



5th

World Financial Symposium

17 – 20 September 2018

Madrid Marriott Auditorium Hotel & Conference Center





7th SIS General Meeting

18th September 2018

Madrid Marriott Auditorium Hotel & Conference Center





New SIS functionalities and benefits

SIS Breakout Session #1

Kirk Pereira

Head Standardization E-invoicing IATA





1. Changes improving IS-WEB usage

2. New functionality to expand SIS usage

3. Changes due to Legal compliance





1. Changes improving IS-WEB usage

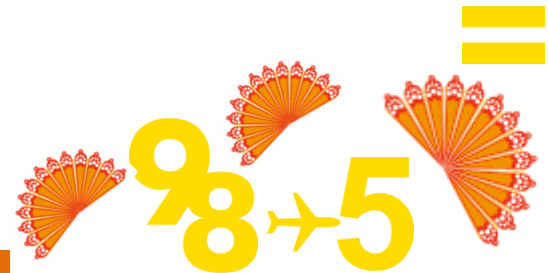
2. New functionality to expand SIS usage

3. Changes due to Legal compliance





Access to SIS



SIMPLIFIED INVOICING AND SETTLEMENT



Welcome to IATA's Simplified Invoicing and Settlement service, the service that enables electronic billing and settlement for the air transport industry. To access the service, please log-in now. If you do not have a log-in, please contact the SIS Super User of your organization.

Username:

Password:

[Forgot Password?](#)
[Contact Helpdesk](#)

[Log On](#)

How do you access SIS?

Go to the SIS website - <https://isweb.iata.org/>





Via the IATA customer portal

The screenshot shows the IATA Customer Portal website. At the top, there is a navigation bar with the IATA logo on the left and links for 'ABOUT US', 'CAREERS', and 'CONTACT & SUPPORT' on the right. Below this is a dark blue horizontal menu with buttons for 'PROGRAMS', 'POLICY', 'PUBLICATIONS', 'SERVICES', 'TRAINING', 'EVENTS', and 'PRESS'. The main content area has a breadcrumb trail 'Home > Customer Portal' and a large heading 'Customer Portal'. There are icons for printing and sharing. A language selection dropdown is set to 'Choose a language'. The text explains that the portal provides support for BSP or CASS operations, airline coding, agency accreditation, financial reviews, TIESS, ICCS, and other topics. It also mentions public FAQs and a Resource Center. A registration section is visible with two options: 'Not yet registered?' and 'Existing user?'. The 'Not yet registered?' option includes a link to 'Please self-register as a new user'. The 'Existing user?' option includes a link to 'Please login with your email address'. At the bottom left, there is a 'Frequently Asked Questions' section with a question mark icon.





IATA Customer Portal

Benefits of accessing via the IATA customer portal

→ Single Sign on to SIS and other IATA services without having to remember several user ID's and passwords

My Services

- BSP / CASS Change of Bank details
- BSP / CASS Change Request
- BSPLink**
- CASSLink Export
- IATA Code Search
- Join BSP / CASS
- Management Information Report
- MITA Agreements
- SIS**
- Currency Center
- Pending Approval
- Treasury Dashboard**
- Pending Approval

External Links

- Payment Link
- Resource Center
- New Service Request**





IATA Customer Portal

Benefits of accessing via the IATA customer portal

→ Raise and track all your queries to IATA from here

Register today at

www.iata.org/customer

A screenshot of a web interface titled "What can we help you with?". It features a "Topic" label and a dropdown menu. The dropdown menu is open, showing a list of help topics: "-- Select --", "-- Select --", "Accreditation Cargo Agent", "Accreditation Travel Agent", "Airline Management", "BSP Operations/Passenger", "CASS Operations/Cargo", "Customer Portal", "IATA Codes (not applicable to Agents)", "ICCS - IATA Currency Clearance Service", "ICH Helpdesk", "SIS Helpdesk", and "TISS". A red "Cancel" button is visible below the dropdown menu.



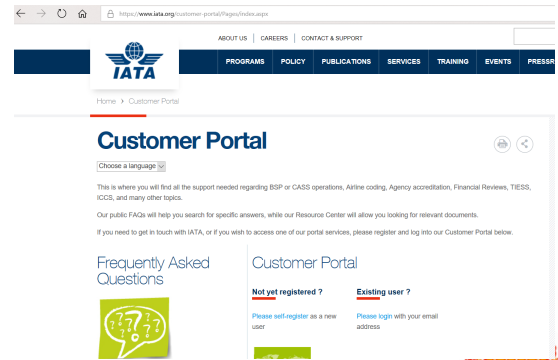
**Access multiple SIS accounts
with a single user login**





Multi Client Access

- Previously every SIS user needs a unique login
- The login is linked to a member
- If your company had multiple accounts in SIS, a user required multiple email accounts





Multi Client Access

- New functionality introduced in May 2018.
- Linking of SIS accounts now possible.
- Benefits – Group airlines / companies.
- One login Id can be used to access all SIS accounts
- Users are tagged to a primary account and can switch between primary and secondary accounts





Multi Client Access

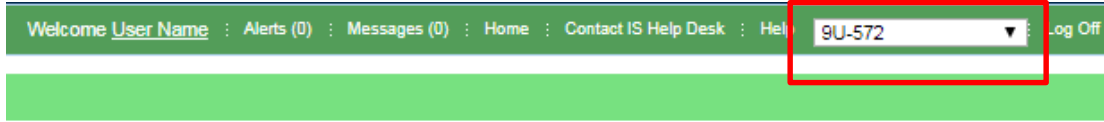
- To enable this functionality, the Super Users of both the accounts must sign the request form
- The functionality can only be enabled and managed by the SIS Ops Team upon request
- Once enabled, the Super Users of the defined secondary accounts can create the secondary users and define their access level

The screenshot shows a web page with a sidebar on the left containing a list of links: Participation Agreement, Super User Form, and Bank Details Form. The main content area includes text about participation agreement costs, a link to a sign-up guide, and information about connecting to ICH for settlement. On the right, there is a 'Related Links' section with a 'SIS is SOC2 Certified' badge, a 'SIS Member List (xls)' link, and a 'Multi-Client Access request form (pdf)' link which is highlighted with a red rectangular box.





Multi Client Access



→ The original account the user belongs to is the primary account and on login they are always directed to this account

→ A switch access dropdown has been introduced near the 'Logoff' button

→ This allows the user to switch between multiple accounts





Upload multiple files IS-WEB





Upload multiple files IS-WEB

- Currently a user can upload only 1 file at a time.
- This change will allow multiple selection and upload at a time
 - Maximum of 50 files at a time
 - Maximum size in total 25MB - zipped
- This is applicable for all billing categories – PAX,CGO,UATP,MISC
- Will be released in November 2018





Correspondence screen changes





Correspondence screen changes

Additional email fields

Formatting options

Reply button from the audit trail

Authority to bill amount indicator

Correspondence
Create Correspondence

From Member:	To Member:	Correspondence Date: 14-Sep-18	Correspondence Reference Number: ()	Correspondence Stage: 5
Source Code: 6				
To E-Mail ID(s):				
Additional E-Mail ID(s) pertaining to Initiator:				
Additional E-Mail ID(s) pertaining to Non-Initiator:				
Our Reference:	Your Reference:	* Amount To Be Settled: USD 0.00	AuthorityToBill <input type="checkbox"/>	
Correspondence Owner: j	Correspondence Status: Open			
* Subject: Valuation based as per RAM chapter A2 para 3				
* Correspondence Text:				



Additional email fields



Emails auto-populated from contacts

The airline that initiated the correspondence can enter additional email ID's that they would like to tag to the correspondence

Create Correspondence

From Member:

To Member:

Correspondence Date: 14-Sep-18

Source Code: 6

To E-Mail ID(s):

Additional E-Mail ID(s) pertaining to initiator,

Additional E-Mail ID(s) pertaining to Non-Initiator,

Our Reference:

Your Reference:

* Amount To Be Settled: USD

When the non-initiating airline receives the correspondence, they can also enter the additional emails



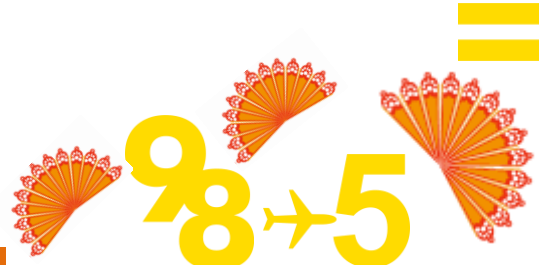
Formatting options



Correspondence

Create Correspondence

From Member: <input type="text"/>	To Member: <input type="text"/>	Correspondence Date: 14-Sep-18	Correspondence Reference Number: (<input type="text"/>)	Correspondence Stage: 5
Source Code: <input type="text"/>				
To E-Mail ID(s): <input type="text"/>				
Additional E-Mail ID(s) pertaining to Initiator: <input type="text"/>				
Additional E-Mail ID(s) pertaining to Non-Initiator: <input type="text"/>				
Our Reference: <input type="text"/>	Your Reference: <input type="text"/>	* Amount To Be Settled: USD <input type="text" value="0.00"/>	Authority To Bill <input type="checkbox"/>	
Correspondence Owner: <input type="text"/>	Correspondence Status: Open			
* Subject: Valuation based as per RAM chapter A2 para 3				
Correspondence Text: <div style="border: 2px solid red; padding: 5px;">A rich text editor toolbar with icons for Bold (B), Italic (I), Underline (U), Strikethrough (ABC), subscript (x₂), superscript (x²), text color (A), text background color (T), bulleted list, numbered list, indent, outdent, quote, link, unlink, and image.</div>				



Formatting options



Correspondence

Create Correspondence

From Member: [input]	To Member: [input]	Correspondence Date: 14-Sep-18	Correspondence Reference Number: ([input])	Correspondence Stage: 5
Source Code: 6				
To E-Mail ID(s): [input]				
Additional E-Mail ID(s) pertaining to Initiator: [input]				
Additional E-Mail ID(s) pertaining to Non-Initiator: [input]				
Our Reference: [input]	Your Reference: [input]	* Amount To Be Settled: USD 0.00	AuthorityToBill <input type="checkbox"/>	
Correspondence Owner: [input]	Correspondence Status: Open			
* Subject: Valuation based as per RAM chapter A2 para 3				
* Correspondence Text: [input]				

[Rich text editor toolbar with icons for Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, and Image]



Formatting options



Subject:

SIS RAM Chapter A10 Para 5.2.1

Correspondence Text:

Dear interline partner,

We acknowledged Iticket routing is ST [redacted] IUC346.59END ROE1.00 however [redacted] directly flown to [redacted] on [redacted] at date of 28Mar2017.

Please check your flight manifest of [redacted] at 28Mar2017 and also you can see [redacted] did not operate this flight.

```
TKT 1 [redacted]
CPN 1 B-FLOWN/USED [redacted] 06 20170328 [redacted] 2358G27FUE312
      [redacted] 5710 L 20170327 [redacted] B 2025 -
      [redacted] 0710 L 20170327 [redacted] B 2025 -
      OK LL6MTR 20 (K) A B 20170327 20170327
CPN 2 701-COUPON NOTIFICATION
      [redacted] 0249 V 20170328 [redacted] - 1045 -
```

[Download PDF](#)

[Attachments](#)

[Back](#)



Reply button from the Audit trail



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

[Back](#) [Reply](#) [Generate PDF](#) Include Supporting Document(s)

Stage 4, Correspondence

From Member	To Member	Correspondence Date	Correspondence Ref. No.	Correspondence Stage	Source Code	Authority To Bill	Amount to be Settled
		17-Jul-18	(1	6	No	USD 296.48

Correspondence Details:

Dear Interline Partners,

In accordance with the Provisions of the RAM Chapter A10.4.2.1 we initiate correspondence.

Please note that you didn't send to us the original issue ticket, so we do not know when the beginning of the travel was. And for the fare you have been chose VLONC5N we can not determine if it can be use, because that fare has seasonality rules. So until you send us original ticket applicable normal published fare B2E 2836 USD.

In view of the above we request your authority to debit you for the sum of 296.48 USD net.

If we do not receive a reply from you within two months of the day of this letter, we will take it as your acceptance of our explanation and debit you for the same.

We thank you and look forward to your Co-operation in this matter.

Stage 3, 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	IS-Rejection Flag	IS-Validation Flag	Net Reject Amount	Samg Cons
Jun 2018 P3			663119	USD	NS	00009895127	1	11	6	1A	G,I		296.48	

Your Invoice Billing Period	Your Invoice No.	Your Rejection Memo No.	FIM/BM/CM No.	FIM Coupon No.	FIM/BM/CM Indc.
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Authority to bill amount indicator



Authority To Bill:

- All
- Received for a Higher Amount
- Received for Full Amount
- Received for a Partial Amount
- Received for any Amount
- Not Available

Correspondence Search Criteria

* From Date: 15-Mar-18

* To Date: 15-Sep-18

Member Code:

Correspondence Owner: All

Correspondence Initiating Member: Either

Correspondence Ref. No.:

* Correspondence Status: All

Correspondence Sub Status: Received

Authority To Bill: Received for any An

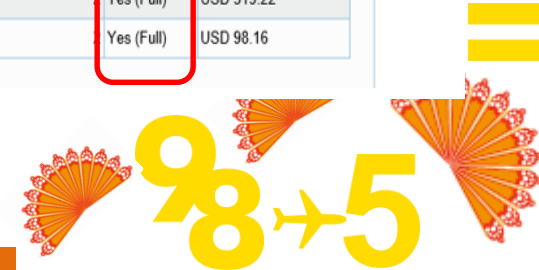
Number Of Days To Expiry:

Source Code:

Search Clear

Search Results

	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
<input type="checkbox"/>			17-Jul-2018					6			Open	Received		Yes (Partial)	USD 272.09
<input type="checkbox"/>			17-Jul-2018					6			Open	Received		Yes (Full)	EUR 75.94
<input type="checkbox"/>			17-Jul-2018					6			Open	Received		Yes (Full)	EUR 96.20
<input type="checkbox"/>			17-Jul-2018					6			Open	Received		Yes (Full)	USD 519.22
<input type="checkbox"/>			17-Jul-2018					6			Open	Received		Yes (Full)	USD 98.16





1. Changes improving IS-WEB usage

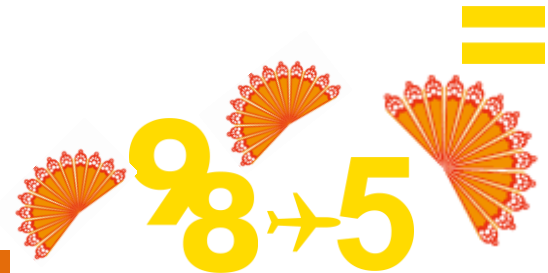
2. New functionality to expand SIS usage

3. Changes due to Legal compliance





Miscellaneous Billings- Dispute a bilateral invoice

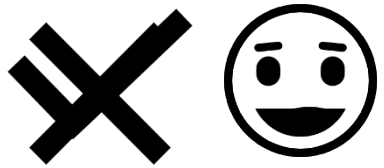
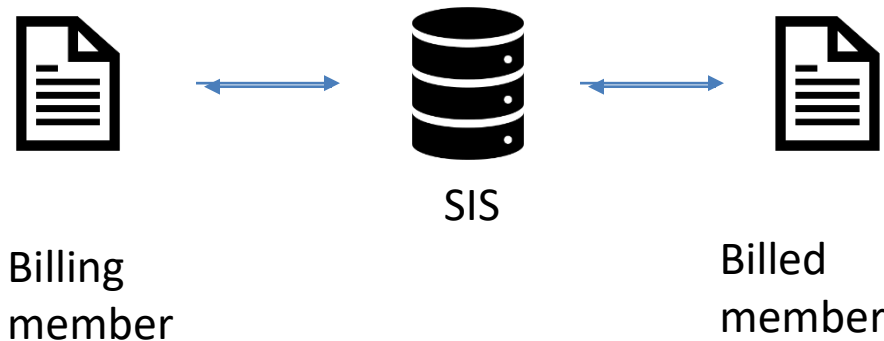


Miscellaneous Billing



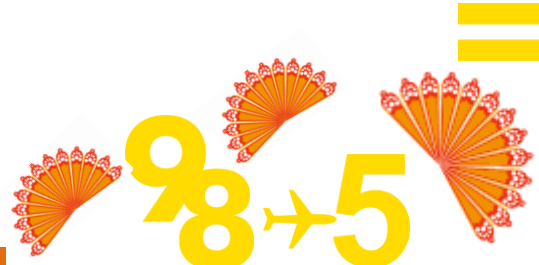
Dispute Management

SIS was originally designed with clearing house rules



Reject
↓
Correspondence

This worked fine for the clearing house processes





But not so well for Bilateral invoices

- Billed member did not agree – they just do not pay the invoice
- Why should they send a rejection invoice?
- Contacted the billing member about the dispute via email

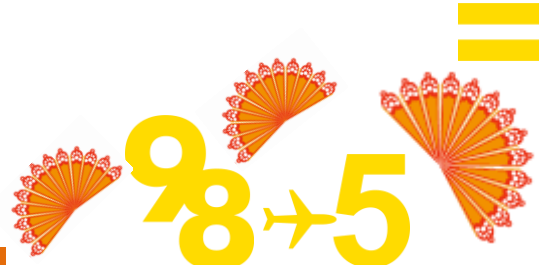
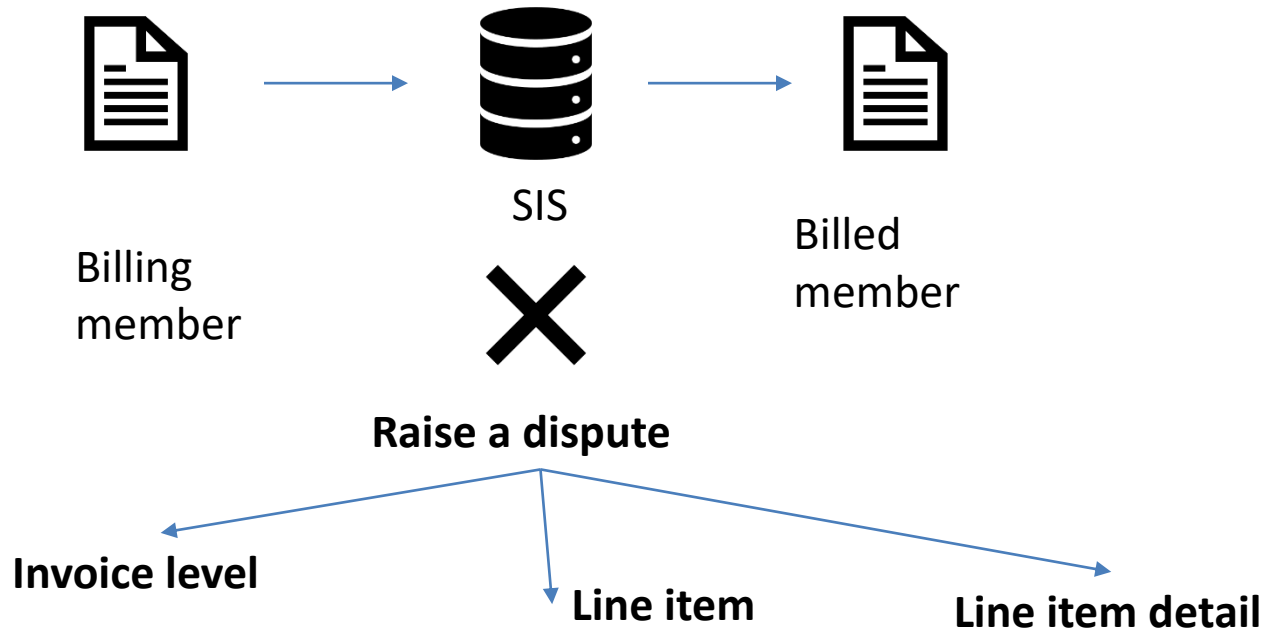


Miscellaneous Billing



Dispute Management

Introducing the dispute process for Miscellaneous bilateral invoices





- How is it different from the rejection process?
- Members can raise a dispute and start a discussion with the other member through SIS. (similar to the correspondence process)
- All interactions are recorded in the audit trail
- Disputes can be raised by both Billing and Billed Members



- Multiple disputes can be raised for the same invoice
- A line item can be disputed multiple times for different reasons
- A dispute can pertain to only one invoice and not multiple invoices
- Disputes can be raised via a file or IS-WEB



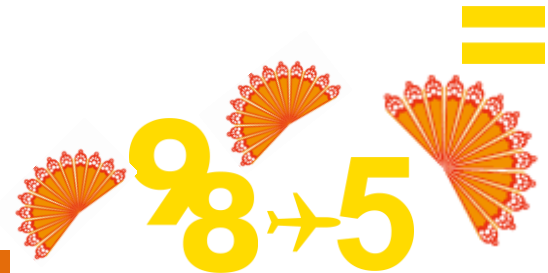


- Dispute continues between members till they agree (similar to the correspondence process)
- If the billed member then agrees with the clarification they pay the invoice
- If the billing member realizes the invoice was incorrect, they will offset it with a credit note.
- Will be released in December 2018





Miscellaneous – Document packages



Miscellaneous Billing



Document Packages

- Send files from one SIS member to another
- Initial Packages to be used for
 - IATA Fuel Invoice XML
 - IATA Fuel Transaction standard
 - Purchase order
 - Operational data (Flight Movement, Lessor Consumption)
- Later to be expanded as per industry need identified





- Send files from one SIS member to another
- Files delivered on near real time basis
- Special naming convention has been defined
- No data validation other than naming convention done





1. Changes improving IS-WEB usage

2. New functionality to expand SIS usage

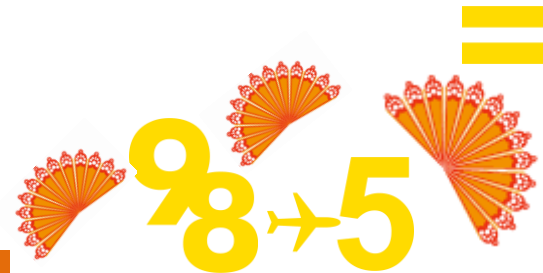
3. Changes due to Legal compliance





Hungary

Real time invoice reporting





- Change in Regulation in Hungary
- Domestic invoices having VAT above HUF 100,000 needs to be reported to the Hungarian tax authority at the time of invoice generation
- Original request was from IATA CASS.
- Optional service in SIS.



Tax Authority



Send confirmation to
airline

Report invoice



Billing
member

SIS

Billed
member

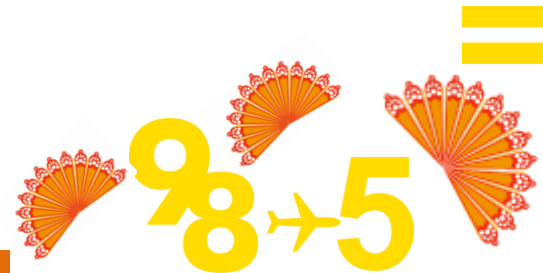
Hungary Compliance

- Airline registers with the tax authority and sets up credentials in member profile
- Daily report sent to billing member for invoices sent to the tax authority with status





General Terms Document





General Terms Document

What is a General Terms Document?

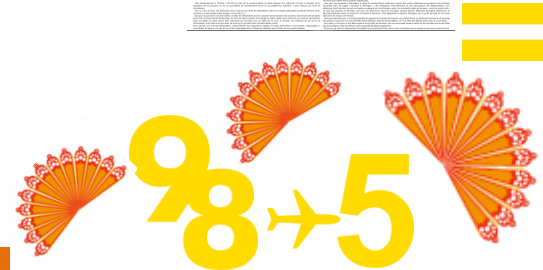
- In some countries this is a General legislation or a business requirement
- It details terms and conditions and was usually listed behind a paper invoice





General Terms Document

- File format needs to be PDF and uploaded to the member profile tab
- Can be different per location
- Will be added to the output file with the Invoice PDF
- Applicable for all billing categories – PAX,CGO,UATP,MISC
- Will be released in November 2018





1. Changes improving IS-WEB usage

2. New functionality to expand SIS usage

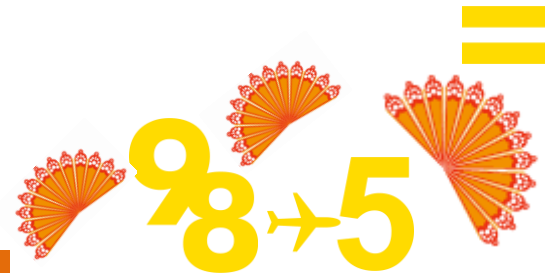
3. Changes due to Legal compliance

4. Before we finish





Source code 31 - Involuntary Reroutes



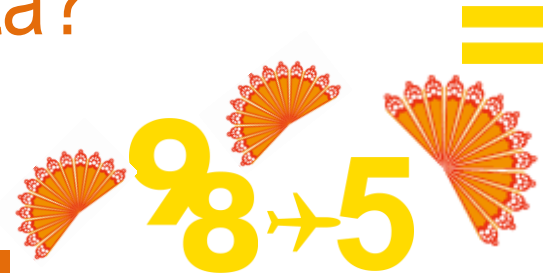
Source code 31



Involuntary Reroutes

- New source code to indicate Involuntary reroute coupons
- Was introduced in May 2018 this year
- Not mandatory. But we recommend that you use it

How many of you are sending this data?

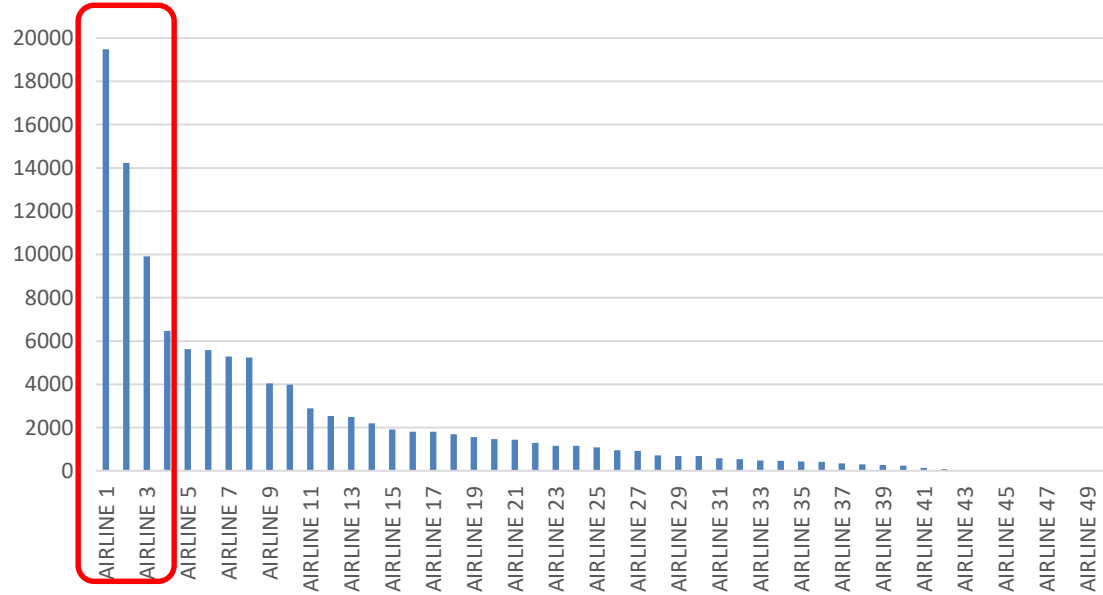


Source code 31



Involuntary Reroutes

SRCD 31



50 airlines are sending data.

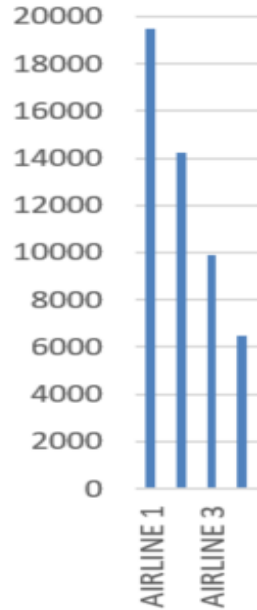
August 2018 data



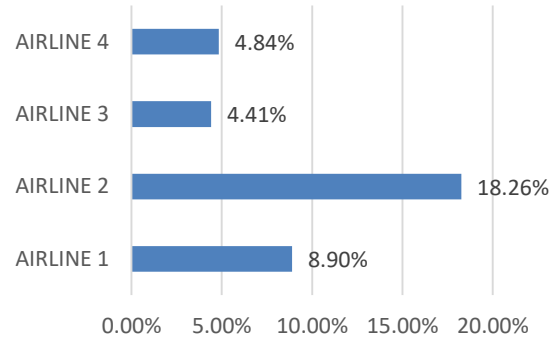
Source code 31



Involuntary Reroutes




Percentage of SRCD 31 to their total submissions



Looking at the top 4 airlines sending data



How is this useful?

- Identify the number of Invol. tickets being billed out/ received
- In future SIS would also be able to track how many of these invol tickets get rejected/accepted
- Report information to your commercial team during SPA renewals or for  new re-protection agreements.





Don't forget to contact the SIS Operations team to suggest changes in SIS

Questions?



A blue-tinted photograph of an airport terminal. In the foreground, there are several rows of empty airport-style chairs. A person is walking in the middle ground towards a large window. Outside the window, an airplane is visible in the sky. The floor is highly reflective.

Thank you