



SIS WEBINAR #01 - 2023 DISPUTE ENHANCEMENT

February 21, 2023

Today's Speakers:

[Azadeh Kordestani](#), Manager Operations and Onboarding, Industry E-Invoicing

[Shehryar Sadiq](#), Manager Settlement Operations, Settlement and Banking

[Xhonina Osmani](#), Specialist, Industry E-Invoicing



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.



Agenda



- Purpose of Miscellaneous Disputes
 - Difference of MISC Rejection & MISC Dispute in SIS
 - Benefits of SIS Dispute Management for MISC Invoices
- Background on Challenges and Feedback on SIS Dispute Process
- What improved?
- Dispute Process Enhancements





MISC Rejection & MISC Dispute in SIS

Rejection

- ✓ Automated money deduction by SIS at each Rejection stage
- ✓ Only ONE Rejection Stage (within time-limit of 6 months)

Dispute

- ✓ No automated money deduction by SIS at each Dispute stage
- ✓ 1..N Dispute Stage (within time-limit of 6 months at each stage)
- ✓ Can Not be raised for a MISC Rejection, Correspondence and Credit Note.

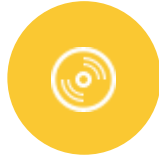


Benefits of SIS Dispute Management for MISC Invoices



Increase Transparency

Increases visibility to both billing and billed parties about disputed items and the dispute reasons and evidences.



Increase Traceability

Increases the capability to trace an Item across the dispute process from an Original Invoice to Dispute to the Credit Note.



Facilitate Dispute Resolution

Simplifies and speeds up the entire process of resolving a dispute between billing and billed parties.
speeds up each stage of dispute using dispute input files.



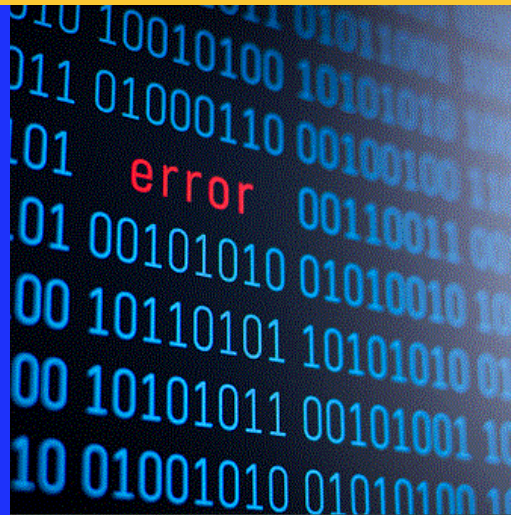
Facilitate Reconciliation of Disputed Amount

Reconciliation of disputed amount after reaching an agreement on dispute is done faster and more efficient.

➡ Users' Challenges and Feedback on SIS Dispute Process

Code

Using Incorrect Dispute Reasoning Code



DOCS

Missing Dispute Supporting Documents



Mass

Unable to Dispute and/or Reject multiple LIDs



Update

Unable to update Dispute Reason/Amount



Process

Complexity and multiple steps



What improved?



Dispute Process Enhancements



Dispute Enhancement – CMP 860

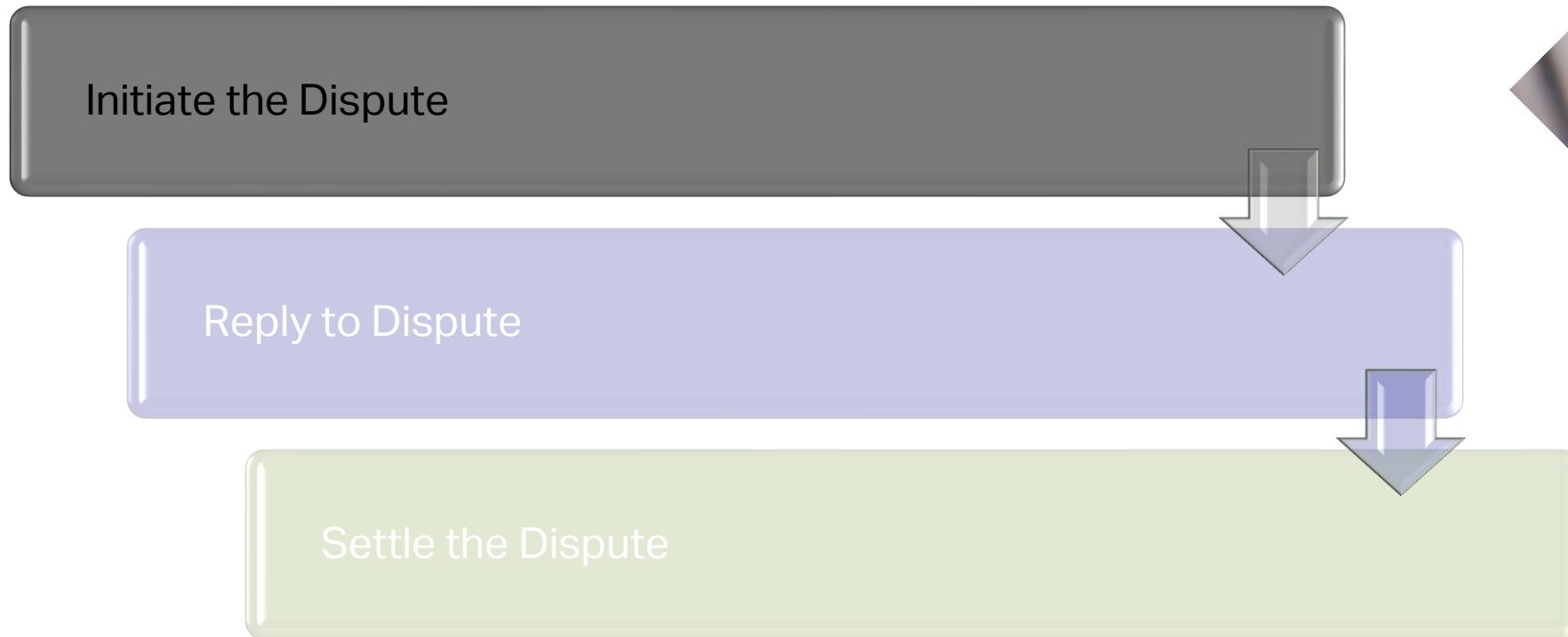
(Deployed in November 2022)

- ✓ New Dispute Screens/Popups layout in IS-WEB
- ✓ Add New field of “Amount Available for Dispute”
- ✓ Add Validations on disputes based on Billing Member’s requirements
- ✓ Remove “Dispute Review” related buttons from IS-WEB

Dispute Process



Dispute Process



❖ Initiate a Dispute from Payables

Home >> Miscellaneous >> Payables >> Invoice / Document Package Search

Invoice / Document Package Search

Invoices/Credit Notes Document Packages

Search Criteria

















* From Period: 2023-Jan-04 * To Period: 2023-Jan-04 Transaction Type: All Billing Member: Billing Member Location ID: Main

Invoice/Credit Note Number: SMI: All Charge Category: All Location:

Payment Status as per Billing Member: All Payment Status as per Billed Member: All

Search

Search Results

Actions	Billing Period	Billing Member	Billed Member's Location ID	Transaction Type	Invoice/Credit Note Number	Charge Category	SMI	Billing Currency	Billing Amount	Exchange Rate	Clearance Currency	Clearance Amount	Payment Status as per Billing Member	Payment Status as per Billed Member
   	Jan 2023P4	XB-A89-IATA MONTREAL	Main	Original Invoice	Test02	Airport	B	USD	2,964,581.090			0.000	Delivered	Received
   	Jan 2023P4	XB-A89-IATA MONTREAL	Main	Original Invoice	Test03	Airport	B	INR	5,590,183.380			0.000	Delivered	Received
   	Jan 2023P4	XB-A89-IATA MONTREAL	Main	Original Invoice	Test01	Airport	B	USD	3,016,085.480			0.000	Delivered	Received
   	Jan 2023P4	XB-A89-IATA MONTREAL	Main	Original Invoice	Test04	Airport	B	INR	5,627,260.380			0.000	Delivered	Received

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Download

Dispute Header

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator:
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Total Disputed Amount: **0.000**

[Save Dispute Header](#)

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:

Service Start Date: Service End Date:

[View Invoice Header Info](#) [Add Invoice Level Dispute](#) [Search Line Items](#) [Search Line Item Details](#) [Clear](#)

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input type="checkbox"/>	1		09-Jan-23	Airport Security Fee-International (P2)	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	2		08-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	3		08-Jan-23	Airport Security Fee-International (P2)	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	4		15-Jan-23	Airport Security Fee-International (P2)	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	5		14-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010

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[Add to Dispute](#)

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
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Page 1 of 0 No records to view

SIS Dispute Enhancement

Currency of Disputed Amount: USD

[Add/Remove Attachments](#) [Edit Selected](#) [Send](#) [Back](#)

❖ Line Item/Line Item Detail Search Criteria

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator:
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Total Disputed Amount: **0.000**

[Save Dispute Header](#)

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:
 Service Start Date: Service End Date:

[View Invoice Header Info](#) [Add Invoice Level Dispute](#) [Search Line Items](#) [Search Line Item Details](#) [Clear](#)

Line Item/Line Item Detail Search Results

<input type="checkbox"/>	Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input type="checkbox"/>		1		09-Jan-23	Airport Security Fee-International (P2)	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		2		08-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		3		08-Jan-23	Airport Security Fee-International (P2)	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		4		15-Jan-23	Airport Security Fee-International (P2)	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		5		14-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010

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[Add to Dispute](#)

Disputed Items

<input type="checkbox"/>	Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
No records to view																	

Page 1 of 0 No records to view

SIS Dispute Enhancement

Currency of Disputed Amount: USD

[Add/Remove Attachments](#) [Edit Selected](#) [Send](#) [Back](#)

❖ Example - Line Item/Line Item Detail Search Criteria

Home >> Miscellaneous >> Edit Dispute

✔ Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**

Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**

Dispute Owner: To Email ID(s):

Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Additional Email ID(s) pertaining to Non-Initiator: Total Disputed Amount: **0.000**

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:

Flight No: Service Start Date: Service End Date: Please Select: Please Select:

View Invoice Header Info Add Invoice Level Dispute Search Line Items Search Line Item Details Clear

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input type="checkbox"/>	1		00-Jan-23	Airport Security Fee-International (P2)	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	2		08-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	3		08-Jan-23	Airport Security Fee-International (P2)	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	4		15-Jan-23	Airport Security Fee-International (P2)	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	5		14-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010

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Add to Dispute

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
No records to view																

Page 1 of 0 5 No records to view

Add/Remove Attachments Edit Selected Send Back

SIS Dispute Enhancement

Currency of Disputed Amount: USD

❖ Enhancement 1 : Default Line Item/Line Item Detail Search Result

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator:
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Total Disputed Amount: **0.000**

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:
 Service Start Date: Service End Date:

View Invoice Header Info Edit Dispute Search Line Items Search Line Item Details Clear

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input type="checkbox"/>	1		09-Jan-23	Airport Security Fee-International (P2)	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	2		08-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	3		08-Jan-23	Airport Security Fee-International (P2)	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	4		15-Jan-23	Airport Security Fee-International (P2)	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	5		14-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010

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Add to Dispute

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
No records to view																

Page 1 of 0 No records to view

SIS Dispute Enhancement

Currency of Disputed Amount: USD

Add/Remove Attachments Edit Selected Send Back

Select a Line Item/Line Item Detail to dispute

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator:
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Total Disputed Amount: **0.000**

[Save Dispute Header](#)

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:
 Service Start Date: Service End Date:

[View Invoice Header Info](#) [Add Invoice Level Dispute](#) [Search Line Items](#) [Search Line Item Details](#) [Clear](#)

Line Item/Line Item Detail Search Results

	Action	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input checked="" type="checkbox"/>		1		09-Jan-23	Airport Security Fee-International (P2)	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		2		08-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		3		08-Jan-23	Airport Security Fee-International (P2)	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		4		15-Jan-23	Airport Security Fee-International (P2)	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>		5		14-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010

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[Add to Dispute](#)

Disputed Items

	Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
No records to view																	

Page 1 of 0 No records to view

SIS Dispute Enhancement

Currency of Disputed Amount: USD

[Add/Remove Attachments](#) [Edit Selected](#) [Send](#) [Back](#)

❖ Enhancement 2 : Select **Multiple** Line Items/Line Item Details to dispute

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator:
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Total Disputed Amount: **0.000**

[Save Dispute Header](#)

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:
 Service Start Date: Service End Date:

[View Invoice Header Info](#) [Add Invoice Level Dispute](#) [Search Line Items](#) [Search Line Item Details](#) [Clear](#)

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input checked="" type="checkbox"/>	1		09-Jan-23	Airport Security Fee-International (P2)	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input checked="" type="checkbox"/>	2		08-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	3		08-Jan-23	Airport Security Fee-International (P2)	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	4		15-Jan-23	Airport Security Fee-International (P2)	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010
<input type="checkbox"/>	5		14-Jan-23	Airport Security Fee-International (P2)	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max TakeOff Weight: 0.010

1

Page 1 of 4 View 1 - 5 of 16

[Add to Dispute](#)

2

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
No records to view																

Page 1 of 0 No records to view

SIS Dispute Enhancement

Currency of Disputed Amount: USD

[Add/Remove Attachments](#) [Edit Selected](#) [Send](#) [Back](#)

❖ Enhancement 3 : 'Add/Edit Disputed Item' popup – New Layout

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: XB-A85	To Member: XB-A89	Dispute Date: 08-Feb-23	Dispute Reference Number: 8727	Dispute Stage: 1
Original Invoice Number: Test02	Original Invoice Charge Category: Airport	Original Invoice Date: 31-Jan-23	Currency of Original Invoice: USD	Total Amount of Original Invoice: 2964581.09
Dispute Owner:	To Email ID(s):	Currency of Dispute: USD	Additional Email ID(s) pertaining to Non-Initiator:	Total Disputed Amount: 0.000
Additional Email ID(s) pertaining to Initiator: <input type="text"/>				

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Add/Edit Disputed Items ✕

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171872.000	171872.000	171872.000	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176839.000	176839.000	176839.000	<input type="text"/>	<input type="text"/>	<input type="text"/>

View 1 - 2 of 2

Attachments:

Add/Remove Attachments
Save
Close

Ignore all warning messages

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Number
No records to view																

Page 1 of 0

Add/Remove Attachments Edit Selected Send Back

SIS Dispute Enhancement



❖ Enhancement 4: Amount Available to Dispute at the time of "Initiating" a dispute

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: XB-A55 To Member: XB-A89 Dispute Date: 08-Feb-23 Dispute Reference Number: 8727 Dispute Stage: 1
 Original Invoice Number: Test02 Original Invoice Date: Original Invoice Charge Category: Airport Currency of Dispute: USD Total Amount of Original Invoice: 2964581.09
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Initiator: Amount Available to Non-Initiator: 000

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Amount Available to Dispute

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171872.000	171872.000	171872.000			
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176839.000	176839.000	176839.000			

View 1 - 2 of 2

Attachments:

Add/Remove Attachments Save Close

Ignore all warning messages

Calculation:

$$\text{Amount Available to Dispute} = \left\{ \text{Net Total Amount of the original invoice, line item or line item detail level} \right\} - \left\{ \text{Amount still under dispute for the respective invoice, line item or line item detail level "regardless if the dispute is closed or open"} \right\}$$

Validation:

If *Disputed Amount* > *Amount Available to Dispute* →

Validation Error

Field Name : Disputed Amount

The Disputed Amount is greater than the Amount Available to Dispute. Note: There is a dispute already logged and / or accepted previously for the existing item.

Line Item No : 10

Line Item Detail No : 5

Ok

Note : Same Validation applies on Dispute Input Files



❖ Enhancement 4 : Amount Available to Dispute at the time of "Replying" to the dispute

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: XB-A55 To Member: XB-A89 Dispute Date: 08-Feb-2015 Dispute Reference Number: 8727 Dispute Stage: 1
 Original Invoice Number: Test02 Original Invoice Charge Category: Airport Original Invoice Date: Original Invoice Amount: USD Total Amount of Original Invoice: 2964581.09
 Dispute Owner: To Email ID(s): Currency of Dispute: Amount Available to Non-Initiator: 000

Additional Email ID(s) pertaining to Initiator:

Line Item/Line Item Detail Search Criteria

Amount Available to Dispute

Add/Edit Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171872.000	171872.000	171872.000			
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176839.000	176839.000	176839.000			

View 1 - 2 of 2

Attachments:

Ignore all warning messages

Calculation:

$$\text{Amount Available to Dispute} = \left\{ \begin{array}{l} \text{Net Total Amount of the} \\ \text{original invoice, line item} \\ \text{or line item detail level} \end{array} \right\} - \left\{ \begin{array}{l} \text{Amount still under dispute for the respective} \\ \text{invoice, line item or line item detail level} \\ \text{"regardless if the dispute is closed or open"} \end{array} \right\} - \left\{ \begin{array}{l} \text{Amount accepted or partially accepted} \\ \text{in previous dispute stages or any other} \\ \text{related disputes} \end{array} \right\}$$

Validation:

If *Disputed Amount* > *Amount Available to Dispute* →

Validation Error

Field Name : Disputed Amount

The Disputed Amount is greater than the Amount Available to Dispute. Note: There is a dispute already logged and / or accepted previously for the existing item.

Line Item No : 10

Line Item Detail No : 5

Note : Same Validation applies on Dispute Input Files



❖ Enhancement 5 : Billing Member's requirements for Disputed Items

There are more controls on a used "Dispute Reason Codes" at the time of initiating the dispute regarding to the Billing member's prerequisites on followings fields:

- Disputed Amount
- Dispute Remarks
- Dispute Attachments

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: XB-A55
 Original Invoice Number: Test02
 Dispute Owner:
 Additional Email ID(s) pertaining to:
 Save Dispute Header

Line Item/Line Item Detail

Dynamic Field: Please Select
 Service Start Date: DD-MMM-YY
 Service End Date: DD-MMM-YY

Dispute Reference Number: 8727
 Currency of Original Invoice: USD
 Additional Email ID(s) pertaining to Non-Initiator:
 Total Disputed Amount: 0.000

Dispute Stage: 1
 Total Amount of Original Invoice: 2964581.09

Charge Code: Please Select
 UOM Code: Please Select

Add/Edit Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171872.000	171872.000	171872.000	Incorrect Charge Calculation	171872.000	
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176839.000	176839.000	176839.000	Incorrect Charge Calculation	176839.000	

View 1 - 2 of 2

Attachments:

1 Test Attachment -1 .pdf

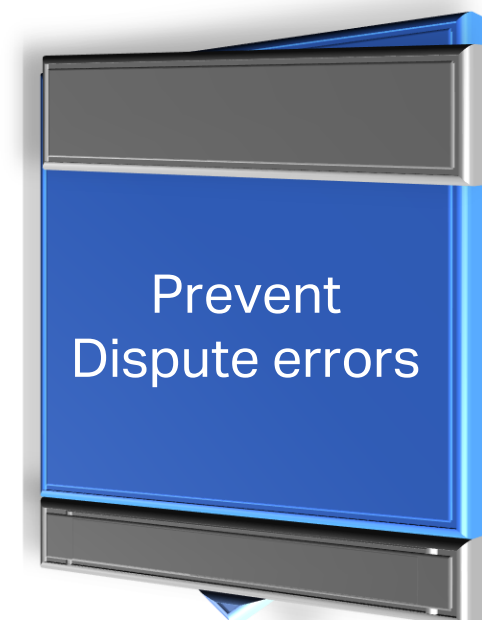
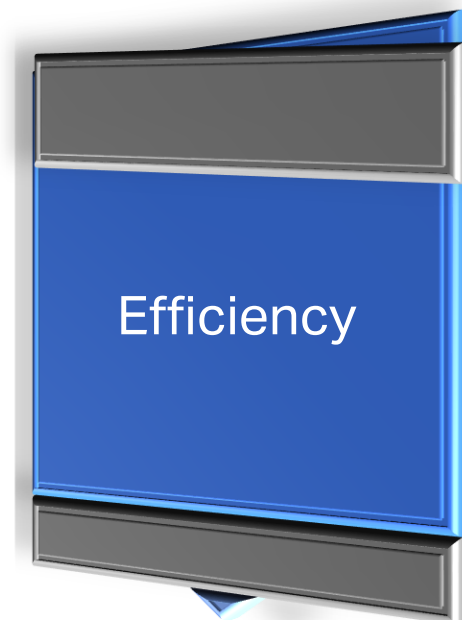
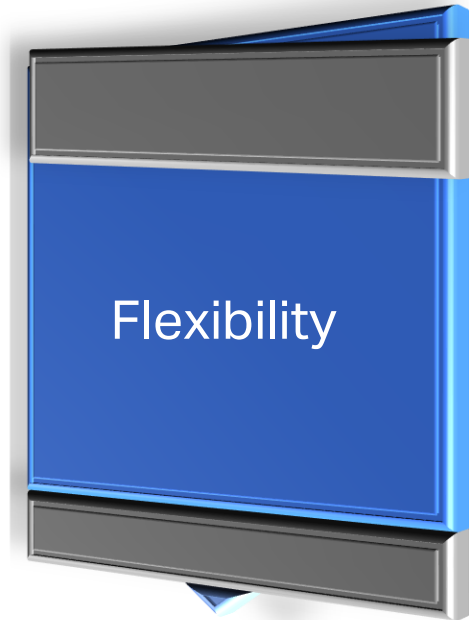
Add/Remove Attachments Save Close

Ignore all warning messages

Page 1 of 0 5 No records to view

Add/Remove Attachments Edit Selected Send Back

❖ How Billing Member's requirements for Disputed Items benefit the members ?



❖ Example of Warnings on requirements for disputed items

When the Billing Member requires a 'Remark' and an 'Attachment' for a Dispute Reason Code

Add/Edit Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	171,872.000	Incorrect Charge Calculation	171872.000	⚠	
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	176,839.000	Incorrect Charge Calculation	176839.000	⚠	

View 1 - 2 of 2

Attachments:

Ignore all warning messages

Validation Warning

Field Name : Attachmets

The Billing Member of the Original Invoice recommends providing supporting attachment(s).

Line Item No : 10
Line Item Detail No : 1

Validation Warning

Field Name : Dispute Remarks

The Billing Member of the Original Invoice recommends providing Dispute Remarks.

Line item number : 10
Line item detail number : 1

Note : Same Validation applies on Dispute Input Files

❖ Example of an Error on changing requirements for disputed items

When the Billing Member changes the requirement(s) for a Dispute Reason Code.

Change the "Dispute Reason Code" requirements by the Billing Member .

Error/Warning message:

BMI SC_22250 - One or more requirements of Reason "38-Incorrect Charge Calculation" have changed after disputed item(s) assigned with this Reason were saved; or this Reason is now inactive. Please edit these records and revalidate them to proceed.

Note : Same Validation applies on Dispute Input Files

❖ Save Disputed Items

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: XB-A55 To Member: XB-A89 Dispute Date: 08-Feb-23 Dispute Reference Number: 8727 Dispute Stage: 1
 Original Invoice Number: Test02 Original Invoice Charge Category: Airport Original Invoice Date: 31-Jan-23 Currency of Original Invoice: USD Total Amount of Original Invoice: 2964581.09
 Dispute Owner: To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator: Total Disputed Amount: 0.000
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: USD

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:
 Service Start Date: Service End Date:

Add/Edit Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171872.000	171872.000	171872.000	Incorrect Charge Calculation	171872.000	
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176839.000	176839.000	176839.000	Incorrect Charge Calculation	176839.000	

View 1 - 2 of 2

Attachments:

1 Test Attachment - 1.pdf



Add/Remove Attachments Save Close

Ignore all warning messages

❖ 'Disputed Item' grid

Home >> Miscellaneous >> Edit Dispute

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.00**
 Dispute Owner: To Email ID(s): Currency of Dispute: **USD** Additional Email ID(s) pertaining to Non-Initiator: Total Disputed Amount: **348711.000**
 Additional Email ID(s) pertaining to Initiator:

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number:
 Service Start Date: Service End Date: Charge Code: UOM Code:

View Invoice Header Info **Add Invoice Level Dispute** **Search Line Items** **Search Line Item Details** **Clear**

Line Item/Line Item Detail Search Results

<input type="checkbox"/>	Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input checked="" type="checkbox"/>		1		09-Jan-23	Airport Security Fee-Internation	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input checked="" type="checkbox"/>		2		08-Jan-23	Airport Security Fee-Internation	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>		3		08-Jan-23	Airport Security Fee-Internation	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>		4		15-Jan-23	Airport Security Fee-Internation	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>		5		14-Jan-23	Airport Security Fee-Internation	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max Tak

Page 1 of 4 View 1 - 5 of 16

Add to Dispute

Disputed Items

<input type="checkbox"/>	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Num
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	171,872.000	Incorrect Charge Calculation	171,872.000	View Disputed Item Remarks		AK38
<input type="checkbox"/>	Line Item Detail	Disputed	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	176,839.000	Incorrect Charge Calculation	176,839.000	View Disputed Item Remarks		AK38

Page 1 of 1 View 1 - 2 of 2

Currency of Disputed Amount: USD

Add/Remove Attachments **Edit Selected** **Send** **Back**

❖ Enhancement 6 : Edit 'Disputed Item'

Home >> Miscellaneous >> Edit Dispute

Edit Dispute

Dispute Header

From Member: **XB-A55** To Member: **XB-A89** Dispute Date: **08-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **1**
 Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.0**
 Dispute Owner: To Email ID(s): Currency of Dispute: **USD** Additional Email ID(s) pertaining to Non-Initiator: Total Disputed Amount: **348711.000**
 Additional Email ID(s) pertaining to Initiator:

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number:
 Service Start Date: Service End Date: Charge Code: UOM Code:

View Invoice Header Info **Add Invoice Level Dispute** **Search Line Items** **Search Line Item Details** **Clear**

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input checked="" type="checkbox"/>	1		09-Jan-23	Airport Security Fee-Internation	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input checked="" type="checkbox"/>	2		08-Jan-23	Airport Security Fee-Internation	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>	3		08-Jan-23	Airport Security Fee-Internation	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>	4		15-Jan-23	Airport Security Fee-Internation	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>	5		14-Jan-23	Airport Security Fee-Internation	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max Tak

Page 1 of 4 View 1 - 5 of 16

Add to Dispute

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Num
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	171,872.000	Incorrect Charge Calculation	171,872.000	View Disputed Item Remarks		AK38
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	176,839.000	Incorrect Charge Calculation	176,839.000	View Disputed Item Remarks		AK38

Page 1 of 1 View 1 - 2 of 2



Add/Remove Attachments **Edit Selected** **Send** **Back**

Currency of Disputed Amount: USD

SIS Dispute Enhancement

❖ "Save" the dispute

Home >> Miscellaneous >> Manage Disputes



Manage Disputes

Search Criteria

* From Date: 14-Aug-22	* To Date: 10-Feb-23	Member Code: <input type="text"/>	Dispute Owner: All	Dispute Initiating Member: Either
Dispute Sub Status: All	Search Disputes of Aggregated Members: <input type="checkbox"/>	Disputed Invoice Number: <input type="text"/>	Dispute Reference Number: 8727	Dispute Status: All

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	08-Feb-23	8727	A55	IATA GENEVA	A89	IATA MONTREAL	Open	Saved	2	USD 348,711.000	04-Aug-23	Test02	2023-Jan-P4	

Page 1 of 1 | 5 | View 1 - 1 of 1



❖ 'Send' the dispute

Home >> Miscellaneous >> Edit Dispute

Edit Dispute

Dispute Header

From Member: XB-A55	To Member: XB-A89	Dispute Date: 08-Feb-23	Dispute Reference Number: 8727	Dispute Stage: 1
Original Invoice Number: Test02	Original Invoice Charge Category: Airport	Original Invoice Date: 31-Jan-23	Currency of Original Invoice: USD	Total Amount of Original Invoice: 2964581.0
Dispute Owner:	To Email ID(s): <input type="text"/>	Currency of Dispute: USD	Additional Email ID(s) pertaining to Non-Initiator: <input type="text"/>	Total Disputed Amount: 348711.000
Additional Email ID(s) pertaining to Initiator: <input type="text"/>				

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: <input type="text" value="Please Select"/>	Dynamic Field Value: <input type="text"/>	Line Item Number: <input type="text"/>	Line Item Detail Number: <input type="text"/>	Charge Code: <input type="text" value="Please Select"/>	UOM Code: <input type="text" value="Please Select"/>
Service Start Date: <input type="text" value="DD-MMM-YY"/>	Service End Date: <input type="text" value="DD-MMM-YY"/>				

View Invoice Header Info **Add Invoice Level Dispute** **Search Line Items** **Search Line Item Details** **Clear**

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total	Dynamic Fields Summary
<input checked="" type="checkbox"/>	1		09-Jan-23	Airport Security Fee-Internation	1	EA	171,872.000	1	171,872.000	0	0	0	171,872.000	Name: Legacy UID, Reference No: 11203B633827070, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input checked="" type="checkbox"/>	2		08-Jan-23	Airport Security Fee-Internation	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633827021, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>	3		08-Jan-23	Airport Security Fee-Internation	1	EA	169,885.000	1	169,885.000	0	0	0	169,885.000	Name: Legacy UID, Reference No: 11203B633826972, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>	4		15-Jan-23	Airport Security Fee-Internation	1	EA	173,859.000	1	173,859.000	0	0	0	173,859.000	Name: Legacy UID, Reference No: 11203B633826923, Aircraft Reg. No: 0, UOM Code: TON, Max Tak
<input type="checkbox"/>	5		14-Jan-23	Airport Security Fee-Internation	1	EA	176,839.000	1	176,839.000	0	0	0	176,839.000	Name: Legacy UID, Reference No: 11203B633826874, Aircraft Reg. No: 0, UOM Code: TON, Max Tak

Page 1 of 4 View 1 - 5 of 16

Add to Dispute

Disputed Items

Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Amount Available to Dispute	Reason Code Description	Disputed Amount	Dispute Remarks	Internal Comments	Flight Num
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	171,872.000	Incorrect Charge Calculation	171,872.000	View Disputed Item Remarks		AK38
<input checked="" type="checkbox"/>	Line Item Detail	Disputed	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	176,839.000	Incorrect Charge Calculation	176,839.000	View Disputed Item Remarks		AK38

1

2



Page 1 of 1 View 1 - 2 of 2

Currency of Disputed Amount: USD

Add/Remove Attachments **Edit Selected** **Send** **Back**

❖ "Send" the dispute

Home >> Miscellaneous >> Manage Disputes

Manage Disputes

Search Criteria

* From Date: 14-Aug-22

* To Date: 10-Feb-23

Member Code:

Dispute Owner: All

Dispute Initiating Member: Either

Disputed Invoice Number:

Dispute Reference Number: 8727

Dispute Status: All

Dispute Sub Status: All

Search Disputes of Aggregated Members:

Search Clear

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	08-Feb-23	8727	A55	IATA GENEVA	A89	IATA MONTREAL	Open	Sent	2	USD 348,711.000	04-Aug-23	Test02	2023-Jan-P4	

Page 1 of 1 5 View 1 - 1 of 1

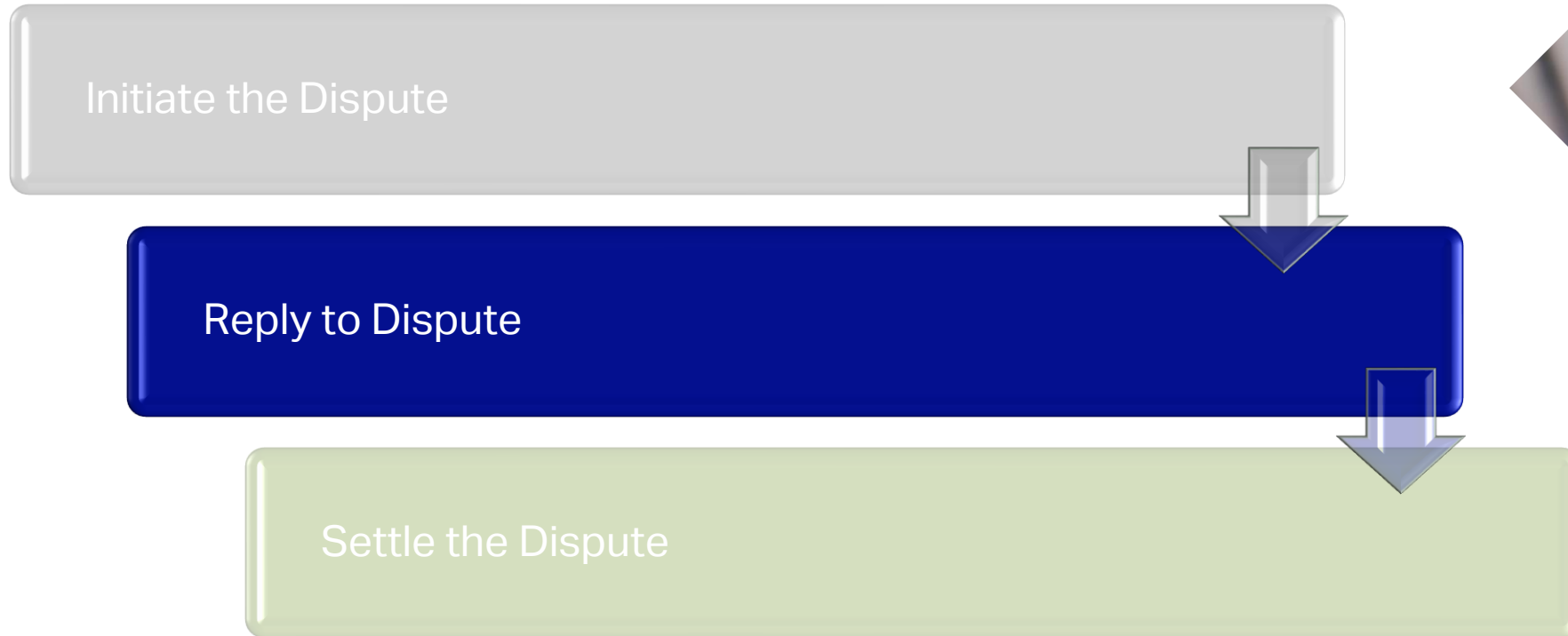
Download



Dispute Process



Dispute Process



❖ "Reply to Dispute"



[Home](#) >> [Miscellaneous](#) >> [Manage Disputes](#)

Manage Disputes

2

Search Criteria

* From Date:

* To Date:

Member Code:

Dispute Owner:

Dispute Initiating Member:

Disputed Invoice Number:

Dispute Reference Number:

Dispute Status:

Dispute Sub Status:

Search Disputes of Aggregated Members:

Search Results

<input type="checkbox"/>	Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>		10-Feb-23	8727	A55	IATA GENEVA	A89	IATA MONTREAL	Open	Received	2	USD 348,711.000	10-Feb-24	Test02	2023-Jan-P4	



Page 1 of 1 5 View 1 - 1 of 1



❖ Enhancement 7 : Select **Multiple** disputed Items to "Reply to Dispute"

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Reply to Dispute

Dispute Header

From Member: **XB-A89** To Member: **XB-A55** Dispute Date: **10-Feb-23** Dispute Reference Number: **8727** Dispute Stage: **2**
Original Invoice Number: **Test02** Original Invoice Charge Category: **Airport** Original Invoice Date: **31-Jan-23** Currency of Original Invoice: **USD** Total Amount of Original Invoice: **2964581.09**
Dispute Owner: To Email ID(s):
Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **USD** Additional Email ID(s) pertaining to Non-Initiator: Total Disputed Amount: **0.000**

Save Dispute Header

Disputed Items

<input type="checkbox"/>	Action	Disputed Item	Status	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Reason Code Description	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Received Dispute Remarks	Dispute
<input checked="" type="checkbox"/>		Line Item Detail	Disputed	Airport Security Fee-International	Airport Security Fee-International	10	1		USD	171,872.000	171,872.000	Incorrect Charge Calculation	171,872.000	0.000	171,872.000	View Received Dispute Remarks	
<input checked="" type="checkbox"/>		Line Item Detail	Disputed	Airport Security Fee-International	Airport Security Fee-International	10	2		USD	176,839.000	176,839.000	Incorrect Charge Calculation	176,839.000	0.000	176,839.000	View Received Dispute Remarks	

Page 1 of 1 5 View 1 - 2 of 2

1 **2**

Add/Remove Attachments **Accept Selected** **Partially Accept Selected** **Reject Selected** **Send Dispute** **Back**

Currency of Disputed Amount: USD



❖ Enhancement 8 : "Reply to Dispute" popups - **New Layout**



Accept Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Reason Code Description	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Received Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	Incorrect Charge Calculation	171872.000	171872.000	171,872.000	Test Remark 1
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	Incorrect Charge Calculation	176839.000	176839.000	176,839.000	Test Remark 2

View 1 - 2 of 2

Attachments:

Ignore all warning messages

Default amount is the "Disputed Amount"



Partially Accept Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Reason Code Description	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Received Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	Incorrect Charge Calculation	171872.000	0.000	171,872.000	Test Remark 1
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	Incorrect Charge Calculation	176839.000	0.000	176,839.000	Test Remark 2

View 1 - 2 of 2

Attachments:

Ignore all warning messages

Default amount is blank



Reject Disputed Items

Disputed Item	LI Description	LID Description	Line Item #	Line Item Detail #	Original Reference Number	Charge Billing Currency	Original Amount	Charge Unit Rate	Reason Code Description	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Received Dispute Remarks
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	1		USD	171,872.000	171,872.000	Incorrect Charge Calculation	171872.000	0.000	171,872.000	Test Remark 1
Line Item Detail	Airport Security Fee-Internation	Airport Security Fee-Internation	10	2		USD	176,839.000	176,839.000	Incorrect Charge Calculation	176839.000	0.000	176,839.000	Test Remark 2

View 1 - 2 of 2

Attachments:

Ignore all warning messages

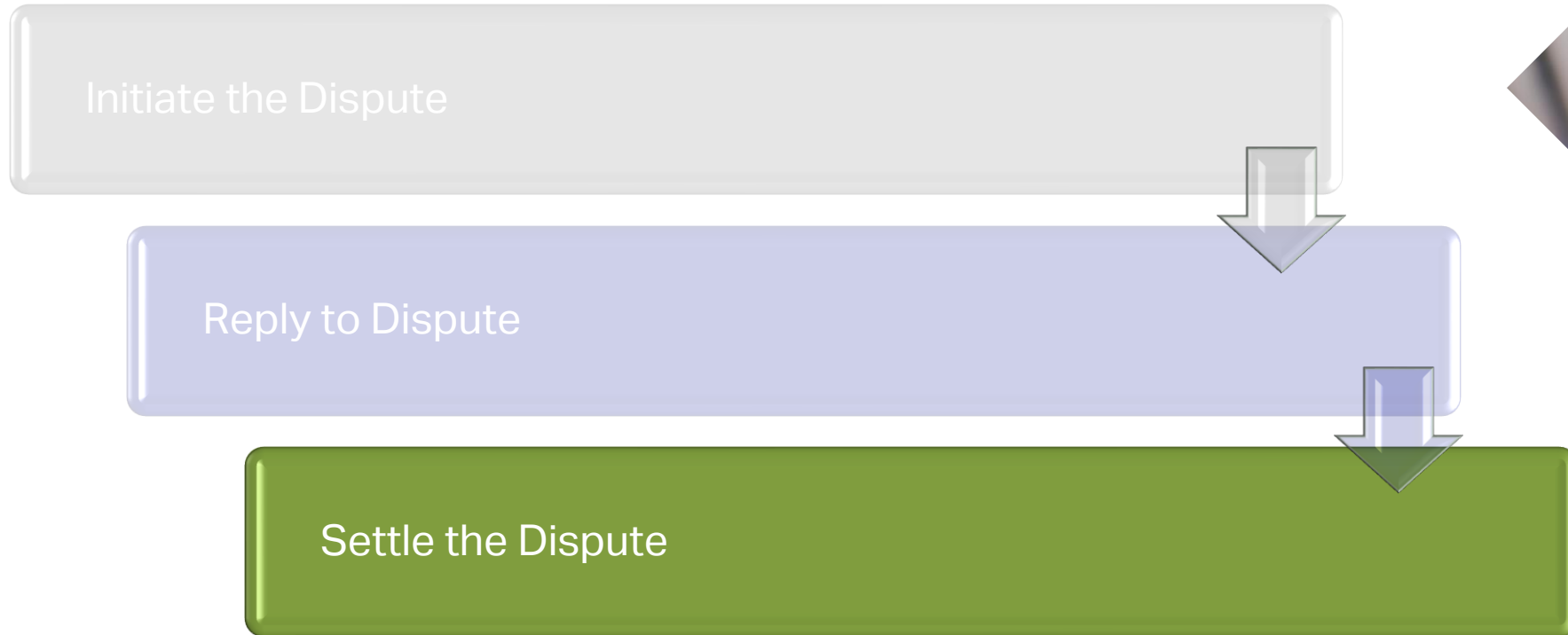
Default amount is blank



Dispute Process



Dispute Process



Home >> Miscellaneous >> Manage Disputes

Manage Disputes

Search Criteria

* From Date: 14-Aug-22 * To Date: 10-Feb-23

Dispute Sub Status: All

Dispute Owner: All Dispute Initiating Member: Either

Dispute Reference Number: 8727 Dispute Status: All

Search Disputes of Aggregated members.

Both parties reached an agreement

Dispute Status: Closed **Dispute Sub Status: Pending for Credit Note**

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	10-Feb-23	8727	A89	IATA MONTREAL	A55	IATA GENEVA	Closed	Pending for Credit Note	0	USD 0.000	10-Feb-24	Test02	2023-Jan-P4	

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Home >> Miscellaneous >> Manage Disputes

Manage Disputes

Search Criteria

* From Date: 14-Aug-22 * To Date: 10-Feb-23

Dispute Sub Status: All

Member Code: Dispute Initiating Member: Either

Disputed Invoice: Dispute Status: All

Credit Note was issued and linked

Dispute Status: Closed **Dispute Sub Status: Settled**

Credit Note Number: D8727

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	10-Feb-23	8727	A89	IATA MONTREAL	A55	IATA GENEVA	Closed	Settled	0	USD 0.000	10-Feb-24	Test02	2023-Jan-P4	D8727

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❖ Select the dispute to see the 'Audit Trail'

1

Home >> Miscellaneous >> Manage Disputes

Manage Disputes

2

Search Criteria

* From Date: 14-Aug-22

* To Date: 10-Feb-23

Member Code:

Dispute Owner: All

Dispute Reference Number: 8727

Dispute Sub Status: All

Search Disputes of Aggregated Members:

Dispute Initiating Member: Either

Dispute Status: All

Search Clear

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	10-Feb-23	8727	A89	IATA MONTREAL	A65	IATA GENEVA	Closed	Settled	0	USD 0.000	10-Feb-24	Test02	2023-Jan-P4	D8727

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Credit Note

Dispute Stage 1..N

Original Invoice

Home >> Miscellaneous >> Audit Trail

Dispute Audit Trail

Back Generate PDF Include Supporting Document(s)

Stage 5, Credit Note

Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount
Feb 2023 P1	XB-A89-IATA MONTREAL	XB-A55-IATA GENEVA	D8727	10-Feb-23	Airport		USD -348,711.000

Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
1	Fees	As per Dispute Ref. No. 8727	1	EA	-348,711.0000	USD	-348,711.000				-348,711.000

Stage 4, Dispute 4

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-A89-IATA MONTREAL	XB-A55-IATA GENEVA	10-Feb-23	4	8727	USD 0.000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status	Dispute Remarks	Original Reference Number
Line Item Detail / Fees	10	2	0.000	Incorrect Charge Calculation	Accepted	We will issue a Credit Note for the total disputed amount	11203B633827021
Line Item Detail / Fees	10	1	0.000	Incorrect Charge Calculation	Accepted	We will issue a Credit Note for the total disputed amount	11203B633827070

Stage 3, Dispute 3

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-A55-IATA GENEVA	XB-A89-IATA MONTREAL	10-Feb-23	3	8727	USD 28,711.000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status	Dispute Remarks	Original Reference Number
Line Item Detail / Fees	10	1	11,872.000	Incorrect Charge Calculation	Disputed		11203B633827070
Line Item Detail / Fees	10	2	16,839.000	Incorrect Charge Calculation	Disputed		11203B633827021

Stage 2, Dispute 2

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-A89-IATA MONTREAL	XB-A55-IATA GENEVA	10-Feb-23	2	8727	USD 320,000.000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status	Dispute Remarks	Original Reference Number
Line Item Detail / Fees	10	2	160,000.000	Incorrect Charge Calculation	Partially Accepted	We accept but this amount	11203B633827021
Line Item Detail / Fees	10	1	160,000.000	Incorrect Charge Calculation	Partially Accepted	We accept but this amount	11203B633827070

Supporting Document(s)
Test Attachment - 2.pdf

Stage 1, Dispute 1

From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-A55-IATA GENEVA	XB-A89-IATA MONTREAL	10-Feb-23	1	8727	USD 348,711.000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status	Dispute Remarks	Original Reference Number
Line Item Detail / Fees	10	1	171,872.000	Incorrect Charge Calculation	Disputed	Test Remark 1	11203B633827070
Line Item Detail / Fees	10	2	178,839.000	Incorrect Charge Calculation	Disputed	Test Remark 2	11203B633827021

Supporting Document(s)
Test Attachment - 1.pdf

Stage 0, Original Invoice

Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount
Jan 2023 P4	XB-A89-IATA MONTREAL	XB-A55-IATA GENEVA	Test02	31-Jan-23	Airport		USD 2,954,581.000

Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
10	Fees	Airport Security Fee-International (P2)	1	EA	2,744,983.0000	USD	2,744,983.000		404,096.940		3,239,079.940

Back Generate PDF Include Supporting Document(s)

New column: Remark as per dispute stage

New column: Ref. No. for disputes against E&F

Supporting Doc. as per dispute stage



Review Dispute

The Dispute Review functionality in IS-WEB was now removed from initiate and reply to a dispute.

Buttons of 'Mark for Review' and 'Send for Review' were removed.

The column 'Internal/Review Comments' was renamed as 'Internal Comments' and displays the respective Internal Comments.



Dispute Enhancement – Recap



Improved IS-WEB interface user-friendliness

Increased efficiency with disputing multiple LI/LID's at a time

Improved visibility on the amount available for dispute

New validation on dispute reason codes for better control

Removal of unused steps / buttons in the dispute process (e.g. "Dispute Review")



Links of Guidance Documents for this webinar:



[CMP 860 - Changes to the Dispute Process](#)



[Webinar Video/PDF](#)



More information on SIS Website : www.iata.org/SIS

'SIS For Airlines' *or* 'SIS For Suppliers' >>'Documents' tab

for your questions you can always contact us via:

www.IATA.org/CS





Q&A

Thank you!