5th World Financial Symposium

17 – 20 September 2018
Madrid Marriott Auditorium Hotel & Conference Center
7th SIS General Meeting

18th September 2018
Madrid Marriott Auditorium Hotel & Conference Center
New SIS functionalities and benefits

SIS Breakout Session #1

Kirk Pereira

Head Standardization E-invoicing IATA
1. Changes improving IS-WEB usage
2. New functionality to expand SIS usage
3. Changes due to Legal compliance
1. Changes improving IS-WEB usage
2. New functionality to expand SIS usage
3. Changes due to Legal compliance
Access to SIS
How do you access SIS?

Go to the SIS website - https://isweb.iata.org/
Via the IATA customer portal

Customer Portal

Choose a language

This is where you will find all the support needed regarding BSP or CASS operations, Airline coding, Agency accreditation, Financial Reviews, TIESS, ICCS, and many other topics.

Our public FAQs will help you search for specific answers, while our Resource Center will allow you looking for relevant documents.

If you need to get in touch with IATA, or if you wish to access one of our portal services, please register and log into our Customer Portal below.

Frequently Asked Questions

Customer Portal

Not yet registered?

Please self-register as a new user

Existing user?

Please login with your email address
Benefits of accessing via the IATA customer portal

→ Single Sign on to SIS and other IATA services without having to remember several user ID’s and passwords
Benefits of accessing via the IATA customer portal

→ Raise and track all your queries to IATA from here

Register today at

www.iata.org/customer
Access multiple SIS accounts with a single user login
→ Previously every SIS user needs a unique login

→ The login is linked to a member

→ If your company had multiple accounts in SIS, a user required multiple email accounts
→ New functionality introduced in May 2018.

→ Linking of SIS accounts now possible.

→ Benefits – Group airlines / companies.

→ One login Id can be used to access all SIS accounts

→ Users are tagged to a primary account and can switch between primary and secondary accounts
To enable this functionality, the Super Users of both the accounts must sign the request form.

The functionality can only be enabled and managed by the SIS Ops Team upon request.

Once enabled, the Super Users of the defined secondary accounts can create the secondary users and define their access level.
→ The original account the user belongs to is the primary account and on login they are always directed to this account

→ A switch access dropdown has been introduced near the ‘Logoff’ button

→ This allows the user to switch between multiple accounts
Upload multiple files
IS-WEB
Currently a user can upload only 1 file at a time.

This change will allow multiple selection and upload at a time
  - Maximum of 50 files at a time
  - Maximum size in total 25MB - zipped

This is applicable for all billing categories – PAX, CGO, UATP, MISC

Will be released in November 2018
Correspondence screen changes
Additional email fields

Formatting options

Reply button from the audit trail

Authority to bill amount indicator
Additional email fields

Emails auto-populated from contacts

The airline that initiated the correspondence can enter additional email ID’s that they would like to tag to the correspondence.

When the non-initiating airline receives the correspondence, they can also enter the additional emails.
### Correspondence

**Create Correspondence**

<table>
<thead>
<tr>
<th>From Member</th>
<th>To Member</th>
<th>Correspondence Date</th>
<th>Correspondence Reference Number</th>
<th>Correspondence Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1st Sep - 18</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source Code**

**To E-Mail (Etc)**

**Additional E-Mail (Etc) pertaining to Initiator:**

**Additional E-Mail (Etc) pertaining to Non-Initiator:**

**Our Reference:**

**Your Reference:**

**Amount To Be Settled**

**Authority To Bill**

**Correspondence Owner:**

**Correspondence Status:**

**Subject:**

**Correspondence Text**

_B U S \_ \_ A - - - - - - - - [Text Field]

Examples of text formatting options:

- _Underline_: Underlines the text.
- **Bold**: Makes the text bold.
- _Italic_: Makes the text italic.
- **Bold Italic**: Both bold and italic.
- _Underline Italic_: Underlines and italicizes the text.
- **Bold Underline**: Both bold and underlined.
# Formatting options

**Correspondence**

**Create Correspondence**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Member</td>
<td></td>
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<tr>
<td>To Member</td>
<td></td>
</tr>
<tr>
<td>Source Code</td>
<td>6</td>
</tr>
<tr>
<td>Correspondence Date</td>
<td>14-Sep-18</td>
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<tr>
<td>Correspondence Reference Number</td>
<td></td>
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<tr>
<td>Correspondence Stage</td>
<td></td>
</tr>
<tr>
<td>Te E-Mail ID(s)</td>
<td></td>
</tr>
<tr>
<td>Additional E-Mail ID(s)</td>
<td></td>
</tr>
<tr>
<td>Additional E-Mail ID(s)</td>
<td></td>
</tr>
<tr>
<td>Our Reference</td>
<td></td>
</tr>
<tr>
<td>Your Reference</td>
<td></td>
</tr>
<tr>
<td>Amount To Be Settled</td>
<td>USD 0.00</td>
</tr>
<tr>
<td>Authority To Bill</td>
<td></td>
</tr>
<tr>
<td>Correspondence Owner</td>
<td></td>
</tr>
<tr>
<td>Correspondence Status</td>
<td>Open</td>
</tr>
</tbody>
</table>

**Correspondence Text**

- B
- I
- "x2"
Subject: SIS RAM Chapter A10 Para 5.2.1

Correspondence Text:
Dear interline partner,
We acknowledged ticket routing is ST JUC346.59END ROE1.00 however it was directly flown to on at date of 28Mar2017.
Please check your flight manifest of f at 28Mar2017 and also you can see did not operate this flight.

<table>
<thead>
<tr>
<th>TKT 1</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>CPN 1</td>
<td>B-FLOWN/USED 06 20170328 2358G27FUE312</td>
</tr>
<tr>
<td></td>
<td>5710 L 20170327 2025 -</td>
</tr>
<tr>
<td></td>
<td>0710 L 20170327 2025 -</td>
</tr>
<tr>
<td></td>
<td>OK LL6MTR 20 (K) A B 20170327 20170327</td>
</tr>
<tr>
<td>CPN 2</td>
<td>701-COUPON NOTIFICATION 0249 V 20170328 1045 -</td>
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</tbody>
</table>

Download PDF  Attachments  Back
Reply button from the Audit trail

Home >> Passenger >> Billing History and Correspondence >> Audit Trail

Stage 4, Correspondence

<table>
<thead>
<tr>
<th>From Member</th>
<th>To Member</th>
<th>Correspondence Date</th>
<th>Correspondence Ref. No.</th>
<th>Correspondence Stage</th>
<th>Source Code</th>
<th>Authority To Bill</th>
<th>Amount to be Settled</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>17-Jul-18</td>
<td>()</td>
<td>1</td>
<td>6</td>
<td>No</td>
<td>USD 296.48</td>
</tr>
</tbody>
</table>

Correspondence Details:

Dear Interline Partners,

In accordance with the Provisions of the RAM Chapter A10 4.2.1 we initiate correspondence.

Please note that you didn’t send us the original issue ticket, so we do not know when the beginning of the travel was. And for the fare you have been chose VLONCSN we can not determine if it can be use, because that fare has seasonality rules. So until you send us original tickes applicable normal published fare B2E 2836 USD.

In view of the above we request your authority to debit you for the sum of 296.48 USD net.

If we do not receive a reply from you within two months of the day of this letter, we will take it as your acceptance of our explanation and debit you for the same.

We thank you and look forward to your Co-operation in this matter.

Stage 3, Rejection Memo

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<tr>
<td>Jun 2018 P3</td>
<td>653119</td>
<td>NS 0009996127</td>
<td>1</td>
<td>11</td>
<td>6</td>
<td>TA</td>
<td>G.I</td>
<td>296.48</td>
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<td></td>
</tr>
</tbody>
</table>
Authority to bill amount indicator

<table>
<thead>
<tr>
<th>Correspondence Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Date: 15-Mar-18</td>
</tr>
<tr>
<td>To Date: 15-Sep-18</td>
</tr>
</tbody>
</table>
| Correspondence Ref. No.:
| Correspondence Status: All    |
| Member Code:                  |
| Correspondence Sub Status:    |
| Correspondence Owner: All     |
| Correspondence Initiating Member: Either |
| Authority To Bill:Received for any Amount |
| Number Of Days To Expiry:     |

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actions</td>
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</table>
1. Changes improving IS-WEB usage

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Miscellaneous Billings - Dispute a bilateral invoice
SIS was originally designed with clearing house rules

This worked fine for the clearing house processes
Miscellaneous Billing

Dispute Management

But not so well for Bilateral invoices

→ Billed member did not agree – they just do not pay the invoice

→ Why should they send a rejection invoice?

→ Contacted the billing member about the dispute via email
Introducing the dispute process for Miscellaneous bilateral invoices

Billing member → SIS → Billed member

Raise a dispute

Invoice level

Line item

Line item detail
How is it different from the rejection process?

Members can raise a dispute and start a discussion with the other member through SIS. (similar to the correspondence process)

All interactions are recorded in the audit trail.

Disputes can be raised by both Billing and Billed Members.
Multiple disputes can be raised for the same invoice

A line item can be disputed multiple times for different reasons

A dispute can pertain to only one invoice and not multiple invoices

Disputes can be raised via a file or IS-WEB
Dispute continues between members till they agree (similar to the correspondence process)

If the billed member then agrees with the clarification they pay the invoice

If the billing member realizes the invoice was incorrect, they will offset it with a credit note.

Will be released in December 2018
Miscellaneous – Document packages
Miscellaneous Billing

Send files from one SIS member to another

Initial Packages to be used for

- IATA Fuel Invoice XML
- IATA Fuel Transaction standard
- Purchase order
- Operational data (Flight Movement, Lessor Consumption)

Later to be expanded as per industry need identified
→ Send files from one SIS member to another

→ Files delivered on near real time basis

→ Special naming convention has been defined
→ No data validation other than naming convention done
1. Changes improving IS-WEB usage

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Hungary
Real time invoice reporting
Change in Regulation in Hungary

Domestic invoices having VAT above HUF 100,000 needs to be reported to the Hungarian tax authority at the time of invoice generation.

Original request was from IATA CASS.

Optional service in SIS.
**Hungary Compliance**

- Airline registers with the tax authority and sets up credentials in member profile.
- Daily report sent to billing member for invoices sent to the tax authority with status.

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- Send confirmation to airline
- Report invoice
- Billed member

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Billing member → SIS → Billed member → Tax Authority
What is a General Terms Document?

➔ In some countries this is a General legislation or a business requirement

➔ It details terms and conditions and was usually listed behind a paper invoice
→ File format needs to be PDF and uploaded to the member profile tab

→ Can be different per location

→ Will be added to the output file with the Invoice PDF

→ Applicable for all billing categories – PAX, CGO, UATP, MISC

→ Will be released in November 2018
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4. Before we finish
Source code 31 - Involuntary Reroutes
Source code 31

→ New source code to indicate Involuntary reroute coupons
→ Was introduced in May 2018 this year
→ Not mandatory. But we recommend that you use it

How many of you are sending this data?
Source code 31

Involuntary Reroutes

50 airlines are sending data.

August 2018 data
Looking at the top 4 airlines sending data
How is this useful?

→ Identify the number of Invol. tickets being billed out/ received

→ In future SIS would also be able to track how many of these invol tickets get rejected/accepted

→ Report information to your commercial team during SPA renewals or for new re protección agreements.
Don’t forget to contact the SIS Operations team to suggest changes in SIS

Questions?
Thank you