SIS e-Invoicing

User Guide for SIS Invoice Receivers

January 2020

Version No: 7.0

Table of Contents

1. General

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

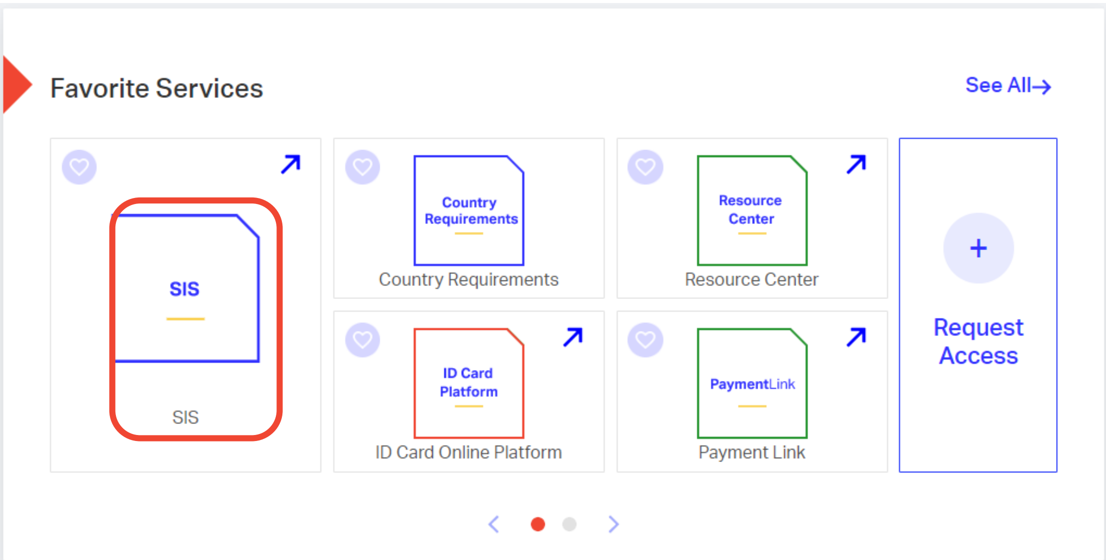
- **Internet Explorer** – Versions 9.0 and newer
- **Mozilla Firefox** – Versions 45.0 and newer

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

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.

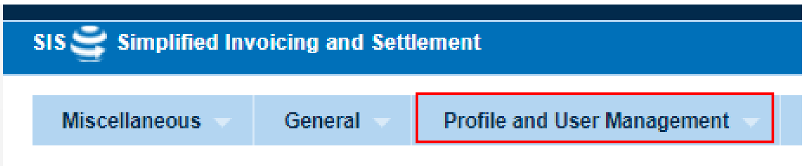


3. Requesting new user access

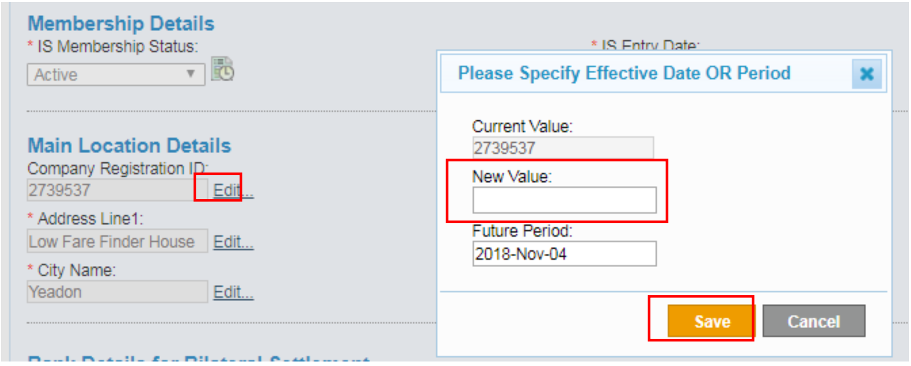
The free membership allows access to SIS to a single user to view and download non transportation invoices. To transfer the access to a new user please fill out the user change form and return it for processing via the IATA Customer Portal (refer to section 7 of this guide on how to contact IATA).

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 and the address. To update your company information please navigate to the "Profile and User Management" tab.



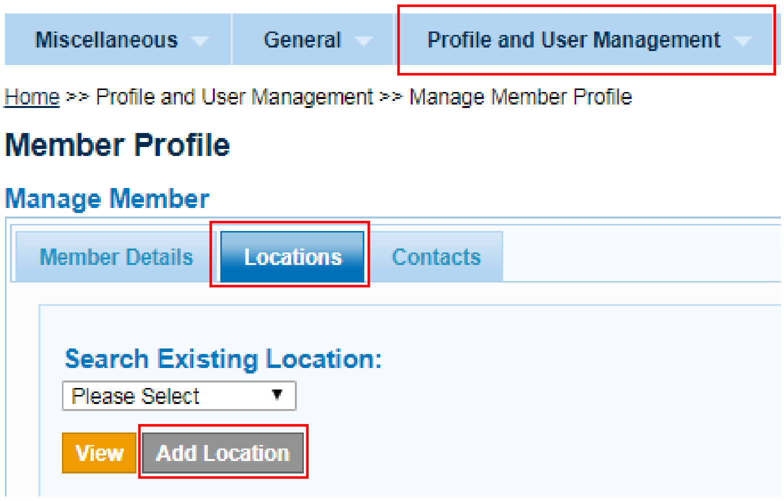
Click on the edit button next to the fields you wish to update, enter the new value and save.



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** (refer to chapter 7 below).

5. 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.



Once all fields are populated, click at 

the bottom of the page.

6. 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; in order to access the invoices, you will have to log in to IS-WEB using your credentials.

Sample email alert:

Dear SIS Member,

Payables MISC Invoices/Credit Notes were delivered in IS-WEB on <Delivery Date> for Billed Location <Location ID>. Please refer to the table below for details.

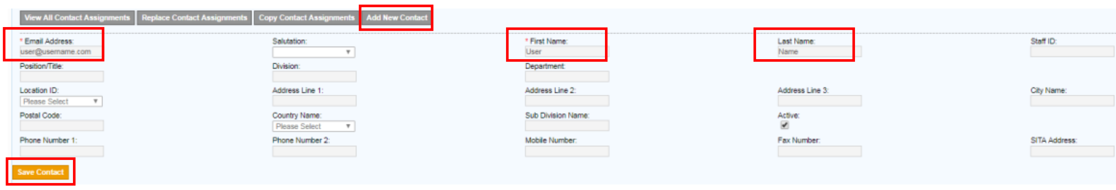
<Details of delivered Invoices/Credit Notes in tabular format>

Regards,

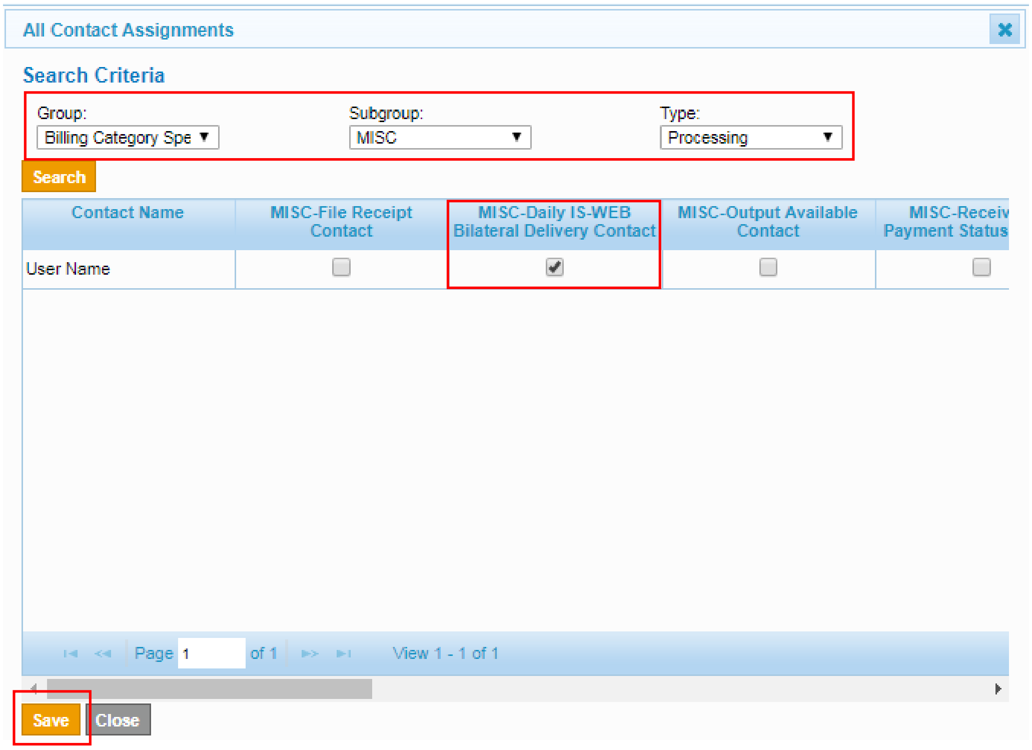
IATA SIS Operations Team

7. Creating additional contacts to receive email notifications

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".

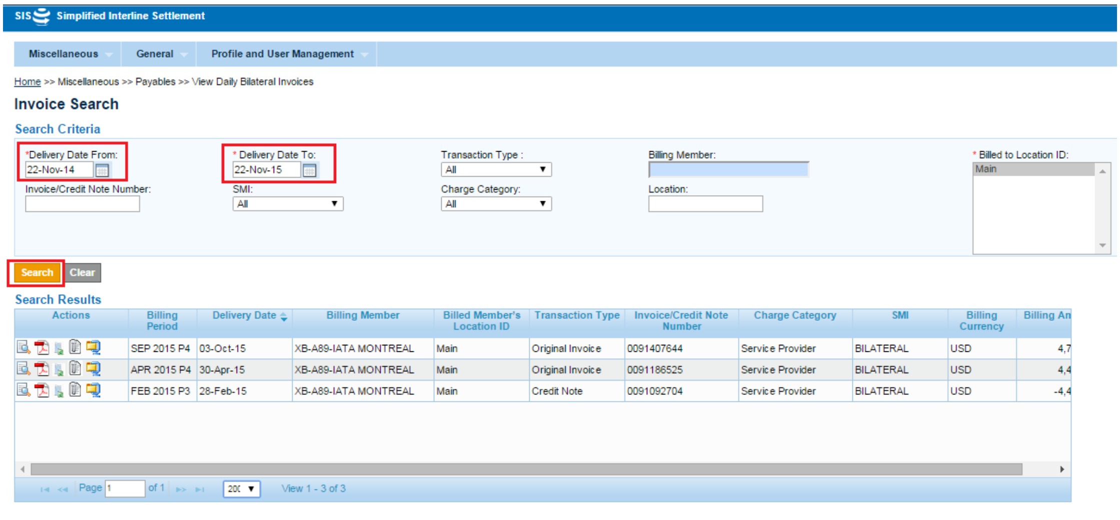


To create the system notification, click on "View All Contact Assignments", select the Group and "Billing Category Specific", Subgroup as "MISC" and Type as "Processing", tick the "MISC Daily IS-WEB Bilateral Delivery Contact" and then "Save".



8. 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.



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

- Download the PDF invoice
- Download the detailed listing of the invoice
- Download the attachments submitted with the invoice

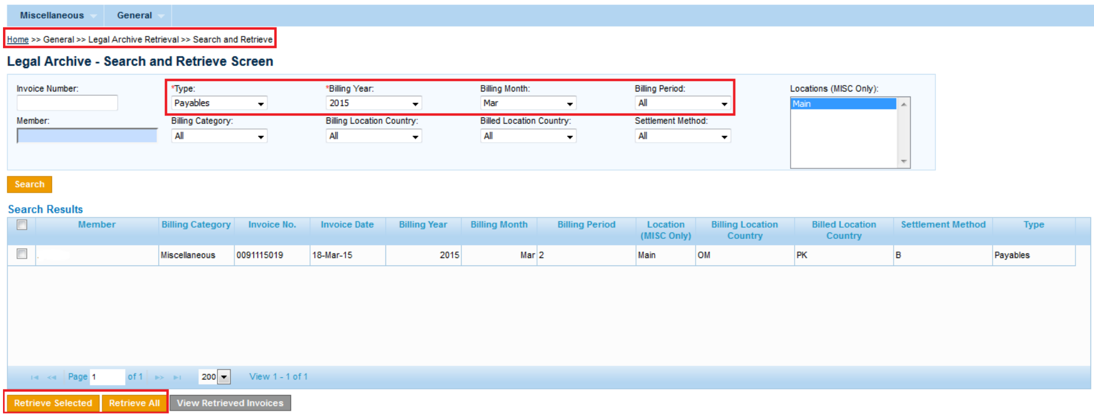
Invoices are available to view and download from this screen for a period of 12 months. Following the 12 months, SIS will archive your invoices for an additional 10 years, allowing you to retrieve them from the Online Archive retrieval screen, free of charge.

9. How to retrieve invoices from the online archive

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:

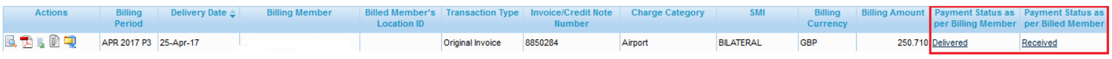


b. Download the retrieved invoice

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”.

10. Tracking the Payment Status of your Invoices

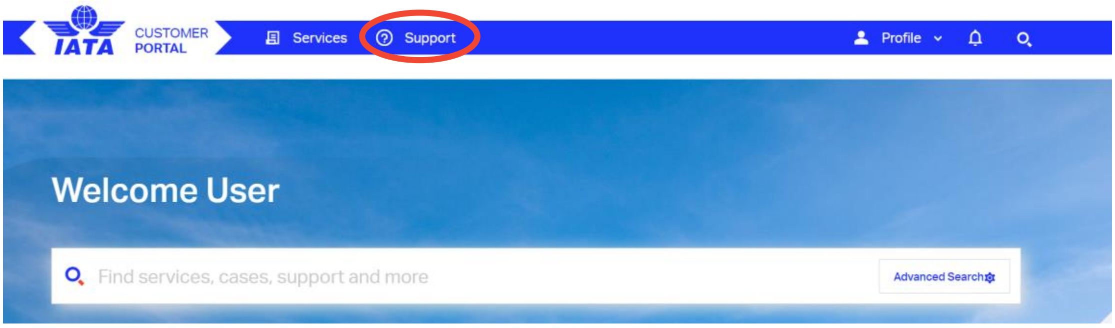
The payment status update feature provides both Billing and Billed Members the possibility to update the payment status for their receivable and payable Miscellaneous Bilateral Invoices. The updates can be done manually through IS-WEB (by clicking on the “Payment Status as per Billed Member”), or by 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.



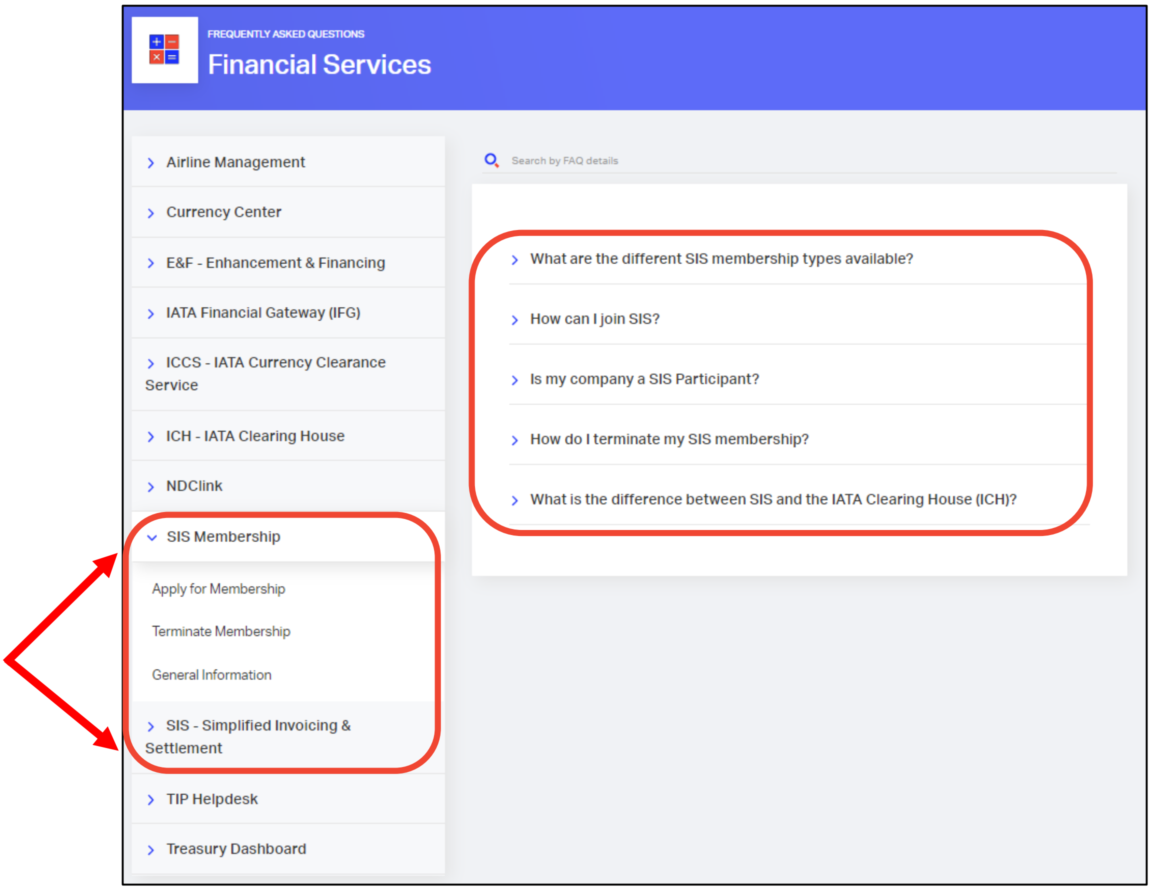
More details on how to use this feature and the input/output file formats can be found here.

11. 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.



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.