Introduction

• The SITA customer service portal aims to unify the web channel and act as the single entry point for customer users to access SITA online and self-service resources

• Access control is secured using single sign-on credentials
• Self-registration is available for all customers users
• Depending on the requested services, each user gets her or his own portal experience, customized to his need
• Available portal services range from billing to airport products info, reporting and online collaborative sites
• The Portal can be used from smartphones and tablets
• Most of portal services are free of charge
# Main portal services & communities

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<tr>
<th>Community / Service</th>
<th>Access restriction</th>
<th>more details</th>
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<tr>
<td><strong>Billing</strong></td>
<td>Restricted (Billing access code required)</td>
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<tr>
<td>Access SITA invoices online, plus guides and payments guidelines</td>
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<tr>
<td><strong>Queries management</strong></td>
<td>given by default</td>
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<tr>
<td>Manage your billing, payment and other queries with relevant SITA representatives</td>
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<tr>
<td><strong>Operational performance reports</strong></td>
<td>Restricted (for selected products only)</td>
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<tr>
<td>Access to a variety of online reports</td>
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<td><strong>Airports solutions</strong></td>
<td>Restricted (for selected products only)</td>
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<tr>
<td>Access to key information related to Airports and SITA equipments</td>
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<tr>
<td><strong>Message Intelligence</strong></td>
<td>Restricted (payable service)</td>
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<tr>
<td>Access to all your Type B messages archives and usage reports</td>
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<td><strong>Collaborative sites</strong></td>
<td>Private (for participants only)</td>
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<tr>
<td>Dedicated and private areas for online collaboration</td>
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One-off registration

Registration is by self-service and takes few minutes.

Only SITA customers and third party with a valid individual and professional email address are authorized to registered.
Portal Homepage

The SITA customer service portal is your single point of access to reports, tools, billing statements, incident management & communication and more. Know more with our guide: Portal overview (PDF)

- Navigation to your portal services and sites
- Subscription to portal services and sites
- Search
- Your account settings
- Operational alerts
- Announcements

Note: Some organization or service have their own customized login page and homepage (in order to run their own portal instance).
Responsive design, mobile friendly

- The portal pages can be friendly viewed from smartphones and tablets (thanks to responsive design)
Manage your portal services and settings

- Subscribe to the portal services and sites that you need
- Maintain your personal information, password and security
- Decide how you want to be notified for news and alerts

Note: each service and site has its own registration and approval process (some are automated, some are manual).
Announcements, Alerts, calendar

Share communities calendars

Receive alerts and announcements for your communities and review your notification settings

Incident function is unstable

Dear testers, the incident function is currently unstable due to intermittent connectivity issue with Trillium Preprod. We are working with the Trillium team. Sorry for the inconvenience... Luc

May 2012 invoices are now available

Please go to invoice download to get the latest invoices
Billing services

• Allows you to search & download SITA invoices (12 months history)
• Access to billing guides to analyze SITA invoices
• Receive billing newsletters and notifications
• Raise, manage and track billing queries
• Follow the payment guidelines and process
• Ability to subscribe to e-invoicing service (monthly invoices sent by email automatically, no more paper)

• Note : A secured Billing Access Code is required to register to this service. Billing Access code can be requested from Billing registration page (via “Manage my Services”). You will then receive this code by Express Mail.
Billing services

- Raise, track and manage your billing queries, online with your billing representative
- Access billing documentation and guides to help you understand your SITA invoice
- How to pay
- Track your e-invoices deliveries
- Subscribe to e-invoicing: no more paper
- Search criteria, 12 months invoice history
- Select and download your invoices in one shot

Search and download invoices

Narrow your search

Customer Name  Customer ALD Code  Customer Numeric Code

Activity Month  Invoice Number  Report Name

Download Invoice

Download as ZIP
Queries management

• Allows you to raise general, billing or payment related queries (as well as complaints or compliments)
• Queries are automatically routed to the relevant service manager, billing support representative or credit controller
• You can create queries, attach documents, raise comments, and follow up queries status until resolution
• You can filter queries and export a selection to Excel
• You will generally have a view on all queries from your company
Queries management

Raise new query (depending on the category, it will be assigned to the relevant SITA representative)

Search and filter the list based on categories, status, etc…

Export the list into excel for easier processing

Click on a given query to display the details and take action. You may reply, add attachment, reject, close, etc...

All the history with SITA is tracked and you will be notified for important updates
Operational performance reports
(Business Objects)

- This service provides access to reporting for the Airport and End User Computing (formerly Desktop) solution lines

- Reports can be viewed, refreshed, printed and exported as PDF or Excel files

- The following types of reporting are available:
  - Incidents performance management
  - Assets Inventory
  - CUSS Usage
  - BagManager BTS
Operational performance reports
(Business Objects)

Navigate in your reports folders and select the report that you want to render.

When prompted, please enter the required criteria and run the query. It might take few seconds or minutes to render the report depending on its complexity.

Export the report into excel, pdf or csv format.
Airports solutions

- Default access to Airport key information: local contacts and escalation details, products installed on site with versions, status of work orders (data coming from Peregrine)
- Certification process documentation and online certification submission forms
- Airport Committees authorized members can access their respective secured repositories of working documents:
  - Airport Steering Committee
  - Technical Sub Committee
  - Business Administration Sub Committee
  - CLUB sites
  - Worldtracer Coordinators
  - BagMessage user group
  - …
Airports information

Search, display and export key airport site information: SITA products available, local contacts details, etc.

Products on site

Work orders status

Share ASC/TSC and Club Site documentation (for authorized Committees members only)

Access all documentation about product certification and processes

Submit online requests
MessageIntelligence

• is a self-service tool that allows airlines, ground handlers, airports and governments to have a consolidated view of their Type B Messaging usage

• MessageIntelligence gives visibility and transparency over their sent, received and double signed traffic.
Message Intelligence Archive module

The archive module provides a searchable and message content retrievable tool.

- **Comprehensive search criteria**
- **Type B Messages results, can be exported to excel**

**Customer**
- Alpha Code Designator: ET
- Numeric Customer Code: 0000000035
- Customer Name: Ethiopian Airlines Corp.

**Message**
- From Date
- To Date
- Message Type: Type B
- Priority
- Double Signature: SMI
- Identity: Content

**Originator**
- Address
- Location Code
- Office Function
- Org. Designator

**Recipient**
- Address
- Location Code
- Office Function
- Org. Designator

Please note that only a maximum of a thousand messages will be displayed for any search.
MessageIntelligence Reporting module

The reporting module features standard reporting and dashboard on customer overall traffic trends and usage.

MessageIntelligence Type B Dashboard

Type B Traffic Profile

|   MessageIntelligence Training: Sales  |  Confidential   |   © SITA 2017

DS Traffic Profile

Top 10 SMI Codes

Top 10 Destinations

Top 10 ReJECTS

Priority Profile

Report Generation Date: 09/02/2016 4:28:44 PM GMT+0000
Collaborative sites

Private shared areas for selected members only…

- **Main features:**
  - Shared documents (upload, download, online comments & rating, version control…)
  - Dedicated web pages maintained by a community editor
  - Shared calendar and announcements
  - Message board, discussion forum, polls
  - Wiki, blog, etc…

- **Type of communities:**
  - “*Product communities*” owned and moderated by a Product Manager and accessed by product users.
  - “*Company communities*” moderated by an account team and accessed by customer users from the same Company
  - “*User group communities*” moderated by a user group/committee chairman and accessed by committee members.

> Ask your SITA contacts to create a community for you!
Collaborative sites
Shared documents library

Welcome to the Air France - KLM Community

Share documents in folders
Manage versioning, access control and documents rating

Access these files offline using Liferay Sync.

Common Use Application Certification Process

APC_WebTechnologiesPaperv2.4.pdf
Message Boards / Discussion / Polls

- Browse discussions and posts
- Post new thread
- Manage your subscription to be notified of responses
- Reply to messages
Need more information or support?

Please contact your SITA representative

THANK YOU!