



# Simplified Invoicing and Settlement (SIS e-Invoicing)

User guide for BSP&CASS Agents





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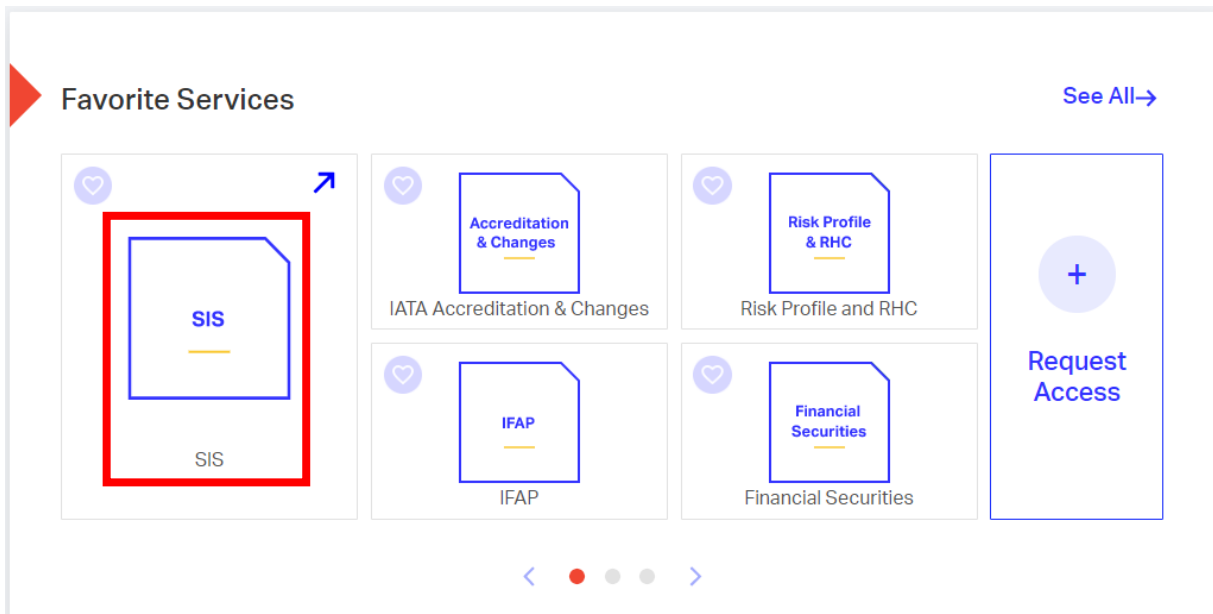


### 1. General

In an effort to streamline processes and ensure secure distribution of invoices, IATA has moved the invoice distribution for BSP and CASS agents to the Simplified Invoicing and Settlement (SIS) platform. SIS is IATA's electronic invoicing platform for the air transport industry where airlines and suppliers can securely exchange billing documents.

### 2. Accessing SIS

Access to SIS to retrieve invoices from IATA is integrated in the IATA Customer Portal. Simply log in to the IATA Customer Portal via [portal.iata.org](http://portal.iata.org) and click on the "SIS" service icon under the list of your IATA services section.



This will bring you directly to SIS via a single sign on service, with no additional log in required.

### 3. SIS User Management

SIS access is granted to the "Invoicing Contacts"; if you want to add or remove SIS access for users in your company, the "Portal Administrator" must identify the contacts as "Invoicing Contact" in the Customer Portal and the SIS access will be updated automatically. Similarly, if the "Invoicing Contact" flag is removed from a contact, their SIS access will be removed.



#### 4. Invoice delivery in SIS

An email alert will be generated by the system every time payable invoices are available to download from SIS. For fraud prevention reasons, the email alert does not include copies of the invoices; in order to access the invoices, you will have to log in to SIS from your IATA Customer Portal account. You may also have receivable invoices to download from SIS. **Invoices are available to download in your account for 12 months, after which they are deleted.**

#### Sample email alert for payable invoices:

**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.

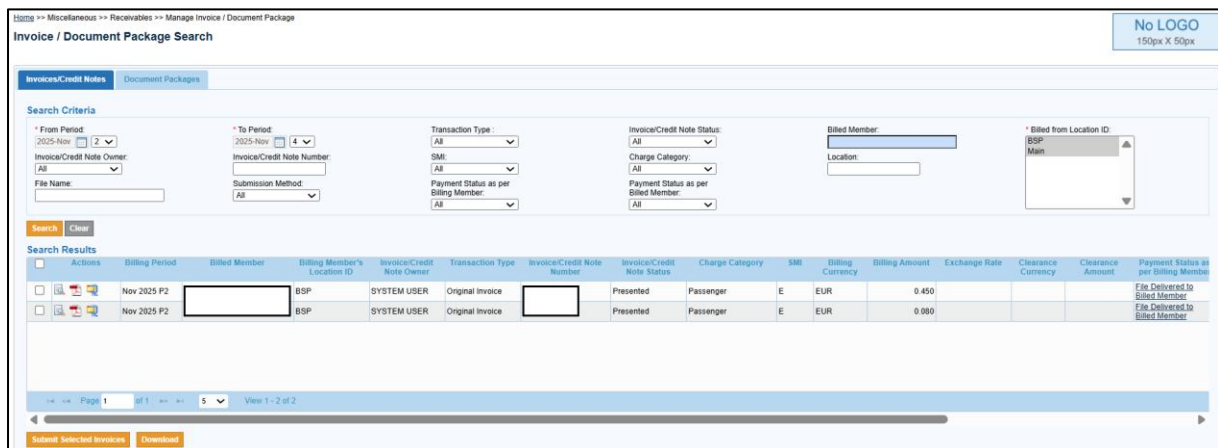
IATA SIS Operations Team  
Access your SIS account or contact us for support at [www.iata.org/cs](http://www.iata.org/cs)

#### 5. How to Search and Download recent invoices (last 12 months)

After access SIS from the [IATA Customer Portal](#), you can navigate to the respective payable or receivable invoice screens to view and download your invoices.

Receivable invoices are available from SIS screen: "Miscellaneous >> Receivables >> Manage Invoice / Document Package".

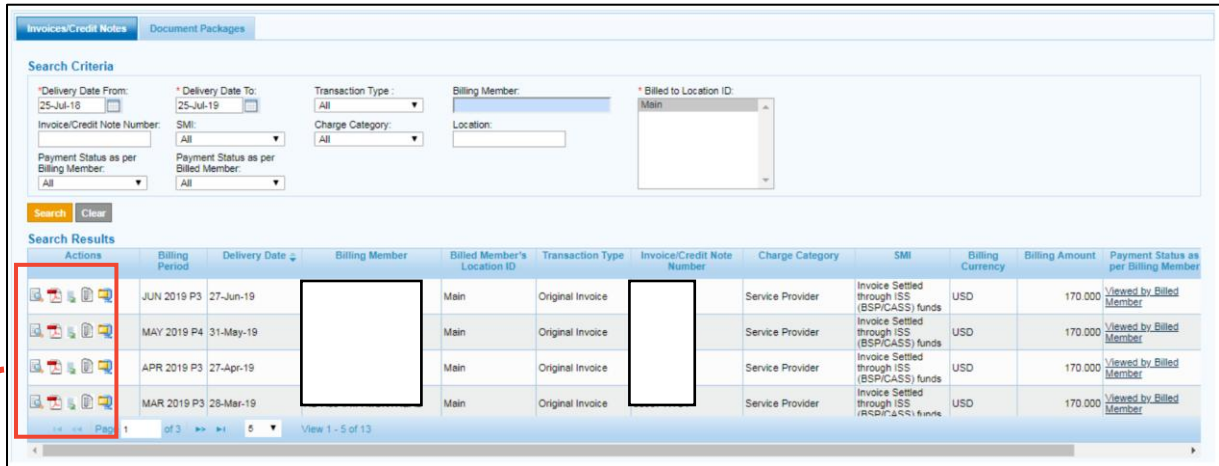
See below example screenshot.








Payable invoices are available from SIS screen: "Miscellaneous >> Payables >> View Daily Bilateral Invoices / Document Packages".

See below example screenshot.

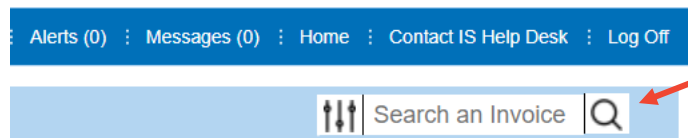


The **Action** column within the search results has the following options:

-  Download the PDF invoice (*new SIS invoice format*)
-  Download the detailed listing of the invoice
-  Download supporting documents included with the invoice (*old PDF invoice format*)

**Invoices are available to view and download from this screen for a period of 12 months.**

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



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.



**5.1. How to download supporting documents for TASF invoices (ASCII and TXT files)**

Supporting files for TASF invoices (ASCII and TXT files) can be found in the “Document Packages” tab of the invoice search screen (landing screen upon login).

You can adjust the date range in the search criteria to search for document packages and you can download them using the button (this will open a popup window showing all files available in the package).

**6. Tracking the Payment Status of my Invoices**

The payment status update feature provides the possibility to follow and update the payment status of your invoices. Please refer to the column “Payment Status as per Billing Member”. 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 2019 P1	13-Apr-19	XB-A89-IATA MONTREAL	Main	Original Invoice	0093252583	Service Provider	Invoice Settled through ISS (BSP/CASS) funds	USD	50,000	Full Payment Received	Received
	APR 2019 P1	10-Apr-19	XB-A89-IATA MONTREAL	Main	Original Invoice	0093251748	Service Provider	BILATERAL	USD	50,000	Overdue Payment	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	06-Nov-19 10:47	CSV File	MRSF-A892019110802387.2								
Delivered	31-Oct-19 01:02	System									

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Depending on the collection method, the Payment Status can take several days to be reflected in SIS. For invoices collected via bank transfer or credit card, the Payment Status Updates can take up to 5 days to be reflected in your account, after the payment is done. For invoices collected via SPDR/BTA, the Payment Status will be reflected 5 to 10 days after the 'Remittance Date' as per the processing calendar.

## 7. Frequently Asked Questions

### 1. What is SIS?

SIS is IATA's electronic invoicing platform for the air transport industry where airlines and industry partners can securely exchange invoices.

### 2. Will I be charged for using SIS?

No, basic access to view and download invoices is free of charge. If you require access to submit invoices to your industry business partners via SIS please visit [www.iata.org/sis](http://www.iata.org/sis) for additional information and membership options.

### 3. Where I can find my invoices?

Once you log in to SIS via the IATA Customer Portal, you will be directed exactly to the page where you will find the list of invoices available to be retrieved. Please refer to [section 5](#) of this user guide.

### 4. For how long my invoices will be available?

Invoices are available to view and download from this screen for a period of 12 months.

### 5. How many users can my agency have accessing SIS?

You can have up to 3 users free of charge. If additional users are required, please contact our Customer Service Team.

### 6. How do I add a user?

If you want to add or remove SIS access for user in your company, please identify the contact as "Invoicing Contact" in the Customer Portal. For more details, please refer to [section 3](#) of this user guide.

### 7. How long does it take to have a payment reflected in the payment status field?

For invoices collected via bank transfer or credit card, the Payment Status Updates can take up to 5 days to be reflected in your account, after the payment is done. For invoices collected via SPDR/BTA, the Payment Status will be reflected 5 to 10 days after the 'Remittance Date' as per the processing calendar. Click on the payment status hyperlink to see the full history.



**8. How do I know when new invoices are issued?**

You will receive a system notification every time a new invoice is uploaded to SIS. Please refer to [section 4](#) of this user guide.

**9. Can I still retrieve the invoices via BSPLink / CASSLink?**

Yes, the invoices will continue to be available via BSPLink/CASSLink and via SIS in parallel for a certain period of time (IATA will provide prior notifications with enough time in advance).

**10. How can I get help or more information?**

Please contact our Customer Service Team via the [IATA Customer Portal](#) and we will be happy to help you.