



SIS and the IATA Customer Portal
How to register, login and navigate the Portal

Version 2.0
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1. Background

The Customer Portal is IATA's single point of contact and resource center for all IATA services and products. From a single web page, using a single set of credentials, you can:

- Raise a query with IATA without having to find an email address or a contact person
- Follow-up on previous queries sent to IATA without having to search through your emails
- Access personalized information and resources without having to go to several websites or extranets
- Access SIS and other services through a Single Sign On without having to remember several user IDs and passwords

Using the Portal will consolidate all the services to which you have access and all your interactions with IATA in a single place, so you can follow up easily.

It is IATA's goal to ensure that getting in touch with us is simple and easy, and the first step towards achieving that is having a single contact channel.

2. Scope

This user guide provides details on how to register to the Portal, access your account and navigate the Portal to contact IATA, access services, etc.

3. How to register to the IATA Customer Portal

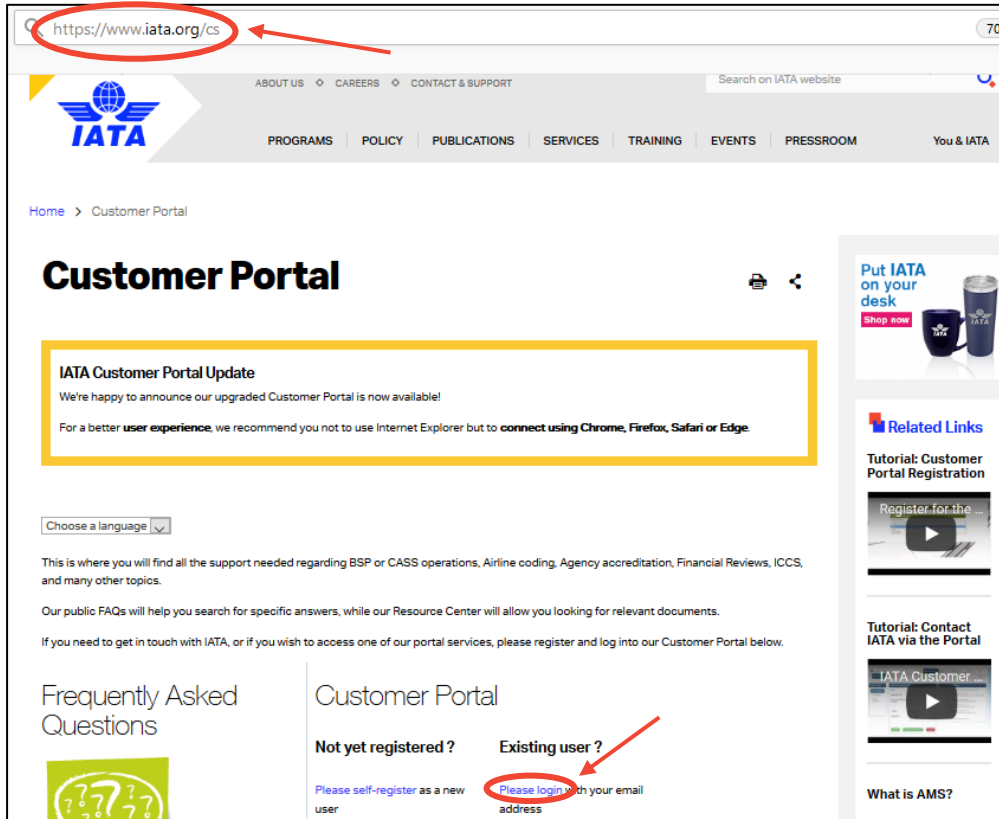
To create a new Portal account please visit www.iata.org/cs and click **Not yet registered? Please self-register**

The screenshot shows the IATA Customer Portal website. The browser address bar at the top is circled in red and contains the URL <https://www.iata.org/cs>. A red arrow points from this URL to the 'Not yet registered?' link in the bottom right section of the page. The page features the IATA logo, a navigation menu with links like 'ABOUT US', 'CAREERS', 'CONTACT & SUPPORT', 'PROGRAMS', 'POLICY', 'PUBLICATIONS', 'SERVICES', 'TRAINING', 'EVENTS', and 'PRESSROOM'. A search bar is located in the top right. The main content area includes a 'Customer Portal' heading, a yellow-bordered box with an 'IATA Customer Portal Update' message, a language selection dropdown, and a 'Frequently Asked Questions' section. On the right side, there are 'Put IATA on your desk' promotional items, 'Related Links' with video thumbnails, and a 'What is AMS?' link. The bottom right section contains two links: 'Not yet registered?' (circled in red) and 'Existing user?'. The 'Not yet registered?' link is accompanied by the text 'Please self-register as a new user'.

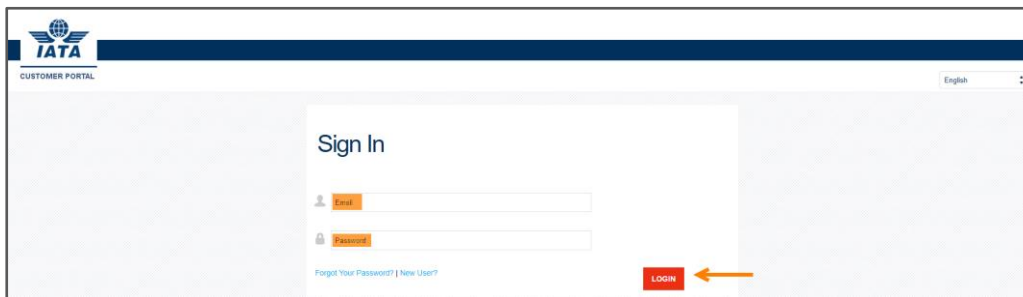


4. How to login to your Portal account

To login to your Portal account please visit www.iata.org/cs and click on **Existing user? Please login**

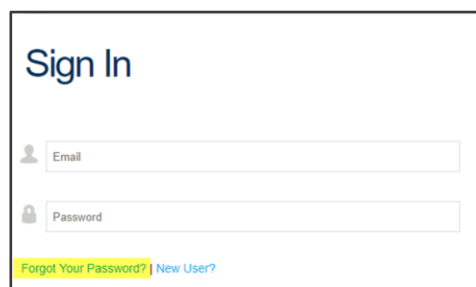


On the login page please enter your e-mail address and password and click on **LOGIN**



If you cannot remember your password, please click on **Forgot Your Password?**

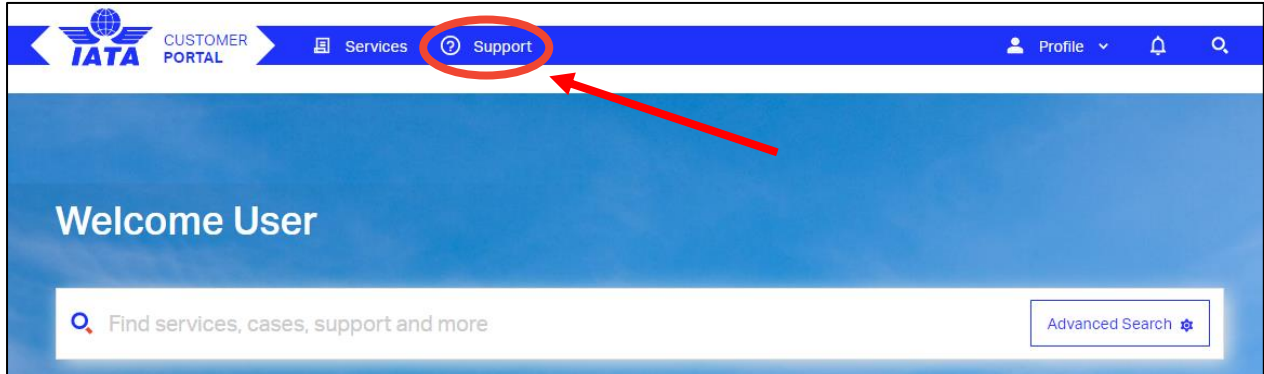
You will receive an e-mail with a temporary password and instructions to access your account.



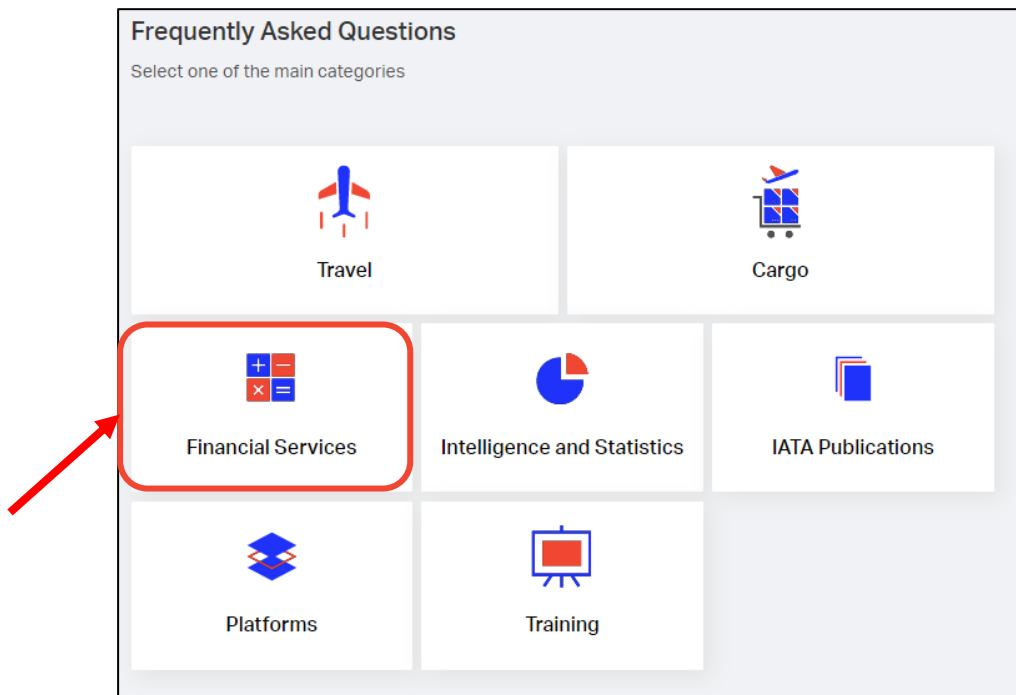


5. How to contact IATA

Now you that you have accessed your IATA Customer Portal account, click the **Support** tab, at the top of the page, to raise a query:



You will be redirected to the **Frequently Asked Questions section**, where you can select the area for which you need assistance and browse the related FAQs.



Once you have selected an area, all the services and/or products under that area will be shown. If you select a product/service on the left side, all relevant FAQs will be populated on the right side of the screen.



FREQUENTLY ASKED QUESTIONS

Financial Services

- > Airline Management
- > Currency Center
- > E&F - Enhancement & Financing
- > IATA Financial Gateway (IFG)
- > ICCS - IATA Currency Clearance Service
- > ICH - IATA Clearing House
- > NDClink
- ✓ SIS Membership
 - Apply for Membership
 - Terminate Membership
 - General Information
- > SIS - Simplified Invoicing & Settlement
- > TIP Helpdesk
- > Treasury Dashboard

Search by FAQ details

- > What are the different SIS membership types available?
- > How can I join SIS?
- > Is my company a SIS Participant?
- > How do I terminate my SIS membership?
- > What is the difference between SIS and the IATA Clearing House (ICH)?

Should your question not be answered by the existing FAQs, you can scroll down to the end of the page and contact us by creating a case:



✓ I created an invoice for the wrong amount/customer, can I delete it?

That's definitely a good question.

Only invoices with validation errors can be deleted from the system.

Invoices that have been successfully processed can no longer be deleted, so to correct this, a credit note will have to be issued.

Was this article helpful? ▲ ▼

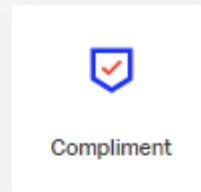
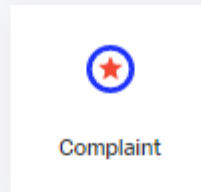
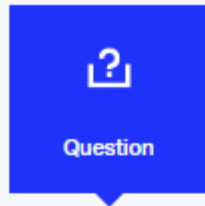
Related Articles

- [I created an invoice but I have not received payment for it yet, what should I do next?](#) →
- [How do I create an invoice in SIS?](#) →
- [What are the different SIS membership types available?](#) →
- [I submitted a file but I failed validation. How can I delete it?](#) →
- [How can I obtain an invoice for IATA publication?](#) →

Need more help?
Create a case, chat directly with an IATA Representative or give us a call.

[Reach Us](#)

The **Category, Topic and Subtopic** will be prepopulated based on the selections done at the previous case. It is very important to select the appropriate Topic and Subtopic when contacting us to ensure your case is routed to the appropriate team. You can choose from the support options available in your time zone: create a case, chat with an Agent or call us.



We're here to help.

Complete the form to see the recommended support options

Category
Select the main category of your issue.

Financial Services

Topic
Select the topic covering the problem.

SIS - Simplified Invoicing & Settlement

Subtopic
Select the topic covering the problem.

Creating Invoices in SIS

Show Support Options

Support Options

Select your preferred support option

<p>Create a Case</p> <p>Tell us how we can help</p> <p>Create New Case</p>	<p>Chat with Us</p> <p>Chat with an IATA Representative</p> <p>EN</p>
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Now you need to fill in the **Subject** and **Description** of your query, please make sure to provide as many details as you can so our Customer Service team can address your query immediately. You can submit attachments and add additional recipients to the case, if needed.

Create New Case

You selected: Financial Services, SIS - Simplified Invoicing & Settlement, Creating Invoices in SIS
Please provide us more information.

Case Details

Subject
What is your question about?

Description
Provide all the details that will help us investigate your query

Additional Recipients (Optional)
Add another Portal user

▼

Create New Case

Create Case & Add Attachment

Now that your case is created, and you have a case number available, you can add more documents and comments, if necessary. Our support team will revert to you as soon as possible. You can always come back to a case already created and add new comments or follow up.



Case Number 09794100	Subject Question about invoice submission	Status Open
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Created on: Aug 26, 2019, 11:12 AM by Test User
Last Update: Aug 26, 2019, 11:12 AM Anyone else to be informed? [Manage Recipients](#)

Case Details

Region Europe	Type of case Support
Description Category - Financial Services Topic - SIS - Simplified Invoicing & Settlement Subtopic - Creating Invoices in SIS Description - Unable to create an invoice, please refer to the attached screenshot.	Account Name Jet2.com
Contact Name Test User	

Documents(1)

Comments
You can send and receive messages to IATA Customer Service about this case.

Type your comments here

6. How to access your SIS Account

To log in to your SIS account from the IATA Customer Portal simply click on the SIS icon available in the "Favorite Services" area. You will be redirected immediately to your SIS account, without having to provide additional login credentials. If you don't see the SIS service available, please check with your Super User or contact us for assistance.

Favorite Services [See All →](#)

 Joining Change Request	 BSPLink	 Resource Center	 Request Access
 SIS	 Payment Link		

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For guidance on how to navigate the Portal, please use the new help functionality available on the home page:

