Presenters

Lydia Ibrahim
Specialist Purchase To Pay (PTP) FAS NL

Samuel Diano-Brown
Analyst, Industry e-Invoicing
IATA (YMQ)

Xhonina Osmani
Specialist, Industry e-Invoicing
IATA (YMQ)
Agenda

- Introduction to SIS
- How to Login to SIS?
- Your SIS Member Profile
- Contact & User Management
- Demo
- Billing Categories
- Settlement with the Clearing House (ICH/ACH)
- How to Send and Receive invoices in SIS
- SIS Reports and Output Files.
- SIS Reference Material & Customer Support
- Demo
- Q&A
Introduction to SIS
What is SIS?

IATA’s Simplified Invoicing and Settlement (SIS) is the highly cost-effective electronic invoicing platform developed by IATA to remove all paper from the invoicing and settlement of industry services.

SIS is streamlining processes by enabling the exchange of electronic data among the industry to reduce direct operating costs.

The use of a single standards simplifies business activity for the industry and allows suppliers to use one invoicing standard and process for all their airline customers.
## SIS Membership Types

<table>
<thead>
<tr>
<th>FEATURES</th>
<th>SIS FOR AIRLINES &amp; INTERMODAL (ISPA)</th>
<th>SIS FOR SUPPLIERS &amp; AIR OPERATORS (ISUA)</th>
<th>SIS FOR INVOICE RECEIVERS (TOU)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Billing Categories (submission classes)</strong></td>
<td>PAX / CGO / UATP / MISC</td>
<td>MISC</td>
<td>MISC</td>
</tr>
<tr>
<td>Sending e-invoices</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Receiving e-invoices</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>User Access</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>One (1) User</td>
</tr>
<tr>
<td>ERP Integration</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Data Validation</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Automated Posting &amp; Reconciliation</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Online Functions &amp; Dashboard</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Audit Trail</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Fees</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Payment Status</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
SIS Reference Documentation

The following are important documents for implementing and using SIS; the documents are available on our website at www.iata.org/sis and are updated regularly to reflect any system or validation changes.

These will be referenced throughout the webinar.

❖ SIS Member User Guide
❖ SIS Participation Guide (ISPG)
❖ IS-XML Invoicing Record Structures
❖ Sample Files
❖ Sign Up and Certification Guide
❖ Revenue Accounting Manual
❖ SIS Bulletins & Communications
How to Login to SIS?
SIS Login via IATA Customer Portal

1. All SIS Users are required to access IS-WEB via the Single Sign-On service in the IATA Customer Portal only. If you do not have an existing account, you may click "Create New User" to self-register.
SIS Login via IATA Customer Portal

2. Complete the two-factor authentication (2FA) security step. You may set up two-factor authentication (2FA) referring to the user guide and the FAQ page.
3. Click the "SIS" service icon from your list of IATA services. If you do not have the "SIS" service, please ask for assistance by logging a case in the IATA Customer Portal.
Your SIS Member Profile
SIS Member Profile Management

The profile / settings for your business needs and e-invoicing preferences.

▪ Company name and address
▪ Additional invoicing locations
▪ Contacts to receive important email alerts
▪ Input File validation controls
▪ Enable Output files
▪ View Optional services

Detailed information on the member profile is available in chapter 10 of the SIS Participation Guide (ISPG) (pdf).
SIS Member Profile – Member Details
Check out our webinar on **SIS Member Profile Management** for additional information!
SIS Contacts for Email Alerts
What are SIS Contacts?

SIS contacts are email addresses that are assigned to receive important and timely automated email alerts for SIS processing and informational activities.

- File validation/sanity check report notifications
- SIS output file availability
- Clearing House (ICH) advice and clearance notifications
- Correspondence alerts
- Reports availability
SIS Member Profile - Contacts
Things to Remember!

Contact Management

• **Contacts do not need to be a user;** they can be active as stand-alone contacts

• Only SIS super-users can add/manage contacts

• It is very important for contacts to be regularly maintained for SIS member accounts to make the most of the related SIS functionalities and features
SIS User Management

SIS user management is the responsibility of the SIS member’s “Super-User”

Your SIS “Super-User” will have the following administrative responsibilities:

▪ Create new users
▪ Manage users’ details
▪ Deactivate / re-activate users
▪ Assign, Edit and Remove Permissions for active users
▪ Other administrative roles

Your SIS Super-User can assign administrative permissions to other users.
## Create SIS Users

**Create Users**

Use the form below to create new User. All required fields are marked (*)

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Samuel</td>
</tr>
<tr>
<td>Last Name</td>
<td>Diane-Brown</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:jacksmith2020@gmail.com">jacksmith2020@gmail.com</a></td>
</tr>
<tr>
<td>Staff ID</td>
<td>Example1</td>
</tr>
<tr>
<td>Division</td>
<td>E-invoicing</td>
</tr>
<tr>
<td>Department</td>
<td>SIS</td>
</tr>
<tr>
<td>Location ID</td>
<td></td>
</tr>
<tr>
<td>Address 1</td>
<td>500 Rue du Square-Victoria</td>
</tr>
<tr>
<td>City Name</td>
<td>Montreal</td>
</tr>
<tr>
<td>Postal Code</td>
<td>H3Z 1M1</td>
</tr>
<tr>
<td>Country Name</td>
<td>CANADA</td>
</tr>
<tr>
<td>Submission Name</td>
<td>Quebec</td>
</tr>
</tbody>
</table>

**Save User Details**
# Manage SIS Users

- Can Edit User Profile
- Activate/Deactivate User
- View Status: Active or Deactivated

## Manage Users

Use the below form to search and modify a selected user.

### Search Criteria

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email Address</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>All</td>
</tr>
</tbody>
</table>

### Search Results

<table>
<thead>
<tr>
<th>Actions</th>
<th>First Name</th>
<th>Last Name</th>
<th>Email Address</th>
<th>Super User</th>
<th>Secondary User</th>
<th>Primary Account's Organization</th>
<th>Status</th>
<th>Is Archived</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="User" /></td>
<td>Nina</td>
<td>OSMANI</td>
<td><a href="mailto:n27bostaping@gmail.com">n27bostaping@gmail.com</a></td>
<td>Yes</td>
<td>No</td>
<td>N/A</td>
<td>Active</td>
<td>No</td>
</tr>
<tr>
<td><img src="image2.png" alt="User" /></td>
<td>XHONINA</td>
<td>OSMANI</td>
<td><a href="mailto:xhontestlanguages@gmail.com">xhontestlanguages@gmail.com</a></td>
<td>Yes</td>
<td>No</td>
<td>N/A</td>
<td>Deactivated due to Membership Change</td>
<td>No</td>
</tr>
<tr>
<td><img src="image3.png" alt="User" /></td>
<td>Sam</td>
<td>Houde</td>
<td><a href="mailto:Samuel.Houde@Email1234.org">Samuel.Houde@Email1234.org</a></td>
<td>No</td>
<td>No</td>
<td>N/A</td>
<td>Active</td>
<td>No</td>
</tr>
</tbody>
</table>

---

Page 1 of 1 View 1 - 3 of 3
Manage SIS User Permissions

Profile and User Management >> Manage User Permissions >> Assign Permission To User

Assign Permission To User

User Name: [Name]
Template: [Select]
Add Permission
Remove Permission

Copy User Permission

Copy Permission

Permission List For Selected User:
- [List of permissions]

Save Cancel

Partial Permissions

Full Permissions
Check out our webinar on **SIS Contact & User Management** for additional information!
Things to Remember!

User Management

- All active SIS users must access SIS via the IATA Customer Portal only.
- User profiles and permissions should be managed in SIS only by the SIS "Super-User", including deactivating and re-activating users.
- Users can also be contacts to receive important email alerts, mainly for processing activities.
Let’s Do a Demo!
Contacts for Important Notifications

- **To receive important email notifications**, related to SIS and ICH processes, it is important that these email messages are delivered to the appropriate person or department responsible for taking actions.

---

SIS Validation Report Notification - SIS Production

donotreply@iata.org

To: [Redacted]

Dear Current Accounts,

The validation report for the input file MXMLF-074.xml is available for download via iiNET/I-S-WEB. The report name is MXMLF-074.xml. Error(s)/Warning(s) have been generated while validating the input file. Refer to the validation report for details.

<BR/>
Regards,
<BR/>
IATA SIS Operations Team
<BR/>
Access your SIS account or contact us for support at www.iata.org/cs
Contacts for Informational Purposes

- For informational purposes, on Pax, Cargo or Miscellaneous Interline so your business partners can get in touch easily.

<table>
<thead>
<tr>
<th>For informational Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Billing Category Manager</td>
</tr>
<tr>
<td>- Interline Billing Contact</td>
</tr>
<tr>
<td>- Head of Department</td>
</tr>
<tr>
<td>- RA Manager</td>
</tr>
</tbody>
</table>

Current Accounts Dept. (SPL/EH)
P.O. Box 7700
Schiphol Oost
Schiphol Oost
Netherlands (Kingdom of the) 1117ZL
Telephone: +31 20 648 9996
Email: current.accounts.spieh@klm.com
Billing Categories
### SIS e-Invoicing Billing Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Document Requirements</th>
<th>Billings Periods</th>
<th>RAM Chapters</th>
<th>ISPG Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PASSENGER</strong></td>
<td>• Transportation of passengers ONLY</td>
<td>• Ticket Coupon Numbers Required</td>
<td>• Prime Billings = 3 months</td>
<td>• Rejection Billings = 4 months</td>
<td>• RAM Chapters A2, A10. • ISPG Chapter 3.</td>
</tr>
<tr>
<td><strong>CARGO</strong></td>
<td>• Transportation of Cargo ONLY</td>
<td>• Air Waybill (AWB) Numbers Required</td>
<td>• Prime Billings = 4 months</td>
<td>• Rejection Billings = 5 months</td>
<td>• RAM Chapters A5, A8. • ISPG Chapter 4.</td>
</tr>
<tr>
<td><strong>MISCELLANEOUS</strong></td>
<td>• Provision of Goods or Services.</td>
<td>• No Industry Document Required</td>
<td>• Original Billings = 5 months</td>
<td>• Rejection Billings = 6 months</td>
<td>• Disputes = 6 months • RAM Chapter A13. • ISPG Chapter 5.</td>
</tr>
<tr>
<td><strong>UATP</strong></td>
<td>• UATP Form of Payment Commissions ONLY</td>
<td>• UATP/ATCAN issues invoices on behalf of participating members.</td>
<td>• RAM Chapter B13.</td>
<td>• ISPG Chapter 6</td>
<td></td>
</tr>
</tbody>
</table>
Passenger (PAX) Billings

- Passenger billings are all *Passenger-Transportation* related billings only.
- Passenger transactions are identified by *transactions & source codes* for:
  - Prime Billings – Coupons (Cpns)
  - Rejection Memos
  - Billing Memos
  - Credit Memos
- PAX invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (IS-IDEC or IS-XML).
- Applicable time limits and minimum amounts are outlined in the *Revenue Accounting Manual* (RAM).
- Passenger billing overview and details are outlined in *ISPG Chapter 3*. 
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
  - Billing Memos
  - Credit Memos
- CGO invoices can be captured manually in SIS/IS-WEB or submitted via input billing files (IS-IDEC or IS-XML).
- Applicable time limits and minimum amounts are outlined in the **Revenue Accounting Manual** (RAM).
- Cargo billing overview and details are outlined in **ISPG Chapter 4**.
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).
• Applicable time limits and minimum amounts are outlined in the Revenue Accounting Manual (RAM).
• MISC billing overview and details are outlined in ISPG Chapter 5.
Settlement with the Clearing House (ICH/ACH)
Settle Your Invoices with the Clearing House (ICH/ACH)

Settlement 400+ airlines and key industry suppliers through ACH/ICH and possibility to extend to BSP and CASS settlement in local currencies

E-Invoicing platform 3000+ Air Operators (SIS)

Automated cash collection/settlement (ACH/ICH)

Automated Legal Invoice Transmission (EDI)

Billing Member

Billed Member

“Financial Process” – ISPG Chapter 7
Settlement with the Clearing House (ICH/ACH)

The Settlement of Invoices is driven through the invoice data provided by the billing entity in SIS.

- ICH: IATA Clearing House
- ACH: Airlines Clearing House (The A4A Clearing House for Electronic Invoicing)

Settlement Process details are indicated in Chapter 7 of the ISPG.
Accessing Clearing House Settlement Reports

- ICH/ACH Reports can be accessed via IS-WEB only

- **ICH Reports**: from SIS>>>Financial Controller>>>Access ICH Reports.

- **ACH Reports**: from SIS>>>Financial Controller>>>Access ACH Settlement Reports.
Accessing ICH Reports
Accessing ACH Reports
SIS and Clearing House (CH) Calendar

SIS Simplified Invoicing and Settlement

Search Criteria
- Calendar Year: 2024
- Please Select
  - IS
  - ICH
  - ACH
  - IS+ICH
  - IS+ACH

Generate Report

Time Zone
- (UTC-05:00) Eastern Time (US & Canada)
- (UTC-10:00) Alaska
- (UTC-10:00) Hawaii
- (UTC-09:30) Marquesas Islands
- (UTC-09:00) Alaska
- (UTC-08:00) Coordinated Universal Time-09
- (UTC-08:00) Baja California
- (UTC-08:00) Coordinated Universal Time-08
- (UTC-08:00) Pacific Time (US & Canada)
- (UTC-07:00) Arizona
- (UTC-07:00) La Paz, Mazatlan
- (UTC-07:00) Mountain Time (US & Canada)
- (UTC-07:00) Yukon
- (UTC-06:00) Central America
- (UTC-06:00) Central Time (US & Canada)
- (UTC-06:00) Easter Island
- (UTC-06:00) Guadalajara, Mexico City, Monterrey
- (UTC-05:00) Saskatchewan
- (UTC-05:00) Bogota, Lima, Quito, Rio Branco
- (UTC-05:00) Chetumal
- (UTC-05:00) Eastern Time (US & Canada)
## SIS and CH Processing Calendar

<table>
<thead>
<tr>
<th>SIS Processing Calendar</th>
<th>ICH Processing Calendar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Open</td>
<td>Submission Open</td>
</tr>
<tr>
<td>(Future Dated Submission)</td>
<td>(Future Dated Submission)</td>
</tr>
<tr>
<td>Submission Deadline For ICH Invoices</td>
<td>Submission Deadline For ACH Invoices</td>
</tr>
<tr>
<td>Billing Output Generation</td>
<td>Supporting Documents Link Deadline</td>
</tr>
<tr>
<td>Auto Bill Invoicing Finalization</td>
<td>Closure Day</td>
</tr>
<tr>
<td>Protest Deadline</td>
<td>Advice Day</td>
</tr>
<tr>
<td>Early Call Day</td>
<td>Call Day</td>
</tr>
<tr>
<td>Settlement Day</td>
<td>Suspension Day</td>
</tr>
</tbody>
</table>

### January 2024

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Open</th>
<th>Submission Deadline</th>
<th>Billing Output Generation</th>
<th>Auto Bill Invoicing</th>
<th>Closure Day</th>
<th>Protest Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>09-Jan 00:00</td>
<td>25-Dec 13:00</td>
<td>18-Jan 17:00</td>
<td>16-Jan 17:00</td>
<td>16-Jan 16:00</td>
<td>16-Jan 17:00</td>
</tr>
<tr>
<td>2</td>
<td>17-Jan 00:00</td>
<td>25-Dec 13:00</td>
<td>22-Jan 17:00</td>
<td>24-Jan 23:00</td>
<td>24-Jan 00:00</td>
<td>24-Jan 17:00</td>
</tr>
<tr>
<td>3</td>
<td>23-Jan 00:00</td>
<td>25-Dec 13:00</td>
<td>29-Jan 17:00</td>
<td>31-Jan 23:00</td>
<td>31-Jan 00:00</td>
<td>29-Jan 17:00</td>
</tr>
<tr>
<td>4</td>
<td>30-Jan 00:00</td>
<td>25-Dec 13:00</td>
<td>07-Feb 17:00</td>
<td>06-Feb 23:00</td>
<td>06-Feb 00:00</td>
<td>07-Feb 17:00</td>
</tr>
</tbody>
</table>

### February 2024

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Open</th>
<th>Submission Deadline</th>
<th>Billing Output Generation</th>
<th>Auto Bill Invoicing</th>
<th>Closure Day</th>
<th>Protest Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>05-Feb 00:00</td>
<td>25-Jan 13:00</td>
<td>14-Feb 16:00</td>
<td>16-Feb 00:00</td>
<td>16-Feb 17:00</td>
<td>16-Feb 17:00</td>
</tr>
<tr>
<td>2</td>
<td>15-Feb 00:00</td>
<td>25-Jan 13:00</td>
<td>21-Feb 17:00</td>
<td>25-Feb 23:00</td>
<td>25-Feb 17:00</td>
<td>25-Feb 17:00</td>
</tr>
<tr>
<td>3</td>
<td>22-Feb 00:00</td>
<td>25-Jan 13:00</td>
<td>28-Feb 17:00</td>
<td>01-Mar 23:00</td>
<td>01-Mar 00:00</td>
<td>28-Feb 17:00</td>
</tr>
<tr>
<td>4</td>
<td>29-Feb 00:00</td>
<td>25-Jan 13:00</td>
<td>07-Mar 17:00</td>
<td>11-Mar 23:00</td>
<td>11-Mar 00:00</td>
<td>07-Mar 17:00</td>
</tr>
</tbody>
</table>

### March 2024

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Open</th>
<th>Submission Deadline</th>
<th>Billing Output Generation</th>
<th>Auto Bill Invoicing</th>
<th>Closure Day</th>
<th>Protest Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>06-Mar 00:00</td>
<td>25-Feb 13:00</td>
<td>14-Mar 16:00</td>
<td>16-Mar 00:00</td>
<td>16-Mar 17:00</td>
<td>16-Mar 17:00</td>
</tr>
<tr>
<td>2</td>
<td>13-Mar 00:00</td>
<td>25-Feb 13:00</td>
<td>21-Mar 17:00</td>
<td>25-Mar 23:00</td>
<td>25-Mar 17:00</td>
<td>25-Mar 17:00</td>
</tr>
<tr>
<td>3</td>
<td>20-Mar 00:00</td>
<td>25-Feb 13:00</td>
<td>28-Mar 17:00</td>
<td>03-Apr 20:00</td>
<td>03-Apr 00:00</td>
<td>28-Mar 17:00</td>
</tr>
<tr>
<td>4</td>
<td>27-Mar 00:00</td>
<td>25-Feb 13:00</td>
<td>05-Apr 17:00</td>
<td>10-Apr 00:00</td>
<td>10-Apr 17:00</td>
<td>05-Apr 17:00</td>
</tr>
</tbody>
</table>

### April 2024

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Open</th>
<th>Submission Deadline</th>
<th>Billing Output Generation</th>
<th>Auto Bill Invoicing</th>
<th>Closure Day</th>
<th>Protest Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>06-Apr 00:00</td>
<td>26-Mar 14:00</td>
<td>15-Apr 17:00</td>
<td>17-Apr 00:00</td>
<td>17-Apr 17:00</td>
<td>17-Apr 17:00</td>
</tr>
<tr>
<td>2</td>
<td>15-Apr 00:00</td>
<td>26-Mar 14:00</td>
<td>22-Apr 17:00</td>
<td>24-Apr 23:00</td>
<td>24-Apr 00:00</td>
<td>24-Apr 17:00</td>
</tr>
<tr>
<td>3</td>
<td>23-Apr 00:00</td>
<td>26-Mar 14:00</td>
<td>29-Apr 17:00</td>
<td>01-May 23:00</td>
<td>01-May 00:00</td>
<td>29-Apr 17:00</td>
</tr>
<tr>
<td>4</td>
<td>30-Apr 00:00</td>
<td>26-Mar 14:00</td>
<td>07-May 17:00</td>
<td>09-May 23:00</td>
<td>09-May 00:00</td>
<td>07-May 17:00</td>
</tr>
</tbody>
</table>

### May 2024

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Open</th>
<th>Submission Deadline</th>
<th>Billing Output Generation</th>
<th>Auto Bill Invoicing</th>
<th>Closure Day</th>
<th>Protest Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>05-May 00:00</td>
<td>25-Apr 14:00</td>
<td>14-May 17:00</td>
<td>16-May 00:00</td>
<td>16-May 17:00</td>
<td>16-May 17:00</td>
</tr>
<tr>
<td>2</td>
<td>15-May 00:00</td>
<td>25-Apr 14:00</td>
<td>21-May 17:00</td>
<td>23-May 23:00</td>
<td>23-May 00:00</td>
<td>23-May 17:00</td>
</tr>
<tr>
<td>3</td>
<td>22-May 00:00</td>
<td>25-Apr 14:00</td>
<td>27-May 17:00</td>
<td>30-May 23:00</td>
<td>30-May 00:00</td>
<td>27-May 17:00</td>
</tr>
<tr>
<td>4</td>
<td>29-May 00:00</td>
<td>25-Apr 14:00</td>
<td>06-Jun 17:00</td>
<td>08-Jun 23:00</td>
<td>08-Jun 00:00</td>
<td>06-Jun 17:00</td>
</tr>
</tbody>
</table>
Check out our webinar on **IATA Clearing House (ICH) Reports** for additional information!
How to Send and Receive Invoices in SIS
Management of Receivables
Receivable Invoices Management

- Select the correct Billing Category depending on the transaction type.
- Receivable invoices are invoices billed by you to other members.
- Receivable invoices can be managed from the relevant Receivable screens.
Management of Payables
Payable Invoices Management

- Payable invoices are invoices billed by other members to your company.
- Payable invoices can be managed from the relevant Payable screens.
- Invoices billed in a specific billing period are available to view/download on “Billing Output Generation” day (approx. 2 days after the period closure).
What is a Rejection?

- Rejecting an invoice in SIS is the standard way of challenging the charges or details of a payable invoice billed to you.

- A rejection process follows a similar standard as creating a receivable invoice.

- 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.
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.
Billing Cycle – Correspondences

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.
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.
Check out our webinar on **SIS Rejection and Correspondences** for additional information!
What is a Miscellaneous Invoice Dispute?

• A dispute is an alternative way to challenge or query **Miscellaneous Bilateral Invoices only.**

• However, it's an optional process that can be adopted once mutually agreed between two parties.

• Miscellaneous Disputes have no obligation for payment nor a financial impact with the Clearing Houses (No Automated Settlement).

• Any applicable adjustments can be finalized by a credit note.

• Disputes can be processed in IS-WEB or via input file upload.
How to initiate a dispute using IS-WEB

- Initiate Dispute action icon on all mentioned screens can be used to initiate a dispute.
Check out our webinar on **SIS Dispute Management** for additional information!
SIS Output Files
SIS Output Files

Output Files are files generated by SIS weekly (by billing period) or daily and contain payable and receivable invoice data, which can be imported into internal systems for processing, reconciliation and recording purposes.

- The Output files can be enabled in your SIS member profile per Billing Category
- Formats of output files are based on your member profile settings, independent of the formats used by other billing members.
- The file *specifications* and *sample files* are provided in the ISPG.
- You can use iiNET to automate reception of your SIS Output files for integration with your systems.
Output Files Retrieval

General >> File Management >> Download File

![Download File Form]

### Search Criteria

<table>
<thead>
<tr>
<th>Field</th>
<th>Options</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Month</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Billing Period</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Billing Month</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Billing Period</td>
<td>2024</td>
<td>2024</td>
</tr>
<tr>
<td>File Type</td>
<td>All</td>
<td>All</td>
</tr>
<tr>
<td>Location ID</td>
<td>Mail</td>
<td>Mail</td>
</tr>
</tbody>
</table>

### Search Criteria for Daily MISC Bilateral Files to Billed Members/Document Package Files to Sending or Receiving Members

<table>
<thead>
<tr>
<th>Field</th>
<th>Options</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Date</td>
<td>13-Mar-24</td>
<td>13-Mar-24</td>
</tr>
<tr>
<td>File Type</td>
<td>All</td>
<td>All</td>
</tr>
<tr>
<td>Location ID</td>
<td>Mail</td>
<td>Mail</td>
</tr>
</tbody>
</table>

### Search Results

<table>
<thead>
<tr>
<th>File Generated On</th>
<th>Billing Month</th>
<th>Billing Period</th>
<th>File Name</th>
<th>File Type</th>
<th>Location ID</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/1/2024 12:03:37 AM</td>
<td>02</td>
<td>3</td>
<td>PRINWP-0002000204 ZIP</td>
<td>Processed invoices CSV report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/1/2024 12:03:37 AM</td>
<td>02</td>
<td>3</td>
<td>QR-MISC-C-000-20240044 ZIP</td>
<td>Offline archive files</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/1/2024 12:03:37 AM</td>
<td>02</td>
<td>3</td>
<td>QR-MISC-P-000-20240044 ZIP</td>
<td>Offline archive files</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/1/2024 12:03:37 AM</td>
<td>02</td>
<td>3</td>
<td>KOMIT-0020002004 ZIP</td>
<td>ISM Outbound</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/1/2024 12:03:37 AM</td>
<td>02</td>
<td>3</td>
<td>HPST-0002000000 ZIP</td>
<td>Daily MISC Payables Payment Status Updates Output Files</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Output Files – PAX & CGO

• IS-XML /IS-IDEC Output billing files → one file generated per billing period and per billing category that includes all payable invoices in IS-XML or IS-IDEC format;

• Offline Archive Files (OARs) → one compressed file generated per billing period that includes all payable invoices, listings, supporting documents, memos, digital signature files etc.;

• CSV Listings as Billing and Billed Entities.

• Define a specific iiNET account in input file that redirects output validation files.
Output Files – MISC

• IS-XML Output billing files → one file generated per billing period and per billing category that includes all payable invoices in IS-XML format;

• Offline Archive Files (OARs) → one file generated per billing period (or daily for “Daily Delivered MISC-Bilateral Invoices/Credit Notes”) that includes all payable invoices, listings, supporting documents, memos, digital signature files etc.;

• CSV Listings as Billing and Billed Entities.

• Daily Payable Outputs for Bilateral invoices → Daily IS-XML and OAR files that include all bilateral invoices billed in a day.

• Daily IS-XML files for Receivable IS-WEB Invoices.

• Define a Default Location for MISC Payables Original Invoices and Credit Notes.
Analytical Reports

- Supporting Documents Mismatch → mismatches of supporting documents in SIS for receivable invoices related to attachment indicators on invoice.

- Non-Sampling RM Analysis Comparison to the Industry (ICH) → automated pdf monthly report of your PAX RM’s performance against industry benchmarks.

- Interline Billing Summary (PAX & CGO) → summary of all interline billings for a specific period.

- Receivable & Payable Invoice Summary (MISC) → summary of all receivable or payable billings for a specific period.

- ICH Forms 1, 2 and 3 → detailed report of ICH-only charges (receivables & payables) for a specific billing period, used for reconciliation.
Operational Reports

- SIS Usage Report → summary of invoices and transactions submitted in a specific period
- Member/Contact Report → list of SIS members and their contacts
- SIS Users Report → summary of the permissions currently assigned to existing users within the company
- Invoice Deletion Audit Trail → details of invoices that have been deleted
- Invoice Reference Data → reference and location data for all SIS members
- SIS and CH Calendar → calendar of billing periods and applicable time limits
Check out our webinar on **Output files & Reports** for additional information!
Demo

Let’s Do a Demo!
Prevent Invoice Rejections

- Rejections can be minimized by using **complete** and **high-quality input data** on your outgoing receivable invoices.
Keeping Track of Correspondences

- Home >> Reports >> Miscellaneous >> Correspondence status

- Timely response before the Correspondence Expires is important, because an expired correspondence enables the Other Carrier to bill you again. Or may prevent you from charging the Other Carrier. **You don't want to lose any revenue!**
SIS Reference Material
www.iata.org/sis

- ‘Support’ Tab
- SIS Testing & User Guide
- Computer-Based Training
- Reference Documentation
- ‘Documents’ Tab
- Technical Standards (ISPG, etc.)
- Sample Files
- Major Releases’ Notes
- ‘Webinars’ Tab
- Industry Webinar Videos

and many more resources!
Thank you!

Need help?

Contact us via the IATA Customer Portal

www.iata.org/CS