

# Electronic Invoicing



InvoiceWorks®  
Supplier User Guide  
For  
Atlas Air

## Technical Support

Check the Help Menu item for assistance with that screen and more links to more extensive Help.

Questions and/or concerns can be addressed by either sending an email to [helpdesk@iataiw.com](mailto:helpdesk@iataiw.com), or by contacting the Help Desk, phone +1.877.452.9044 (United States toll free) or +1.512.531.6382 (International).

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## Purpose of This Document

This document is designed for use/reference by suppliers who have already signed up as an InvoiceWorks user. This document explains how to use InvoiceWorks to create non-purchase order based invoices and then submit these invoices to your Customers. In addition, this document explains how to use other InvoiceWorks Supplier functionality, such as searching for invoices, checking on invoice status, and creating a dispute for an invoice.

If you have not yet signed up with InvoiceWorks, please refer to the InvoiceWorks Supplier Enrollment Guide.

## 1. How to Access the InvoiceWorks Supplier Website and Sign In

Using Internet Explorer, go to the following address <https://iata.invoiceworks.net/new>. If necessary click on Go To Supplier on bottom left of screen.

Bookmark this page by following the menu path: Favorites > Add to Favorites.

The InvoiceWorks™ Welcome screen will open.

More Information	Existing Users	Sales and Marketing
<p><b>More Information</b></p> <p>For assistance signing up or signing in to InvoiceWorks, please contact Support at <a href="mailto:helpdesk@iataiw.com">helpdesk@iataiw.com</a> or 1-877-452-9044 (domestic) or 1-512-531-6382 (international).</p> <p><a href="#">Go to Payer</a></p>	<p>If your company <b>already</b> uses InvoiceWorks, and you have an InvoiceWorks User ID, enter your User ID and Password and click the "Sign In" button.</p> <p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p><a href="#">Forgot your password?</a>    <a href="#">Forgot your User ID?</a></p> <hr/> <p><b>New Suppliers</b></p> <p>If your company is <b>NOT</b> already using InvoiceWorks and have received a letter from one of your Customers, click the Sign Up button below to sign up as an InvoiceWorks member.</p> <p><input type="button" value="Sign Up"/></p>	

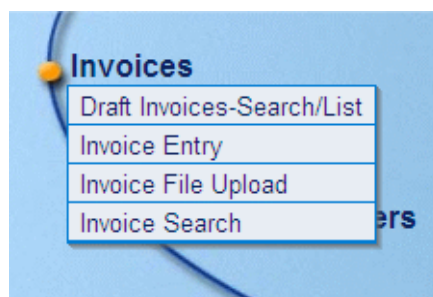
Under Existing Users enter the InvoiceWorks User ID and Password that you chose when you signed up and click on 'Sign In' button.

Once you have signed into InvoiceWorks Supplier, you will be directed to your home page on InvoiceWorks Supplier.

- The left hand column lists invoices with updated statuses since you last signed into InvoiceWorks and draft invoices that have not been submitted which are waiting to be completed and submitted.
- The right hand column contains messages and news about InvoiceWorks.

There are two ways to access the different features of InvoiceWorks:

- **Main Menu:** By clicking on the Main Menu item a list of features available to you in InvoiceWorks will be listed. Simply click on the desired activity.
- **Graphical Features:** Click on the feature on the graphic and a list of activities will be listed. Simply click on the desired activity.



Main Menu   Quick Links
Administration
My User Profile
Manage Users
Company Profile
Invoice
Draft Invoices
Invoice Entry - Non PO
Invoice Entry - PO
Invoice File Upload
Invoice Search
Purchase Orders
Purchase Order Search
Purchase Order Worklist
Analysis/Reporting
Reporting

## 2. Create Non-Purchase Order Invoices

### 2.1 Non-PO Invoice Entry Screen

From the menu, click on

- Main Menu
- Invoice Entry
- Non-PO: The Non- PO Invoice screen will open
- Select the Customer you are billing
- Enter the invoice information

After entering the necessary information on the main screen, additional information can be entered on the Payment, Address and Supplier Notes tabs.

Simply click on the tab name to switch to that tab and enter in the necessary information.

Header	Payments	Addresses	Notes
<div> <div>Ship To</div> <div>Bill To</div> </div> <div> <div>Name</div> <div>Country</div> </div> <div> <div>Street</div> <div>State</div> </div> <div> <div>City</div> <div>Zip Code / Postal Code</div> </div>			

Header	Payments	Addresses	Notes
<div>Vendor Notes:</div> <div></div>			


## 2.2 Enter Invoice Details

Enter the details of the Invoice. Below are just some of the fields that are normally required when creating invoices:

- Company
- Invoice Number
- Invoice Date
- Quantity
- Unit of Measure
- Description
- Unit Price
- Currency
- Customer specified fields\*

\*Customers may require different information from Suppliers when invoices are submitted. These items will be flagged as required and InvoiceWorks edits will inform Suppliers of any missing or required information.

Adding addition invoice lines:

- For additional invoice lines, click on the 'Add a Line' button  located on the left side of the line labels.

## 2.3 Invoice Actions

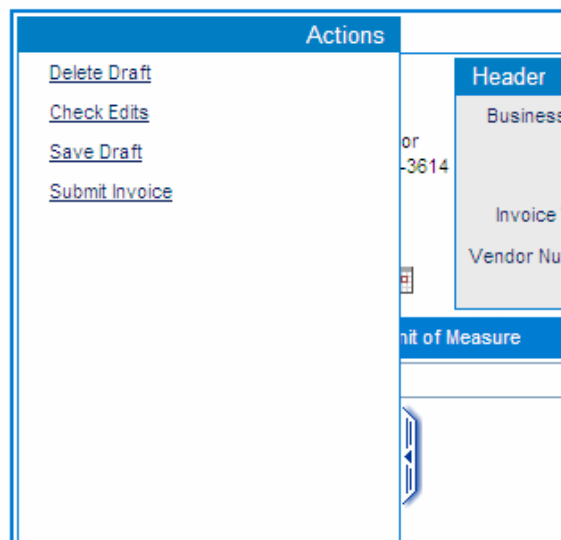
While creating an invoice there are four main actions that can be done to the invoices.

- Delete Draft – Delete the invoice
- Check Edits – Verify that all required fields on the invoice have been completed
- Save Draft – Save the invoice so it can be completed at a later time
- Submit Invoice – Submit the completed invoice for payment



Click on the slider icon on the left side of the screen to access these actions.

When the slider icon is clicked a part of the screen slides out which lists the available actions for that screen. To close the slider screen simply click on the slider icon and it will close.



In addition to the actions on the slider screen, there are easy access actions which are at the bottom right corner of the Invoice Entry screen. These actions are:



If you need Help at anytime, click on the **Help** on any page. The Help button provides assistance for that particular page.



## 2.4 Check the Invoice

Click on the 'Check Edits' action on the Slider screen to verify that all required items on the invoice are correct.

A screenshot of a software interface showing a menu titled "Actions". The menu contains four items, each with a blue underline: "Delete Draft", "Check Edits", "Save Draft", and "Submit Invoice".

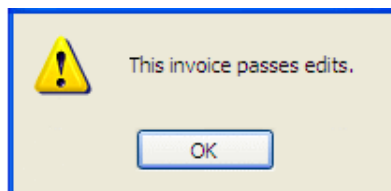
When you click on the 'Check Edits' action and certain required fields are blank or incorrect, the invoice will not pass edits and the fields that are missing or incorrect will be highlighted.

Unit of Measure	Ref#/Part#	Description

At the same time the Edits slider will appear on the right side of the screen and provide details about each of the fields that did not pass edits.

**You will not be able to submit your invoice for payment until the invoice has passed edits as required by your Customer.**

Once the invoice fields that have issues are corrected and the 'Recheck' button **Recheck** is clicked, a message will appear on the screen indicating that the invoice has passed edits (see below):




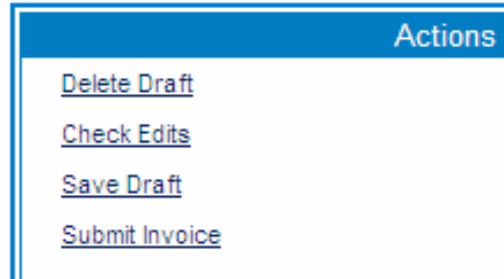
A screenshot of a software interface showing a panel titled "Edit Errors". The panel lists errors for two lines:
 

- Line #1**: "The Location - Requestor is required"
- Line #1**: "The Unit of Measure must be selected from the drop down list"
- Line #1**: "Please make an entry in the Description field"
- Line #2**: "The Unit of Measure must be selected from the drop down list"
- Line #2**: "Please make an entry in the Description field"

 At the bottom right of the panel is a button labeled "Recheck".

## 4.1 Save Invoice as Draft

If you are not ready to submit the invoice you can save the invoice as a draft by clicking on the 'Save Draft' action on the slider screen or you can click on the save button  in the lower right corner of the screen.



A message will appear on the screen that indicates that the invoice has been saved as a draft (see below):



To view draft invoices click on the 'Main Menu' item on the menu and choose the 'Draft Invoices' feature.

							Invoice Draft List
Invoice Number	Invoice Date	PO Number	Creation Date	Customer	Total Due	Currency	Pass Edits
<a href="#">Test123</a>	3/3/2006		3/4/2006	Right Management	.00	USD	Failed
<a href="#">Test456</a>	3/4/2006		3/4/2006	Right Management	.00	USD	Failed

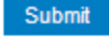
Draft invoices can be sorted by clicking on the title of any of the columns. For example, clicking on 'Invoice Number' or 'Total Due' will sort all draft invoices by that column.

Draft invoices that have passed edits will have a Passed in the Pass Edits column. Draft invoices that have not passed edits will have a Failed in the Pass Edits column.

To make changes to draft Invoices or to complete and submit the draft Invoices, click on the [Invoice Number](#) link for the particular invoice.

### 2.5 *Submit Invoices*

Once an invoice is complete and passes edits, you can submit the invoice by:

- Clicking on the 'Submit' button  in the lower right corner of the invoice entry screen.
- Clicking on the 'Submit Invoice' action on the Slider screen.

The invoice will now be routed to your Customer for approval and payment. A message will appear on the screen indicated that your invoice was successfully submitted (see below):

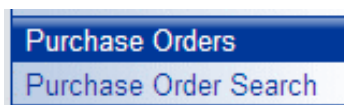


### 3. Create Purchase Order-based Invoices

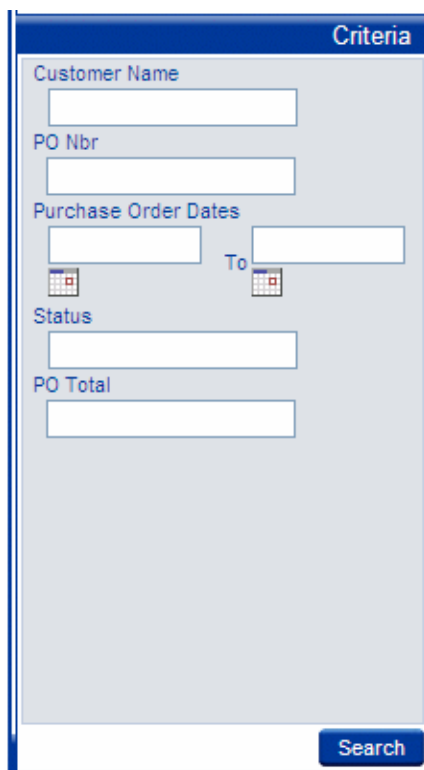
From the menu, click on

- Main Menu
- Invoice Entry - PO
- The PO Invoice Entry screen will open
- Select the Customer you are billing
- Enter the invoice information

To create a PO Invoice, click on the 'Purchase Order Search' option on the Main Menu.



You will then be presented with the Purchase Order Search tab as seen below:



The screenshot shows a web form titled 'Criteria' for searching purchase orders. It includes the following fields and controls:

- Customer Name:** A text input field.
- PO Nbr:** A text input field.
- Purchase Order Dates:** Two date pickers with 'To' between them.
- Status:** A text input field.
- PO Total:** A text input field.
- Search:** A blue button at the bottom right.

Using this search tab enter the PO number or other criteria to find the PO. Then click on the hyperlinked PO Nbr to open the PO.

PO Nbr	Customer
<a href="#">0000003583</a>	BearingPoint
<a href="#">0000007053</a>	BearingPoint

The purchase order will open up as seen below:

Purchase Order Display

Purchase Order   History

Customer

PO Number 0000003583

PO Date 6/21/2004

**Header**   Notes

Business Unit   USA01

Payment Terms

Line Nbr	Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total
1	4	Each		Moredirect - 4gigabit cards for migration	226.95	907.80

Currency   USD

Total Due   907.80



Click on the slider icon and then click the Create Invoice action. The purchase order will then be flipped into an invoice as seen below:

Invoice Entry

Invoice   Attachments

Customer

Business Unit

Invoice Number

Invoice Date

PO Number 0000003583

**Header**   Payments   Addresses   Notes

Status Draft   Buyer Name Famiglietti, Debra A.

Source online entry   Ship/Service Date

Inv. Type PO

Vendor ID 0000004300

PO	Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total
1	4	Each (EA)		Moredirect - 4gigabit cards for	226.95	907.80

Serial Number

Expense Type

Sub Total   907.80

Miscellaneous Tax   0.00

Freight   0.00

Currency   USD   Total Due   907.80

Cancel

Save

Submit

From this point invoicing is similar to a Non-PO invoice. Just fill in the appropriate fields and click the Submit button when the invoice is complete.

## 4. Other InvoiceWorks Supplier Functionality

### 3.1 Add Attachments to Invoice

Supporting documents can be attached to the invoice by clicking on the 'Attachments' tab.

**NOTE: The invoice must be saved as a draft before attachments can be added to the invoice. To save the invoice as a draft, please click on the 'Save' button or Save as Draft Action.**

After you click on the 'Attachment' tab, you will be directed to the screen shown below:

Invoice	Attachments	Approval Stops	Issues	History												
<p>Invoice Number 123 Invoice Date 3/3/2006</p> <p><b>Actions</b></p> <p><a href="#">Add Attachment</a></p>		<table border="1"> <thead> <tr> <th>Delete</th> <th>File Name</th> <th>Description</th> <th>File Size</th> <th>Upload Date/Time</th> <th>Uploaded By</th> </tr> </thead> <tbody> <tr> <td></td> <td><a href="#">edits.wpg</a></td> <td>Sample Attachment</td> <td>5 KB</td> <td>2006-03-04 18:06:59</td> <td>Test Vendor1</td> </tr> </tbody> </table>			Delete	File Name	Description	File Size	Upload Date/Time	Uploaded By		<a href="#">edits.wpg</a>	Sample Attachment	5 KB	2006-03-04 18:06:59	Test Vendor1
Delete	File Name	Description	File Size	Upload Date/Time	Uploaded By											
	<a href="#">edits.wpg</a>	Sample Attachment	5 KB	2006-03-04 18:06:59	Test Vendor1											

To add an attachment:

- Click on the Add Attachment link
- Click on the 'Browse' button to select the file(s) to attach to the invoice.
- Enter in a description of the document to be attached.
- Click on the 'Upload' button to attach the document.

**Actions**

[Add Attachment](#)

**Add Attachments**

File Name

Description


## View Attachment

File Name

To view an attachment, click on the filename, [edits.wpg](#), and the file will either be opened automatically or you will be asked to save the file or to open it.

When attachments have been successfully added to the invoice, the 'Attachment' tab will show the number of attachments. **Attachments (2)** Each invoice can have documents attached by the supplier and/or by the customer's approver(s).

## Delete Attachment

The 'Delete Attachment' icon, , will delete the associated attachment. *Attachments cannot be deleted once an invoice has been submitted.*

## 3.2 Invoice Approval Stops

### Invoice Approval Stops

A list of the customer approvers, when they were notified and if the invoice has been approved can be seen on this screen.

Invoice Display

Invoice	Attachments	Approval Stops	Issues	History		
Invoice Number: Test123 Invoice Date: 3/3/2006		Sequence	User	Phone	Date Notified	Result
		01	Bob Smith	800-555-1212	3/4/2006 6:28 PM	
		02	John Roberts	999-999-6999		



## 3.3 *Dispute or Create an Issue for an Invoice*

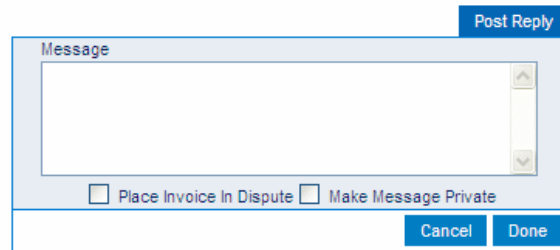
From the 'Invoice Display' screen, an invoice can be disputed by creating an issue using the 'Issues' tab.

Click on the 'New Issue' button **New Issue** to create a dispute/issue. A pop-up box will be displayed on the screen where the dispute/issue can be entered. Click done when the dispute/issue has been completed. One or more Customer approvers will be notified that an issue has been posted for this invoice. The supplier who posts an issue will receive an email notification of any issues or issue responses posted by Customer's approvers.

From	Posted On	Message
Mike Jones	3/4/2006 10:16 PM	Please provide supporting documentation

**Supporting Doc**  
 Started: 3/4/2006 10:16 PM  
 Started By: Mike Jones  
 Last Post: 3/4/2006 10:16 PM  
 # of Posts: 1

Click on the 'Reply' button **Reply** to create a response to a dispute/issue. A pop-up box will be displayed on the screen where the reply can be entered. Click Done when the reply has been completed. One or more Customer approvers will be notified that a reply has been posted for this invoice.



A pop-up box titled 'Message' with a 'Post Reply' button in the top right corner. Inside the box is a large text area for entering a message. Below the text area are two checkboxes: 'Place Invoice In Dispute' and 'Make Message Private'. At the bottom right of the box are 'Cancel' and 'Done' buttons.

### 3.4 Invoice History

#### Invoice History

A History of the invoice to date is available by clicking on the Invoice History tab.

Invoice History				
Invoice	Attachments (2)	Approval Stops	Issues	History
<div>Invoice Number 123</div> <div>Invoice Date 8/21/2007</div>				
Date/Time	User	Process	Action	
8/21/2007 8:05 PM	John Burnnet	InvoiceWorks.aspx	Invoice Created by Vendor Online Entry	
8/21/2007 12:05 PM	John Burnnet	InvoiceWorks.aspx	Invoice Submitted	
8/21/2007 8:11 PM	Liron Rozenfeld	InvoiceApprovalStop	Delete Invoice Approval Stop: Amanda, Gazivoda,	
8/21/2007 8:11 PM	Liron Rozenfeld	InvoiceApprovalStop	Delete Invoice Approval Stop: Gina Charline, Pang-Atojok,	
8/21/2007 8:14 PM	Liron Rozenfeld	InvoiceWorks.aspx	<a href="#">Invoice Modified</a>	
8/21/2007 8:17 PM	Liron Rozenfeld	InvoiceWorks.aspx	<a href="#">Invoice Modified</a>	
8/21/2007 8:17 PM	Liron Rozenfeld	InvoiceWorks.aspx	Invoice Modified	
8/21/2007 8:18 PM	Liron Rozenfeld	InvoiceWorks.aspx	Invoice Modified	
8/21/2007 8:18 PM	Liron Rozenfeld	InvoiceWorks.aspx	Invoice Approved	
8/27/2007 7:19 PM	Liron Rozenfeld	InvoiceWorks.aspx	<a href="#">Invoice Modified</a>	
8/28/2007 12:32 PM	Liron Rozenfeld	InvoiceWorks.aspx	<a href="#">Invoice Modified</a>	
8/30/2007 3:14 PM	Liron Rozenfeld	InvoiceWorks.aspx	<a href="#">Invoice Modified</a>	
8/30/2007 5:04 PM	Amanda Gazivoda	InvoiceWorks.aspx	Invoice Modified	
8/30/2007 5:04 PM	Amanda Gazivoda	InvoiceWorks.aspx	Invoice Approved	
8/30/2007 5:08 PM	Wendy Shapiro	InvoiceWorks.aspx	Invoice Modified	
8/30/2007 5:09 PM	Wendy Shapiro	InvoiceWorks.aspx	Invoice Approved	
8/30/2007 5:09 PM	InvoiceWorks Automation	Routing Engine	<a href="#">Final Approval</a>	
8/31/2007 5:00 AM	InvoiceWorks Automation	BatchInterfaceEngine	<a href="#">Invoice Transmitted</a>	
9/17/2007 5:59 PM	InvoiceWorks Automation	BatchInterfaceEngine.Invoice_Status	<a href="#">Status Updated</a>	

In the Action column, click on the links to see fields that have been modified and their old values versus new values.

Invoice Modified		
Field	Old Value	New Value
Object Account on Distribution # 1	6010	6070
Account Description on Distribution # 1	Workers Compensation	Medicare
Close		

## 3.5 Search for Invoices and Check Invoice Status Online

Once an invoice has been submitted, it is available for review.

Click on the 'Main Menu' item on the menu and select the 'Invoice Search' feature.

- The Invoice Search window will open.
- This window will give you the option to search for one or more invoices.

The primary Statuses are as follows:

### Submitted:

As soon as the vendor submits the invoice it is marked as submitted. The invoice will remain with a Status of submitted until all approvers listed on an invoice have approved the invoice.

### Approved:

When all approvers listed on an invoice have approved the invoice it is then marked as Approved.

### Denied:

When an approver denies an invoice, the invoice is marked as denied and the invoice is removed from all other approver's Worklists. This is the final status for these invoices.

### Processed:

For certain types of invoices or in certain situations, invoices may be marked as Processed. This is the final Status for invoices in this situation.

### Transmitted:

After an invoice has been Approved, all Approved invoices are collected and sent from InvoiceWorks to your (Customer) AP system ready for payment.

### Received:

The received status is provided by your (Customer) AP system to show that the invoices have been received and are awaiting payment. This status is available from certain Customer's AP systems.

### Paid:

When an invoice has been paid, a Paid status and check number are posted with the invoice. This is the final status for these invoices.

The screenshot shows a web interface for searching invoices. It is divided into two main sections: 'Actions' and 'Criteria'. The 'Actions' section at the top contains three links: 'Download Search Results', 'Download Attachments', and 'Print Selected Invoices'. The 'Criteria' section below it contains several search fields: 'Customer Name', 'Invoice Nbr', 'PO Nbr', 'Payment Ref Nbr', 'Invoice Type', 'Invoice Dates' (with 'From' and 'To' sub-fields and calendar icons), 'Status', and 'Payment Date' (with a calendar icon). A 'Search' button is located at the bottom right of the criteria section.

Click 'Search' to see all invoices submitted. No invoices will be found if no invoices have been sent. To search for specific invoice(s) submitted to a specific Customer and whose status is 'Approved', enter 'Customer Name' in the 'Customer Name' field and select 'Approved' from the drop down box in the 'Status' field and click on the 'Search' button.

One or more invoices will be displayed that match your criteria with summary information about the invoice. The list of invoices can be sorted by clicking on the title of the column. Click once to sort ascending and again to sort descending.

If you are not able to obtain the status of an invoice on the website, please contact your Customer for further information.

**Note: Wildcards, \*, are acceptable in Customer Name, Invoice #, PO Number and Check Number fields.**

Invoice Search									
Invoice Nbr	Customer	Business Unit	Invoice Type	PO Nbr	Invoice Date	Invoice Status	Due Date	Total Due	Payment Ref Nbr
<a href="#">Test123</a>	Right Management	Right Management	Non-PO		3/3/2006	Submitted	3/3/2006	8,120.00	
<a href="#">123</a>	Right Management	Right Management	Non-PO		3/3/2006	Submitted	3/3/2006	375.00	

## Invoice Details

Click on the '[Invoice Number](#)' to see the details of the invoice.

A separate 'Invoice Display' window will open with the invoice details. (See below)

Invoice Display

Invoice

Attachments

Approval Stops

Issues

History

Customer

Business Unit USA18-BearingPoint USA, Inc.

Invoice Number CRPMPMD22\_1012074

Invoice Date 6/1/2006

Header

Payments

Addresses

Supplier Notes

Status

Status Approved

Location ID USA006

Project ID

Source online entry

Department ID 8130010

Activity ID

Inv. Type Non-PO

GL Account # 16000010

Customer Order Nbr BE537830

Vendor ID 0000004300

Operating Unit ID 400000

Ship/Service Date 06/01/2006

Project Business Unit USA01

#	Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total
+	1	Each (EA)	310-5807	S100CN BLACK TONERS100CN BLACK TONERS100CN BLACK TONER	52.03	52.03
+	1	Each (EA)	310-5810	S100CN CYAN TONER	176.93	176.93
+	1	Each (EA)	310-2809	S100CN TONER MAGENTA	176.93	176.93
+	1	Each (EA)	310-5808	S100CN TONER YELLOW	176.93	176.93

Sub Total

Miscellaneous Tax

Freight

Total Due

582.82

71.00

32.69

686.51

Currency

USD

## 5. User and Company Information

### 4.1 Edit My User Profile

To change your user information, click the 'My User Profile' from the Main Menu. This will take you to the 'User Profile' screen. You may change any of your user information by clicking on the tab with the information that you want to update, entering the changes into the appropriate boxes and pressing the 'Done' button. Each of the different User Profile tabs is listed below.

User Profile	
<b>Actions</b> <a href="#">Change Password</a> <a href="#">Change Identity Q &amp; A</a>	<b>General</b>   Email Options   Locale Options   Security   History <div> Status Active  Logon ID testvendor1  First Name <input type="text" value="Mike"/>  Last Name <input type="text" value="Jones"/>  Department <input type="text" value="AR"/>  Title <input type="text" value="Analyst"/>  Phone Number <input type="text" value="999-699-9999"/>  Email Address <input type="text" value="mjones@vendor1.com"/> </div>
<div>Cancel Done</div>	

User Profile	
<b>Actions</b> <a href="#">Change Password</a> <a href="#">Change Identity Q &amp; A</a>	<b>General</b>   <b>Email Options</b>   Locale Options   Security   History <div> Email Address <input type="text" value="mjones@vendor1.com"/>    Receive Email Notifications for:  <div> Invoice Denial <input checked="" type="checkbox"/>   Invoice Total Change <input checked="" type="checkbox"/>   Dispute Resolution <input checked="" type="checkbox"/> </div> </div>
<div>Cancel Done</div>	

User Profile

Actions	General   Email Options   <b>Locale Options</b>   Security   History
<a href="#">Change Password</a> <a href="#">Change Identity Q &amp; A</a>	<div style="margin-bottom: 10px;"> Language  <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">English ▼</div> </div> <div style="margin-bottom: 10px;"> Locale  <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">English (United States) ▼</div> </div> <div> Time Zone  <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">(GMT-08:00) Pacific Time (US &amp; Canada); Tijuana ▼</div> </div>
<div style="float: right;"> <div style="border: 1px solid #ccc; padding: 2px 10px;">Cancel</div> <div style="border: 1px solid #ccc; padding: 2px 10px;">Done</div> </div>	

User Profile

Actions	General   Email Options   Locale Options   <b>Security</b>   History
<a href="#">Change Password</a> <a href="#">Change Identity Q &amp; A</a>	<div style="margin-bottom: 10px;"> Access Level  <div style="display: flex; align-items: center; margin-bottom: 5px;"> <span style="margin-right: 10px;">User</span> <input type="radio"/> </div> <div> Admin <input checked="" type="radio"/> </div> </div>
<div style="float: right;"> <div style="border: 1px solid #ccc; padding: 2px 10px;">Cancel</div> <div style="border: 1px solid #ccc; padding: 2px 10px;">Done</div> </div>	

User Profile

Actions	General   Email Options   Locale Options   Security   <b>History</b>						
<a href="#">Change Password</a> <a href="#">Change Identity Q &amp; A</a>	<div style="margin-bottom: 10px;"> Status: Active  Last Sign In: 3/4/2006 10:44:19 PM (GMT) </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9e1f2;"> <th>Date/Time</th> <th>User</th> <th>Action Description</th> </tr> </thead> <tbody> <tr> <td>3/4/2006 2:03:12 PM</td> <td>Mike Jones</td> <td><a href="#">User Modified</a></td> </tr> </tbody> </table>	Date/Time	User	Action Description	3/4/2006 2:03:12 PM	Mike Jones	<a href="#">User Modified</a>
Date/Time	User	Action Description					
3/4/2006 2:03:12 PM	Mike Jones	<a href="#">User Modified</a>					
<div style="float: right;"> <div style="border: 1px solid #ccc; padding: 2px 10px;">Cancel</div> <div style="border: 1px solid #ccc; padding: 2px 10px;">Done</div> </div>							

## 6. Support Information

Check the Help Menu item for assistance with that screen and more links to more extensive Help.

If you would like to submit invoices through InvoiceWorks by uploading a file of invoices or if you would like to transmit invoices via automated FTP, please contact the Help Desk by either sending an email to [helpdesk@iataiw.com](mailto:helpdesk@iataiw.com), or by contacting the Help Desk, phone +1.877.452.9044 (United States toll free) or +1.512.531.6382 (International).

### InvoiceWorks Submission Methods

Once you have completed this process, you will immediately be able to submit invoices through InvoiceWorks™ via the online entry method (i.e., keying in the invoice online).