

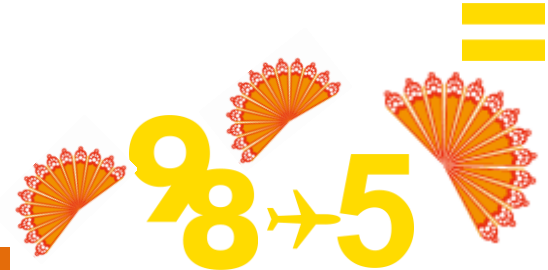


**5<sup>th</sup>**

# World Financial Symposium

**17 – 20 September 2018**

**Madrid Marriott Auditorium Hotel & Conference Center**





# 7<sup>th</sup> SIS General Meeting

18<sup>th</sup> September 2018

Madrid Marriott Auditorium Hotel & Conference Center





# Best practices & tips for how to make the best use of SIS

## SIS Breakout Session #2

**Kenton Mekarso**

KLM

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IATA



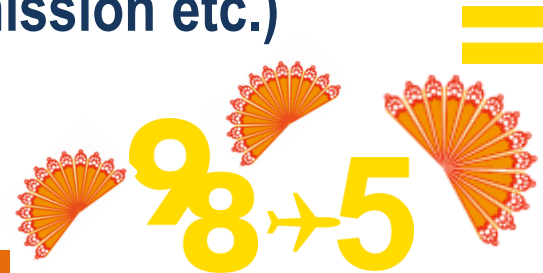


# Making the best out of SIS

Tips and best practices

## Areas covered:

- Member Profile and User Management
- Contact management & system alerts
- Output files & automation (integration with ERP, iiNET)
- Processing Dashboard (invoice status, late submission etc.)





# Member Profile and User Management

## A. Member Profile & Invoice Reference Data

- Keep your company's data up to date

## B. Managing User Access

- Delegate user management to eliminate potential bottlenecks

## C. User Permissions

- Ensure users have the necessary permissions to complete their tasks





Why is the Member Profile important?

### Member Information

\* Member Prefix:

A89

\* Member Designator:

XB

\* Member Legal Name:

IATA MONTREAL

\* Member Commercial Name:

IATA MONTREAL



### Membership Details

\* IS Membership Status:

Active



\* IS Entry Date:

01-Oct-11

IATA Membership:

ICH Member:

ACH Member:

### Main Location Details

Company Registration ID:

 [Edit...](#)

Tax/VAT Registration #:

107510570RT0001 [Edit...](#)

Add. Tax/VAT Registration #:

1006066123 [Edit...](#)

\* Address Line 1:

International Air Transpor [Edit...](#)

Address Line2:

800 Place Victoria, PO Bk [Edit...](#)

Address Line3:

 [Edit...](#)

\* City Name:

MONTREAL [Edit...](#)

Postal Code:

H4Z 1M1 [Edit...](#)

\* Country Name:

CANADA [Edit...](#)

Subdivision Name:

Quebec [Edit...](#)

### Bank Details for Bilateral Settlement

Bank Account Name:

International Air Transpor

Bank Account Number:

4049037

Bank Name:

Royal Bank of Canada

Branch Code:

00001

Bank Code:

003

Currency Code:

USD

IBAN:

SWIFT:

ROYCCAT2



## Did you know?

Only **120** out of the 638 SIS Participants able to send and receive invoices have bank details setup for Bilateral invoices.

SIS can be used also for transactions settled outside of the Clearing House, via bank transfer. The SMI to be used is B (Bilateral).

There are no changes in the file structure for bilateral invoices, the same invoicing standard is applicable.





# Want to find out if your business partner has a location in the same country?

- ✓ You can download the reference data report from SIS (Reports Module), or you can opt to receive via iiNET a file with the reference data from all SIS Participants and all the Locations they have set up.
- ✓ The offline file is available in .csv format to enable integration with other systems.

[Member Details](#)[Locations](#)[Contacts](#)[e-Billing](#)[Passenger](#)[Cargo](#)[Miscellaneous](#)[UATP](#)[ICH](#)[ACH](#)

### Legal Services

Digital Signature Application Service:

 **Activated**

Digital Signature Verification Service:

 **Activated**

Receivable Invoices  
DS to be applied for;

CANADA

[Add/Edit](#)

Payable invoices  
DS to be applied for;

CANADA

[Add/Edit](#)

### Default Invoice Footer Text

The below text will appear on all invoices unless overridden by the Invoice data supplied in IS format or by the details in the Location tab:

[Edit...](#)

### Receipt of Files in iiNET Accounts

	Account ID	Change Information for Reference Data Updates	Complete Reference Data	Complete Contacts Data
Passenger	<input type="text" value="XA89"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cargo	<input type="text" value="XB89"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Miscellaneous	<input type="text" value="XB89"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UATP	<input type="text" value="XB89"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



How do you manage the access to your company's SIS account in a secure but efficient way?





- ✓ For security reasons only one Super User is created per account, but the same access level can be assigned to other users as well.
- ✓ This will eliminate any bottlenecks and delays when the Super User is on leave and users from other locations/departments need access or permissions.
- ✓ For audit purposes, make sure to periodically review user access and deactivate any users who no longer work for the company.



SIS went live 7 years ago and since then many new functionalities have been introduced!

**...does your team have access to them?**





- ✓ Make sure to review the access level for your users to ensure they have the necessary permissions to complete their tasks. The user permissions report is available in SIS under the Reports Tab.
- ✓ Worried about the access levels? You can segregate the access by billing category and/or Location ID using the permissions and the Location Association feature.





# Contact Management & System Alerts

## A. Processing Contacts

- Delegate contacts to receive system alerts for processing purposes

## B. Information Contacts

- Share your key contacts with other SIS Participants

## C. Contact Report

- Retrieve contact information for your business partners




## Search Existing Contacts

First Name:

Last Name:

Email Id:

Staff Id:

Actions	First Name	Last Name	Email ID	Staff ID
	Contact	Name	contact@email.com	

Page 1 of 1    20    View 1 - 1 of 1

\* Email Address:

Position/Title:

Location ID:

Postal Code:

Phone Number 1:

Salutation:

Division:

Address Line 1:

Country Name:

Phone Number 2:

\* First Name:

Department:

Address Line 2:

Sub Division Name:

Mobile Number:

Last Name:

Address Line 3:

Active:

Fax Number:

Staff ID:

City Name:

SITA Address:



# What are the SIS Contacts?

Contacts are not necessarily SIS users. You can have users that are also contacts and contacts that are not SIS users.

**There are 2 types of contacts available:**

- A. Processing contacts = contacts that receive system alerts based on their assignments. These contacts are not shared with the other SIS participants in the Contact Report.
- B. Information Contacts = general contacts that are shared with all SIS Participants for information purposes.



# ...and why should you set them up immediately?

## Most important **processing** contacts

- Correspondence Contact
- Correspondence Expiry Contact
- Validation Error Contact
- Output Available Contact
- Open Invoices Contact

## Miscellaneous Specific Processing Contacts

- MISC-Daily IS-WEB Bilateral Delivery Contact
- MISC Payment Status Update Contact



# What about the Information Contacts?

## Most important **information** contacts

- PAX/CGO/MISC/UATP Manager
- Interline Billing
- RA Manager
- Head of Department

## Clearing House Specific Contacts

- Advice Contact
- Claim Confirmation Contact
- ICH Circular Contact



# How can you retrieve contacts for your business partners from SIS?

- ✓ You can download the contact report from SIS (Reports Module) or you can opt to receive via iiNET a file with all information contacts. The offline file is available in .csv format to enable integration with other systems.
- ✓ Make sure the contacts maintained in your member profile are up to date in case your business partners need to get in touch. These contacts are also used by the SIS Ops team to distribute important information. =





# Output files & Automation

- A. Simplify your payables processing with Output Files**
  - Receive consolidated files or offline archives with all your payable invoices
- B. Streamline the payable processing for your stations**
  - Segregate the access, alerts and output files per Location ID
- C. Automate your processes with iiNET**
  - Opt for iiNET Direct to have files automatically transferred to/from SIS



How do you process your inbound billings? Do you use the Output Files?

...how about your CGO colleagues or the outsourced teams handling rejections? **Do they have access to the Output Files?**





# What types of files are available?

SIS generates two types of output files at the end of the billing period:

- IS-IDEC/IS-XML Outbound = payable invoices in IS-IDEC or IS-XML format
- Offline Archive (OAR) = payable invoices in PDF format, detailed listings, supporting documents, memos, etc.

The OAR includes all payable invoices received in the respective billing period. You can download and share these files so your colleagues don't have to manually download invoices one by one.





# Output Files for Non Transportation (MISC)

Don't have a centralized processing model for your Non Transportation charges? SIS can generate separate outputs per settlement method and Location ID:

- Regular (weekly) outputs for transactions settled via the Clearing House
- Daily delivery and outputs for Bilateral Invoices (IS-XML and OAR files)
- Separate outputs per Location ID (IS-XML and OAR files) for both Clearing House and Bilateral transactions.





# Worried about the access for outsourced staff or local stations?

- ✓ Users can be granted access to a specific Location ID, multiple Locations or all Locations.
- ✓ Contacts also can be setup for specific Location IDs so the alerts they receive are limited to their area.
- ✓ You can assign users to Locations under the Profile and User Management Tab, Manage Location Associations.



# Are you manually uploading and downloading files via SIS or iiNET?

- ✓ You can opt for iiNET Direct, a host-to-host interface providing an automated and permanent IP connection to the iiNET services based on FTP protocols.
- ✓ With this solution your files will automatically transferred from your FTP folder to SIS and vice versa, without any manual interaction.





# Processing Dashboard

## A. Monitor Invoice/File Submission and Status

- Keep track of invoices submitted in a billing period/month

## B. Invoice Management

- Manage failed invoices, late submissions, etc.

## A. System Alerts

- Make sure nothing is pending before the period closure



# How do you keep track of the Invoices/Files submitted to SIS?

Use the Processing Dashboard to:

- Make sure that all your billings have been submitted
- Make sure that all your files/invoices have been validated

Not sure if a file was submitted to SIS? The Invoice Status Tab of the Processing Dashboard indicates the submission method for each invoice and the File Status tab indicates the status of all files submitted. =





You missed the submission deadline for the Clearing House? You can still submit your claim in the late submission window.



Search Criteria

Quick Search  Detail Search

* Clearance Year 2018	* Clearance Month Aug	Period 3	Billing Member XB-A89-IATA MONTREAL	Billed Member
Clearance Type All	Billing Category All	Invoice No.	Invoice Status All	Submission Method All
			Daily Delivery Status All	

Search

Search Results

<input type="checkbox"/>	Billing Period	SMI	Billing Member	Billing Member Name	Billed Member	Billed Member Name	Invoice Status	Invoice No.	Invoice Date	Billing Category	Invoice Curr.	Invoice Amount	Clearance Curr.	Clearance Amount	Suspended / Late Submitted	Validation	Val Confirm
<input checked="" type="checkbox"/>	2018-Aug-03	1	XB-A89	IATA MONTREAL		IATA MONTREAL	Error - Non-Correctable	0093338550	28 Aug 2018	Miscellaneous	USD	237.430	USD	237.430	!	●	-
<input type="checkbox"/>	2018-Aug-03	1	XB-A89	IATA MONTREAL		IATA MONTREAL	Claimed	0093335894	28 Aug 2018	Miscellaneous	USD	291.420	USD	291.420		●	-



Not in a rush to use the late submission feature? You can increment the billing period and your invoices will be submitted in the next period as soon as it opens.



Search Criteria

Quick Search  Detail Search

* Clearance Year 2018	* Clearance Month Aug	Period 3	Billing Member XB-A89-IATA MONTREAL	Billed Member 
Clearance Type All	Billing Category All	Invoice No. 	Invoice Status All	Submission Method All
			Daily Delivery Status All	

Search

Search Results

<input type="checkbox"/>	Billing Period	SMI	Billing Member	Billing Member Name	Billed Member	Billed Member Name	Invoice Status	Invoice No.	Invoice Date	Billing Category	Invoice Curr.	Invoice Amount	Clearance Curr.	Clearance Amount	Suspended / Late Submitted	Validation	Val Confirm
<input checked="" type="checkbox"/>	2018-Aug-03	1	XB-A89	IATA MONTREAL		IATA MONTREAL	Error - Non-Correctable	<u>0093338550</u>	28 Aug 2018	Miscellaneous	USD	237,430	USD	237,430		●	-
<input type="checkbox"/>	2018-Aug-03	1	XB-A89	IATA MONTREAL		IATA MONTREAL	Claimed	<u>0093335894</u>	28 Aug 2018	Miscellaneous	USD	291,420	USD	291,420		●	-



# Don't be taken by surprise!

Instead of waiting until the last day of the billing period to check the dashboard, use the system alert to get notified immediately when something happens.

- Set up alerts for file validation failure
- Set up alerts to know if there are open invoices before the period closure

SIS was designed to simplify and automate your processes, make sure your company makes the best out of it!



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