SIS WEBINAR #02 – 2022
Rejections and Correspondences
IATA Legal Reminders

* Participants are reminded that live streaming of this webinar by participants to parties not in attendance is not permitted, except as indicated by and with the express permission and knowledge of IATA.

* 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.
1. What is a Rejection & Correspondence
   • Definitions of the and Differences between Rejections and Correspondences
   • Billing Cycle – Rejections and Correspondences
2. Rejection & Correspondence Rules and Standards
   • Billing Rules (RAM)
     • Billing Categories (PAX/CGO/MISC)
     • Number of Rejections & Time Limits
   • E-Invoicing Standards (ISPG)
     • Source Codes & Reason Codes
     • Correspondences
     • Audit Trail
     • Important Rejection Functionalities: CMP 459 (PAX) / 674 (CGO)
3. Initiating and Handling Rejections & Correspondences DEMOS
   • Passenger Rejection
   • Miscellaneous Rejection and Correspondence
4. Useful Reports, Best Practices and the Passenger Rejection Memo Reduction Initiative
Question Box

Post in Q&A box
IATA Presenters

Xhonina Osmani
Specialist, Industry e-Invoicing

Samuel Diano-Brown
Analyst, Industry e-Invoicing
1. What is a Rejection and Correspondence.
Rejections and Correspondences

❖ Definitions of the and Differences between Rejections and Correspondences
❖ Billing Cycle – Rejections and Correspondences
What are they?

➢ Rejections

Rejecting an invoice in SIS is the formal way of challenging the charges or details of a payable invoice billed to you. They follow similar standards as creating a receivable invoice.

➢ Correspondences

Once the rejection cycle is over and the dispute on the billing is not settled, the entity receiving the last Rejection invoice/memo can initiate a Correspondence to pursue the case further.
Differences

➢ Rejections

It has an obligation for payment and a financial impact on the settlement of Clearing House invoices which happens automatically in SIS at each rejection stage.

Can be processed in IS-WEB or via input file upload.

➢ Correspondence

It is only transcribing in SIS the reason for further challenging of the invoice. There is no financial impact during the correspondence process.

Can be processed in IS-WEB only.
Billing Cycle – Rejections

Once the rejection cycle is over and the disagreement on the billing is **not settled**, the entity receiving the last **Rejection** invoice can initiate a Correspondence process to pursue the case further.
Member “A” receiving the last rejection Memo/Invoice

Member A is always the one to start correspondence

Member A - Cannot issue Authority to bill

If not replied within time limits, expired. End of cycle.

Member “B” raising the last rejection invoice

Member B is always the one to receive the 1st correspondence

Member B - Authority to bill can be issued by this member

If member B does respond, member A can issue billing memo equal to last correspondence amount. End of cycle.
Rejections & Correspondences – ISPG References

The table below lists some specific scenarios in the Correspondence Process:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Entity receiving the last Rejection Invoice</th>
<th>Entity raising the last Rejection Invoice</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Correspondence initiation is always done by this entity</td>
<td>The first Correspondence is always received by this entity</td>
<td>Correspondence can be done only over IS-WEB.</td>
</tr>
<tr>
<td>2</td>
<td>This entity cannot issue &quot;Authority to bill&quot;</td>
<td>&quot;Authority to bill&quot; can be issued only by this entity</td>
<td>&quot;Authority to bill&quot; is issued when the entity grants its approval to the other party to invoice. When such approval is granted the entity specifies the amount for which the approval is provided. The entity receiving the authority can either raise an invoice for the amount approved or continue with the Correspondence if it doesn’t agree with the approval amount.</td>
</tr>
<tr>
<td>3</td>
<td>If this entity does not respond to the Correspondence by the time limit, the Correspondence is marked as expired and that is the end of the dispute cycle.</td>
<td>If this entity does not respond to the Correspondence by the time limit, the Correspondence is marked as expired. The other entity in the dispute has the right to issue an invoice equal to the last Correspondence Amount.</td>
<td>SIS will not allow any further Correspondence reply on Correspondences which are marked as Expired.</td>
</tr>
</tbody>
</table>

- Correspondence is to be used if no agreement is reached after the final stage of rejection.
- Once an agreement is reached, correspondences can be closed (billed) via a Billing Memo (for PAX and CGO) or a Correspondence Invoice (for MISC).

Reference Materials:
- PAX: ISPG Chapter 3.9
- CGO: ISPG Chapter 4.5
- MISC: ISPG Chapter 5.6
2. Rejection & Correspondence

Rules
The rules for rejections and correspondences in SIS can be referenced in the Revenue Accounting Manual (RAM), the Standards in the ISPG.

The RAM contains the rules for all SIS Billing Categories (PAX/CGO/MISC) that primarily identifies the:

- Number of Rejections allowed
- Time Limits

The RAM also provides scenarios and examples for SIS participants to guide your billing procedures.
Summary of SIS Billing Categories

**PASSENGER**
- Transportation of passengers ONLY
- Ticket Coupon Numbers Required
- Prime Billings = 3 months
- Rejection Billings = 4 months
- RAM Chapters A2, A10.
- ISPG Chapter 3.

**CARGO**
- Transportation of Cargo ONLY
- Air Waybill (AWB) Numbers Required
- Prime Billings = 4 months
- Rejection Billings = 5 months
- RAM Chapters A5, A8.
- ISPG Chapter 4.

**MISCELLANEOUS**
- Provision of Goods or Services.
- No Industry Document Required
- Original Billings = 5 months
- Rejection Billings = 6 months
- Disputes = 6 months
- RAM Chapter A13.
- ISPG Chapter 5.

**UATP**
- UATP Form of Payment Commissions ONLY
- UATP/ATCAN issues invoices on behalf of participating members.
- RAM Chapter B13.
- ISPG Chapter 6

**UATP**
- UATP Form of Payment Commissions ONLY
- UATP/ATCAN issues invoices on behalf of participating members.
- RAM Chapter B13.
- ISPG Chapter 6
Summary of Rejection RAM Rules

- **Passenger**: 3 rejection stages, 4-month time limit
  - Reference Materials: RAM Chapter A10.5.1

- **Cargo**: 3 rejection stages, 5-month time limit
  - Reference Materials: RAM Chapter A8.5.1

- **Miscellaneous**: 1 rejection stage, 6-month time limit
  - Reference Materials: RAM Chapter A13.4.3
### Example: Time Limits – RAM - PAX

#### 5. APPLICABLE TIME LIMITS AND CORRESPONDENCE REQUIREMENTS

#### 5.1 Original Billing, Rejection and Correspondence Stages

<table>
<thead>
<tr>
<th>Stage</th>
<th>Example</th>
<th>IATA Clearing House Settlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Billing</td>
<td>Airline A bills Airline B. Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4th month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1st to 31st July 2021 are billed at the latest by period 4 of October 2021 Clearance, closing 8th November 2021.</td>
<td></td>
</tr>
<tr>
<td>First Rejection</td>
<td>Airline B cannot accept above billing and re-debits A. Billing to be included in Clearance not later than the fourth period of the 4th Clearance Month after that in which original billing is included. Example: Invoices submitted July 2021, P1-P4 may be rejected at the latest by period 4 of November 2021 Clearance, closing 7th December 2021.</td>
<td></td>
</tr>
<tr>
<td>Second Rejection</td>
<td>Airline A submits a further bill to Airline B giving reason for debit. Billing to be included in Clearance not later than the fourth period of the 4th Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of July 2021 Clearance. Include second rejection at the latest by period 4 of November 2021 Clearance, closing 7th December 2021.</td>
<td></td>
</tr>
<tr>
<td>Third Rejection</td>
<td>Airline B still unable to accept, so again re-debits Airline A. Billing to be included in Clearance not later than the fourth period of the 4th Clearance Month after that in which second rejection is included. Example: Second rejection period 3 of July 2021 Clearance. Include third rejection at the latest by period 4 of November 2021 Clearance, closing 7th December 2021.</td>
<td></td>
</tr>
<tr>
<td>Correspondence</td>
<td>Airline A initiates correspondence. First letter shall be initiated through IS WEB not later than 4 months after the Closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of July 2021 Clearance. Period 4, July 2021 Clearance, closes 9th August 2021, submit letter on IS-WEB by 7th December 2021.</td>
<td></td>
</tr>
</tbody>
</table>
Example: Time Limits – RAM - CGO

### Reference Materials

- Example of Passenger Billing
- Time Limits in the RAM
- Chapter A8.5.1

---

#### Rejections and Time Limits—Cargo Billings—A8

<table>
<thead>
<tr>
<th>Stage</th>
<th>Example Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Billing</td>
<td>Airline A bills Airline B. Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4th month following the transaction date. The transaction month is counted as the first month. Example: Original billing period 4 of October 2021.</td>
</tr>
<tr>
<td>First Rejection</td>
<td>Airline B cannot accept above billing and re-debits A.</td>
</tr>
<tr>
<td>Second Rejection</td>
<td>Airline A submits a further bill to Airline B giving reason for debit.</td>
</tr>
<tr>
<td>Third Rejection</td>
<td>Airline B still unable to accept, so again re-debits Airline A.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>Airline A initiates correspondence.</td>
</tr>
</tbody>
</table>
Example: Time Limits – RAM - MISC

Note: rules are independent of SMI

Reference Materials
Example of Miscellaneous Billing Time Limits in the RAM Chapter A13.4.3
3. Rejection & Correspondence Standards
E-Invoicing Standards (ISPG)

- Rejection & Correspondence Standards
- Source Codes (PAX only)
- Reason Codes (PAX, CGO, MISC).
- Audit Trail (All Billing Categories)
- Important Rejection Functionalities:
  - CMP 459 / 674 – PAX / CGO
Passenger (PAX) Billings

- Passenger billings are all **Passenger-Transportation** related billings only.
- Passenger transactions are identified by **transactions & source codes** for:
  - Prime Billings – Coupons (Cpons)
  - Rejection Memos (RM’s)
  - Billing Memos (BM’s)
  - Credit Memos (CM’s)
- PAX invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (IS-IDEC or IS-XML).
- Passenger billing overview and details are outlined in **ISPG Chapter 3**.
- Passenger e-invoicing standards are in the **IS-XML / IS-IDEC record structures**.
Cargo (CGO) Billings

- Cargo billings are all **Cargo-Transportation** related billings only.
- Cargo transactions are identified by **transaction types** for:
  - Prime Billings – “Charge Collect” or “Prepaid” Air Waybills (AWBs)
  - Rejection Memos (RM’s)
  - Billing Memos (BM’s)
  - Credit Memos (CM’s)
- CGO invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (IS-IDEC or IS-XML).
- Cargo billing overview and details are outlined in [ISPG Chapter 4](#).
- Cargo e-invoicing standards are in the [IS-XML / IS-IDEC record structures](#).
Miscellaneous (MISC) Billings

• Miscellaneous billings are all **Non-Transportation** related billings.

• Miscellaneous transactions are identified by **invoice type**:
  – Original Invoices
  – Rejection Invoices
  – Correspondence Invoices
  – Credit Notes

• MISC invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (**IS-XML only**).

• MISC billing overview and details are outlined in [ISPG Chapter 5](#).

• MISC e-invoicing standards are in the [IS-XML record structures](#).
Payable Invoices Management - Rejections

• Payable invoices are invoices billed by other members to your company.

• Creating a rejection against a payable invoice follows similar concepts to creating a receivable invoice, with some exceptions to standards and rules (ISPG & RAM).

• ICH invoices are allowed up to three (3) rejection stages for Passenger and Cargo with varying time limits; while Miscellaneous invoices are allowed only up to one (1) rejection stage within six (6) months*.

• Rejections can be initiated directly in SIS/IS-WEB or via input file upload.

• Correspondence process applies after the maximum allowed rejection stage, until closed with final settlement (“BM” – PAX/CGO or “Corr. Inv.” – MISC)

• Guidance Documents:
  – CMP 459 Validation of RM Billed/Accepted Values (PAX)
  – CMP 674 Validation of Coupon and AWB Breakdown in Rejection (CGO)
Rejection Process – PAX / CGO

**Rejection Stage One:**
There is no change to the way the values were reported previously and Stage One Rejections will continue to be reported in the same fashion in SIS. For example if the Billed Carrier is rejecting an amount of GBP 100 from an original prime billing of GBP 1000 it needs to appear as follows:

<table>
<thead>
<tr>
<th>Total Gross Amount Billed</th>
<th>Total Gross Amount Accepted</th>
<th>Total Gross Amount Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>GBP 1000</td>
<td>GBP 900</td>
<td>GBP 100</td>
</tr>
</tbody>
</table>

**Rejection Stage Two:**
For example based on Rejection Stage One values above if the airline is disputing a gross billed amount of GBP 50, it is done as follows:

<table>
<thead>
<tr>
<th>Total Gross Amount Billed</th>
<th>Total Gross Amount Accepted</th>
<th>Total Gross Amount Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>GBP 900</td>
<td>GBP 950</td>
<td>GBP 50</td>
</tr>
</tbody>
</table>

**Rejection Stage Three:**
For example based on Rejection Stage two values above if the airline is further disputing a gross billed amount of GBP 25, it is done as follows:

<table>
<thead>
<tr>
<th>Total Gross Amount Billed</th>
<th>Total Gross Amount Accepted</th>
<th>Total Gross Amount Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>GBP 950</td>
<td>GBP 925</td>
<td>GBP 25</td>
</tr>
</tbody>
</table>
Source Codes – Passenger Only

Source codes are mandatory in SIS for Passenger Billings only and need to be provided for each and every transaction (Coupons, Rejections, Billing/Credit Memos and Sampling Transactions etc.). They are not applicable to Correspondences.

Types of Source Codes:

- Prime source codes,
- Rejection source codes
- FIMs, rejection source codes
- Billing memos
- Rejection source codes
- Frequent flyer redemption billings,
- Billing memo source codes
- Sampling related source codes,
- Credit memo source codes
- Optional source codes for bilateral use
### Passenger Rejection Source Codes

#### REJECTION SOURCE CODES – Coupons

<table>
<thead>
<tr>
<th>Source Code</th>
<th>Current Definition in FIFA Manual</th>
<th>New Definition in SIS</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Rejected Documents - items returned to the Billing/Airline for correction</td>
<td>Rejected Documents - 1st Rejection</td>
<td>These source codes will replace the following Old source codes and will be identified by a unique Reason code.</td>
</tr>
</tbody>
</table>

#### REJECTION SOURCE CODES – FMs

<table>
<thead>
<tr>
<th>Source Code</th>
<th>Current Definition in FIFA Manual</th>
<th>New Definition in SIS</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>Rejected Flight Interruption Manifest – items returned to the billing/Airline (Optional)</td>
<td>Rejected Flight Interruption Manifest – 1st Rejection</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Rejected Flight Interruption Manifest – items returned to the Receiving Airline after correction (Optional)</td>
<td>Rejected Flight Interruption Manifest – 2nd Rejection</td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Rejected Flight Interruption Manifest – items returned to the Receiving Airline after correction (Optional)</td>
<td>Rejected Flight Interruption Manifest – 3rd Rejection</td>
<td></td>
</tr>
</tbody>
</table>

#### REJECTION SOURCE CODES – Billing Memo

<table>
<thead>
<tr>
<th>Source Code</th>
<th>Current Definition in FIFA Manual</th>
<th>New Definition in SIS</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>74</td>
<td>Rejected Billing Memo</td>
<td>Rejected Billing Memo – 1st Rejection</td>
<td>Should be used solely for Stage 1 RMAs, when a BM is rejected</td>
</tr>
<tr>
<td>75</td>
<td>Rejected Billing Memo</td>
<td>Rejected Billing Memo – 2nd Rejection</td>
<td>Should be used solely for Stage 2 RMAs, when a Stage 1 BM related to a BM is rejected</td>
</tr>
<tr>
<td>76</td>
<td>Rejected Billing Memo</td>
<td>Rejected Billing Memo – 3rd Rejection</td>
<td>Should be used solely for Stage 3 RMAs, when a Stage 2 RM related to a BM is rejected</td>
</tr>
</tbody>
</table>

---

**Reference Materials**

- ISPG Chapter 3.10 – PAX Source Codes
Reason Codes

- SIS mandates that each Rejection Memo (PAX / CGO) and Rejection Invoice (MISC) be accompanied by the Reason code.

- It is important to select the most appropriate rejection reason code based on the actual reason for rejecting.

- Rejections reason codes may be used by SIS participants to segregate duties / processes internally as well as support reconciliations.

- There are validations performed on rejections depending on the reason code selected (by billing category).
  - For example: based on the rejection reason code, SIS will mandate if the Rejection Memo (PAX / CGO) needs to be accompanied by a Coupon breakdown record. If a breakdown is provided, the same will have to be maintained during the rejection process.

Reference Materials
- PAX: ISPG Chapter 3.8
- CGO: ISPG Chapter 4.4
- MISC: ISPG Chapter 5.6
### Rejection Reason Codes

<table>
<thead>
<tr>
<th>Reason Type</th>
<th>Code</th>
<th>Reason Description</th>
<th>Bilateral Agreement Required (Y/N)?</th>
<th>Coupon Breakdown Mandatory?</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valuation Error</td>
<td>1A</td>
<td>Valuation Error</td>
<td>Yes</td>
<td>Yes</td>
<td>Only one transaction per rejection memo for multiple valuation differences. See RAM Ch. A10, Paragraph 4.1.3.</td>
</tr>
<tr>
<td></td>
<td>1R</td>
<td>Involuntary Routing Fare and Any Other Difference</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1B</td>
<td>Fare Reclaim</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1C</td>
<td>ISC Reclaim</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1D</td>
<td>Other Commission Reclai</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1E</td>
<td>UATP Reclai</td>
<td>No?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1F</td>
<td>Other CC Discount Reclai</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1G</td>
<td>Tax Reclai</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1H</td>
<td>Handling Fee Reclai</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1I</td>
<td>VAT Reclai</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1S</td>
<td>SPA Applicable</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2S</td>
<td>SPA Not Applicable</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1T</td>
<td>Involuntary Routing Tax Difference</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1V</td>
<td>YQ/YR Reclai</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1Z</td>
<td>Involuntary Routing Fare Difference</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Non Valuation Errors</td>
<td>2A</td>
<td>Unmatched Sale</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2B</td>
<td>Duplicate Billing / Duplicate Usage</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2C</td>
<td>Endorsement Required</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Reason Codes are required for all rejections and for all billing categories.

Example: PAX Rejection Reason Codes from ISPG Chapter 3.8

---

### Reference Materials

- PAX: ISPG Chapter 3.8
- CGO: ISPG Chapter 4.4
- MISC: ISPG Chapter 5.6
Audit Trail

- Shows history of Rejection Memo / Correspondence stages.
- Can be accessed via SIS module “Billing History and Correspondence” for each respective billing category.
- Use the “Audit Trail Icon”.

Search Results

<table>
<thead>
<tr>
<th>Actions</th>
<th>Transaction Type</th>
<th>Transaction Date</th>
<th>Transaction No.</th>
<th>Billing Code</th>
<th>Invoice No.</th>
<th>Member Code</th>
<th>Source Code</th>
<th>Rejection Stage</th>
<th>Reason Code</th>
<th>Correspondence Status</th>
<th>Correspondence Sub Status</th>
<th>Number Of Days To Expire</th>
<th>Authority To Bill</th>
<th>Transaction Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td>RM1</td>
<td>NS</td>
<td>Example1</td>
<td>91</td>
<td>1</td>
<td>2D</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>USD 155.00</td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td>RM3</td>
<td>NS</td>
<td>RM3</td>
<td>91</td>
<td>1</td>
<td>2F</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td>RM7</td>
<td>NS</td>
<td>RM5</td>
<td>4</td>
<td>1</td>
<td>2K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EUR 140.00</td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td>RM2</td>
<td>NS</td>
<td>RM2</td>
<td>4</td>
<td>1</td>
<td>2H</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EUR 41.06</td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td>RM5</td>
<td>NS</td>
<td>RM5</td>
<td>92</td>
<td>2</td>
<td>1C</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EUR 100.00</td>
<td></td>
</tr>
</tbody>
</table>
Example: Audit Trail

Stage 1, Rejection Memo

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 2022 P2</td>
<td>P99-YB-Airline</td>
<td>P99-YB-Airline</td>
<td>Example1</td>
<td>USD</td>
<td>NS</td>
<td>R11</td>
<td>1</td>
<td>1</td>
<td>3Y</td>
<td>2B</td>
<td></td>
<td></td>
<td>115.00</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Your Invoice Billing Period: May 2022 P2
Your Invoice No.: TESTINV

Remarks:
Example:
Coupon Breakdown

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>666666666666</td>
<td>DB</td>
<td>LHR-ATH</td>
<td>USD</td>
<td>115.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>21.89</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>115.00</td>
<td></td>
</tr>
</tbody>
</table>

Stage 0, Prime Billing

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Billing Member</th>
<th>Billd Member</th>
<th>Invoice Number</th>
<th>Listing Code</th>
<th>Source Code</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>666666666666</td>
<td>DB</td>
<td>69</td>
<td>12</td>
<td>LHR-ATH</td>
<td>EUR</td>
<td>106.35</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>20.24</td>
<td>0.00</td>
<td>126.59</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>
Demonstrations: Initiating and Handling Rejections & Correspondences

- Initiating a Passenger Rejection Memo
- Demo: Miscellaneous Rejection and Correspondence
PAX Rejection - Payable Invoice Screen

![Image of Invoice Search screen]

### Invoice Search

#### Search Criteria
- **Billing Year/Month:** 2022-Aug
- **Billing Period:**
  - 2
- **Billing Code:**
  - All
- **Billing Member:**
  - Te-Airline1

#### Search Results

<table>
<thead>
<tr>
<th>Actions</th>
<th>Billing Period</th>
<th>Billing Member</th>
<th>Billing Code</th>
<th>Invoice/Credit Note No.</th>
<th>SMI</th>
<th>Listing Currency</th>
<th>Listing Amount</th>
<th>Exchange Rate</th>
<th>Billing Currency</th>
<th>Billing Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Aug 2022 P2</td>
<td>Te-Airline1</td>
<td>NS</td>
<td>RM2</td>
<td>I</td>
<td>EUR</td>
<td>41.66</td>
<td>0.9809995</td>
<td>USD</td>
<td>42.47</td>
</tr>
<tr>
<td></td>
<td>Aug 2022 P2</td>
<td>Te-Airline1</td>
<td>NS</td>
<td>Example1</td>
<td>I</td>
<td>USD</td>
<td>115.00</td>
<td>1.0000000</td>
<td>USD</td>
<td>115.00</td>
</tr>
<tr>
<td></td>
<td>Aug 2022 P2</td>
<td>Te-Airline1</td>
<td>NS</td>
<td>RM3</td>
<td>B</td>
<td>AOA</td>
<td>42,644.17</td>
<td>442.26180</td>
<td>CAD</td>
<td>96.42</td>
</tr>
<tr>
<td></td>
<td>Aug 2022 P2</td>
<td>Te-Airline1</td>
<td>NS</td>
<td>RM4</td>
<td>B</td>
<td>IDR</td>
<td>477,768.30</td>
<td>17,969.41000</td>
<td>GBP</td>
<td>26.59</td>
</tr>
<tr>
<td></td>
<td>Aug 2022 P2</td>
<td>Te-Airline1</td>
<td>NS</td>
<td>Rm5</td>
<td>I</td>
<td>EUR</td>
<td>0.00</td>
<td>0.9809995</td>
<td>USD</td>
<td>0.00</td>
</tr>
</tbody>
</table>

---

34

SIS WEBINAR #02 – 2022 Rejections and Correspondences
PAX Rejection - View Non-Sampling Invoice

Home >> Passenger >> Payables >> Invoice Search >> View Non-Sampling Invoice

View Non-Sampling Invoice

Header Details

Billing Member: T Enterprises
Billing Member's Location ID: Main-Winnipeg
Billing Member's Location ID: Main-Athene
* Invoice Number: RMD
* Invoice Date: 19-Aug-22
* Settlement Method: ICH
* Billing Year/Month/Period: 2022-Aug-2
Suspended Flag: N
Digital Signature: Y
Y
Invoice Template Language:

* Currency of Listing/ Evaluation: EUR
* Currency of Billing: USD
Listing/Evaluation to Billing Rate: 0.94609

CH Agreement Indicator: 0
CH Due Date: DD-MM-YY

Invoice Total

Total Gross Amount: 45.78
Total ISC Amount: -4.12
Total VAT Amount: 0.00
Net Total Amount: 41.66
Net Billing Amount: 42.47

Source Code Summary

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>1</td>
<td>45.78</td>
<td>-4.12</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.69</td>
<td>0.00</td>
<td>41.66</td>
<td>Source Code VAT</td>
</tr>
</tbody>
</table>

Page 1 of 1 of 1

Invoice VAT | Prime Listing | RM Listing | RM Listing | Back To Billing History

SIS WEBINAR #02 – 2022 Rejections and Correspondences
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>000</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>59.99</td>
<td>0.00</td>
<td>59.99</td>
<td>1T</td>
<td>Involuntary Reouting Tax Difference</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>000</td>
<td>160.58</td>
<td>-14.45</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>27.81</td>
<td>0.00</td>
<td>173.94</td>
<td>1A</td>
<td>VALUATION ERROR</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>000</td>
<td>14.59</td>
<td>-1.35</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>6.09</td>
<td>0.00</td>
<td>13.64</td>
<td>1B</td>
<td>FARE RECLAIM</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>000</td>
<td>156.58</td>
<td>-14.09</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>3.97</td>
<td>0.00</td>
<td>146.46</td>
<td>1A</td>
<td>VALUATION ERROR</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>090</td>
<td>14.71</td>
<td>-1.32</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>6.09</td>
<td>0.00</td>
<td>13.39</td>
<td>1A</td>
<td>VALUATION ERROR</td>
</tr>
</tbody>
</table>
PAX Rejection - Billing History and Correspondence Module

Billing History

Invoice Search Criteria

- * Billing Type: Payables
- Billing Year / Month: 2022-Aug
- Billing Period: All
- Billing Code: NS: Non-Sampling
- Member Code: [Include the member code]
- Invoice Number:
- Transaction Type: All
- Memo Number:
- Issuing Airline:
- Document Number:
- Rejection Stage: Please Select
- Coupon Number:

Correspondence Search Criteria

- * From Date: 26-Feb-22
- Correspondence Ref. No.:
- Correspondence Status: All
- Source Code:
- * To Date: 26-Aug-22

Search
Clear
# PAX Rejection - Billing History and Correspondence Module

## Search Results

<table>
<thead>
<tr>
<th>Actions</th>
<th>Transaction Type</th>
<th>Transaction Code</th>
<th>Transaction Date</th>
<th>Transaction No.</th>
<th>Billing Code</th>
<th>Invoice No.</th>
<th>Member Code</th>
<th>Source Code</th>
<th>Rejection Stage</th>
<th>Reason Code</th>
<th>Correspondence Status</th>
<th>Correspondence Sub Status</th>
<th>Number Of Days To Expire</th>
<th>Authority To Bill</th>
<th>Transaction Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td></td>
<td>RM1</td>
<td>NS</td>
<td>Example1</td>
<td>91</td>
<td>1</td>
<td>2B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>USD 115.00</td>
</tr>
<tr>
<td>🔫</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td></td>
<td>RM3</td>
<td>NS</td>
<td>RM3</td>
<td>91</td>
<td>1</td>
<td>2F</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>AOA 42644.17</td>
</tr>
<tr>
<td>🔫</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td></td>
<td>RM7</td>
<td>NS</td>
<td>RM5</td>
<td>4</td>
<td>1</td>
<td>2K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EUR 0.00</td>
</tr>
<tr>
<td>🔫</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td></td>
<td>RM2</td>
<td>NS</td>
<td>RM2</td>
<td>4</td>
<td>1</td>
<td>2H</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EUR 41.66</td>
</tr>
<tr>
<td>🔫</td>
<td>Rejection Memo</td>
<td>AUG - 22 P 2</td>
<td></td>
<td>RM5</td>
<td>NS</td>
<td>RM5</td>
<td>92</td>
<td>2</td>
<td>1C</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EUR 0.00</td>
</tr>
</tbody>
</table>

**Initiate Rejection**  **Initiate Correspondence**  **Initiate Billing Memo**
# PAX Rejection - Create RM

## Create Rejection Memo

**Header Details**

- **Billed Member:**
- **Billing Code:** NS
- **Invoice Status:** Open
- **Billing Period:** Aug 2022 P3
- **List Amount:** USD 18,73
- **Settlement Method:** ICH
- **Listing/Invoice to Billing Rate:** 1,00000
- **Invoice Number:** Example999
- **Billing Amount:** USD 18,73

**Rejection Memo Data Capture**

- **Batch No.:** 1
- **Sequence Number:** 12345
- **Source Code:** 02
- **Rejection Memo Stage:** 2
- **Rejection Memo Number:** RM1
- **Reason Code:** BK
- **Your Invoice Number:** Example1
- **Your Rejection Memo Number:** RM1
- **Your Billing Year:** 2022
- **Your Billing Month:** Aug
- **Your Billing Period:** 2

**Reason Remarks:**

- Rejection Example

---

**IATA**

SIS WEBINAR #02 – 2022 Rejections and Correspondences
# PAX Rejection - RM Billing and Accepted

<table>
<thead>
<tr>
<th>Gross</th>
<th>Billed</th>
<th>Accepted</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Tax</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Allowed</td>
<td>-0.00</td>
<td>-0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ISC</td>
<td>-0.00</td>
<td>-0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>UATP</td>
<td>-0.00</td>
<td>-0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Handling Fee</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Other Commission</td>
<td>-0.00</td>
<td>-0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>VAI</td>
<td>-0.00</td>
<td>-0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Not Reject Amount:** 0.00

---

<table>
<thead>
<tr>
<th>Reason Type</th>
<th>Code</th>
<th>Reason Description</th>
<th>Bilateral Agreement Required (Y/N)</th>
<th>Coupon Breakdown Mandatory?</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2D</td>
<td></td>
<td>Billing Outside Time limit / Out of Period</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2E</td>
<td></td>
<td>Stolen / Fraud / Altered Ticket</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2F</td>
<td></td>
<td>Void Coupon Billing</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2G</td>
<td></td>
<td>Surface Sector Billing</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2H</td>
<td></td>
<td>Missing Supporting Documents / Non-Receipt of Documents</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2J</td>
<td></td>
<td>Debit within sampling</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2K</td>
<td></td>
<td>Wrong airline billed</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

---

*Attachment Indicator*
- No

*Airline Own Use*

---

**Save** | **Save and Add New** | **Back To Billing History**
# Passenger Rejection – RM Coupon

## Rejection Memo Coupon List

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 LHR-YYZ</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

## Rejection Memo Coupon

- **Serial Number:**
- **Ticket Issuing/Airline:**
- **To Airport of Coupon:**
- **Agreement Indicator - Supplied:**
- **Settlement Authorization Code:**
- **Agreement Indicator - Validated:**
- **Original PNR:**

**Gross Tax:**
- **Funded:** 171.56
- **Allowed Amount:** 56.04
- **Accepted Amount:** 56.04

**Tax Breakdown:**
- **ISC:**
  - %: -9.306
  - Amount: -5.64
- **UATP:**
  - %: 0.00
  - Amount: 0.00
- **Handling Fee:**
  - %: 0.00
  - Amount: 0.00
- **Other Comm.:**
  - %: 0.00
  - Amount: 0.00
- **VAT:**
  - %: 14.5
  - Amount: 51.09
- **Net Object Amt.:**
  - %: 0.00
  - Amount: 146.66

**Difference:**
- **Funded:** 171.56
- **Allowed Amount:** 56.04
- **Accepted Amount:** 56.04
- **Difference:** 0.00

**Reason Code:**
- **Address Over Use:**
- **Reference Field 1:**
- **Reference Field 2:**
- **Reference Field 3:**
- **Attachment Indicator:**
- **Private Site:**

> Rejection memo coupon updated successfully.

---

41 SIS WEBINAR #02 – 2022 Rejections and Correspondences
Passenger Receivables – Manage invoice

Invoice Search

Search Criteria

Billing Year/Period: 2022-Aug
Billing Period: 3
Billing Code: All
Invoice/Credit Note Status: All
Billing Member: 

Search

Search Results

Actions | Billing Period | Billed Member | Invoice/Credit Note Owner | Billing Code | Invoice/Credit Note No | Invoice/Credit Note Status | SML | Listing Currency | Listing Amount | Exchange Rate | Billing Currency | Billing Amount | Submission Method |
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
1 | Aug 2022 P3 | Te-Airline1 | Samuel Diamos | NS | Example999 | Open | 1 | USD | 137.33 | 1.00000 USD | 137.33 | BS-WEB |

Submit Selected Invoices
In order to ensure the consistency of data throughout the course of the rejection process, SIS has implemented a validation for PAX / CGO Rejection Memo “Billed” and “Accepted” values. SIS validates that the billed value provided in a PAX / CGO RM matches the accepted value of the previous transaction. Any discrepancies on these amounts throughout the rejection cycle will result in a validation error.

---

**Example of the validation**

Please consider the following correct example.

<table>
<thead>
<tr>
<th>Gross</th>
<th>Billed</th>
<th>Accepted</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>500.00</td>
<td>450.00</td>
<td>50.00</td>
<td></td>
</tr>
</tbody>
</table>

**Correct Stage 2 RM**

<table>
<thead>
<tr>
<th>Gross</th>
<th>Billed</th>
<th>Accepted</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>450.00</td>
<td>500.00</td>
<td>50.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tax</th>
<th>Billed</th>
<th>Accepted</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.00</td>
<td>15.00</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>
Important PAX Rejection Functionality
CMP 459 / 674– Currency Conversions

• The Currency of Listing of the rejected invoice is different from the Currency of Listing from the previous rejection, so exchange rate conversions need to be considered.

Steps:
1. Using the amount on rejection record level from stage 1 in Currency of Listing and convert it on rejection record level to Currency of Billing with rates (“FDR”) of month of stage 1.

2. Then convert this Currency of Billing back to Currency of Listing on new rejection record level with FDR stage 2 of month of rejection. **This would be the currency in which the RM values will be processed.**

3. Use this last converted Currency of Listing amount and finally convert it back to the Currency of Billing amount on invoice level with FDR of the stage 2 RM for settlement.

• NB: The only scenario where currency conversion is not required is when the Currency of Listing & Billing of the previous rejected invoice and the Currency of Listing of the current rejecting RM are both the same (e.g. CoL and CoB = USD).
Rejection Memo RM999 in Jan P4 Currency of Listing (CoL) value was EUR 201.21. We have converted this amount as per the current exchange rate (EUR/USD) of Jan P4.

EUR Value as of Jan P4 2022 = 201.21

1- Convert to USD using FDR for Jan 2022 EUR/USD (0.88636) to get the USD value in Jan 2022 --> 201.21 / 0.88636 = 227.0071 USD

2- Convert the USD amount of Jan 2022 to GBP using May 2022 GBP/USD exchange rate (0.76988) --> 227.0071 / 0.76988 = 294.86 GBP

3- Use this last converted amount (Currency of Listing) and finally convert it back to Currency of Billing on invoice level with rates stage 2 for settlement. Populate these field values on the Rejection Memo record in IS-WEB / input file.
Example: CMP 459 / 674 Currency Conversion

**Stage 1 RM**
Period: Dec P1 2012
Currency of Listing of invoice of rejected transaction = EUR
Currency of Billing of invoice of rejected transaction = USD
Dec 2012 rate EUR - USD = 0.77918

<table>
<thead>
<tr>
<th></th>
<th>Billed</th>
<th>Accepted</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross</td>
<td>184.44</td>
<td>50.00</td>
<td>134.44</td>
</tr>
<tr>
<td>Tax</td>
<td>109.08</td>
<td>20.00</td>
<td>59.08</td>
</tr>
</tbody>
</table>

**Correct Stage 2 RM**
Period: March P1 2013
Currency of Listing of invoice of rejecting RM = GBP
March 2013 rate GBP - USD = 0.65396

<table>
<thead>
<tr>
<th></th>
<th>Billed</th>
<th>Accepted</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross</td>
<td>41.96</td>
<td>0.00</td>
<td>41.96</td>
</tr>
<tr>
<td>Tax</td>
<td>16.78</td>
<td>0.00</td>
<td>16.78</td>
</tr>
</tbody>
</table>

Reference Material

CMP 459
✓ Miscellaneous Rejection Invoice can only refer to a single Original Invoice.
✓ A Rejection Invoice cannot be raised against an Original Invoice that has a dispute against it.
✓ A Rejection can be for a previously billed Invoice in part or full.
✓ It is mandatory to specify the original Invoice Number and the original billing month-period in the rejection.
✓ The process of Correspondence can ONLY be initiated or replied via SIS/IS-WEB.
✓ When an Authority to Bill is given or when a correspondence expires, the other entity can issue a “Correspondence Invoice” equal to the value of the last correspondence amount.
Manage Correspondences
Passenger / Cargo / Miscellaneous / UATP >> Billing History and Correspondence
Demo

Let’s Do a Demo!
### Upcoming Milestones

#### Current Period: Aug 2022 P3

<table>
<thead>
<tr>
<th>Period</th>
<th>Milestone</th>
<th>Date (EST)</th>
<th>Local Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 2022 P2</td>
<td>Submissions Open (Future dated submissions)</td>
<td>25-Aug-22 14:00</td>
<td>25-Aug-22 14:00</td>
</tr>
<tr>
<td>Sep 2022 P3</td>
<td>Submissions Open (Future dated submissions)</td>
<td>25-Aug-22 14:00</td>
<td>25-Aug-22 14:00</td>
</tr>
<tr>
<td>Sep 2022 P4</td>
<td>Submissions Open (Future dated submissions)</td>
<td>25-Aug-22 14:00</td>
<td>25-Aug-22 14:00</td>
</tr>
<tr>
<td>Aug 2022 P3</td>
<td>Auto Billing Invoice Finalization</td>
<td>29-Aug-22 16:00</td>
<td>29-Aug-22 16:00</td>
</tr>
<tr>
<td>Sep 2022 P1</td>
<td>Submissions Open (Future dated submissions)</td>
<td>25-Aug-22 14:00</td>
<td>25-Aug-22 14:00</td>
</tr>
</tbody>
</table>
4. Useful Reports, Best Practices and the Passenger Rejection Memo Reduction Initiative
Useful Reports

- **Correspondence Status Report**: summary of all correspondences existing in a specified period (can be filtered by member, correspondence status, charge category etc.)

- **SIS Correspondence Aging Report**: list of all aging correspondences for all billing categories (PAX, CGO, MISC) that is of a particular status or aged passed a particular iteration.

- Important: assign a contact in your member profile to receive these Correspondence Aging Reports for each billing category.

- **Correspondences**: can be downloaded in bulk from the “Download Correspondence” screen available under each billing category.
Best Practices in Rejection and Correspondences

• Objective should be to bill correctly the first time (based on interline / commercial agreements).

• Code your Revenue Accounting / ERP systems correctly with SIS Standards (ISPG) and Rules (RAM).

• Use appropriate rejection reason codes.

• Download your monthly Passenger report for “Non-Sampling RM Analysis Comparison to the Industry”.

• Use the Correspondence Aging Report (CMP 766).

• Maintain / update contacts for Correspondences.

• When in doubt, contact your interline / invoicing partner!
PAX Rejection Reduction Initiative

• Began in 2015 with the objective of reducing rejections in Passenger interline billings.

• Achievements / Progress:
  • Introduce New Validations in SIS
  • Changes in the RAM rules that impact rejections
  • Multiple presentations/workshops at industry meetings
  • Continuous reporting and communications to the industry
  • Publication of Best Practices Document
  • IBS OPS recommendations to industry on handling of rejections
PAX Rejection Reduction Initiative

Information available on our website

• Background and purpose of the initiative
• Progress Reports (Annually, Quarterly)
• Quarterly Dashboards
• Rejection Reduction Best Practices Doc
• Presentations & Webinars
Need help?

Contact us via the IATA Customer Portal

www.iata.org/CS

Need help with using the IATA Customer Portal? Reference this “SIS and the IATA Customer Portal” user guide (pdf) online.
Need training?

➢ The SIS Operations Team offers customized training for your company!

➢ Contact us for more info via the IATA Customer Portal
SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs. It enables processing automation which helps reduce billing duplication and simplifies reconciliation.

Integrated Settlement Participation Guide (ISPG)

The ISPG contains all information and specification needed in order to fully implement integrated Settlement (IS). This document is revised from time to time as needed.

- Complete ISPG package v4.2.0.0 (zip)
- Complete ISPG package v4.2.0.0 (zip) with tracked changes

IS-DEC Record Structure
- Passenger Record Structure v4.2.0.0 (zip)
- Cargo Record Structure v4.2.0.0 (zip)

IS-XML Record Structure
- IS-XML Invoice Standard v4.2.0.0 (zip)

Sample Files
- Passenger (zip)

Supporting Attachments
- Supporting Attachments (zip)