



Simplified Invoicing and Settlement

SIS Miscellaneous Invoice Changes to Dispute Process

Guidance Document

November 2022

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Version History:

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1.0	15-Nov-2022	Created



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1 Introduction

This document aims to provide guidance to SIS Participants to understand the enhancement of the existing SIS Dispute Management feature for Miscellaneous Invoices deployed in SIS on 29th November 2022.

This enhancement provides participants with following changes:

- Improve the Dispute Screen/Popup layouts in IS-WEB to ease navigation.
- Apply a new calculation method for the 'Available Amount to Dispute'.

Note: there are NO changes to the existing standards for dispute input/output files.

2 New Dispute Screen/Popup layouts in IS-WEB

2.1 'Initiate/Edit Dispute' Screen (Stage 1)

The display of line item details will now be improved by reducing the effort for the user to initiate or edit a dispute.

- 1) Currently when a new dispute is created in IS-WEB, the default search results show 'Line Items'. With this change the default search will display 'Line Item Details' in 'Disputed Items' grid in ascending as per Line Item and as per Line Item detail number. If there are no Line Item Details available, then the default search results will be blank.
- 2) Additionally, it will not be possible to select items that are already disputed. However, it is possible to select such items again only if those items are deleted from the grid containing disputed items. '
- 3) A new button 'Edit Selected' is added below the grid 'Disputed Items' to enable the user to select more than one item to edit. however, the user still can select and edit any individual disputed item from grid 'Dispute Items' by clicking on the 'Edit' icon beside it.

The screenshot displays the 'Dispute Header' section with fields for From Member, To Member, Dispute Date, Dispute Reference Number, and Dispute Stage. Below this is the 'Line Item/Line Item Detail Search Criteria' section with various filters. The 'Line Item/Line Item Detail Search Results' table lists several 'Overflight Charge' items. At the bottom, the 'Disputed Items' table shows a single entry for 'Overflight Charge' with a status of 'Disputed'. A red box highlights the 'Edit Selected' button at the bottom of the interface.

Line Item #	Line Item Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
1	2	24-Sep-22		Overflight Charge	1	EA	196.830	1	196.830	0	0	0	196.830	Name: Legacy UID, Reference No: 96918533992921, Aircraft Reg: No: 0, UOM Code: TON, Max Take
2		29-Sep-22		Overflight Charge	1	EA	196.830	1	196.830	0	0	0	196.830	Name: Legacy UID, Reference No: 96918533992898, Aircraft Reg: No: 78CM, UOM Code: TON, Max Take
3		27-Sep-22		Overflight Charge	1	EA	196.830	1	196.830	0	0	0	196.830	Name: Legacy UID, Reference No: 96918533992872, Aircraft Reg: No: 0, UOM Code: TON, Max Take
4		24-Sep-22		Overflight Charge	1	EA	196.830	1	196.830	0	0	0	196.830	Name: Legacy UID, Reference No: 96918533992850, Aircraft Reg: No: 78CB, UOM Code: TON, Max Take
5		24-Sep-22		Overflight Charge	1	EA	278.140	1	278.140	0	0	0	278.140	Name: Legacy UID, Reference No: 96918533992826, Aircraft Reg: No: 78ED, UOM Code: TON, Max Take

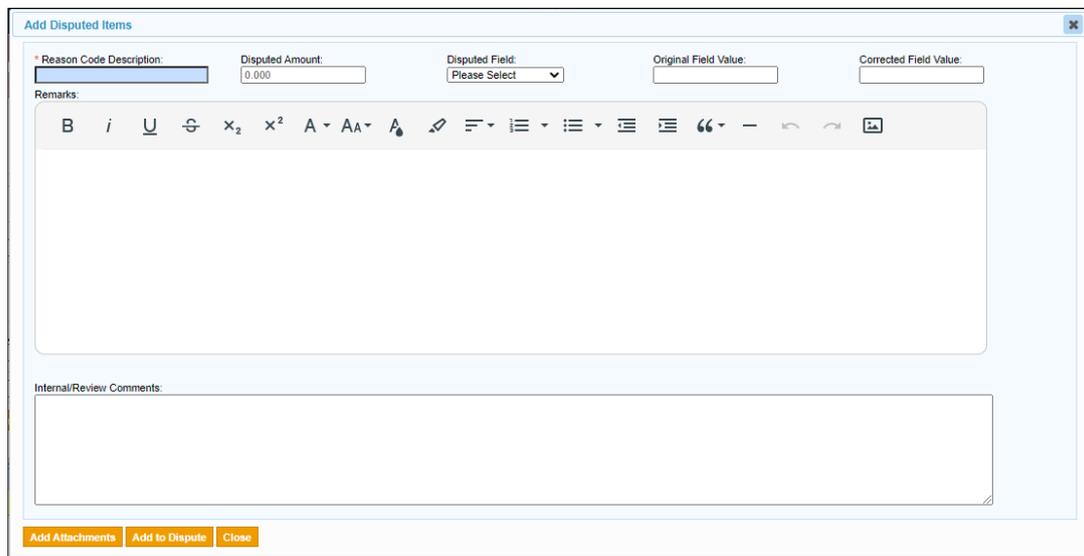
Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Num
	Line Item Detail	Disputed	Overflight Charge	Overflight Charge	10	1		USD	196.830	196.830	196.830	Undefined Claim	196.830	View Disputed Item Remarks	View Internal Comments	



2.2 'Add/Edit Disputed Items' popup

Currently, the user must add the line Item or line item details one-by-one and complete required information in 'Add Disputed Items' popup for each line item or line item detail. On the other hand, it is not possible to dispute multiple or all items (line Items or line item details) at one time and this can be an incredibly time consuming especially when many line items or line item details need to be disputed.

An example of the Old 'Add Disputed Items' popup:



With this change, the user will be able to select multiple or all items and then click on 'Add to Dispute' button to dispute them.

This will be replaced by a new popup which includes following sections:

1. Disputed Items

The disputed item grid will populate all the items selected in search result grid 'Line Item/Line Item Detail Search Results'. Additionally, it will populate already disputed items in the current stage. Newly disputed items will be displayed at the top of the grid.

2. Attachments

The attachments section will populate the 'List of attachments added to Dispute' and the file name is hyperlinked. Upon clicking of a file name, the file can be downloaded and viewed.

Although adding attachment is optional, but for certain Dispute Reason Codes as defined by the Billing Member (e.g., 'Incorrect Aircraft Registration Number', 'Incorrect Aircraft Type Code (IATA or ICAO)', etc.), it is mandatory to add at least one supporting document. So, if any supporting document is not attached when the user initiates a dispute with these Reason Codes, then it will fail the validation.

A screenshot of the New 'Add/Edit Disputed Items' popup:



Disputed Item #	LI Description	LIID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number	Flight Date	Aircraft Type ICAO	Aircraft Registration	Aircraft MTOW
Line Item Detail	Overflight Charge	Overflight Charge	10	1		USD	198,830	198,830	198,830		0.000			QTR1374	24-SEP-22	B77W	0	228,490



In this new popup, the system will auto-populate Line Item or Line Item Detail dynamic fields' values from the original invoice (if available) and will be shown in the popup columns.

The following table provides descriptions of editable fields in 'Add/Edit Disputed Items' popup.

	COLUMN	DESCRIPTION
1.	Reason Code Description	<ul style="list-style-type: none"> All Active 'Reason Code Descriptions' which have been defined in the master 'MISC Member Dispute Reason Code Setup'. by the Billing Member of the Original Invoice will be populated and can be selected by the user from drop-down list.
2.	Disputed Amount	<ul style="list-style-type: none"> The 'Dispute Amount' should be entered by the user for a dispute. It should not be greater than 'Amount Available to Dispute'. Otherwise, when the user initiates a dispute, then it will fail the validation, also: <ul style="list-style-type: none"> For certain Dispute Reason Codes as defined by the Billing Member (e.g., 'Incorrect Operator Billing', 'Incorrect billing entity', etc.) the 'Disputed Amount' should be equal to full 'Amount Available to Dispute'. For certain Dispute Reason Codes as defined by the Billing Member (e.g., 'Incorrect Charge Calculation', 'Incorrect Distance Flown', etc.), the 'Disputed Amount' should be equal to partial 'Amount Available to Dispute'.
3.	Dispute Remarks	<ul style="list-style-type: none"> It is an optional free text field For certain Dispute Reason Codes as defined by the Billing Member (e.g., 'Duplicate Billing', 'Flight(s) not operated', etc.), it is mandatory to add Remarks and it is required by specific members. So, if any 'Dispute Remark' is not provided when the user initiates a dispute, then it will fail the validation.
4.	Internal Comments	<ul style="list-style-type: none"> Optional free text field. It is visible only to the users of the organization that are working on the dispute.

2.3 'Reply to Dispute' Screen (Stages 2 and Higher)

Currently, when replying to a dispute the user must select the disputed items one-by-one and complete required information in '[Accept/ Reject or Partially Accept](#)' popup for each of them.

With this change, the user will be able to select multiple or all items to '[Accept, Reject or Partially Accept](#)'.

There are now two new buttons in IS-WEB in the dispute header level that will allow the user to partially accept or reject the selected item, multiple items or all items. These two new buttons are named '[Partially Accept Selected](#)' and '[Reject Selected](#)'; they are positioned to the right of the existing '[Accept Selected](#)' button.

These buttons can be used to take actions on multiple selected or all items.

The screenshot shows the 'Dispute Header' section with fields for From Member, To Member, Dispute Date, Dispute Reference Number, Dispute Stage, Original Invoice Number, Original Invoice Date, Currency of Original Invoice, Dispute Owner, To Email ID(s), Additional Email ID(s) pertaining to Non-Initiator, and Currency of Dispute. Below this is the 'Disputed Items' table:

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Reason Code Description	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Received Dispute Remarks
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	En-route Arrival Charges	En-route Arrival Charges	10	1		INR	25,857,000	25,857,000	Incorrect Operator Billing	25,857,000	0.000	25,857,000	
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	En-route Departure Charges	En-route Departure Charges	30	1		INR	26,008,000	26,008,000	Flight(s) not operated	26,008,000	0.000	26,008,000	View Received Dispute Remarks

At the bottom of the interface, there are buttons for 'Add/Remove Attachments', 'Accept Selected', 'Partially Accept Selected', 'Reject Selected', 'Send Dispute', and 'Back'. A summary bar shows 'Currency of Disputed Amount: INR' and 'Total Disputed Amount: 0.000'.



Old 'Reject Disputed Items' popup:

New 'Reject Disputed Items' popup:

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount
Line Item Detail	Overflight Charge	Overflight Charge	10	1	4971B275744411	USD	2,337.150	2,337.150	2,337.150	Incorrect Distance Flown	

2.4 'Dispute Audit Trail' layout

With this change, two new columns 'Dispute Remarks' and 'Original Reference Number' will be shown in the 'Dispute Audit Trail' that will enable the user to have a complete view on the dispute in different stages with reference to the history of the Remarks as per each stage.

Dispute Audit Trail

Back Generate PDF Include Supporting Document(s)

Stage 1, Dispute 1

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
		10-Nov-22	1	8695	USD 196.830

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status	Dispute Remarks	Original Reference Number
Line Item Detail / Over-flight	10	1	196.830	Undefined Claim	Disputed	Test	9691B533992921

Stage 0, Original Invoice

Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount
Oct 2022 P2				20-Oct-22	ATC		USD

Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
10	Over-flight	Overflight Charge	1	EA		USD					

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2.5 'Manage Disputes' Screen

There will be no visual change in the 'Manage Disputes' screen however, in the search results grid, column 'Remaining Amount under Dispute' will display the amount equal to the sum of 'Remaining Disputed Amount' of all disputed items of that dispute.

Manage Disputes

Search Criteria

From Date: 18-May-22 To Date: 14-Nov-22 Member Code: Dispute Owner: All Dispute Initiating Member: Either
Disputed Invoice Number: Dispute Reference Number: Dispute Status: All Dispute Sub Status: All Search Disputes of Aggregated Members:

Search Clear

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	17-Oct-22	6894					Open	Sent	13	INR 910 000	17-Apr-23		2022-Mar-P3	

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2.6 'Dispute Review' related buttons

The Dispute Review functionality in IS-WEB is now removed and regarding dispute screens to initiate and reply to a dispute, the column 'Internal/Review Comments' is renamed as 'Internal Comments'. The cells' hyperlinks will now read only as 'Internal Comments'; and will only display the respective Internal Comments. also, buttons 'Mark for Review' and 'Send for Review' are removed as the functionality was not being used.



3 Calculation of 'Available Amount to Dispute'

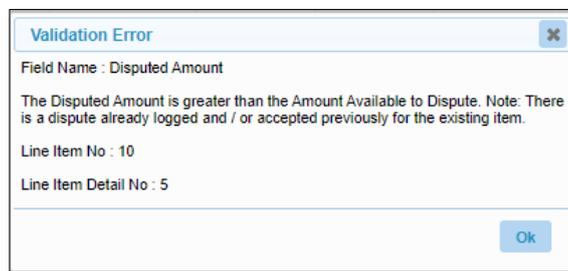
This change introduces a new method to calculate the amount that can be disputed for each dispute raised by the member. This amount will be shown in a new column named 'Amount Available to Dispute' in the popups to Initiate or Reply to dispute.

The new field 'Amount Available to Dispute' follows a new calculation method. When initiating a dispute, this amount is equal to the Net Total Amount of the original invoice, line item or line item detail level less the Amount still under dispute for the respective invoice, line item or line item detail level, regardless if the dispute is closed or open. When replying to a dispute, the same calculation method applies but the system deducts the Amount accepted or partially accepted from dispute previous dispute stages.

At the time of initiating or replying to a dispute, the system has been modified to verify whether the 'Disputed Amount' entered by the member is greater than the calculated 'Amount Available to Dispute' at the relevant level. If the 'Disputed Amount' is greater than the calculated 'Amount Available to Dispute', then the validations will fail, and the dispute cannot be sent. This is a control in place to prevent the user to dispute any amount greater than the eligible amount for dispute.

The above validation applies for disputes initiated/Replied either via IS-WEB or Dispute files.

Example of on-screen validation error:





In case of any questions, please contact
[IATA Customer Portal](#)