Today’s Speakers:

Azadeh Kordestani, Manager Operations and Onboarding, Industry E-Invoicing
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IATA Legal Reminders

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! Unauthorized recording of the meeting is also prohibited.

! IATA will record the webinar and share the link afterwards to the members of this group and it will be posted on the SIS Website.
Agenda

➢ Purpose of Miscellaneous Disputes
  ▪ Difference of MISC Rejection & MISC Dispute in SIS
  ▪ Benefits of SIS Dispute Management for MISC Invoices
➢ Background on Challenges and Feedback on SIS Dispute Process
➢ What improved?
➢ Dispute Process Enhancements
MISC Rejection & MISC Dispute in SIS
Rejection

☑ Automated money deduction by SIS at each Rejection stage
☑ Only ONE Rejection Stage (within time-limit of 6 months)

Dispute

☑ No automated money deduction by SIS at each Dispute stage
☑ 1..N Dispute Stage (within time-limit of 6 months at each stage)
☑ Can Not be raised for a MISC Rejection, Correspondence and Credit Note.
Benefits of SIS Dispute Management for MISC Invoices

- **Increase Transparency**: Increases visibility to both billing and billed parties about disputed items and the dispute reasons and evidences.

- **Increase Traceability**: Increases the capability to trace an Item across the dispute process from an Original Invoice to Dispute to the Credit Note.

- **Facilitate Dispute Resolution**: Simplifies and speeds up the entire process of resolving a dispute between billing and billed parties. Speeds up each stage of dispute using dispute input files.

- **Facilitate Reconciliation of Disputed Amount**: Reconciliation of disputed amount after reaching an agreement on dispute is done faster and more efficient.
Users’ Challenges and Feedback on SIS Dispute Process

**Code**
- Using Incorrect Dispute Reasoning Code

**DOCS**
- Missing Dispute Supporting Documents

**Mass**
- Unable to Dispute and/or Reject multiple LIDs

**Update**
- Unable to update Dispute Reason/Amount

**Process**
- Complexity and multiple steps
What improved?

Dispute Process Enhancements
Dispute Enhancement – CMP 860
(Deployed in November 2022)

- New Dispute Screens/Popups layout in IS-WEB
- Add New field of “Amount Available for Dispute”
- Add Validations on disputes based on Billing Member’s requirements
- Remove “Dispute Review” related buttons from IS-WEB
Dispute Process

Initiate the Dispute

Reply to Dispute

Settle the Dispute

SIS Dispute Enhancement
Dispute Process

- Initiate the Dispute
- Reply to Dispute
- Settle the Dispute
Initiate a Dispute from Payables

1. Home ==> Miscellaneous ==> Payables ==> Invoice / Document Package Search

2. Search Criteria
   - From Period: 2023-Jan-04
   - Transaction Type: All
   - Billing Member: Location
   - Payment Status as per Billing Member: All

3. Search Results
   - Rows:
     - Action: Open, Print, Delete
     - Billing Period: Jan 2023
     - Billing Member: X-B9H IATA MONTREAL
     - Billable Member's Location ID: Main
     - Transaction Type: Original Invoice
     - Invoice/Credit Note Number: Test02
     - Charge Category: Airport
     - Currency: USD
     - Billing Amount: 2,064,881.00
     - Exchange Rate: N/A
     - Clearance Currency: N/A
     - Clearance Amount: 0.00
     - Payment Status as per Billing Member: Delivered
     - Payment Status as per Billing Member: Received

4. View and Download options

SIS Dispute Enhancement
SIS Dispute Enhancement
Line Item/Line Item Detail Search Criteria

SIS Dispute Enhancement
Example - Line Item/Line Item Detail Search Criteria
Enhancement 1: Default Line Item/Line Item Detail Search Result
Select a Line Item/Line Item Detail to dispute

1. Select the Line Item to dispute.
2. Detailed search criteria can be used to refine the selection.

SIS Dispute Enhancement
Enhancement 2: Select Multiple Line Items/Line Item Details to dispute

1. Select the desired line items.
2. Click 'Add to Dispute.'
Enhancement 3: ‘Add/Edit Disputed Item’ popup – New Layout

### Add/Edit Disputed Items

<table>
<thead>
<tr>
<th>Line Item Detail</th>
<th>Description</th>
<th>LID #</th>
<th>Line Item #</th>
<th>Line Item Description</th>
<th>Original Reference Number</th>
<th>Charge Billing Currency</th>
<th>Original Amount</th>
<th>Change Unit Rate</th>
<th>Amount Available to Dispute</th>
<th>Reason Code Description</th>
<th>Disputed Amount</th>
<th>Dispute Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Security Fee-International</td>
<td>Airport Security Fee-International</td>
<td>10</td>
<td>1</td>
<td>USD</td>
<td>170872.000</td>
<td>170872.000</td>
<td>170872.000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Airport Security Fee-International</td>
<td>Airport Security Fee-International</td>
<td>10</td>
<td>2</td>
<td>USD</td>
<td>170872.000</td>
<td>170872.000</td>
<td>170872.000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Attachments:

- Add/Remove Attachments
- Save
- Close

- Ignore all warning messages

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SIS Dispute Enhancement
Enhancement 4: Amount Available to Dispute at the time of “Initiating” a dispute

Calculation:

\[
\text{Amount Available to Dispute} = \left\{ \begin{array}{l}
\text{Net Total Amount of the original invoice, line item or line item detail level} \\
\text{Amount still under dispute for the respective invoice, line item or line item detail level}
\end{array} \right. 
\text{“regardless if the dispute is closed or open”}
\]

Validation:

If Disputed Amount > Amount Available to Dispute

Note: Same Validation applies on Dispute Input Files
Enhancement 4: Amount Available to Dispute at the time of “Replying” to the dispute

**Calculation:**

\[
\text{Amount Available to Dispute} = \begin{align*}
\text{Net Total Amount of the original invoice, line item or line item detail level} & - \\
\text{Amount still under dispute for the respective invoice, line item or line item detail level “regardless if the dispute is closed or open”} & - \\
\text{Amount accepted or partially accepted in previous dispute stages or any other related disputes}
\end{align*}
\]

**Validation:**

If \( \text{Disputed Amount} > \text{Amount Available to Dispute} \)

**Note:** Same Validation applies on Dispute Input Files
Enhancement 5: Billing Member’s requirements for Disputed Items

There are more controls on a used “Dispute Reason Codes” at the time of initiating the dispute regarding to the Billing member’s perquisites on followings fields:

- Disputed Amount
- Dispute Remarks
- Dispute Attachments
How Billing Member’s requirements for Disputed Items benefit the members?

- Flexibility
- Completeness
- Efficiency
- Prevent Dispute errors
Example of Warnings on requirements for disputed items

When the Billing Member requires a ‘Remark’ and an ‘Attachment’ for a Dispute Reason Code

Note: Same Validation applies on Dispute Input Files

SIS Dispute Enhancement
Example of an Error on changing requirements for disputed items

When the Billing Member changes the requirement(s) for a Dispute Reason Code.

Change the “Dispute Reason Code” requirements by the Billing Member.

Error/Warning message:

Note: Same Validation applies on Dispute Input Files.
### 'Disputed Item' grid

**Edit Dispute**

#### Dispute Header

- **From Member:** XD-155
- **Original Invoice Number:** Test02
- **To Member:** XD-155
- **Dispute Doer:** [To Email (Do):]
- **Dispute Date:** 06-Dec-23
- **Original Invoice Date:** 04-Dec-23
- **Currency of Original Invoice:** USD
- **Currency of Dispute:** USD
- **Total Amount of Original Invoice:** 368,819.00 USD
- **Currency of Disputed Amount:** USD

#### Line Item/Line Item Detail Search Criteria

- **Dynamic Field Value:**
  - **Line Item Number:**
  - **Line Item Detail Number:**
  - **Charge Code:**
  - **UCM Code:**

#### Line Item/Line Item Detail Search Results

<table>
<thead>
<tr>
<th>Line Item Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Line Item Total</th>
<th>Tax</th>
<th>VAT</th>
<th>Line Item Total</th>
<th>Dynamic Field Summary</th>
</tr>
</thead>
</table>
| Airport Security Fee | 1        | 171,672.00 | 171,672.00      | 0   | 0   | 171,672.00      | Name: Legacy USA; Reference: 1120083032078, Aircraft Reg: N3, UCM Code: 70%
| Airport Security Fee | 2        | 170,830.00 | 170,830.00      | 0   | 0   | 170,830.00      | Name: Legacy USA; Reference: 1120083032078, Aircraft Reg: N3, UCM Code: 70%
| Airport Security Fee | 3        | 168,685.00 | 168,685.00      | 0   | 0   | 168,685.00      | Name: Legacy USA; Reference: 1120083032078, Aircraft Reg: N3, UCM Code: 70%
| Airport Security Fee | 4        | 173,809.00 | 173,809.00      | 0   | 0   | 173,809.00      | Name: Legacy USA; Reference: 1120083032078, Aircraft Reg: N3, UCM Code: 70%
| Airport Security Fee | 5        | 178,830.00 | 178,830.00      | 0   | 0   | 178,830.00      | Name: Legacy USA; Reference: 1120083032078, Aircraft Reg: N3, UCM Code: 70%

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**SIS Dispute Enhancement**
Enhancement 6: Edit ‘Disputed Item’

SIS Dispute Enhancement
“Save” the dispute

### SIS Dispute Enhancement

#### Manage Disputes

<table>
<thead>
<tr>
<th>Search Criteria</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>From Date</td>
<td>14-Aug-23</td>
</tr>
<tr>
<td>To Date</td>
<td>10-Feb-23</td>
</tr>
<tr>
<td>Member Code</td>
<td></td>
</tr>
<tr>
<td>Dispute Owner</td>
<td>All</td>
</tr>
<tr>
<td>Dispute Invoice Number</td>
<td></td>
</tr>
<tr>
<td>Dispute Reference Number</td>
<td>1727</td>
</tr>
<tr>
<td>Dispute Status</td>
<td></td>
</tr>
</tbody>
</table>

#### Search Results

<table>
<thead>
<tr>
<th>Action</th>
<th>Dispute Date</th>
<th>Dispute Reference No.</th>
<th>From Member Code</th>
<th>From Member Name</th>
<th>To Member Code</th>
<th>To Member Name</th>
<th>Dispute Status</th>
<th>Dispute Sub Status</th>
<th>Open Items In Dispute</th>
<th>Remaining Amount under Dispute</th>
<th>Expiry Time Limit</th>
<th>Original Invoice Number</th>
<th>Billing Period of Original Invoice</th>
<th>Credit Note Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>06-Feb-23</td>
<td>1727</td>
<td>A55</td>
<td>IATA GENEVA</td>
<td>A59</td>
<td>IATA MONTREAL</td>
<td>Open</td>
<td>Speed</td>
<td>2</td>
<td>USD 340,711.000</td>
<td>34-Aug-23</td>
<td>T002</td>
<td>2023-Jan-F4</td>
<td></td>
</tr>
</tbody>
</table>
### SIS Dispute Enhancement

#### ‘Send’ the dispute

**Edit Dispute**

**Dispute Header**
- From Member: XB-AS
- To Member: XB-AS
- Dispute Date: 22-Feb-23
- Dispute Reference Number: 7127
- Currency of Original Invoice: USD
- Additional Email (s), pertaining to Non-Initiator(s):

**Line Item Line Item Detail Search Criteria**

<table>
<thead>
<tr>
<th>Dyanmic Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Item Number</td>
<td></td>
</tr>
<tr>
<td>Line Item Detail Number</td>
<td></td>
</tr>
</tbody>
</table>

**Line Item Line Item Detail Search Results**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Details</th>
<th>Tax</th>
<th>VAT</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy UG</td>
<td>Airport Security Fee-International</td>
<td>1 EA</td>
<td>171,672.00</td>
<td>171,672.00</td>
<td>0</td>
<td>0</td>
<td>171,672.00</td>
</tr>
</tbody>
</table>

**Disputed Items**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Original Reference Number</th>
<th>Original Amount</th>
<th>Amount Available for Dispute</th>
<th>Revision Code</th>
<th>Disputed Amount</th>
<th>Disputed Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>Airport Security Fee-International</td>
<td></td>
<td>171,672.00</td>
<td></td>
<td></td>
<td>171,672.00</td>
<td></td>
</tr>
<tr>
<td>Item 2</td>
<td>Airport Security Fee-International</td>
<td></td>
<td>170,839.00</td>
<td></td>
<td></td>
<td>170,839.00</td>
<td></td>
</tr>
</tbody>
</table>
"Send" the dispute
Dispute Process

Initiate the Dispute

Reply to Dispute

Settle the Dispute
Dispute Process

Initiate the Dispute

Reply to Dispute

Settle the Dispute

SIS Dispute Enhancement
### Reply to Dispute

#### Manage Disputes

**Search Criteria**
- From Date: 14-Aug-23
- To Date: 10-Feb-23
- Member Code: 
- Dispute Owner: AI
- Dispute Initiating Member: 
- Dispute Reference Number: 8727
- Dispute Status: 
- Search Sub Status: 
- Search Disputes of Aggregated Members: 

**Search Results**

<table>
<thead>
<tr>
<th>Action</th>
<th>Dispute Reference No.</th>
<th>From Member Code</th>
<th>From Member Name</th>
<th>To Member Code</th>
<th>To Member Name</th>
<th>Dispute Status</th>
<th>Dispute Sub Status</th>
<th>Open Items in Dispute</th>
<th>Remaining Amount under Dispute</th>
<th>Expiry Time Limit</th>
<th>Original Invoice Number</th>
<th>Billing Period of Original Invoice</th>
<th>Credit Note Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8727</td>
<td>A56</td>
<td>IATA GENEVA</td>
<td>A58</td>
<td>IATA MONTREAL</td>
<td>Open</td>
<td>Remainder</td>
<td>2</td>
<td>345,711.00</td>
<td>10-Feb-23</td>
<td>2023-7-Mar/4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Download
Enhancement 7: Select Multiple disputed Items to "Reply to Dispute"
Enhancement 8: “Reply to Dispute” popups - New Layout

- Default amount is the “Disputed Amount”
- Default amount is blank
- Default amount is blank
Dispute Process

- Initiate the Dispute
- Reply to Dispute
- Settle the Dispute
Both parties reached an agreement

Credit Note was issued and linked
Select the dispute to see the 'Audit Trail'

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**Manage Disputes**

**Search Criteria**

- From Date: 14-Aug-23
- To Date: 10-Feb-23
- Member Code:
- Dispute Owner:
- Disputed Invoice Number:
- Disputed Reference Number:
- Dispute Status:
- Search Disputes of Aggregated Members:

**Search Results**

<table>
<thead>
<tr>
<th>Action</th>
<th>Dispute Date</th>
<th>Dispute Reference No.</th>
<th>From Member</th>
<th>From Member Code</th>
<th>From Member Name</th>
<th>To Member</th>
<th>To Member Code</th>
<th>To Member Name</th>
<th>Dispute Status</th>
<th>Dispute Sub Status</th>
<th>Open Items on Dispute</th>
<th>Remaining Amount Under Dispute</th>
<th>Expiry Time Limit</th>
<th>Original Invoice Number</th>
<th>Billing Period of Original Invoice</th>
<th>Credit Note Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10-Feb-23</td>
<td>6727</td>
<td>A80</td>
<td>IATA MONTREAL</td>
<td></td>
<td>A56</td>
<td>IATA GENEVA</td>
<td></td>
<td>Closed</td>
<td>Banked</td>
<td>0</td>
<td>USD 0.000</td>
<td>10-Feb-24</td>
<td>2013-Jan-31</td>
<td>D3727</td>
<td></td>
</tr>
</tbody>
</table>
### Enhancement 9: Audit Trail

**Credit Note**

**Dispute Stage 1..N**

**Original Invoice**

#### Stage 1, Credit Note

<table>
<thead>
<tr>
<th>Line Item #</th>
<th>Description</th>
<th>Quantity</th>
<th>CBM Code</th>
<th>GVM Code</th>
<th>Unit Price</th>
<th>Currency Code</th>
<th>Gross Amount</th>
<th>Tax</th>
<th>VAT</th>
<th>Discounted Charge</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pass</td>
<td>As per Dispute Ref No: S27</td>
<td>1</td>
<td>GA</td>
<td>- - - - -</td>
<td>- - - - -</td>
<td>- - - - -</td>
<td>- - -</td>
<td>- -</td>
<td>- - - - -</td>
<td>- - - - -</td>
</tr>
</tbody>
</table>

#### Stage 4, Dispute 4

<table>
<thead>
<tr>
<th>From Member</th>
<th>To Member</th>
<th>Dispute Date</th>
<th>Dispute Stage</th>
<th>Dispute Reference No</th>
<th>Total Disputed Amount</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Reason Code Description</th>
<th>Status</th>
<th>Dispute Remarks</th>
<th>Original Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NB:AX:MONDEA</td>
<td>NB:AX:MONDEA</td>
<td>10 Jan-23</td>
<td>4</td>
<td>S27</td>
<td>USD 3,000</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Reason Code Description</td>
<td>Status</td>
<td>Dispute Remarks</td>
<td>Original Reference Number</td>
</tr>
</tbody>
</table>

#### Stage 3, Dispute 3

<table>
<thead>
<tr>
<th>From Member</th>
<th>To Member</th>
<th>Dispute Date</th>
<th>Dispute Stage</th>
<th>Dispute Reference No</th>
<th>Total Disputed Amount</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Reason Code Description</th>
<th>Status</th>
<th>Dispute Remarks</th>
<th>Original Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NB:AX:MONDEA</td>
<td>NB:AX:MONDEA</td>
<td>10 Jan-23</td>
<td>3</td>
<td>S27</td>
<td>USD 50,000</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Reason Code Description</td>
<td>Status</td>
<td>Dispute Remarks</td>
<td>Original Reference Number</td>
</tr>
</tbody>
</table>

#### Stage 2, Dispute 2

<table>
<thead>
<tr>
<th>From Member</th>
<th>To Member</th>
<th>Dispute Date</th>
<th>Dispute Stage</th>
<th>Dispute Reference No</th>
<th>Total Disputed Amount</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Line Item Details</th>
<th>Reason Code Description</th>
<th>Status</th>
<th>Dispute Remarks</th>
<th>Original Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NB:AX:MONDEA</td>
<td>NB:AX:MONDEA</td>
<td>10 Jan-23</td>
<td>2</td>
<td>S27</td>
<td>USD 250,000</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Line Item Details 1</td>
<td>Reason Code Description</td>
<td>Status</td>
<td>Dispute Remarks</td>
<td>Original Reference Number</td>
</tr>
</tbody>
</table>

**New column: Remark as per dispute stage**

**New column: Ref. No. for disputes against E&F**

**Supporting Doc. as per dispute stage**
Enhancement 10: Remove “Review Dispute”

The Dispute Review functionality in IS-WEB was now removed from initiate and reply to a dispute.

Buttons of ‘Mark for Review’ and ‘Send for Review’ were removed.

The column ‘Internal/Review Comments’ was renamed as ‘Internal Comments’ and displays the respective Internal Comments.
Dispute Enhancement – Recap

- Improved IS-WEB interface user-friendliness
- Increased efficiency with disputing multiple LI/LID's at a time
- Improved visibility on the amount available for dispute
- New validation on dispute reason codes for better control
- Removal of unused steps / buttons in the dispute process (e.g. “Dispute Review”)

SIS Dispute Enhancement
Links of Guidance Documents for this webinar:

- CMP 860 - Changes to the Dispute Process
- Webinar Video/PDF

More information on SIS Website: [www.iata.org/SIS](http://www.iata.org/SIS)

‘SIS For Airlines’ or ‘SIS For Suppliers’ >> ‘Documents’ tab

for your questions you can always contact us via:

[www.IATA.org/CS](http://www.IATA.org/CS)
Q&A

Thank you!