



# Simplified Invoicing and Settlement (SIS e-Invoicing)

User Guide for SIS Invoice Receivers



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## 1. General

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

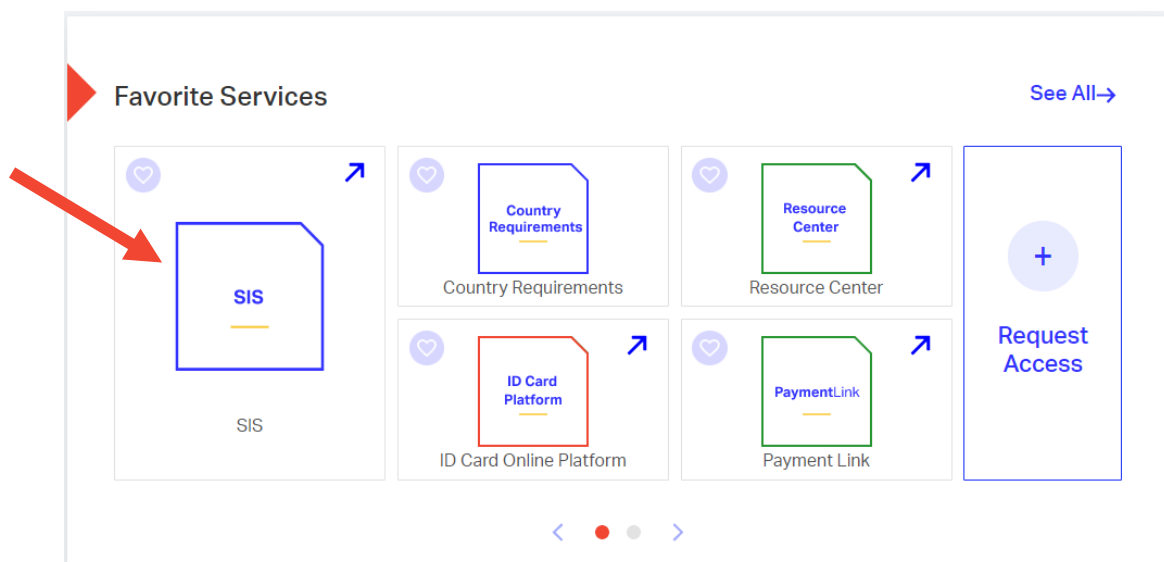
- **Google Chrome** – Versions 60 and above
- **Internet Explorer** – Versions 11 and above
- **Mozilla Firefox** – Versions 60 and above
- **Microsoft Edge** – Versions 13 and above
- **Safari** – Versions 12 and above

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

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

## 2. Accessing SIS

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



## 3. Requesting new user access

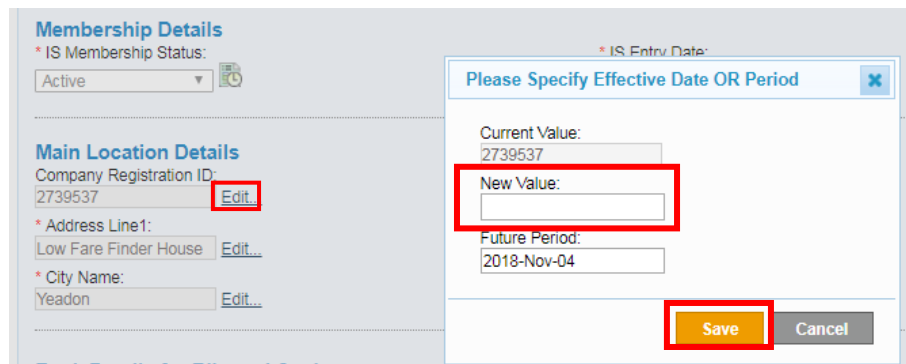
The free membership allows access to SIS to a single user to view and download non transportation invoices. To transfer the access to a new user please fill out the [user change form](#) and return it for processing via the [IATA Customer Portal](#).

#### 4. Managing your company profile

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



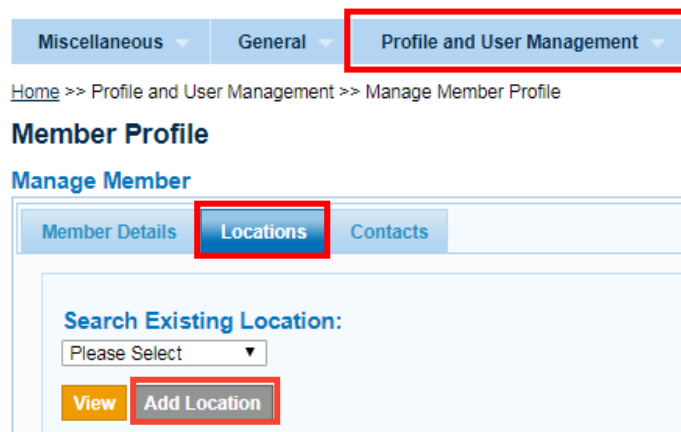
Click on the edit button next to the fields you wish to update, enter the new value and save.

A screenshot of the 'Membership Details' form in the SIS application. The form is divided into two main sections: 'Membership Details' and 'Main Location Details'. In the 'Main Location Details' section, the 'Company Registration ID' field is highlighted with a red box, and an 'Edit...' button is visible next to it. A modal dialog box is open over the form, titled 'Please Specify Effective Date OR Period'. This dialog has fields for 'Current Value' (2739537), 'New Value' (highlighted with a red box), and 'Future Period' (2018-Nov-04). At the bottom of the dialog, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted in orange.

Once all updates are done, click at **Save Member Details** the bottom of the page. The updates will become effective as of the next billing period. **To request a change of Legal Name, please contact us via the [IATA Customer Portal](#).**

##### 4.1. Creating additional locations for tax purposes

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

A screenshot of the 'Member Profile' page in the SIS application. The page is titled 'Member Profile' and has a sub-header 'Manage Member'. Below this, there are three tabs: 'Member Details', 'Locations', and 'Contacts'. The 'Locations' tab is highlighted with a red rectangular box. Below the tabs, there is a section titled 'Search Existing Location:' with a dropdown menu labeled 'Please Select'. Below the dropdown, there are two buttons: 'View' and 'Add Location', with the 'Add Location' button highlighted with a red rectangular box.

Once all fields are populated, click **Save Location** at the bottom of the page.



### 5. Invoice delivery in SIS

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

**Sample email alert:**

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

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

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

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

IATA SIS Operations Team  
Access your SIS account or contact us for support at [www.iata.org/cs](http://www.iata.org/cs)

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

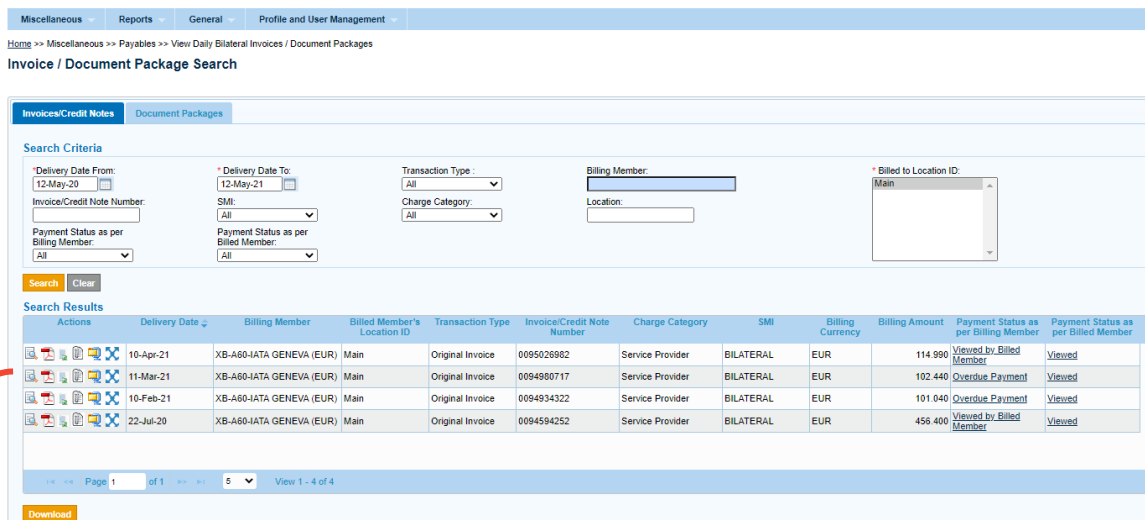
To create and setup additional contacts to receive notifications when new invoices are issued and available for download, please navigate to the Contacts tab of the Member Profile Menu. To create a new contact click on "Add New Contact", enter all the mandatory information and then click on "Save Contact".

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

Contact Name	MISC-File Receipt Contact	MISC-Daily IS-WEB Bilateral Delivery Contact	MISC-Output Available Contact	MISC-Receive Payment Status
User Name	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 6. How to search/download invoices

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



Home >> Miscellaneous >> Payables >> View Daily Bilateral Invoices / Document Packages

Invoice / Document Package Search

**Search Criteria**

Delivery Date From: 12-May-20  
 Delivery Date To: 12-May-21  
 Transaction Type: All  
 Billing Member: [Field]  
 Billed to Location ID: Main  
 Invoice/Credit Note Number: [Field]  
 SM: All  
 Charge Category: All  
 Location: [Field]  
 Payment Status as per Billing Member: All  
 Payment Status as per Billed Member: All





**Search Results**

Actions	Delivery Date	Billing Member	Billed Member's Location ID	Transaction Type	Invoice/Credit Note Number	Charge Category	SM	Billing Currency	Billing Amount	Payment Status as per Billing Member	Payment Status as per Billed Member
[Icons]	10-Apr-21	XB-A60-IATA GENEVA (EUR)	Main	Original Invoice	0095026882	Service Provider	BILATERAL	EUR	114 990	Viewed by Billed Member	Viewed
[Icons]	11-Mar-21	XB-A60-IATA GENEVA (EUR)	Main	Original Invoice	0094900717	Service Provider	BILATERAL	EUR	102 440	Overdue Payment	Viewed
[Icons]	10-Feb-21	XB-A60-IATA GENEVA (EUR)	Main	Original Invoice	0094834322	Service Provider	BILATERAL	EUR	101 040	Overdue Payment	Viewed
[Icons]	22-Jul-20	XB-A60-IATA GENEVA (EUR)	Main	Original Invoice	0094594252	Service Provider	BILATERAL	EUR	456 400	Viewed by Billed Member	Viewed


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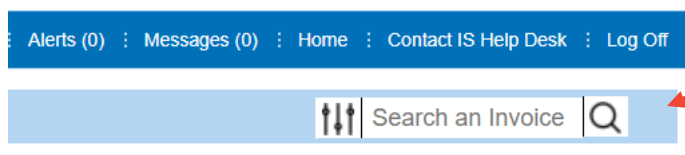
Download

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


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

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

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



Alerts (0) : Messages (0) : Home : Contact IS Help Desk : Log Off

Search an Invoice 

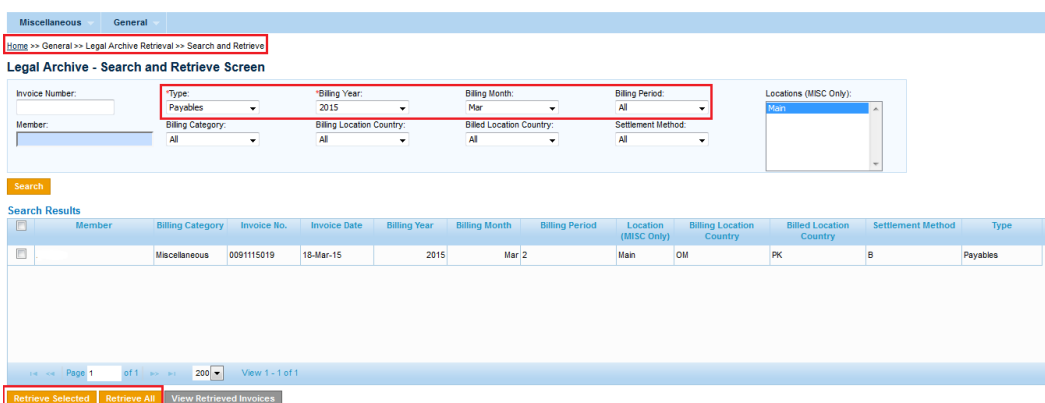
If the invoice is found, the system will redirect you to the search screen where you can download the invoice from (as shown in the step above). If multiple invoices with the same number are found, the system will open a popup window with the search results from which you can select which invoice you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

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

The retrieval of old invoices is done in two steps:

### a. Search and retrieve the old invoice from the archive

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




Member	Billing Category	Invoice No.	Invoice Date	Billing Year	Billing Month	Billing Period	Location (MISC Only)	Billing Location Country	Billed Location Country	Settlement Method	Type
	Miscellaneous	0091115019	18-Mar-15	2015	Mar	2	Main	OM	PK	B	Payables

### b. Download the retrieved invoice




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

## 7. Disputing an invoice

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

## 8. Tracking the Payment Status of your Invoices

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

Actions	Billing Period	Delivery Date	Billing Member	Billed Member's Location ID	Transaction Type	Invoice/Credit Note Number	Charge Category	SMI	Billing Currency	Billing Amount	Payment Status as per Billing Member	Payment Status as per Billed Member
  	APR 2017 P3	25-Apr-17			Original Invoice	8850284	Airport	BILATERAL	GBP	250.710	Delivered	Received

**Payment Status as per Billing Member (Receivables)**

Update Payment Status

\*Payment Status as per Billing Member:  Currency of Amount Received:  Amount Received:  Currency of Total Amount Received:  Total Amount Received:

Remarks:

Date of Wire Transfer Receipt:   Reference Number:

**Payment Status History**

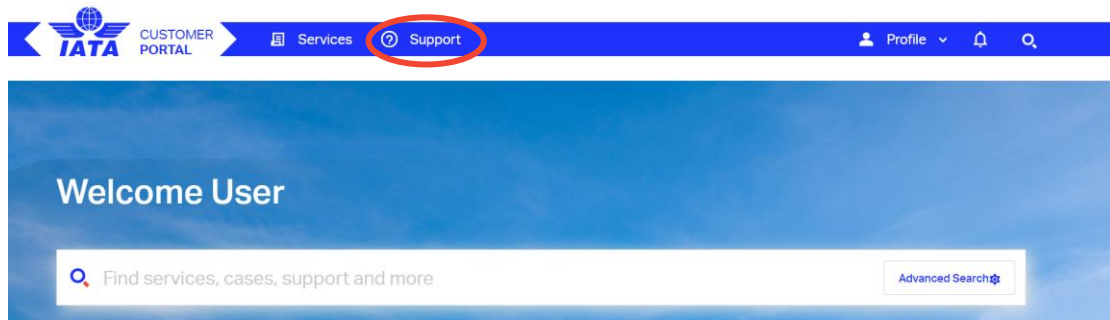
Payment Status	Time Stamp UTC	Updated By	File Name	User Name	Remarks	Currency of Amount Received	Amount Received	Currency of Total Amount Received	Total Amount Received	Date of Wire Transfer Receipt	Reference Number
Viewed by Billed Member	24-Oct-20 07:48	System			Updated by the system upon user view						
Full Payment Received	05-Nov-19 10:47	CSV File	MRSF-A892019110802387.2								
Delivered	31-Oct-19 01:02	System									

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

### 9. Contact IATA

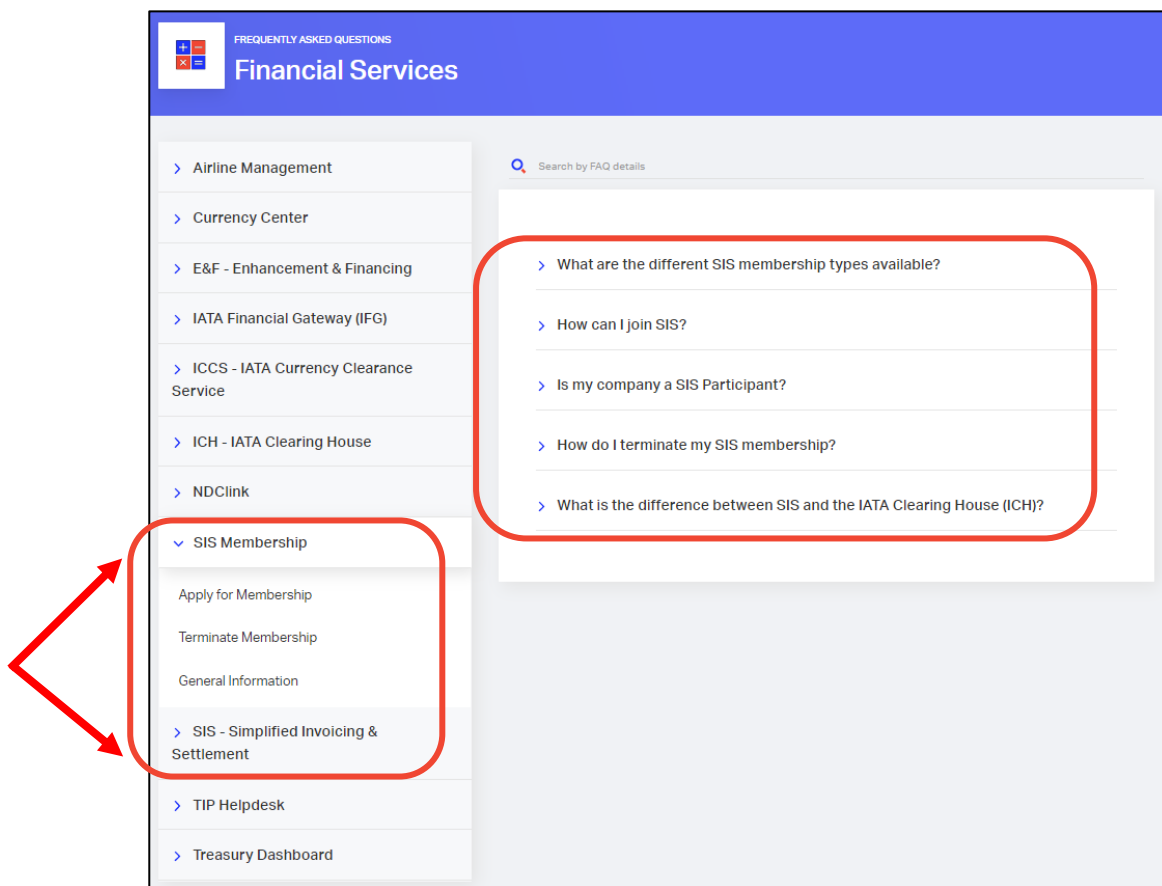
To contact our Customer Service teams, click on the “Support” tab at the top of the page of the [IATA Customer Portal](#) and choose the appropriate area for your request.



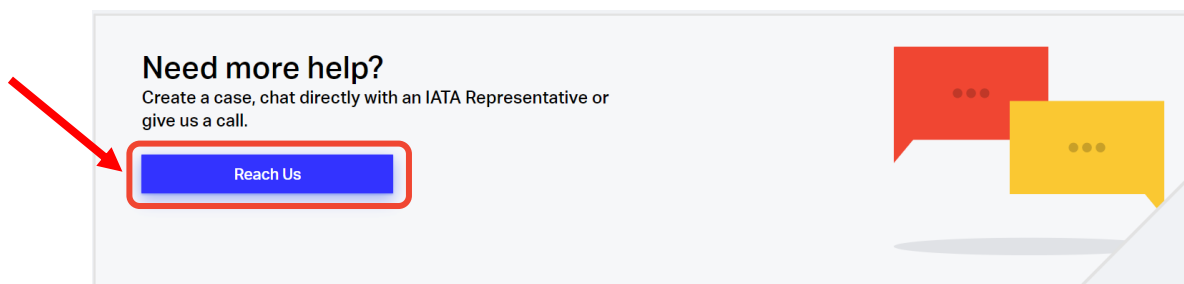
The screenshot shows the IATA Customer Portal navigation bar with the 'Support' tab circled in red. Below the navigation bar is a 'Welcome User' banner with a search bar containing the text 'Find services, cases, support and more' and an 'Advanced Search' button.

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





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



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

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