



iiNET ON-LINE USER MANUAL

TO SUBMIT, RETRIEVE, AND TRACK FILES ELECTRONICALLY OVER THE IINET



Version 7.1, May 2020

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INTRODUCTION

Accessible worldwide, iiNET is the most comprehensive, flexible and reliable electronic data exchange and data distribution service available to the Industry.

Managed and coordinated by IATA, iiNET provides airlines and their industry partners the ability to send, receive and track electronic data (documents, reports and publications) of virtually any size with other iiNET customers.

This User Manual will assist you to submit, retrieve and track electronic files using Online iiNET interface.

Note: For further information, kindly contact iiNET Customer Care via [IATA Customer Portal](#).

In order to access the iiNET, you will require the following components:

- An internet connected PC
- An internet browser software e.g. Internet Explorer (version 4.0 of higher), Chrome, Firefox, etc.
- Your User Names and Passwords, as well as the iiNET web address (URL) provided to you by email from iiNET Customer Care upon account implementation.

Note: Screenshots of dialogue boxes and system messages used in this manual may look different on your screen depending on the system software that may be installed on your computer. Such screenshots are provided for demonstration purposes only.



ACCESSING THE iiNET

Step 1: Connect to the Internet

Step 2: Open your Internet browser, and point to <https://iata-s.iinet.org>

Step 3 : Enter your User Name (8-digit code) and Password in the first page and click **Login**

(Note: IDs and passwords are case sensitive)



Welcome to iiNET Services!

IATA CUSTOMER SERVICE PORTAL
You can now contact BSPs and log enquires directly from IATA Customer Service Portal - simply follow the [link](#), choose the area you wish to contact and log your inquiry by providing necessary information.

iiNET Customer Care Team is also always on stand by to provide you with help and guidance as you may require in the course of your day to day operations involving iiNET Data Exchange Services. Please contact our team at any time at iinetcare@iata.org iiNET 24/7 Technical Support Team is available to assist you with technical issues and may be contacted at issiiinetteam@iata.org or by phone at +86 10 5874 9242.

Market Intelligence Services
Gain strategic insights on trends and opportunities with customized global passenger flow data.

[iiNET Help](#) | [iiNET FAQ](#) | [iiNET Terms of Use](#) | [IATA Privacy Policy](#) ***WARNING*** By entering its iiNET IDs and Passwords and accessing iiNET Data Exchange Service CLIENT fully agrees to all terms and conditions as set forth in iiNET Service Level Agreement without any omissions. Copy of Service Level Agreement may be obtained by accessing Service Level Agreement link from Online iiNET Data Exchange interface or by contacting iiNET Customer Care at iinetcare@iata.org.
Updated: May 15, 2014, 15:24 GMT
©2006 International Air Transport Association. All rights reserved.

You are now at your iiNET Account Main Page and may choose the action you wish to perform.

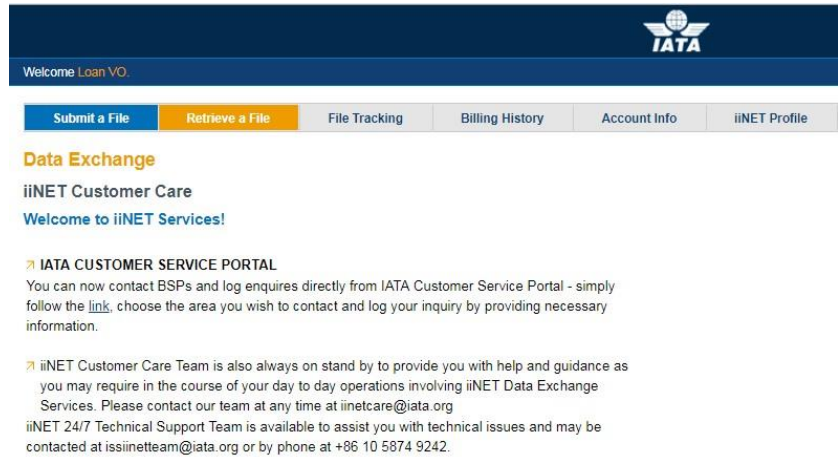
THE iiNET ACCOUNT MAIN PAGE

You will be greeted with a welcome message along with brief iiNET news and updates

Please choose from one of the following options:

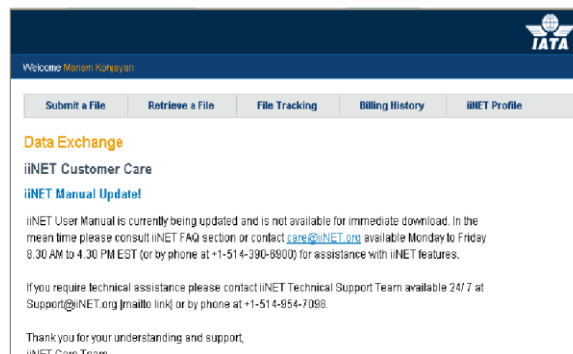
DATA EXCHANGE MAIN MENU (available on all iiNET pages)

- Submit a File: Allows an authorized Client to submit a file to another iiNET customer.
- Retrieve a File: Allows an authorized Client to retrieve a file sent to them by another iiNET customer.
- File Tracking: Allows a Client to track the status of files submitted or retrieved by them.
- Billing History: Allows authorized users to download electronic iiNET invoices issued within the last 24 months.
- **Note**: *If you are not an authorized billing recipient you will not have access to this menu option.*
- Account Info: Allows clients to see special rules set-up on their iiNET account (e.g. Copy Post, File Renaming, etc. please refer to appropriate sections of this manual for more information on these features).
- **Note**: *If there are not special rules set-up on your iiNET account you will not have access to this menu option.*
- iiNET Profile: Allows users to update their contact information directly via the iiNET Online interface.



GENERAL iiNET INFORMATION MENU (available on all iiNET pages)

- iiNET HOME: Provides a link to iiNET Main Account Page
- Printer Icon: Provides a shortcut to print current iiNET page
- CONTACT US: Provides a link to full iiNET contact details.



- [iiNET FAQ](#): Provides a link to the iiNET FAQ (frequently asked questions) page.
- [iiNET User Manual](#): Provides a downloadable version of the iiNET User Manual.
- [LOGOUT](#): Terminates current iiNET session and logs client out of the system

SUBMIT A FILE

Submit a file to any iiNET-enabled customer by selecting the Submit a File option. If you wish to exchange data with a new Client who does not have an iiNET account, please contact iiNET Customer Care via [IATA Customer Portal](#) and we will be pleased to coordinate their implementation.

Select the Submit a File option from the iiNET Main Menu to submit a file to another iiNET user.

Select the recipient party you wish to send your file to by clicking on the **All iiNET Recipients** or **Bookmarked Recipients** (see page 7 for further information on Bookmarked Recipients feature) dropdown menu.

Once you selected the recipient party click the **CONTINUE** button.

The screenshot displays the iiNET web application interface. At the top, there is a dark blue header with the IATA logo and the text 'Welcome "GUEST" (iiNET Customer Care)'. Below the header is a navigation bar with buttons: 'Submit a File' (highlighted in orange), 'Retrieve a File', 'File Tracking', 'Billing History', 'Account Info', and 'iiNET Profile'. The main content area is titled 'Data Exchange' and shows 'Air Canada - HOT Data only'. A section titled 'Select a recipient from ONE of the following lists' contains two dropdown menus: 'Bookmarked Recipients' (showing 'THE RECIPIENT IS NOT SELECTED YET') and 'All iiNET Recipients' (showing a list of airlines). To the right of these dropdowns are buttons: 'Delete from Bookmarked' and 'Add to Bookmarked'. Below the dropdowns is a 'CONTINUE' button. The list of recipients under 'All iiNET Recipients' includes: Bahamasair [JPO1], Bravo Airlines [BV01], Britannia Airways AB (Nordic) [BB01], Britannia Airways Limited, British Airways, British Airways CityExpress [TH01], British Mediterranean Airways Ltd [KJ01], British Midland, BSP Offices, BSPlink, Bulgaria Air, BMAVied India Airways, Cameroon Airlines [UV01], Canadian North [ST01], Caribbean Star Airlines [8001], Caribbean Sun Airlines [2001], Comair [CRL1], Carpinter/Molavian Airlines [V301], Cathay Pacific Airways, CATOVAR / IBL Aviation [OC01], Cayman Airways, Cebu Pacific Air [5U01], Channel Express Ltd. [LS01], China Airlines, China Eastern Airlines [MU01], China Southern Airlines [CZ01], and Corbis Air A/S.

Note: If the recipient party selected manages multiple iiNET accounts, iiNET will prompt you with a second dropdown menu to further define your selection.

From the list provided, select the desired recipient party and click on **Continue**.

To add a recipient account to the Bookmarked Recipients list, select the desired account from the list and click the Add to Bookmarked button.

The screenshot shows the IATA iiNET Data Exchange interface. At the top, there is a navigation bar with the IATA logo and the text "Welcome GENERIC (iiNET Customer Care)". Below this is a menu bar with buttons: "Submit a File", "Retrieve a File", "File Tracking", "Billing History", "Account Info", and "iiNET Profile". The main content area is titled "Data Exchange" and "Air Canada - HOT Data only". It prompts the user to "Please select only ONE recipient from the following list:" and displays a list of recipients: "A1RDCP - BSP Argentina Data [xrb03]", "A1RDCP - BSP Bahamas Data [xrb03]", "A1RDCP - BSP Bolivia Data [xrb03]", "A1RDCP - BSP Brazil Data [xrb01]", "A1RDCP - BSP Brazil Data [xrb02]", "A1RDCP - BSP CEAM Data [xrb06]", "A1RDCP - BSP Chile Data [xrb02]", "A1RDCP - BSP Colombia Data [xrb04]", "A1RDCP - BSP Dominican Rep. Data [xrb01]", and "A1RDCP - BSP EAC Data [xrb03]". Below the list are two buttons: "Add to Bookmarked" and "CONTINUE".

Enter a brief description of the file you are about to send in the **File Description** text box.

Note: This field is used for convenience only and allows you and your recipient to identify file easier. If you are sending to an automated iiNET recipient information provided in this field may not be available to the recipient.

Select the file you wish to upload by clicking the **Browse** button or by typing the exact path of the file's location.

The screenshot shows the IATA iiNET Data Exchange interface. At the top, there is a navigation bar with the IATA logo and the text "Welcome GENERIC (iiNET Customer Care)". Below this is a menu bar with buttons: "Submit a File", "Retrieve a File", "File Tracking", "Billing History", "Account Info", and "iiNET Profile". The main content area is titled "Data Exchange" and "Air Canada - HOT Data only". It prompts the user to "Submit your file". The form includes fields for "File Recipient" (set to "Air Canada - HOT Data only"), "File Description" (set to "TESTING"), "Upload File" (with a "Browse..." button), and "File Type" (with a dropdown menu and a "Request New File Type" link). A "Submit" button is at the bottom.

A window will appear which displays all files stored on your PC or network. Simply double click on the file you wish to submit.

Note: If you cannot see all the files stored on your PC, try selecting “All Files (*.*)” from the File Type dropdown menu. Dialogue box pictured on the right may look different on your computer depending on the system software you may be using.



Select a description from the File Type dropdown menu that most accurately describes the file you are submitting.

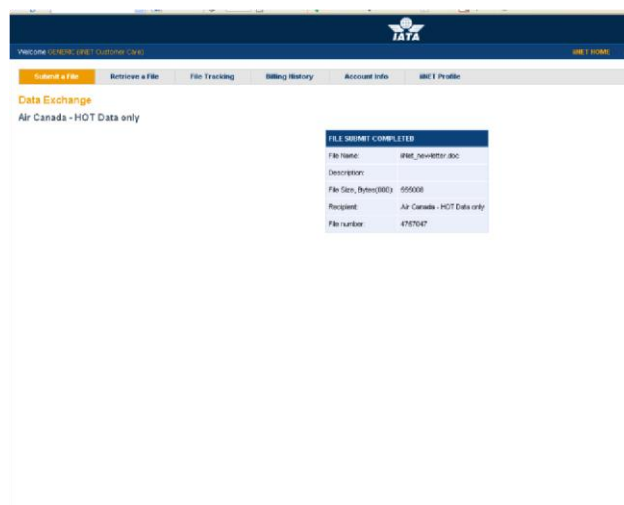
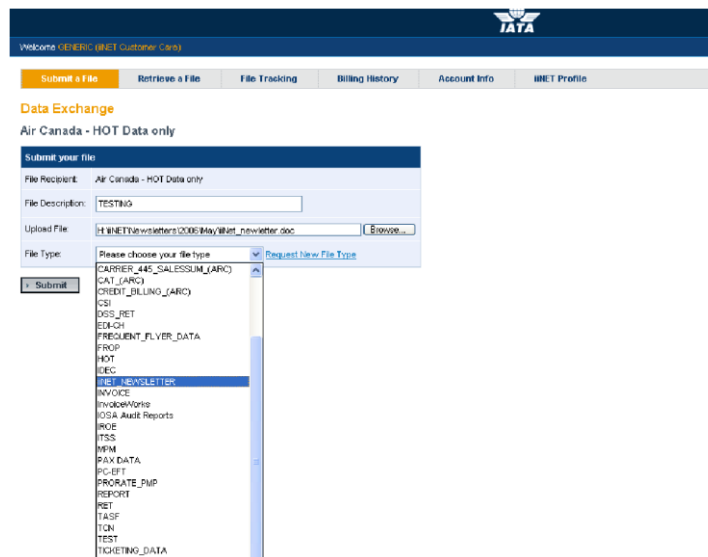
NOTE: If file type you are attempting to send does not exist on iiNET you can still submit it by simply selecting “OTHER” as your file type. You can also request iiNET Customer Care to add a file type you wish to send by following Request New File Type link on the right-hand side. Please allow up to 48 hours for new file type to be available.

Once all of the above parameters have been selected, click the **SUBMIT** button to complete the file submission.

NOTE: If the file type is not selected, you will be prompted to select the File Description and upload the file again.

The **File Submit Completed** confirmation page will appear after the file has been successfully submitted to the recipient party.

This page also provides you with the unique **iiNET File number** for tracking purposes.



Bookmarked Recipients

The "Bookmarked Recipients" list enables users to create and manage their own customized iiNET recipient dropdown menu when using the "Submit a File" option. This allows users to select their most commonly used recipients in a separate dropdown menu.

To add a recipient to the Bookmarked Recipients list, select the desired party from the All iiNET Recipients dropdown menu and click the Add to Bookmarked button.

RETRIEVE A FILE

Retrieve files submitted to your iiNET account by selecting the retrieve a file option.

To retrieve a file that has been submitted to you by another party, click on the Retrieve a File link from the iiNET Main Menu. The page will automatically list all unread files (previously un-retrieved).

Time Range:

Unread files: View all files that have not yet been retrieved.

Last 31 Days: View all - retrieved and non-retrieved - files that have been submitted to your iiNET account within the last 31 days.

Last 60 Days: View all - retrieved and non-retrieved - files that have been submitted to your iiNET account within the last 60 days.

From & To: View all - retrieved and non-retrieved - files that have been submitted to your iiNET account by choosing a specific date range.

Note: An error will occur if the "From" date is greater than the "To" date

Sort Order:

Sort by date: View all - retrieved and nonretrieved - files sorted by date submitted.

Sort by sender: View all - retrieved and nonretrieved - files sorted by sender name.

Additional selection criteria

Search by File Name: View all files that have been submitted to your iiNET Account by searching a specific name in the file name.

The screenshot shows the IATA iiNet Customer Care interface. At the top, there's a navigation bar with 'Submit a File', 'Retrieve a File', 'File Tracking', 'Billing History', and 'iiNET Profile'. Below this, the 'Data Exchange' section is visible. The main content area is titled 'RETRIEVE A SPECIFIC FILE' and 'LOOKUP FILES TO RETRIEVE'. The 'File Name' search criteria is highlighted in the 'Optional Selection Filter' section.

Search by File Description: View all files that have been submitted to your iiNET Account by searching a specific name in the file description.

Note: Search engine is not case sensitive and will not accept any wildcard characters (“*” or “?”).

When the Time Range, Sort Order and the additional selection criteria have been selected, click the LOOKUP button.

The screenshot shows the IATA iiNet Customer Care interface. At the top, there's a navigation bar with 'Submit a File', 'Retrieve a File', 'File Tracking', 'Billing History', and 'iiNET Profile'. Below this, the 'Data Exchange' section is visible. The main content area is titled 'RETRIEVE A SPECIFIC FILE' and 'LOOKUP FILES TO RETRIEVE'. The 'File Description' search criteria is highlighted in the 'Optional Selection Filter' section.

The screenshot shows the IATA iiNet Customer Care interface. At the top, there's a navigation bar with 'Submit a File', 'Retrieve a File', 'File Tracking', 'Billing History', and 'iiNET Profile'. Below this, the 'Data Exchange' section is visible. The main content area is titled 'RETRIEVE A SPECIFIC FILE' and 'LOOKUP FILES TO RETRIEVE'. The 'File Description' search criteria is highlighted in the 'Optional Selection Filter' section.

**** OR ****

Enter an Individual File No:

To retrieve a specific file without selecting a time range, simply enter its File # in the space provided and click **TRACK**.

Welcome (SEREBK) (iiNET Customer) [iiNET HOME](#) [CONTACT](#)

[Submit a File](#) [Retrieve a File](#) [File Tracking](#) [Billing History](#) [Account Info](#) [iiNET Profile](#)

Data Exchange
Air Canada - HOT Data only

RETRIEVE A SPECIFIC FILE

File Number: [TRACK](#)

LOOKUP FILES TO RETRIEVE

Time Range

☒ Unread files
☐ Last 31 Days
☐ Last 60 Days
☐ From: To:
☐ Files Retrieved from Archive

Sort Order

☒ Sort by date
☐ Sort by sender

Optional Selection Filter

File name: contains:

[LOOKUP](#)

Select one of the following transactions and click "RETRIEVE":

SELECTION: unread files

Found	Original File Name	Retrieved File Name	Size, Bytes(KB)	Type	Sender	Date Sent (UTC)	Total Received	By
7 Files								
RETRIEVE	iRM Newsletter.doc	NONE	555,008	iRMET_NEWLETTER	AP Canada - HOT Data only	11-MAY-2008 20:22	0	

Press the **RETRIEVE** button next to the file you wish to download. The iiNET will then start the option to save the file to a specified drive.

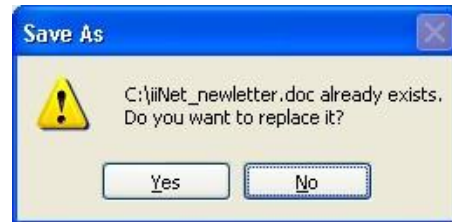
Once the **“Save File”** option is selected, a window will appear which displays the contents of your network drive. Simply select the directory where you wish to store the file.

Note: Dialogue box pictured on the right may look different on your computer depending on the system software you may be using.



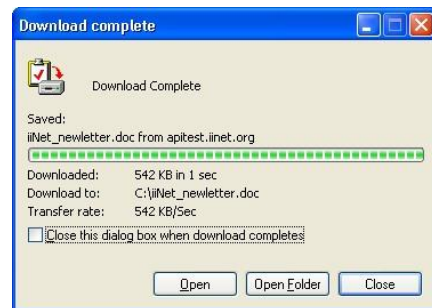
If the file already exists in the specified directory, then you are prompted as to whether or not you want to replace the file. Click **Yes** to replace the file, or click No to select another directory or to rename the file.

Note: Dialogue box pictured on the right may look different on your computer depending on the system software you may be using.



The iiNET will then begin to download the file to the specified directory. The Transfer in progress message will provide you with the status of the file transfer.

Note: Dialogue box pictured on the right may look different on your computer depending on the system software you may be using.



When finished, NAVIGATE BY TAGS – NO HOME PAGE press the iiNET HOME button to return to the iiNET User Account Home Page where you can perform additional actions or click Log Out to terminate the session.

You may click on the **DOWNLOAD** button if your browser did not automatically begin the retrieval process.

FILE TRACKING

An excellent online data tracking management tool, the **File Tracking** feature allows you to audit all files sent from and to your iiNET account.

Click on the **File Tracking** link on top of your screen, to track the status of a file that has been retrieved or submitted over the iiNET.

Track a File:

To view the tracking information for a specific file within your browser, simply enter its File # in the space provided and click TRACK.

**** OR ****

Select one option from each column:

Range:

Last 7 Days: Select all files that have been transmitted within the last 7 days.

Last 21 Days: Select all files that have been transmitted within the last 31 days.

Last 60 Days: Select all files that have been transmitted within the last 60 days.

Last 365 days: Select all files that have been transmitted within the last 365 days.

From & To: Select all files that have been submitted to your iiNET account by choosing a specific date range.

Sort Order:

Sort by date: View all files sorted by date submitted.

Sort by entity: View all files sorted by entity name.

More Search Options:

Search by File Name: View all files that have been submitted to your iiNET Account by searching a specific name in the file name.

Search by File Description: View all files that have been submitted to your iiNET Account by searching a specific name in the file description.

Note: Search engine is case insensitive and will not accept any wildcard characters (“*” or “?”).

View:

View Sender logs with drop down menu: View all files that you have submitted to a specific user or to all recipient parties.

View Receiver logs with drop down menu: View all files that have been submitted to you by one specific user or from all submitting parties.

View event logs: View any error that was made in a TDF file (iiNET Automated Users Only)

Note: Drop down menu becomes inactive when this option is chosen.

Options:

Display in browser: Displays the results of your tracking selection within your browser

Save to Disk as: Saves the results of your tracking selection to disk in multiple file formats:

- CSV (Comma Separated) – Spreadsheet format for Excel
- Tab-Delimited
- Fixed Width (Space-Delimited)

Once a selection is made from each of the columns, click the GET TRACKING INFO Button to view your tracking query, (or save it to disk if applicable).

NOTE: if the list exceeds a certain number *“There are a total of _____ files for the selected type of log of files, you will be asked to save the list on the disk. If so, please follow _____ and period of time, which may overload your Internet instructions on screen. _____ browser. Please use the **SAVE-AS** option to download _____ the results in one of the export formats.”*

When selecting the **Save to Disk** option, your tracking selection will be displayed in one of the formats provided. CSV format is recommended for viewing within a spreadsheet application.

By saving your tracking information in CSV format, you can then manipulate the data using the sorting and grouping options of your spreadsheet program.

File tracking displays a status report for each file by listing the:

- File Name
- Status – Active, Archive or Deleted*
- Type – General, HOT, RET, Report, etc...
- Size of the files in Bytes (000)
- Recipient or Sender
- Date / Time of the transfer
- Number of times the file was retrieved □ File Description
- Unique iiNET file no.

*** Active files can be retrieved online at anytime**

*** Archived files are stored at an offline secure location and can be restored at request ***
Deleted files can no longer be accessed

To view the detailed action log for a specific file's activity, click the INFO button next to the desired file name within the browser.

The Action Log displays detailed information about a specific file transferred via the iiNET.

The File Detail Table provides general information about the file transmission.

DELETE A FILE

The Delete option, located within file tracking, allows only the sending party to delete a specified file from the iiNET.

The Action Detail table records all actions that have been performed on the specified file, listed in chronological order.

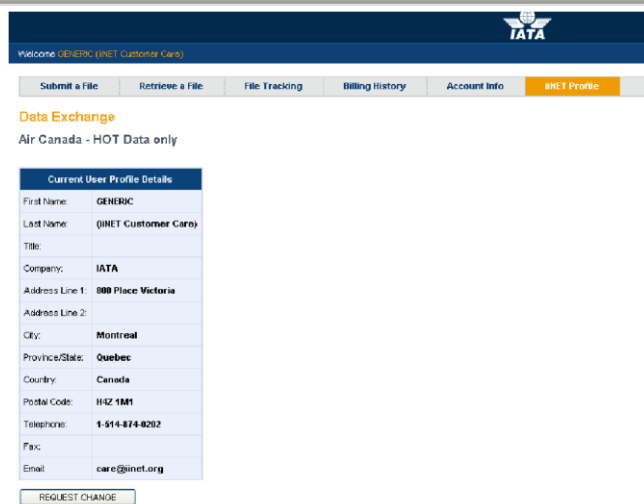
After pressing the DELETE button on the 'Action Log Screen' (see previous illustration), the system will prompt you for your "Connection to Data Exchange" password. To confirm the delete action, enter your password and click YES.

After entering your password to delete the file the system will make a final confirmation of the deleted file.

Click on the link to return to the File Tracking screen.

iiNET PROFILE

The iiNET Profile option allows users to update their contact information directly via the iiNET Online interface.



Welcome **GENERIC (iiNET Customer Care)**

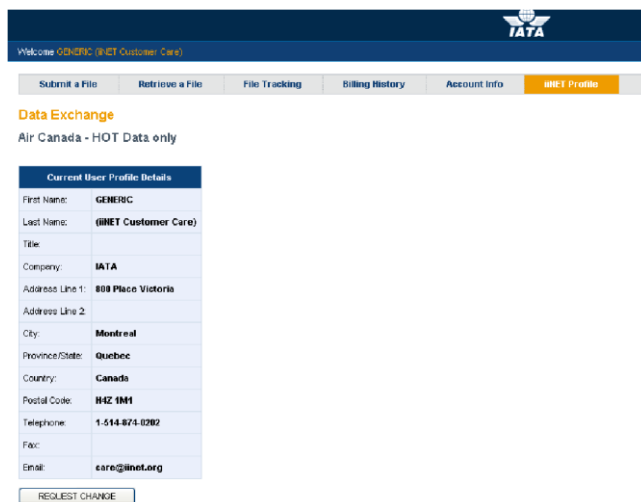
Submit a File Retrieve a File File Tracking Billing History Account Info **iiNET Profile**

Data Exchange
Air Canada - HOT Data only

Current User Profile Details	
First Name:	GENERIC
Last Name:	(iiNET Customer Care)
Title:	
Company:	IATA
Address Line 1:	808 Place Victoria
Address Line 2:	
City:	Montreal
Province/State:	Quebec
Country:	Canada
Postal Code:	H4Z 1M1
Telephone:	1-514-874-8282
Fax:	
Email:	care@iinet.org

REQUEST CHANGE

Click on **iiNET Profile** link (located on the top of your screen) to view your existing user profile.



Welcome **GENERIC (iiNET Customer Care)**

Submit a File Retrieve a File File Tracking Billing History Account Info **iiNET Profile**

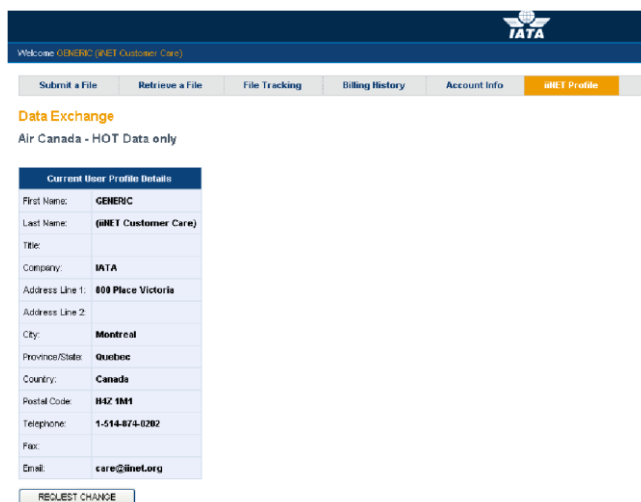
Data Exchange
Air Canada - HOT Data only

Current User Profile Details	
First Name:	GENERIC
Last Name:	(iiNET Customer Care)
Title:	
Company:	IATA
Address Line 1:	808 Place Victoria
Address Line 2:	
City:	Montreal
Province/State:	Quebec
Country:	Canada
Postal Code:	H4Z 1M1
Telephone:	1-514-874-8282
Fax:	
Email:	care@iinet.org

REQUEST CHANGE

Review your contact information and ensure that it is complete and up to date.

To modify your contact information, click on the **Request Change** button



Welcome **GENERIC (iiNET Customer Care)**

Submit a File Retrieve a File File Tracking Billing History Account Info **iiNET Profile**

Data Exchange
Air Canada - HOT Data only

Current User Profile Details	
First Name:	GENERIC
Last Name:	(iiNET Customer Care)
Title:	
Company:	IATA
Address Line 1:	808 Place Victoria
Address Line 2:	
City:	Montreal
Province/State:	Quebec
Country:	Canada
Postal Code:	H4Z 1M1
Telephone:	1-514-874-8282
Fax:	
Email:	care@iinet.org

REQUEST CHANGE

Enter your updated information in any of the fields provided, including your name, address, telephone number, fax number and e-mail address. A field is also available for any additional comment you wish to make to iiNET Customer Care (Optional).

When finished, click on the **Submit Change** button.

Welcome **GENERIC iiNET Customer Care** [LOG OUT](#)

[Submit a File](#) [Retrieve a File](#) [File Tracking](#) [Billing History](#) [Account Info](#) **[iiNET Profile](#)**

Data Exchange
Air Canada - HOT Data only

Update User Profile Details

First Name:
 Last Name:
 Title:
 Company:
 Address Line 1:
 Address Line 2:
 City:
 Province/State:
 Country:
 Postal Code:
 Telephone:
 Fax:
 Email:

You may also add a message for iiNET Customer Care:

Welcome **GENERIC iiNET Customer Care** [LOG OUT](#)

[Submit a File](#) [Retrieve a File](#) [File Tracking](#) [Billing History](#) [Account Info](#) **[iiNET Profile](#)**

Data Exchange
Air Canada - HOT Data only

Current User Profile Details	Requested User Profile Change
First Name: <input type="text" value="GENERIC"/>	First Name: <input type="text" value="GENERIC"/>
Last Name: <input type="text" value="iiNET Customer Care"/>	Last Name: <input type="text" value="iiNET Customer Care"/>
Title: <input type="text"/>	Title: <input type="text" value="Test account"/>
Company: <input type="text" value="IATA"/>	Company: <input type="text" value="IATA"/>
Address Line 1: <input type="text" value="800 Place Victoria"/>	Address Line 1: <input type="text" value="800 Place Victoria"/>
Address Line 2: <input type="text"/>	Address Line 2: <input type="text"/>
City: <input type="text" value="Montreal"/>	City: <input type="text" value="Montreal"/>
Province/State: <input type="text" value="Quebec"/>	Province/State: <input type="text" value="Quebec"/>
Country: <input type="text" value="Canada"/>	Country: <input type="text" value="Canada"/>
Postal Code: <input type="text" value="H4Z 1M1"/>	Postal Code: <input type="text" value="H4Z 1M1"/>
Telephone: <input type="text" value="1-514-974-0202"/>	Telephone: <input type="text" value="1-514-974-0202"/>
Fax: <input type="text"/>	Fax: <input type="text"/>
Email: <input type="text" value="care@inet.org"/>	Email: <input type="text" value="care@inet.org"/>
Your Message: <input type="text"/>	Your Message: <input type="text"/>

Please review and confirm, or cancel the changes in your user profile (highlighted in red):

Verify that the changes you have made (*displayed in red*) are correct and click on the **Confirm** button.

After you confirm your changes, a request is submitted to Customer Care who will make the necessary modifications to your profile within two (2) business days.

Note: Once a Profile Change request has been made, you will be unable to edit your profile again until Customer Care has completed your original request.

iiNET Customer Care

Submit a File | Retrieve a File | File Tracking | Billing History | Account Info | **iiNET Profile**

Data Exchange
Air Canada - HOT Data only

Your profile change was submitted to iiNET Customer Care.

On 11 May 2006 you have submitted a request to update your user profile information.
iiNET Customer Care will contact you within 2 business days following the submission date regarding this change.

Current User Profile Details		Suggested User Profile Change
First Name:	GENERIC	GENERIC
Last Name:	(iiNET Customer Care)	(iiNET Customer Care)
Title:		Test account
Company:	IATA	IATA
Address Line 1:	800 Place Victoria	800 Place Victoria
Address Line 2:		
City:	Montreal	Montreal
Province/State:	Quebec	Quebec
Country:	Canada	Canada
Postal Code:	H3C 1H6	H3C 1H6
Telephone:	1-514-874-0302	1-514-874-0302
Fax:		
Email:	care@iinet.org	care@iinet.org
Your Message:		

BILLING HISTORY

The Billing History option allows authorized users to download electronic invoices issued within the last 24 months.

Click on **Billing History** from the iiNET Main Menu.

iiNET Customer Care

Submit a File | Retrieve a File | File Tracking | **Billing History** | iiNET Profile

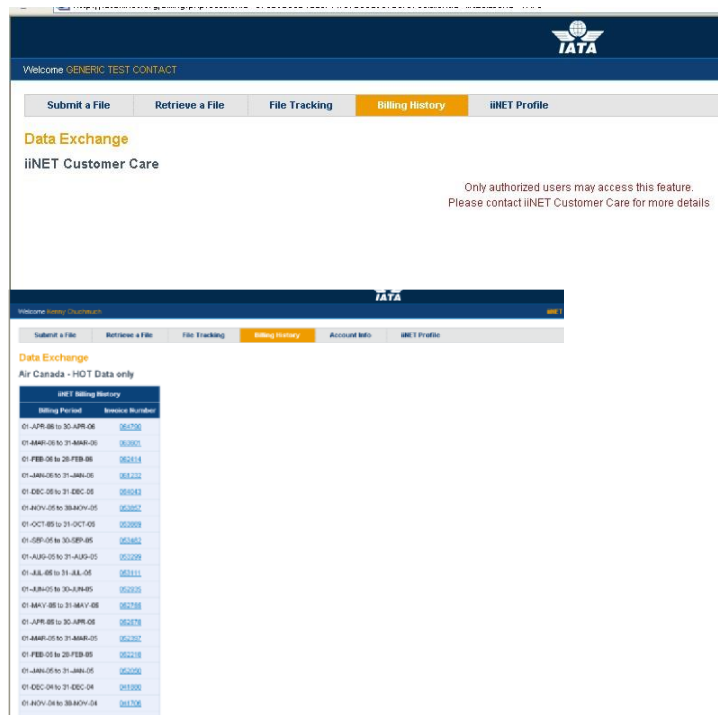
Data Exchange
iiNET Customer Care
Welcome to iiNET Services!

iiNET proudly introduces Phase I of *iiNET Re-design and Service Improvements Project*. We worked hard on re-designing our system and providing you with additional features and we truly hope you will enjoy using it.

In addition to many "behind the scenes" improvements and enhancements geared to provide you with the most reliable, secure and efficient service on the market today, we also introduced various new "front end" features:

- A new, modern iiNET look which complies with the new IATA brand image.
- For your greater convenience we **eliminated separate log-in pages for different iiNET service groups** (i.e. Data Exchange, Information Gateway for AGO, CargoS, etc.). You can now log-on to any service group from the main page and based on the user name you enter, the system will automatically log you in the appropriate service group. **Simply enter your user name and password and click "Login"** to access iiNET.
- File Tracking is now expanded to 365 days** allowing you to track any files you may have submitted or retrieved in the last year. As usual, file submitted via iiNET Data Exchange remain available on-line for the period of 60 days and if you wish to retrieve any file older than 60 days, please contact us to order Archive Retrieval service.
- Those of you who may be using both - iiNET Online and iiNET Direct will appreciate the fact that you can now see **iiNET Direct Code** next to the Online iiNET account name (Subsidiary File section).

Only authorized users have the right to access Billing History. Please contact iiNET Customer Care via [IATA Customer Portal](#) to see if Billing History rights can be assigned to your user ID.



Only authorized users may access this feature.
Please contact iiNET Customer Care for more details

Billing Period	Invoice Number
01-JAN-05 to 30-APR-06	051736
01-APR-05 to 31-MAR-05	051001
01-FEB-05 to 28-FEB-05	052118
01-JAN-05 to 31-JAN-05	051222
01-DEC-05 to 31-DEC-05	051043
01-NOV-05 to 30-NOV-05	051001
01-OCT-05 to 31-OCT-05	051009
01-SEP-05 to 30-SEP-05	051041
01-AUG-05 to 31-AUG-05	051009
01-JUL-05 to 31-JUL-05	051111
01-JUN-05 to 30-JUN-05	051003
01-MAY-05 to 31-MAY-05	051758
01-APR-05 to 30-APR-05	051878
01-MAR-05 to 31-MAR-05	051201
01-FEB-05 to 28-FEB-05	051218
01-JAN-05 to 31-JAN-05	051009
01-DEC-04 to 31-DEC-04	051009
01-NOV-04 to 30-NOV-04	051736

Click the **Invoice Number** next to the Billing Period you wish to retrieve. The iiNET will then start the file retrieval process.

Invoices that are still available online will automatically re-direct to the retrieve a file screen.

All other historical invoices will initiate a download directly to disk from the Billing History page. It is possible that there are no invoices generated for previous Billing periods. You will see a N/A status, which means that your balance has been carried over to the next month since it is less than \$50.00.

ACCOUNT INFORMATION

By accessing **Account Info** tab you will be able to see additional rules set up on your iiNET account, such as:

- File renaming rules
- Copy and post rules, etc.



Account Info

Data Exchange

Air Canada - HOT Data only

To add new rules or modify existing ones, please contact iiNET Customer Care at care@iinet.org.

File Type	Country	Start Date	File Recipient	Billing
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To set-up any new rules or modify existing ones, please contact iiNET Customer Care.

Note: *If you do not have any special rules set-up on your account, you will not see **Account Info** tab in the menu.*

iiNET FAQ & HELP PAGE

You can reach the iiNET FAQ page by clicking on the **iiNET FAQ** link in the iiNET Main Menu.

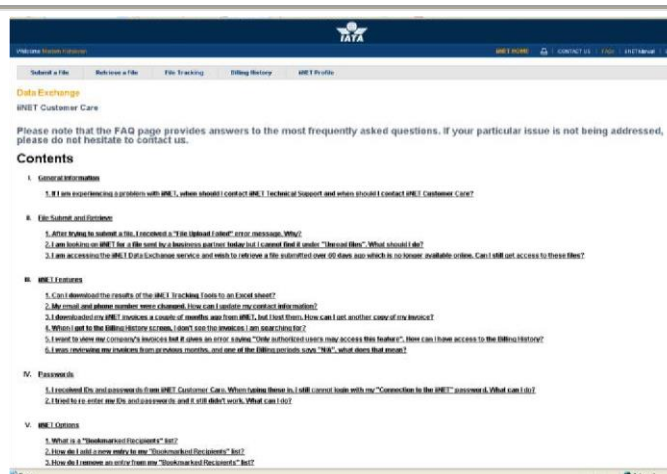
The iiNET Frequently Asked Questions will answer any technical questions you may have regarding the iiNET.

If you do not find an answer to your question, please contact iiNET Customer Care via [IATA Customer Portal](#).

In order to view the answer to the question, please click on the question and it will bring you to the answer.

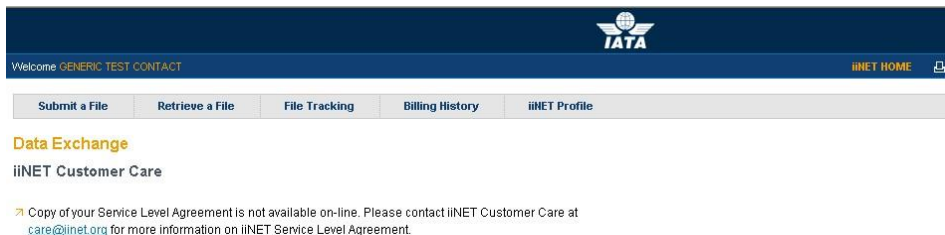
The iiNET Help page can be reached from any of the iiNET pages, just click on the Help link on the top right hand corner of the page.

The iiNET Help page is a summary of the User Manual; it will assist you with all of iiNET features.



SERVICE LEVEL AGREEMENT (SLA)

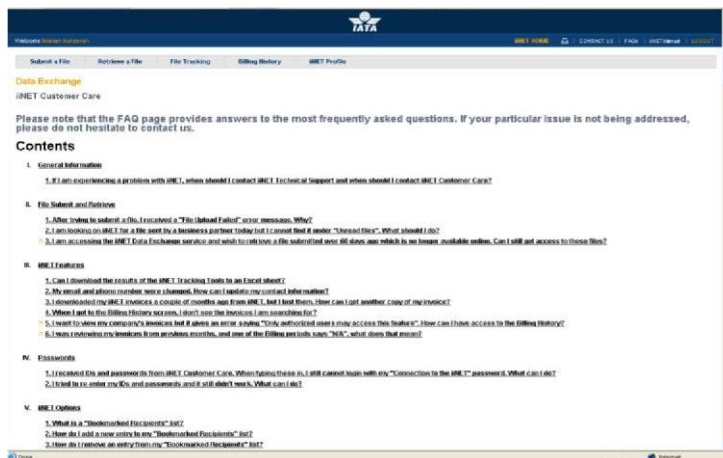
By choosing the **SLA** tab, you may access your iiNET Service Level Agreement. If your agreement is not available on-line you may request a copy form iiNET Care team.



The screenshot shows the iiNET user interface. At the top, there is a blue header with the IATA logo and the text "Welcome GENERIC TEST CONTACT". Below the header is a navigation bar with tabs: "Submit a File", "Retrieve a File", "File Tracking", "Billing History", and "iiNET Profile". The "iiNET Profile" tab is currently selected. Below the navigation bar, there is a section titled "Data Exchange" and "iiNET Customer Care". A message states: "Copy of your Service Level Agreement is not available on-line. Please contact iiNET Customer Care at care@iinet.org for more information on iiNET Service Level Agreement."

DISCONNECT FROM iiNET

Click on **LOGOUT** button located on the top left hand side of the page (available from any iiNET page).



The screenshot shows the iiNET user interface with the "Data Exchange" tab selected. The page displays the "iiNET Customer Care" section. A message states: "Please note that the FAQ page provides answers to the most frequently asked questions. If your particular issue is not being addressed, please do not hesitate to contact us." Below this is a "Contents" section with a list of links to various FAQ topics, including "General Information", "File Submit and Retrieval", "iiNET Features", "Passwords", and "iiNET Outlets".

CONTACT OUR CUSTOMER SUPPORT

IATA Customer Portal

The [IATA Customer Portal](#) is IATA's main customer communication channel. It provides the necessary information to interact with us, acting as the first point of contact for all our iiNET customers.

For more information on the IATA Customer Service Portal, please watch [this video](#) or visit iata.org/cs.

Please note that:

- If you are an existing IATA Customer Portal User and don't remember your credentials, you can retrieve them [here](#).
- If you are not a registered Portal User yet, please self-register as a new user [here](#).