline invoicing volumes begin to stabilize, a new target will be proposed by the IBSOPS WG.

The charts below illustrate the count and USD amount of rejections over the past years.

**Rejection Memo Count**

Year	Count
2015	12,333,719
2016	12,069,037
2017	12,044,715
2018	12,111,489
2019	11,189,106
2020	3,738,412

**Rejection Memo Value (USD Mil)**

Year	Value (USD Mil)
2015	\$1,729.95
2016	\$1,414.87
2017	\$1,203.40
2018	\$1,266.34
2019	\$1,045.72
2020	\$655.08

**Progress Reports - Passenger Interline Billings following IATA RAM Rules**

Annual Report 2021 (pdf) | January 2022 (pdf)

• Previous Progress Reports: 2016 - 2021 (pdf)

**Quarterly Dashboards - Passenger Interline Billings following IATA RAM Rules**

Q2 - 2021 (1st Edition) | Q3 - 2021 (2nd Edition) | Q4 - 2021 (3rd Edition)

Q1 - 2022 (4th Edition) | Q2 - 2022 (5th Edition)

Documents





# Need help?

Contact us via the  
IATA Customer Portal

[www.iata.org/CS](http://www.iata.org/CS)



Need help with using the IATA Customer Portal? Reference this "[SIS and the IATA Customer Portal](#)" user guide (pdf) online.

# Need training?

- **The SIS Operations Team offers customized training for your company!**
- **Contact us for more info via the [IATA Customer Portal](#)**



# SIS Reference Materials

## www.iata.org/sis

- **'Support'** Tab
  - SIS Testing & User Guide
  - Computer-Based Training
  - Reference Documentation
- **'Documents'** Tab
  - Technical Standards (ISPG, etc.)
  - Sample Files
  - Major Releases Notes
- **'Webinars'** Tab
  - Industry Webinar Videos

and many more resources!

# 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.

[JOIN SIS](#) | [SUPPORT](#) | **[DOCUMENTS](#)** | [GLOSSARY](#) | [FAQS](#) | [WEBINARS](#) | [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 \(zip\)](#)

### Supporting Attachments

- [Supporting Attachments \(zip\)](#)



Q&A

Post in Q&A box

