IATA Legal Reminders

! Participants are reminded that live streaming of this webinar 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.
Presenters

CEDRIC CHRETIEN
Head Settlement Operations / ICH Manager
IATA

JESSE REEVES
Senior Manager Settlement Operations
IATA

PRAMOD KUMAR SRIVASTAVA
Associate Director Revenue Accounting
INDIGO AIRLINES (6E-312)
Welcome!

On The Agenda

1. Did you know about ICH?
2. How to Access ICH Reports
3. Types of ICH Reports
4. How to Use and Interpret ICH Reports for Reconciliation
5. How to Raise an ICH Protest

Enter your Questions in the “Questions” box!
Did you know about ICH?
Oldest IATA settlement system created in 1947!

2nd biggest in terms of volume of transactions processed:
  - Average past 5 years 2016-20: USD50b+ (USD62.5b in 2019 / USD20.4b in 2020)

Community of over 480 active participants
  - 320+ Airlines & 160+ Associates

Industry reference thanks to its Settlement Success Rate:
  - 99.997% - Average past 5 years 2016-20 out of the 256b processed
  - 100% in 2016, 2017 and 2021 YTD

SOC2 certified

ICH is a trusty and reliable partner for the financial settlements
ICH is Easy Clear and Fast, a very serious entity
How to Access ICH Reports
ICH REPORTS RETRIEVAL

- Reports can be accessed via IS-WEB:
  
  *Reports>*Financial Controller>*Access ICH Reports

- SIS Super User assigns access rights

- Report data is real-time & therefore provisional until Advice Day

- Reports available in Multiple formats (XML, Excel, CSV, ASCII or PDF)
Types of ICH Reports

ICH Reports

24-November-2021
Statement of Invoices (Form 1) reports the following:

- Claims raised by you in a subject clearance period including:
  - Debtor Member
  - Currency Code
  - Billing Category
  - Invoice Number
  - Invoice Date
  - Local Currency, amount, input rate & converted amount
FORM 1 REPORT SAMPLE

- Note Report Header – Provisional vs Final

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Doctor Member</th>
<th>Currency Code</th>
<th>Billing Category</th>
<th>Invoice Number</th>
<th>Invoice Date</th>
<th>Local Currency</th>
<th>Local Amount</th>
<th>Input Rate</th>
<th>Converted Amount</th>
<th>Invoice Origin</th>
<th>Invoice Source</th>
<th>Suspended Invoice</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>XX-123 - TEST LIMITED</td>
<td>USD</td>
<td>MSC</td>
<td>0095405931</td>
<td>2021-11-11</td>
<td>USD</td>
<td>28,600.00</td>
<td>1.00000</td>
<td>28,600.00</td>
<td>SIS</td>
<td>IS-XML</td>
<td>N</td>
</tr>
<tr>
<td>B</td>
<td>XX-124 - TEST LIMITED</td>
<td>USD</td>
<td>MSC</td>
<td>009540582</td>
<td>2021-11-09</td>
<td>USD</td>
<td>903.49</td>
<td>1.00000</td>
<td>903.49</td>
<td>SIS</td>
<td>IS-XML</td>
<td>N</td>
</tr>
<tr>
<td>B</td>
<td>XX-1235 - TEST LIMITED</td>
<td>USD</td>
<td>MSC</td>
<td>00954010113</td>
<td>2021-11-09</td>
<td>USD</td>
<td>165.00</td>
<td>1.00000</td>
<td>165.00</td>
<td>SIS</td>
<td>IS-XML</td>
<td>N</td>
</tr>
</tbody>
</table>

ICH Reports 24-November-2021
Statement of Invoices from Debtor (Form 1 From Debtor) reports the following:

- Claims **against** you in a subject clearance period including:
  - Creditor Member
  - Currency Code
  - Billing Category
  - Invoice Number
  - Invoice Date
  - Local Currency, amount, Input rate & converted amount
<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Creditor Member</th>
<th>Currency Code</th>
<th>Billing Category</th>
<th>Invoice Number</th>
<th>Invoice Date</th>
<th>Local Currency</th>
<th>Local Amount</th>
<th>Input Rate</th>
<th>Converted Amount</th>
<th>Invoice Origin</th>
<th>Invoice Source</th>
<th>Suspended Invoice</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>AA-000 - ABC AIRWAYS INTERNATIONAL</td>
<td>USD</td>
<td>MISC</td>
<td>0191061559</td>
<td>2018-11-13</td>
<td>THB</td>
<td>3,542.40</td>
<td>32.00394</td>
<td>107.36</td>
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<td>S-DEC</td>
<td>N</td>
</tr>
<tr>
<td>B</td>
<td>AD-456 - TEST LIMITED</td>
<td>USD</td>
<td>FAX</td>
<td>P0A0000201</td>
<td>2018-11-19</td>
<td>USD</td>
<td>29,071.07</td>
<td>1.00000</td>
<td>29,071.07</td>
<td>SIS</td>
<td>S-DEC</td>
<td>N</td>
</tr>
<tr>
<td>D</td>
<td>BB-120 - TEST INCORP</td>
<td>USD</td>
<td>MISC</td>
<td>0010040103</td>
<td>2018-11-18</td>
<td>EUR</td>
<td>38,750.00</td>
<td>0.07139</td>
<td>45,680.42</td>
<td>SIS</td>
<td>S-XIXL</td>
<td>N</td>
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<tr>
<td>D</td>
<td>BB-120 - TEST INCORP</td>
<td>USD</td>
<td>MISC</td>
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<td>DKK</td>
<td>75.00</td>
<td>6.40013</td>
<td>11.57</td>
<td>SIS</td>
<td>S-WEB</td>
<td>N</td>
</tr>
<tr>
<td>D</td>
<td>XX-456 - ACRA AIRWAYS D.O.O</td>
<td>USD</td>
<td>FAX</td>
<td>6422158</td>
<td>2018-11-20</td>
<td>USD</td>
<td>1,348.02</td>
<td>1.00000</td>
<td>1,348.02</td>
<td>SIS</td>
<td>S-DEC</td>
<td>N</td>
</tr>
</tbody>
</table>
Statement of Creditor Claims (Form 2) reports the following:

- Claims raised by you in a subject clearance period including:
  - Debtor Member
  - Currency Code
  - Total billings Including breakdown by PAX, UATP, Cargo & Misc categories
### IATA CLEARING HOUSE

**FORM 2 - Final**

2021-11-17 09:30 EST

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Debtor Member</th>
<th>Currency Code</th>
<th>PAX Amount</th>
<th>UATP Amount</th>
<th>CARGO Amount</th>
<th>MISC Amount</th>
<th>Total Amount</th>
<th>Suspended</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>XX-123 - TEST LIMITED</td>
<td>USD</td>
<td>1,000.00</td>
<td>2,000.00</td>
<td>3,000.00</td>
<td>28,500.00</td>
<td>34,500.00</td>
<td>N</td>
</tr>
<tr>
<td>B</td>
<td>XX-124 - TEST LIMITED</td>
<td>USD</td>
<td>500.00</td>
<td>600.00</td>
<td>700.00</td>
<td>2,766.00</td>
<td>4,568.00</td>
<td>N</td>
</tr>
<tr>
<td>B</td>
<td>XX-125 - TEST LIMITED</td>
<td>USD</td>
<td>100.00</td>
<td>150.00</td>
<td>200.00</td>
<td>250.00</td>
<td>700.00</td>
<td>N</td>
</tr>
</tbody>
</table>

ICH Reports

24-November-2021
Statement of Balances (Form 3) reports the following:

- Member’s claims
- Claims against the Member
- Net balance(s) payable to ICH and/or Receivable
- If F3 is Provisional, then amounts not final
- Amounts reported on Advice messages will equate to Net Balances on Final F3
# FORM 3 REPORT PROV. SAMPLE

---

## TEST ENVIRONMENT

**PROVISIONAL FORM 3**

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>COUNTRY</th>
<th>PASS.</th>
<th>UAH</th>
<th>CARGO</th>
<th>MISC</th>
<th>TOTAL</th>
<th>CREDITS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RD 226</td>
<td></td>
<td>124,366</td>
<td>51,489</td>
<td>172,855</td>
<td>64,563</td>
<td>316,382</td>
<td>316,382</td>
<td>316,382</td>
</tr>
<tr>
<td>MT 226</td>
<td></td>
<td>124,366</td>
<td>51,489</td>
<td>172,855</td>
<td>64,563</td>
<td>316,382</td>
<td>316,382</td>
<td>316,382</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>248,732</td>
<td>102,978</td>
<td>345,810</td>
<td>129,126</td>
<td>694,742</td>
<td>694,742</td>
<td>694,742</td>
</tr>
</tbody>
</table>

**ZONE 4**

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>COUNTRY</th>
<th>PASS.</th>
<th>UAH</th>
<th>CARGO</th>
<th>MISC</th>
<th>TOTAL</th>
<th>CREDITS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AZ 001</td>
<td></td>
<td>82,879</td>
<td>1,250</td>
<td>84,129</td>
<td>79,030</td>
<td>163,159</td>
<td>163,159</td>
<td>163,159</td>
</tr>
<tr>
<td>KZ 002</td>
<td></td>
<td>82,879</td>
<td>1,250</td>
<td>84,129</td>
<td>79,030</td>
<td>163,159</td>
<td>163,159</td>
<td>163,159</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>165,758</td>
<td>2,500</td>
<td>168,258</td>
<td>158,060</td>
<td>326,318</td>
<td>326,318</td>
<td>326,318</td>
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</table>

**ZONE 5**

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>COUNTRY</th>
<th>PASS.</th>
<th>UAH</th>
<th>CARGO</th>
<th>MISC</th>
<th>TOTAL</th>
<th>CREDITS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DL 006</td>
<td></td>
<td>32,500</td>
<td>32,500</td>
<td>32,500</td>
<td>32,500</td>
<td>65,000</td>
<td>65,000</td>
<td>65,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>32,500</td>
<td>32,500</td>
<td>32,500</td>
<td>32,500</td>
<td>65,000</td>
<td>65,000</td>
<td>65,000</td>
</tr>
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</table>

**ZONE 6**

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>COUNTRY</th>
<th>PASS.</th>
<th>UAH</th>
<th>CARGO</th>
<th>MISC</th>
<th>TOTAL</th>
<th>CREDITS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AD 007</td>
<td></td>
<td>475,976</td>
<td>52,689</td>
<td>528,665</td>
<td>618,423</td>
<td>675,229</td>
<td>675,229</td>
<td>675,229</td>
</tr>
</tbody>
</table>

**TOTAL USD**

| TOTAL | 475,976 | 52,689 | 528,665 | 618,423 | 675,229 |

**NET RECEIVABLES USD**

| 675,229 |

---

*END OF REPORT*
**FORM 3 REPORT FINAL SAMPLE**

---

**TEST ENVIRONMENT**

**FINAL FORM 3**

### AGREEMENT STANDARD

<table>
<thead>
<tr>
<th>ACCOUNT WITH IATA 022</th>
<th>WEB AERLINES (ZONE B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZONE A: (USD)</td>
<td></td>
</tr>
</tbody>
</table>

#### IN ACCOUNT WITH IATA 022

<table>
<thead>
<tr>
<th>ACCOUNT WITH IATA 022</th>
<th>WEB AERLINES (ZONE B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZONE A: (USD)</td>
<td></td>
</tr>
</tbody>
</table>

#### EQUIVALENT IN CURRNCY OF SETTLEMENT (USD) (EXCHANGE RATE: 1.000001)

<table>
<thead>
<tr>
<th>ACCOUNT WITH IATA 022</th>
<th>WEB AERLINES (ZONE B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZONE B: (USD)</td>
<td></td>
</tr>
</tbody>
</table>

---

**ICH Reports**

**24-November-2021**
How to Use and Interpret ICH Reports for Reconciliation

ICH Reports

24-November-2021
ICH REPORT TOOLS

- Many ICH Reports can assist with accounting reconciliations
- Key ICH Reports would include:
  - F3 & F1 From Debtor reports
  - Invoice query Report
  - Early Warning Report
  - Call Day Adjustment Reports
F1 From Debtors, F3

• The F1FD & F3 provide a very useful reference tool to quickly assess debits & credits settled in a specific clearance period

• Extended Reports
  • In addition to standard F1 & F3 reports, the ICH offers extended reports that highlight claims raised by / against sponsored Members that are consolidated into the claims of the Sponsoree Member
  • The F3 Extended reports also detail Creditor Member claims by Billing category

ICH Reports
24-November-2021
INVOICE QUERY REPORT

• The Invoice query Report provides a useful interface to filter claims data by a number of pertinent criteria

• Report Filters include:
  • Period range
  • Creditor or Debtor
  • Billing category – PAX, UATP, Cargo, Misc or All
  • Currency – GBP, EUR, USD
The Early Warning Report provides a useful interface to isolate claims data by a number of pertinent criteria.

Report Filters include:
- By Debtor/ Against Debtor
- Period
- Report data by Month or by Period Same Period Each Month or by Period Sequential
- Maximum Variation Accepted (%)
- Maximum Amount Accepted ($)
- Billing Category – PAX, UATP, Cargo, Misc. or All
# EARLY WARNING REPORT SAMPLE

**IATA CLEARING HOUSE**

**EARLY WARNING REPORT**

**AGREEMENT:** Standard  
**CLEARENCE PERIOD:** P02 November 2018  
**SETTLEMENT PERIOD:** P02 November 2018  
**MEMBER:** XB-123 - TEST AIRWAYS INC (ZONE B)  
**PARAMETERS:** Maximum variation accepted 50% Maximum Amount accepted is 100,000 00S  
By Debit - By Period, Sequential

<table>
<thead>
<tr>
<th>REPORT TYPE</th>
<th>MEMBER CODE</th>
<th>CURRENCY CODE</th>
<th>AMOUNT DESCRIPTION</th>
<th>AMOUNT</th>
<th>PAX AMOUNT</th>
<th>UATP AMOUNT</th>
<th>CARGO AMOUNT</th>
<th>MISC AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGAINST</td>
<td>ZZ-001</td>
<td>USD</td>
<td>Variation amount</td>
<td>-16,216,609.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>AGAINST</td>
<td>ZZ-001</td>
<td>USD</td>
<td>Variation %</td>
<td>-93.10</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>AGAINST</td>
<td>ZZ-001</td>
<td>USD</td>
<td>P02 October 2018</td>
<td>-3,925,607.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>AGAINST</td>
<td>ZZ-001</td>
<td>USD</td>
<td>P03 October 2018</td>
<td>22,103,918.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>AGAINST</td>
<td>ZZ-001</td>
<td>USD</td>
<td>P04 October 2018</td>
<td>18,173,996.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>AGAINST</td>
<td>ZZ-001</td>
<td>USD</td>
<td>P01 November 2018</td>
<td>33,291,237.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
CALL ADJUSTMENT REPORT

• The Call Day Adjustment Report provides information to support the billing of Call Day Adjustments submitted by the ICH on behalf of Members

• Report Filters include:
  • Report Type: Detailed or Summary
  • Period Range (usually a specific period or full month)

Period Detailed Report available on Call Day associated with period Monthly Summary Report used for Billing purposes will be available on Call Day associated with Per 04 of clearance month
# IATA Clearing House

## Call Day Adjustment Detailed Report

**Agreement:** Standard

**Clearance Period:** P04 April 2019 to P04 April 2019

**Settlement Period:** P04 April 2019 to P04 April 2019

**Member:** XB-123 - TEST AIRWAYS INC (ZONE B)

**Billing Category:** Misc

<table>
<thead>
<tr>
<th>Period</th>
<th>Currency of Clearing</th>
<th>By or Against Member</th>
<th>Member</th>
<th>Invoice Currency</th>
<th>Invoice Amount</th>
<th>Input Rate</th>
<th>Invoice Converted Amount</th>
<th>Exchange Rate Used</th>
<th>Adjusted Amount</th>
<th>% Variance</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>P02 April 2019</td>
<td>USD</td>
<td>BY</td>
<td>ZA-001</td>
<td>GBP</td>
<td>12,987.82</td>
<td>0.75546</td>
<td>17,169.21</td>
<td>0.76582</td>
<td>18,069.36</td>
<td>-1.22</td>
<td>-209.85</td>
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<tr>
<td>P02 April 2019</td>
<td>USD</td>
<td>BY</td>
<td>ZB-002</td>
<td>EUR</td>
<td>182,439.50</td>
<td>0.91140</td>
<td>206,987.64</td>
<td>0.89113</td>
<td>204,728.27</td>
<td>-1.09</td>
<td>-2,259.57</td>
</tr>
<tr>
<td>P03 April 2019</td>
<td>USD</td>
<td>BY</td>
<td>ZC-003</td>
<td>EUR</td>
<td>12,618.94</td>
<td>0.75546</td>
<td>16,681.57</td>
<td>0.76745</td>
<td>16,442.69</td>
<td>-1.43</td>
<td>-238.88</td>
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<tr>
<td>P03 April 2019</td>
<td>USD</td>
<td>BY</td>
<td>ZD-004</td>
<td>GBP</td>
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<td>15,871.76</td>
<td>0.89323</td>
<td>15,660.44</td>
<td>-1.33</td>
<td>-211.32</td>
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<tr>
<td>P04 April 2019</td>
<td>USD</td>
<td>BY</td>
<td>ZE-005</td>
<td>GBP</td>
<td>39.89</td>
<td>0.75546</td>
<td>52.73</td>
<td>0.78019</td>
<td>51.13</td>
<td>-3.04</td>
<td>-1.60</td>
</tr>
<tr>
<td>P04 April 2019</td>
<td>USD</td>
<td>BY</td>
<td>ZF-006</td>
<td>GBP</td>
<td>39.93</td>
<td>0.77985</td>
<td>51.20</td>
<td>0.78019</td>
<td>51.18</td>
<td>-0.04</td>
<td>-0.02</td>
</tr>
</tbody>
</table>
## CDA REPORT SAMPLE - SUMMARY

### IATA CLEARING HOUSE

**CALL DAY ADJUSTMENT SUMMARY REPORT**

**AGREEMENT:** Standard  
**CLEARANCE PERIOD:** P01 April 2019 to P04 April 2019  
**SETTLEMENT PERIOD:** P01 April 2019 to P04 April 2019  
**MEMBER:** XB-123 - TEST AIRWAYS INC (ZONE B)  
**BILLING CATEGORY:** Misc

### CALL DAY ADJUSTMENT

<table>
<thead>
<tr>
<th>CLEARANCE MONTH</th>
<th>CURRENCY OF CLEARANCE</th>
<th>BY OR AGAINST MEMBER</th>
<th>MEMBER</th>
<th>INVOICE CURRENCY</th>
<th>INVOICE AMOUNT</th>
<th>INVOICE CONVERTED AMT</th>
<th>ADJUSTED AMOUNT</th>
<th>BALANCE</th>
<th>AUTOMATED CDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>201904</td>
<td>USD</td>
<td>BY</td>
<td>AB-001</td>
<td>EUR</td>
<td>80,274.77</td>
<td>91,103.31</td>
<td>89,890.34</td>
<td>-1,212.97</td>
<td>DB</td>
</tr>
<tr>
<td>201904</td>
<td>USD</td>
<td>BY</td>
<td>AC-002</td>
<td>GBP</td>
<td>13,492.84</td>
<td>17,836.82</td>
<td>17,581.39</td>
<td>-255.43</td>
<td>DB</td>
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<tr>
<td>201904</td>
<td>USD</td>
<td>BY</td>
<td>AD-003</td>
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<td>43,065.23</td>
<td>48,874.45</td>
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How to Raise an ICH Protest
1st remember!

- ICH Regulation 22 (a)

Protests of Improper Billings

22. (a) For the avoidance of doubt an Improper Billing does not include, and the protest procedures are not intended to resolve, any other Billing and settlement errors which are normally resolved through the appropriate rejection and rebilling procedures as set out in the Revenue Accounting Manual.

- ICH Regulation 1 “Improper billing”:

  Improper Billing: For the purposes of these Regulations,
  (a) a Billing against the wrong airline;
  (b) a Billing for a material amount, such amount determined by the Clearing House Manager, which contains substantive clerical errors;
  (c) a Billing for non-transportation services where the agreement for such service provides for settlement outside the Clearing House;
  (d) a rejection or other rebilling which is not in accordance with relevant IATA Revenue Accounting Manual provisions;
  (e) a Billing, rejection or other rebilling which is unenforceable or otherwise prohibited due to the pendency of an insolvency proceeding or court order;
  (f) Billings in which it appears that (i) a substantial amount of stolen traffic documents are involved; (ii) the transaction would result in the movement of funds in violation of the currency exchange control laws or regulations of any nation; or (iii) the airline Billing did not re-issue, refund, or provide transportation for the documents;
  (g) a third-party Billing – that is, a Billing by or against a non-Member (even if such non-Member is an affiliate of a Member identified in the Billing), including any Billing that improperly claims that it is by or against a Member when the legal relationship is instead with a non-Member.
  (h) any other Billing which, in the view of the Clearing House Manager, is similar to (a) to (e) above and should therefore not be cleared through the Clearing House, excluding any other Billing and settlement errors which are normally resolved through the appropriate rejection and rebilling procedures.
Protest & Adjustment module in IS-Web

- Log on to IS-Web
- Go to General section and select “ICH Protest and Adjustment”

Access to the “ICH Protest and Adjustment” module will be given to all SIS Super Users
How to raise a protest

- **Click** Protest / Adjustment Creation
  
  You will be prompted to the current open Agreement & Period subject to the Protest Period.

- **Fill in** the search criteria
  
  Billing Member, Invoice Number, Billings Category.
How to raise a protest

- **Select** invoice(s) by pushing the button “Protest this invoice”.

- **Fill in** the Comment field against each selected invoice.

- **Upload** documents supporting the Protest/Adjustment.

- **Add** General Comment further explaining the Protest/Adjustment.

- **Enter** your name and send your Protest/Adjustment request to the ICH by pushing the respective button.
How to raise a protest

- An e-mail notification will be sent for follow-up actions to the ICH Finance Team as well as all ICH Financial contacts set-up in SIS under the ICH Tab of the member involved in the Protest/Adjustment request.
How to review protest/adjustment request

• **Click “Protest / Adjustment History”**

• On default the interface will list all Protest/Adjustment requests raised by your company with their respective status i.e. requested, approved, rejected
Supporting Materials

• Available on the ICH Extranet
Supporting Materials

- Available on SIS “Documents” Webpage
ICH Support

1. www.iata.org/ICH
2. General, Membership, Operations and Finance Tabs

www.iata.org/cs to contact us!