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1. What is ONE Source

ONE Source is IATA's free industry platform for validated aviation capability and infrastructure information. It enables different service providers across the transportation chain to list their company profiles and highlight their IATA certifications and validated capability & infrastructure information such as temperature-controlled rooms, ground service equipment and environmental/sustainability information.

The platform only lists information verified through the different IATA Validation Programs such as CEIV and ISAGO. This guarantees that all the data is accurate, creating transparency and visibility for the available service offerings anywhere on the globe and enables objective comparisons between capabilities.

ONE Source is publicly accessible to search for qualified service providers without the need to sign up and aviation service providers can list their station profiles for free.

ONE Source not only displays but also manages IATA Certifications, making the platform the only place to display real time information about which companies are currently certified.

Further, ONE Source allows station managers to keep track of their existing IATA Certifications by providing automatic notifications and reminders for upcoming expirations, and convenient booking of new or re-certification audits.

1.1. Account & Station Definition

Before going into how to create new accounts and stations, let's look at the IATA definition of those two different elements.

Accounts

Every physical location of a company will be represented as an individual account. This means that a company account is linked to a unique address.

- For example, Lufthansa Headquarters is an individual account associated with the address Frankfurt Hahn Airport.

However, a company may have many accounts, one for each unique location.

- In this same example, Lufthansa Munich is a separate account with the address Munich Airport. If Lufthansa were active in 1000 locations worldwide, they would have 1000 unique accounts for each of those physical addresses.

Stations

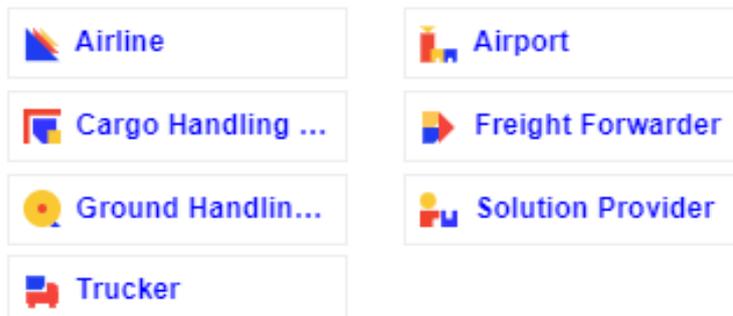
Under an account and in the same location, a company may have several stations depending on the services they offer.

- For example, in Frankfurt Hahn Airport, Lufthansa may have a cargo handling facility, ramp handling operations, and airline operations. Those would be different stations under the Lufthansa Headquarters account as long as they are located in the same address.

1.2. Company Types

There are seven different ONE Source station profile types:

- Airline
- Airport Operator
- Cargo Handling Facility
- Freight Forwarder
- Ramp Handler
- Trucker
- Solution Provider



The possible ONE Source Station Profiles that an account can have are defined by its sector and category, as explained in the below table. When creating a new account, you will need to determine the appropriate sector and category with regards to the station profiles you want to create.

| What kind of ONE Source station profile do you want to create/manage? | What's your company's sector? | What's the service category? |
|---|---|--|
| ONE Source Station Profiles | Sector | Category |
| Airline | <ul style="list-style-type: none"> Airline | <ul style="list-style-type: none"> Cargo only Passenger and Cargo Passenger only |
| Cargo Handling Facility | <ul style="list-style-type: none"> Airline | <ul style="list-style-type: none"> Cargo only Passenger and Cargo Passenger only |
| | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Ground Service Provider System Solutions Provider |
| | <ul style="list-style-type: none"> Airport | <ul style="list-style-type: none"> Airport Operator Airport Authority |
| Ramp Handler | <ul style="list-style-type: none"> Airline | <ul style="list-style-type: none"> Cargo only Passenger and Cargo Passenger only |
| | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Ground Service Provider System Solutions Provider |
| | <ul style="list-style-type: none"> Airport | <ul style="list-style-type: none"> Airport Operator Airport Authority |
| Freight Forwarder | <ul style="list-style-type: none"> Freight Forwarder | <ul style="list-style-type: none"> Any category |
| | <ul style="list-style-type: none"> Non-Airline Transportation | <ul style="list-style-type: none"> Truck Line Other |
| Trucker | <ul style="list-style-type: none"> Freight Forwarder | <ul style="list-style-type: none"> Any category |
| | <ul style="list-style-type: none"> Non-Airline Transportation | <ul style="list-style-type: none"> Truck Line Other |
| Solution Provider | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Consultancy Firm Global Distribution System MRO - Maintenance Repair Overhaul System Solution Provider Other |
| | <ul style="list-style-type: none"> Aviation Equipment Manufacturer | <ul style="list-style-type: none"> Engine Manufacturer Large Component OEM Other |
| | <ul style="list-style-type: none"> Financial Institution | <ul style="list-style-type: none"> Payment Provider |
| | <ul style="list-style-type: none"> General Sales Agent | <ul style="list-style-type: none"> GSA General Sales Agent GSSA Cargo |
| | <ul style="list-style-type: none"> Other | <ul style="list-style-type: none"> Pharmaceutical Industry Manufacturing Industry Food Industry Retail Industry Any category |
| Airport | <ul style="list-style-type: none"> Airport | <ul style="list-style-type: none"> Airport Operator Airport Authority |

1.3. User Types

There are two kinds of user in ONE Source:

1.3.1 Station Manager

Station managers are the basic users of the ONE Source. This role is not publicly displayed and only grants you the rights to receive station related updates, notifications and reminders.

Station managers can:

- Manage their ONE Source Station Profiles
- Book new Audits or Remote Validations
- Approve new Station Managers for their stations they already manage

1.3.1 Company Administrators

The Company Admin is the company's superuser in ONE Source. They control who within their company may associate themselves with stations or create stations related to their company. They may approve requests from External Users to become dedicated Company Administrators or Station Managers.

Company Administrators can manage all Stations belonging to different accounts in their Operational Hierarchy.

1.3.2 Tracking Device Approval Managers

Tracking Device Approval Manager is a specific role for airlines. The Tracking Device Approval Managers have the right to confirm/manage Acknowledgement of existing approvals and if Device Approval Review function is selected, to approve devices for their airline.

2. ONE Source Registration

Visit <http://onesource.iata.org> to begin your registration process. Click in **JOIN** and a pop-up with the instructions will open. You will be asked to choose to continue to registration or to log in if you already have an account. In both cases, you will be redirected to the IATA Customer Portal website.



Create your ONE Source profile in 5 steps

- 1** **Download the User Guide and follow the steps to set up your profiles**
[Click here to download](#)
- 2** **Are you already registered in the IATA Customer Portal?**
Follow the links at the bottom to log in or register.
- 3** **Is your IATA Customer Portal profile linked to your company's account?**
Once you are registered, you will be prompted to complete your profile and connect it to an existing company account. If your company doesn't have an account yet (in general or for a specific address), you can request its creation during the process.
- 4** **Request access to the ONE Source Application!**
You can find the ONE Source app using the Customer Portal search bar. Simply click on "Request Service" to add the application to your Favorite Services. You can now access the ONE Source Private Area by clicking on "Go to Service".
- 5** **Welcome to ONE Source!**
Get started by creating a new station profile or becoming a station manager for existing station profiles.

[CONTINUE TO REGISTRATION](#)
[I already have an account](#)

2.1. In case you do have an IATA Customer Portal Account

If you already have a user account, select "I already have an account" and skip to [section 2.2.3](#) of this document to get started.

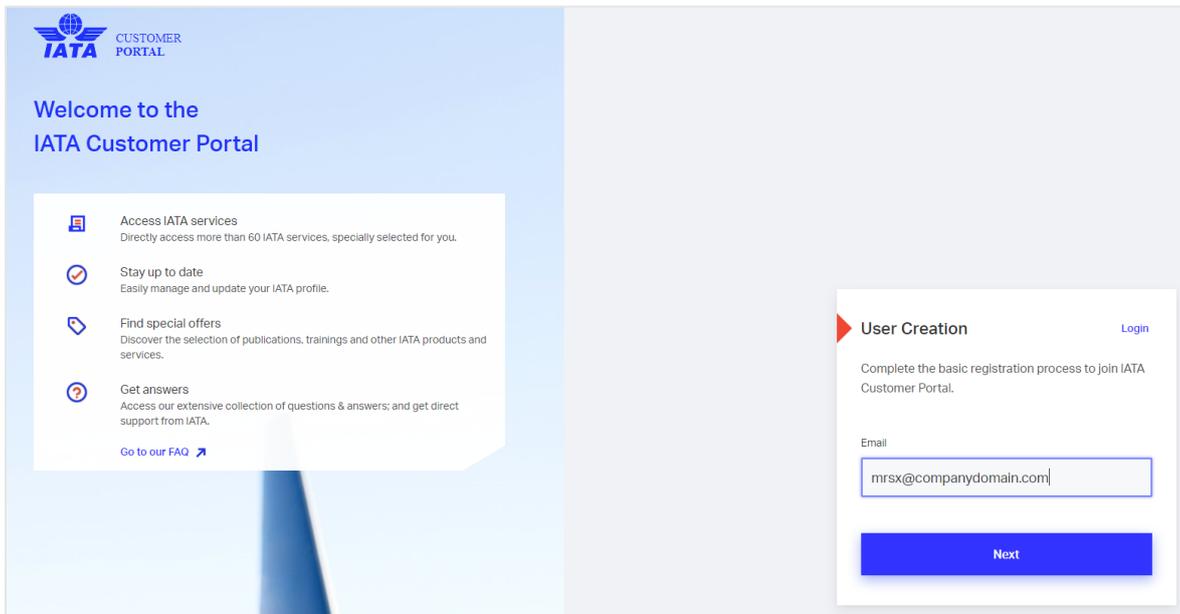
2.2. In case you don't have an IATA Customer Portal account

If this is the first time you set up a user account, you will need to follow the steps below to create a new one.

2.2.1 Create a new user

Introduce your email

Use your **professional** email account



The screenshot displays the IATA Customer Portal interface. On the left, a blue sidebar contains the IATA logo and the text 'CUSTOMER PORTAL'. Below this, a white box titled 'Welcome to the IATA Customer Portal' lists four features: 'Access IATA services', 'Stay up to date', 'Find special offers', and 'Get answers'. A 'Go to our FAQ' link is at the bottom of this box. On the right, a white 'User Creation' form is shown, featuring a 'Login' link, a description of the registration process, an 'Email' label, a text input field containing 'mrsx@companydomain.com', and a blue 'Next' button.

IATA CUSTOMER PORTAL

Welcome to the IATA Customer Portal

- Access IATA services**
Directly access more than 60 IATA services, specially selected for you.
- Stay up to date**
Easily manage and update your IATA profile.
- Find special offers**
Discover the selection of publications, trainings and other IATA products and services.
- Get answers**
Access our extensive collection of questions & answers; and get direct support from IATA.

[Go to our FAQ](#)

User Creation [Login](#)

Complete the basic registration process to join IATA Customer Portal.

Email

Next

Fill the form and add your company's sector as per the table [in section 1.2](#)

User Creation [Login](#)

Complete the basic registration process to join IATA Customer Portal.

Email [Change Email](#)

mrsx@companydomain.com

Salutation

Mrs. ▾

First Name (Given Names)

Xena

Last Name (Family Name)

Xerxis

Country/Territory (Optional)

Greece ▾

Business Phone (Optional)

+ ▾ +41

Sector

Airline Supplier ▾

Preferred Language

English ▾

I have read and agree to the following terms:

Submit

You will receive an email confirmation from the IATA Customer Portal. Confirm your mail address by clicking on the link provided.



Success

Please check your email to get your access details.

Didn't receive an email?

Please check your spam folder first. If you can't find anything in the spam folder, please try to register again by clicking Try Again button.

[Try Again](#)

Create a password for the IATA Customer Portal



Create Password

Please enter your new password.

The password should contain:

- Minimum 10 characters
- At least 1 upper-case letter
- At least 1 number
- At least 1 symbol (!@#%*()*_+^&)

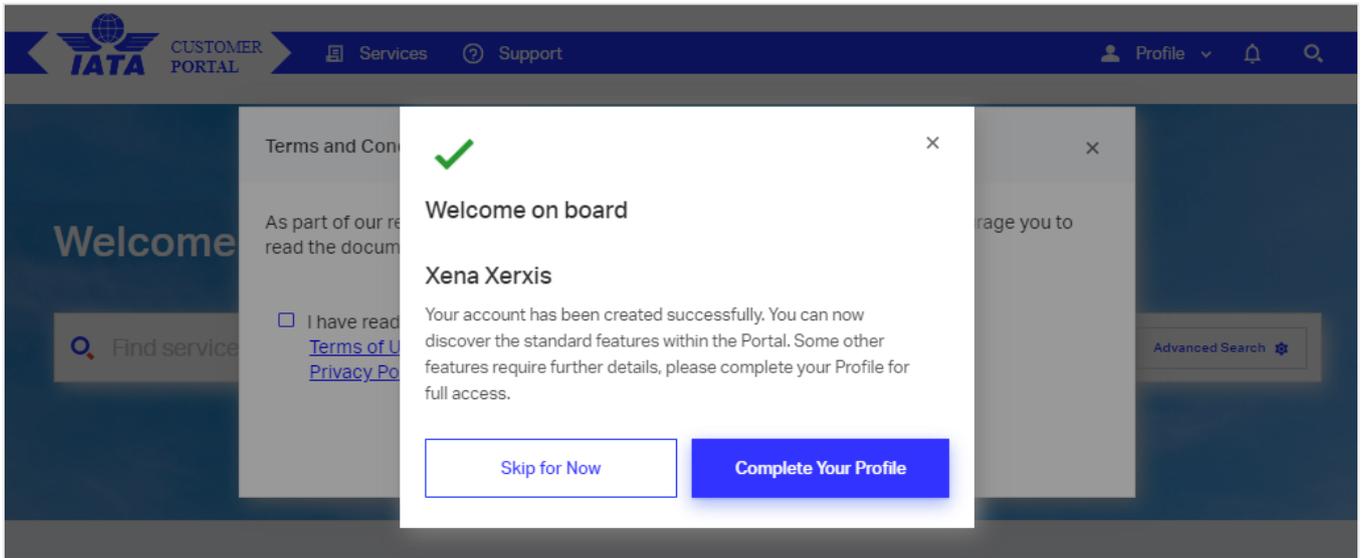
Email

Password

Confirm password

[Save & Login](#)

All done! You will now be invited to complete your profile.



2.2.2 Complete your profile

Select the account of your company or create a new one if it doesn't exist.

Your company may already have an account in IATA, so please fill the Company Account Info form to verify.

A screenshot of the 'Account Selection & Additional Details' form. The form has a blue header and three steps: '1 Account Selection', '2 Additional Details', and '3 Confirmation'. The 'Account Selection' step is active. The form contains the following fields:

- Company Account Info**: Fill out the information below to find your company account.
- Sector**: A dropdown menu with 'Airline Supplier' selected.
- Category**: A dropdown menu with 'Select an Option' selected.
- Country/Territory of your work location**: A dropdown menu with 'Greece' selected.
- Please fill at least one of the two fields below.**
- Company Name**: A text input field.
- IATA Code**: A text input field.
- Search**: A button to submit the form.

Please make sure you choose the correct Sector/Category combination for your business as per the table below. As you see, there are different combinations possible for the same type of Station Profile, you will have to choose the one that suits your company the most.

| What kind of ONE Source station profile do you want to create/manage? | What's your company's sector? | What's the service category? |
|---|---|--|
| ONE Source Station Profiles | Sector | Category |
| Airline | <ul style="list-style-type: none"> Airline | <ul style="list-style-type: none"> Cargo only Passenger and Cargo Passenger only |
| Cargo Handling Facility | <ul style="list-style-type: none"> Airline | <ul style="list-style-type: none"> Cargo only Passenger and Cargo Passenger only |
| | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Ground Service Provider System Solutions Provider |
| | <ul style="list-style-type: none"> Airport | <ul style="list-style-type: none"> Airport Operator Airport Authority |
| Ramp Handler | <ul style="list-style-type: none"> Airline | <ul style="list-style-type: none"> Cargo only Passenger and Cargo Passenger only |
| | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Ground Service Provider |
| | <ul style="list-style-type: none"> Airport | <ul style="list-style-type: none"> Airport Operator Airport Authority |
| Freight Forwarder | <ul style="list-style-type: none"> Freight Forwarder | <ul style="list-style-type: none"> Any category |
| | <ul style="list-style-type: none"> Non-Airline Transportation | <ul style="list-style-type: none"> Truck Line Other |
| Trucker | <ul style="list-style-type: none"> Freight Forwarder | <ul style="list-style-type: none"> Any category |
| | <ul style="list-style-type: none"> Non-Airline Transportation | <ul style="list-style-type: none"> Truck Line Other |
| Solution Provider | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Consultancy Firm Global Distribution System MRO - Maintenance Repair Overhaul System Solution Provider Other |
| | <ul style="list-style-type: none"> Aviation Equipment Manufacturer | <ul style="list-style-type: none"> Engine Manufacturer Large Component OEM Other |
| | <ul style="list-style-type: none"> Financial Institution | <ul style="list-style-type: none"> Payment Provider |
| | <ul style="list-style-type: none"> General Sales Agent | <ul style="list-style-type: none"> GSA General Sales Agent GSSA Cargo |
| | <ul style="list-style-type: none"> Other | <ul style="list-style-type: none"> Pharmaceutical Industry Manufacturing Industry Food Industry Retail Industry Any category |
| Airport | <ul style="list-style-type: none"> Airport | <ul style="list-style-type: none"> Airport Operator Airport Authority |

The system will search for accounts meeting your criteria and inform you of the matching accounts already existing. If you don't find yours, consider revising the spelling of your company name and try different Sector / Category combinations.

Company Account Info

Fill out the information below to find your company account.

Sector
Airline Supplier

Category
Ground Service Provider

Country/Territory of your work location
Greece

Please fill at least one of the two fields below.

Company Name
Odyssey

IATA Code

Search

Search Results (1)

Select your company account from the list.

| Account Name | Sector | Category | Street | Select |
|------------------------|------------------|-------------------------|--------------|----------------------------------|
| Odyssey Cargo Handling | Airline Supplier | Ground Service Provider | Λιοσίων 1-21 | <input checked="" type="radio"/> |

Navigation: < 1 >

Next Step

Did not find what you're looking for?
You can easily create a company account in two steps to complete your profile
[Create New Account](#)

If you still cannot find your company for the exact address you are looking for, select "**Create New Account**" at the bottom of the page. Otherwise, select your account and click **Next Step** to continue.

Your company has an IATA account at your exact address

Select your account and click **Next Step** to continue. [Skip to section 2.2.3](#) to continue to request access to ONE Source.

Important: Make sure you use the company account for the EXACT address where your wish to create your Station Profile. If your company account exists for a different address, please create a new account.

Your company doesn't have an IATA account at your exact address

Select "**Create New Account**" at the bottom of the search page

Account Selection & Additional Details

1 Account Selection 2 Additional Details 3 Confirmation

To match your personal profile with a company account we need your company details. Your company may have an account in IATA, so please check it first before creating a new one.

Company Account Info

Fill out the information below to find your company account.

Sector

Category Country/Territory of your work location

Please fill at least one of the two fields below.

Company Name IATA Code



No matching results found

You can easily create a company account in two steps to complete your profile

On the **Create New Account** page, fill the form

Account Selection & Additional Details

1 Account Selection2 Additional Details3 Confirmation

Create New Account

Please fill out your company information to access customized services. You can easily create a company account in two steps

Company Information

Sector

Airline Supplier▼

Category

Ground Service Provider▼

Company Name

Odyssey Cargo Handling

Country/Territory of your work location

Greece▼

VAT (Optional)

EL999999999

9 characters - e.g. EL999999999

Website (Optional)

[← Back to Company Account Info](#)Next Step

You will be asked to provide your business address information. You can use the "Find Address" button to ensure it is accurate.

Important: Make sure you enter the EXACT address where you wish to create your Station Profile.

Account Selection & Additional Details

1 Account Selection

2 Additional Details

3 Confirmation

Create New Account

Please fill out your company information to access customized services. You can easily create a company account in two steps

Company Information

| | | |
|------------------------|-------------------------|---------|
| Sector | Category | |
| Airline Supplier | Ground Service Provider | |
| Company Name | VAT | Website |
| Odyssey Cargo Handling | | |

Business Address Information

Please provide the business address of your work location.

Is this a PO Box address?

Country/Territory

State

City

Postal Code (Optional)

Street

Find Address

Please select the correct address. If you can't find the right address from the list, we'll save the one you have entered. Click Next Step to continue.

| Street | City | Postal Code | State | Select |
|------------------------|-------|-------------|---------|-----------------------|
| Λιοσίων 1-21 | Αθήνα | 104 38 | Attikis | <input type="radio"/> |
| Λιοσίων 23-69 | Αθήνα | 104 39 | Attikis | <input type="radio"/> |
| Λιοσίων 71-119 | Αθήνα | 104 40 | Attikis | <input type="radio"/> |
| Λεωφόρος Κηφισού 16-64 | Αθήνα | 104 42 | Attikis | <input type="radio"/> |

Add your professional details (job function and title).

Account Selection & Additional Details

1 Account Selection 2 Additional Details 3 Confirmation

Add your personal details to let IATA suggest personalized content and services

Job Function Job Title

Cargo Manager

← Back to Company Account Info Next Step

Verify that the information introduced is correct and click **Submit**.

Account Selection & Additional Details

1 Account Selection 2 Additional Details 3 Confirmation

You are only one step away from updating your profile. Please check the information provided and click submit button if everthing looks correct.

Company Account
Please check your company details

1. Company Information [Go back to edit →](#)

Sector: Airline Supplier Category: Ground Service Provider
Company Name: Odyssey Cargo Handling VAT:
Website:

2. Business Address Information [Go back to edit →](#)

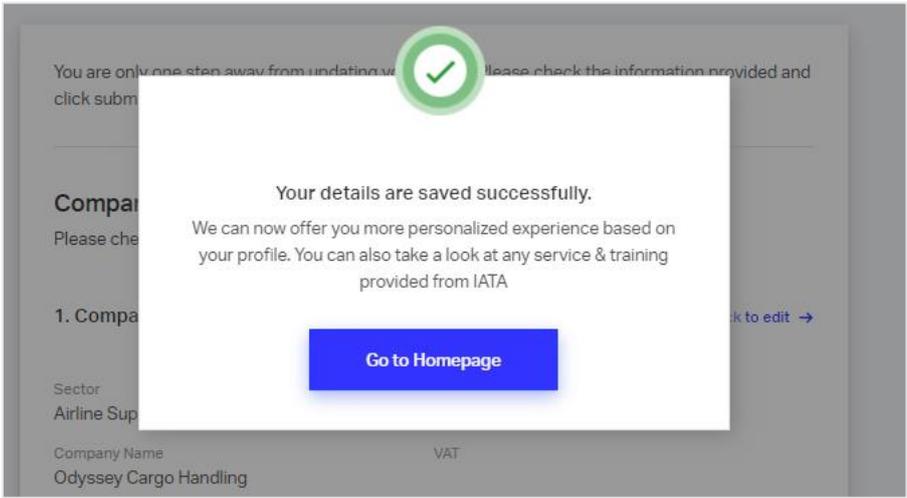
Country/Territory: Greece State: Attikis
City: Athens Postal Code: 10438
Street: Αποδων 1-21

Additional Details [Go back to edit →](#)
Please check your personal details

Job Function: Cargo Job Title: Manager

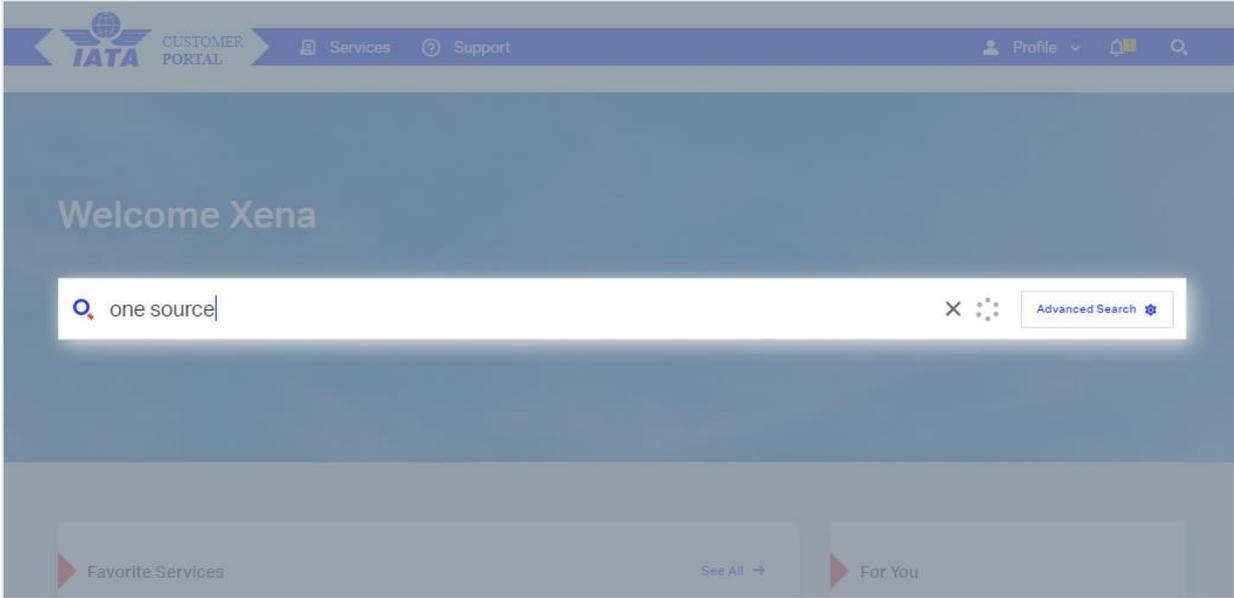
← Back to Additional Details Submit

You can now click on **Go to Homepage** and add the ONE Source application to your user profile.

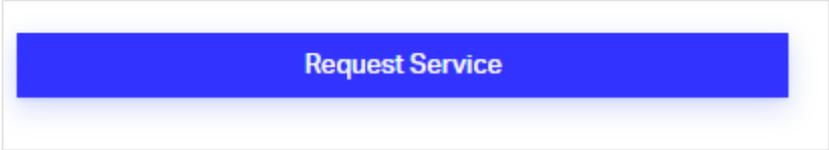


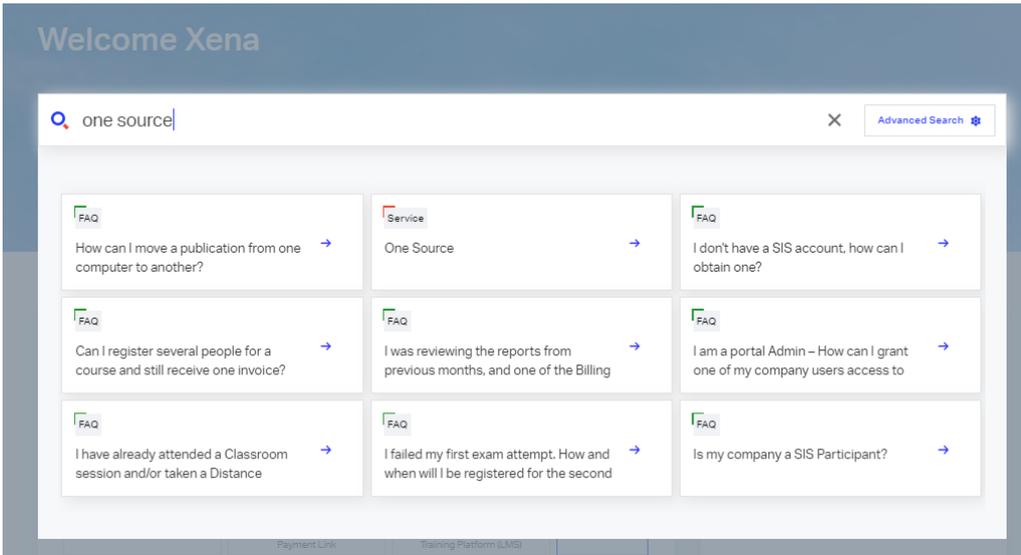
2.2.3 Request access to ONE Source

In the IATA Customer Portal search bar, look for "ONE Source".



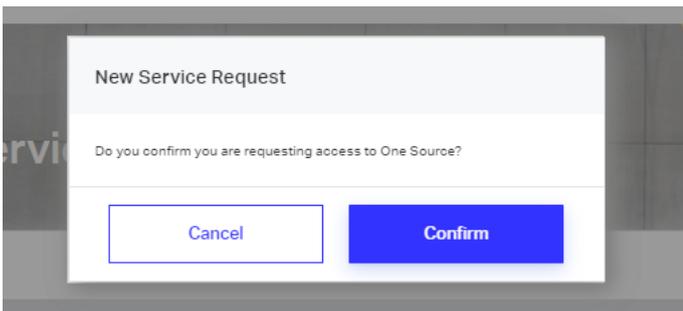
Select the Service "ONE Source" and click the "Request Service" button:



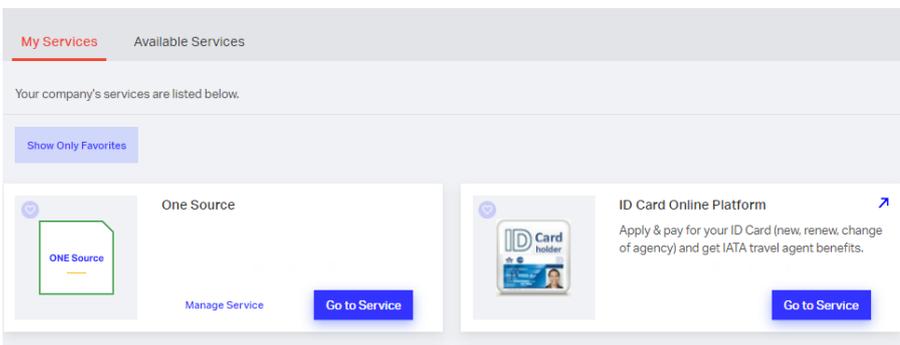


Note: if you haven't yet filled your profile, the system will ask you to do it now. Follow the instructions in [section 2.2.2.](#)

Confirm you are requesting access:

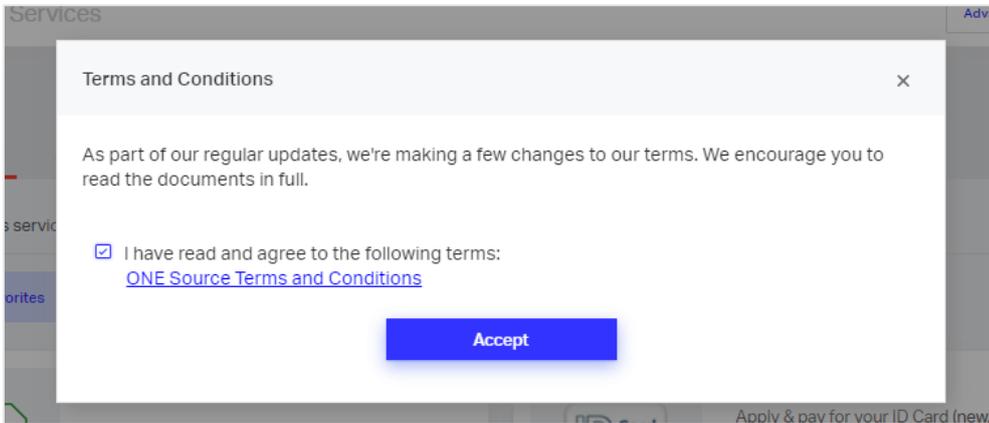


You will now see that the ONE Source Service shows up among your company's services in the Customer Portal Home. Click on **Go to Service** to access the user area.

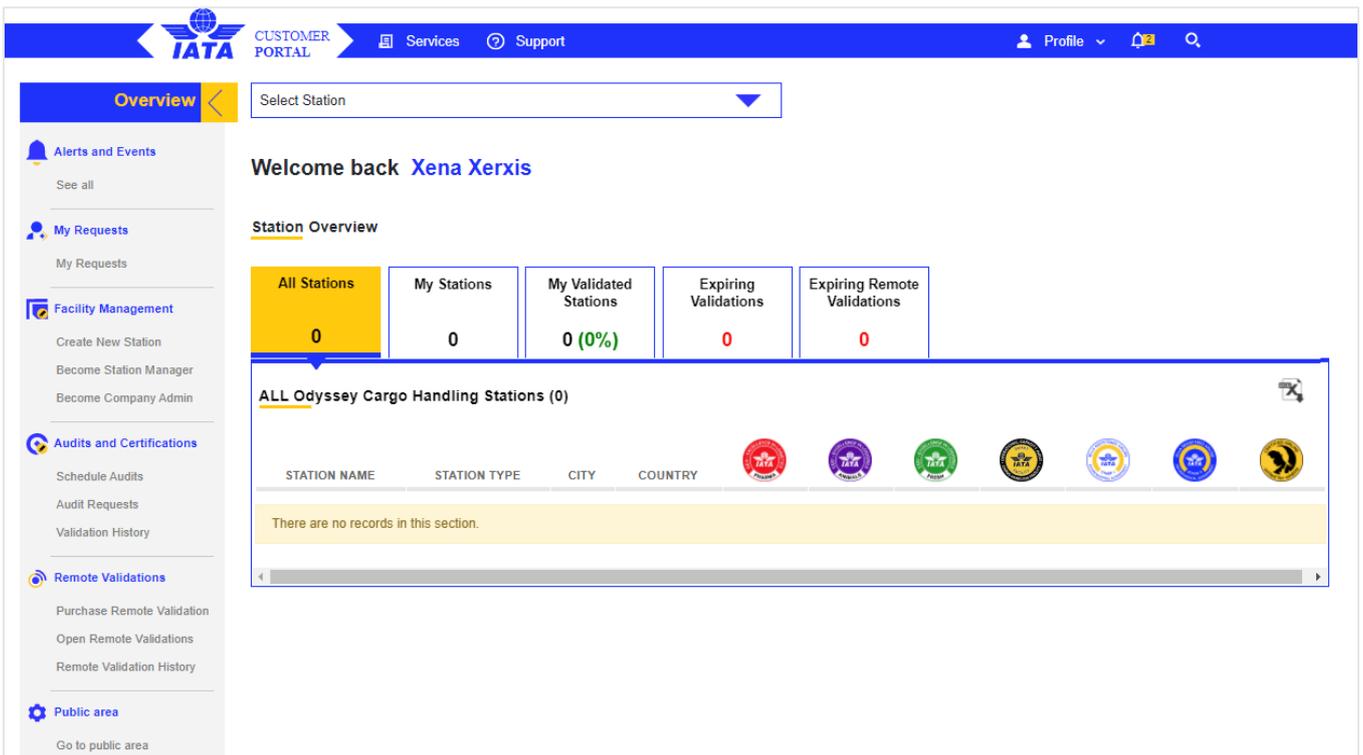


3. ONE Source User Area Home

The first time you log in to the platform, you will be asked to accept ONE Source Terms and Conditions.



3.1. Dashboard and Menu



3.1.1 Station Overview

Welcome back [Xena Xerxis](#)

Station Overview

| | | | | |
|---------------------|--------------------|------------------------------|-----------------------------|------------------------------------|
| All Stations | My Stations | My Validated Stations | Expiring Validations | Expiring Remote Validations |
| 0 | 0 | 0 (0%) | 0 | 0 |

ALL Odyssey Cargo Handling Stations (0)

| STATION NAME | STATION TYPE | CITY | COUNTRY |  |  |  |  |  |  |  |
|---------------------------------------|--------------|------|---------|---|---|---|---|---|---|---|
| There are no records in this section. | | | | | | | | | | |

The station overview provides you with a simplified view of:

- All your company’s stations (**All Station**)
- The stations you manage (**My Stations**),
- The station you manage that have been validated by an IATA program (**My Validated Stations**)
- Validations close to expiration (**Expiring Validations**)
- Remote Validations close to expiration (**Expiring Remote Validations**)

3.1.2 Side Menu

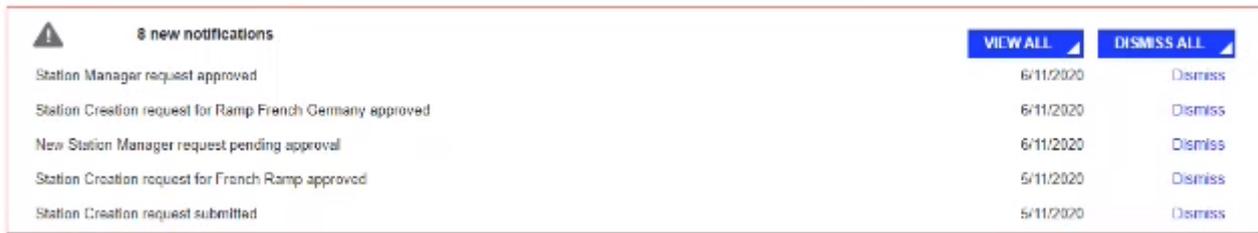
The ONE Source Side Menu contains

| Menu Sections | Description |
|--|---|
| Alerts and Events | Displays your notifications (i.e., requests accepted, certifications granted) |
| Your Requests | Lists your pending requests and their status. |
| Station management | Manage your facility stations & permissions |
| Create A Station | Create a new station |
| Remote Validation | |
| Become Station Manager | Request station manager permissions |

| | |
|---|---|
| Become Company Admin | Request company admin permissions |
| Audits and Certifications | Manage your IATA Audits & Certifications |
| Schedule Audits | Request new audits and certifications for the stations you manage |
| Audit report and certificate sharing | Allows you to see incoming and outgoing audit document requests |
| Audit Requests | See the previously requested audits and their status |
| Validation History | Lists all previous certifications achieved by a station |
| Device Management | Specific section only visible for Solution Providers |
| Registered Devices | Add new devices and see a table with all previously added devices. |
| Requests & Approvals | Request new and manage existing Approvals and Acknowledgement Requests. |
| Device Approval Management | Specific section only visible for Airlines to manage tracking device approvals and related permission |
| Permission Settings | Request/remove Tracking Device Approval Manager role |
| Requests | Review and manage requests from device manufacturers for new and existing approvals |
| Approved Devices | Review and manage list of devices approved by the airline |
| Remote Validations | Manage your IATA Remote Validations |
| Purchase Remote Validation | Request and pay for a new Remote Validation |
| Open Remote Validations | Access and complete previously requested Remote Validations |
| Remote Validation History | Lists all previous Remote Validations achieved by a station |
| ONE Source Public Area | Visit the ONE Source platform |

3.1.3 Alerts and Events

Displays your notifications (i.e., requests accepted, certifications granted)



| 8 new notifications | | VIEW ALL | DISMISS ALL |
|---|-----------|----------|-------------|
| Station Manager request approved | 6/11/2020 | | Dismiss |
| Station Creation request for Ramp French Germany approved | 6/11/2020 | | Dismiss |
| New Station Manager request pending approval | 6/11/2020 | | Dismiss |
| Station Creation request for French Ramp approved | 5/11/2020 | | Dismiss |
| Station Creation request submitted | 5/11/2020 | | Dismiss |

3.1.4 Your Requests

Lists your pending requests and their status.

4. Station management

To create a station, select "Create New Station" under Facility Management

4.1. Create a New Station

You will first need to confirm if the new station is in your account's address.

Homepage > ONE SOURCE > Create New Station

Overview <

Alerts and Events
See all

Requests
My Requests
User Role Requests

Station Management
Create New Station
Remote Validations
Become Station Manager
Become Company Admin

Audits and Certifications
Schedule Audits
Audit Report and Certificate Sharing
Audit Requests
Audit History

Create New Station

Station Location

Is the new station located at your account's address?

Street Name*
25 Main Street

Country* Switzerland City* Zurich

State/Province Zip Code*

NO **YES**

If the station profile you want to create is located at the displayed address, start the station creation process by clicking on "YES"

If you want to create a station for a different address, select "NO" (continue with [section "The new station is not at your account's address"](#))

4.1.1 If the new station is at your account's address

Click on **Create a new profile for this address:**

Create New Station

Station Location > Check Existing Stations

We found these existing Stations of your company in this address. Please check before creating a Station profile:

| Odyssey Cargo Handling [Operational Hierarchy] | | | |
|--|--------|----------------------|---|
| ACCOUNT NAME | CITY | ADDRESS | EXISTING STATIONS |
| Odyssey Cargo Handling | Athens | Λιοσίων 1-21, 104 38 | Create new profile for this address |

[BACK](#)

Select the Station Type

You will now have the option to select the new station type.

The system will by default only offer you the station types applicable to your account type, as per the table in [section 1.2](#) of this document.

Select new Station Type ✕

Cargo Handling Facility ▾

Select Station Type

Cargo Handling Facility

Ramp Handler

Name the station

The best practice is for station names is : **Company / Business Name (Location: Airport Code or City Name if not at an airport)**

Examples:

- Lufthansa Cool Center - Frankfurt
- SATS - SIN
- Dnata -AMS
- Etihad Airport Services - DXB)

New Station Name ✕

Odyssey Cargo Handling (ATH)

[BACK](#) [CONTINUE](#)

Fill the Station Details form

Note that the **Address** field is prepopulated as it must match the account address. However, you can add a **Second Address Line** to provide additional information.

Address
Frankfurt Hanhn Airport Gate 11, 60031, Hessen, Frankfurt am Main, Germany

Second Address Line
Entrance 10

*If the address of the station is not located where the map indicates, please **drag the marker to the right place**. This will not update the address itself but the geocoordinates of the station.*

The system will also offer you the opportunity to correct the exact location on the map by dragging the marker on the map.



You will now select the applicable **cargo commodities** you handle and introduce other parameters (number of employees, facility size, location in airport...) depending on the station type.

Among the required information you need to provide are the customer service email/website and phone number. Please, ensure that those are the actual Customer Service contact details and not the personal contact information of individual employees.

Note: The phone number must not include spaces and be in the format +XX123456789 where XX is the country code:

On-Airport

Customer Service e-Mail*
lufthansa@test.de

Customer Service Phone Number*
+49123456789

Customer Website
https://

Do you have an online booking platform? (Add link)
https://

Languages Spoken

Finally, you will also be able to add the company logo, opening hours, and the *Nearest Airport* (compulsory). The nearest airport must be the airport you are directly located at or if your station is off-airport, the closest airport in your proximity.

Nearest Airport

Company Logo

[Upload Image](#)

| Import Opening Hours | | Export Opening Hours | |
|----------------------|------|----------------------|--|
| | From | To | |
| Monday | | Closed | |
| Tuesday | | Closed | |
| Wednesday | | Closed | |
| Thursday | | Closed | |
| Friday | | Closed | |
| Saturday | | Closed | |
| Sunday | | Closed | |

Office Opening Hours

Customs Opening Hours

Click **Next** to finish the creation process. You will have the chance to review the station profile before finally submitting it for approval.

SUMMARY

Station Information

Station Type: Cargo_Handling_Facility
Station Name: Odyssey Cargo Handling (ATH)
Address: Αιοσσίωv 1-21, 104 38, Attikis, Athens, Greece
Second Address Line: Building 2

Company Logo



Cargo Commodities

General Cargo: true
Live Animals: true
Dangerous Goods: true
Airmail: false
Perishables: true
Pharmaceuticals: true

Station Overview

Number of Employees: 22
Overall Facility Size (m2): 1000

On-Airport: true
Customer Service e-Mail: test@test.de
Customer Service Phone Number: +30123456789
Customer Website:
Do you have an online booking platform? (Add link):
Languages Spoken:
Nearest Airport: (ATH) Athens, Greece

Import Opening Hours

| | From | To | |
|-----------|-------|--------|---|
| Monday | 08:00 | 08:00 | ✓ |
| Tuesday | 00:00 | 00:00 | ✓ |
| Wednesday | 00:00 | 00:00 | ✓ |
| Thursday | 00:00 | 00:00 | ✓ |
| Friday | 00:00 | 00:00 | ✓ |
| Saturday | 00:00 | 00:00 | ✓ |
| Sunday | | Closed | |

Export Opening Hours

| | From | To | |
|-----------|-------|--------|---|
| Monday | 00:00 | 00:00 | ✓ |
| Tuesday | 00:00 | 00:00 | ✓ |
| Wednesday | 00:00 | 00:00 | ✓ |
| Thursday | 00:00 | 00:00 | ✓ |
| Friday | 00:00 | 00:00 | ✓ |
| Saturday | 00:00 | 00:00 | ✓ |
| Sunday | | Closed | |

Office Opening Hours

| | From | To | |
|-----------|-------|--------|---|
| Monday | 00:00 | 00:00 | ✓ |
| Tuesday | 00:00 | 00:00 | ✓ |
| Wednesday | 00:00 | 00:00 | ✓ |
| Thursday | 00:00 | 00:00 | ✓ |
| Friday | 00:00 | 00:00 | ✓ |
| Saturday | | Closed | |
| Sunday | | Closed | |

Customs Opening Hours

| | From | To | |
|-----------|-------|--------|---|
| Monday | 00:00 | 00:00 | ✓ |
| Tuesday | 00:00 | 00:00 | ✓ |
| Wednesday | 00:00 | 00:00 | ✓ |
| Thursday | 00:00 | 00:00 | ✓ |
| Friday | 00:00 | 00:00 | ✓ |
| Saturday | | Closed | |
| Sunday | | Closed | |

List of Airlines Handled

Search in the list:

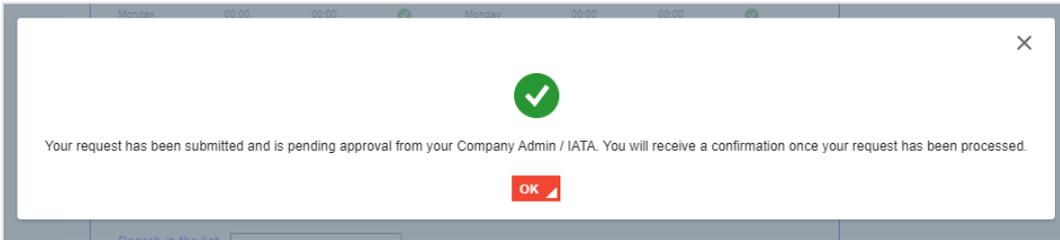
A
AirBridgeCargo Airlines [RU]
B
British Airways [BA]

ALL ABCDEFGHIJKLMNOPQRSTUVWXYZ

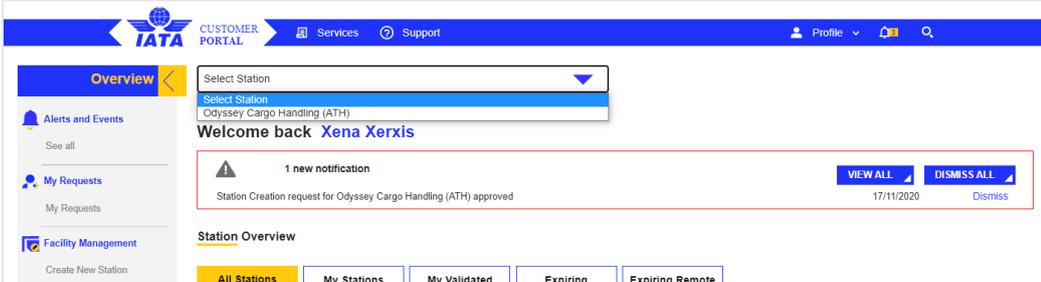
[BACK](#)

[SUBMIT](#)

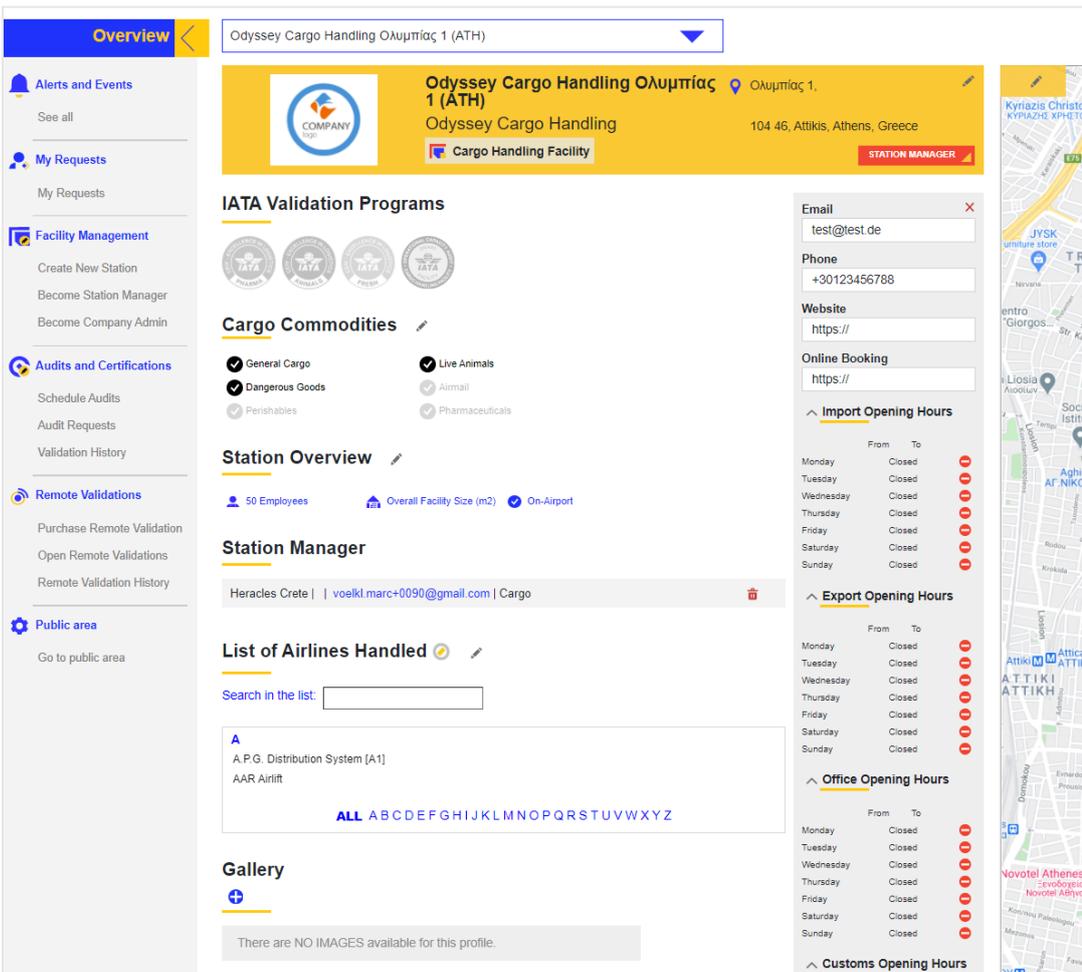
Once the station is approved, the information you have submitted will be publicly visible on ONE Source. As the requestor of the station, will gain automatically station manager rights allowing you to edit the station profile once it has been approved.



Once your request is approved, you will get a notification in your **User Area** dashboard and receive an email.



You can now select your new station in the drop-down menu on top of the station overview to manage the **Public Station Profile**. You will be able to edit the different sections by clicking **the pencil icon**. Make sure to review that all the information is accurate and to upload some photos to the Station Gallery by clicking on **the + sign**.



4.1.2 The new station is **not** at your account's address

Click on the "CREATE STATION IN NEW ADDRESS" button at the bottom of the station table.

Choose the country

If the station you want to create is not at your account's address you have first to specify the country where it is located.

Create New Station

Station Location

Please, select the country of the New Station

Country*

[BACK](#)

Choose among the existing accounts or create a new one.

In case there are already existing accounts of your company in the country, the system will display them and allow you to create a new station for it directly.

Create New Station

[Station Location](#) > Check Existing Stations

We found these existing Stations of your company in the selected country. Please check before creating a Station profile:

| Odyssey Cargo Handling [Operational Hierarchy] | | | |
|--|--------|----------------------|---|
| ACCOUNT NAME | CITY | ADDRESS | EXISTING STATIONS |
| Odyssey Cargo Handling | Athens | Λιοσίων 1-21, 104 38 | Create new profile for this address |

If the address is not in the list, you can proceed to create a new one: [CREATE STATION IN NEW ADDRESS](#)

[BACK](#)

Should you not find a company account for the EXACT address you want to create, you can create a new account by clicking on "**CREATE STATION IN NEW ADDRESS.**" You will be informed that you need to create a new account before starting a station.

Creating Stations at a NEW ADDRESS requires a new Account.

[PROCEED TO ACCOUNT CREATION](#)

You can now add your new station's **Legal Name** and other details.

Create New Station

[Station Location](#) > [Check Existing Stations](#) > [New Account Creation](#)

In order to create a new physical address, please proceed to request the creation of the new Account

Account Details

| | |
|---|---|
| Sector* | Category* |
| <input type="text" value="Airline Supplier"/> | <input type="text" value="Ground Service Provider"/> |
| Trade Name | Legal Name* |
| <input type="text"/> | <input type="text" value="Odyssey Cargo Handling"/> |
| Phone* | Email |
| <input type="text" value="+30123456788"/> | <input type="text"/> |
| Website | Operational Hierarchy* |
| <input type="text"/> | <input type="text" value="Select an existing Hierarchy"/> |

[Or Create a New Hierarchy](#)

[BACK](#) [NEXT STEP / ADDRESS INFORMATION](#)

When creating a new account, you can define the Operational Hierarchy under which you want it listed.

Operational Hierarchy*

[Or Create a New Hierarchy](#)

[NEXT STEP / ADDRESS INFORMATION](#)

You can either choose an existing one or create a new hierarchy. This can be useful if you want to group different company entities by countries or offered services.

Operational Hierarchies are displayed on the Station Overview Dashboard in your User Area.

The example below shows that the company has set two hierarchies: **German CHF** and **French CHF**, which group several stations.

Note: Each operational hierarchy can have its company admins.

My Requests

My Requests

Facility Management

Create New Station

Become Station Manager

Become Company Admin

Audits and Certifications

Schedule Audits

Audit Requests

Validation History

Remote Validations

Purchase Remote Validation

Open Remote Validations

Remote Validation History

Public area

Go to public area

Station Overview

| | | | | |
|--------------|-------------|-----------------------|----------------------|-----------------------------|
| All Stations | My Stations | My Validated Stations | Expiring Validations | Expiring Remote Validations |
| 4 | 4 | 0 (0%) | 0 | 0 |

ALL German CHF Stations (1)

| STATION NAME | STATION TYPE | CITY | COUNTRY | | | | | | | |
|---------------------|--------------|-----------------|---------|---|---|---|-----|-----|-----|-----|
| Ramp French Germany | | Kopenick Bezirk | Germany | - | - | - | N/A | N/A | N/A | N/A |

ALL French CHF Stations (3)

| STATION NAME | STATION TYPE | CITY | COUNTRY | | | | | | | |
|---------------------------|--------------|------------------------|---------|---|---|---|-----|-----|-----|-----|
| French Subsidiary Station | | Cadillac-en-Fronsadais | France | - | - | - | - | N/A | N/A | N/A |
| French CHF Station | | Rocheport-du-Gard | France | - | - | - | - | N/A | N/A | N/A |
| French Ramp | | Rocheport-du-Gard | France | - | - | - | N/A | N/A | N/A | N/A |

Enter your new account address

Create New Station

[Station Location](#) > [Check Existing Stations](#) > [New Account Creation](#)

In order to create a new physical address, please proceed to request the creation of the new Account

Address Information

Account Information

| | | |
|--------------------------------------|-------------------------------------|---------|
| Sector Airline Supplier | Category Ground Service Provider | |
| Legal Name Odyssey Cargo Handling | Trade Name | |
| Phone +30123456788 | Email | Website |

Account Business Address Information

Please fill out the account business address information.

| | |
|-----------------------------|------------------------|
| Country/Territory Greece | State Attikis |
| City Athens | Postal Code (Optional) |
| Street oli | |

Find Address

Please select the correct address. If you can't find the right address from the list, we'll save the one you have entered. Click Next Step to continue.

| STREET | CITY | POSTAL CODE | STATE | SELECT |
|------------|-------|-------------|---------|----------------------------------|
| Ολυμπίας 1 | Αθήνα | 104 46 | Attikis | <input checked="" type="radio"/> |

Once you have submitted the account creation request you will get a message informing you that the approval process can take up to some days. You will be now prompted to start creating your station for the new account, following the instructions in [section 6.1.1](#).

✕

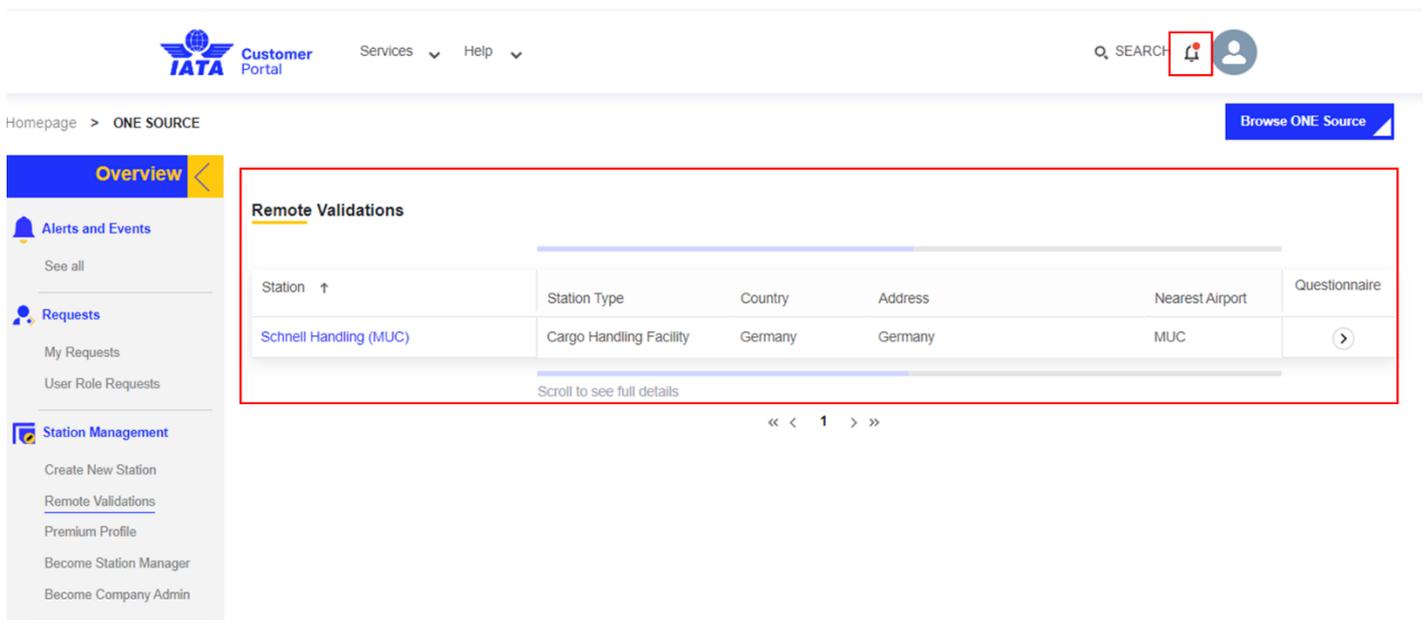
Account Creation Process takes several days, please proceed to enter the Station details for the One Source Station Profile.

CONTINUE 

4.2. Remote Validations

Remote Validations are assigned to Station Managers / Company admins as part of an IATA on-site audit or Premium Profile. They are online questionnaires that capture and assess the equipment and infrastructure of a facility in a fast and easy way. You only need to fill an online questionnaire and upload the documents to confirm that the data is accurate. One reviewed and approved, the equipment is directly listed on the station profile and searchable in the platform. It is also an excellent way to bridge the gap towards an upcoming IATA audit or simply showcase all the available equipment and infrastructure to potential clients and business partners in a validated fashion.

In case you have been assigned a new remote validation or if a new task requires your attention, you will be notified via email and the customer portal notification bell



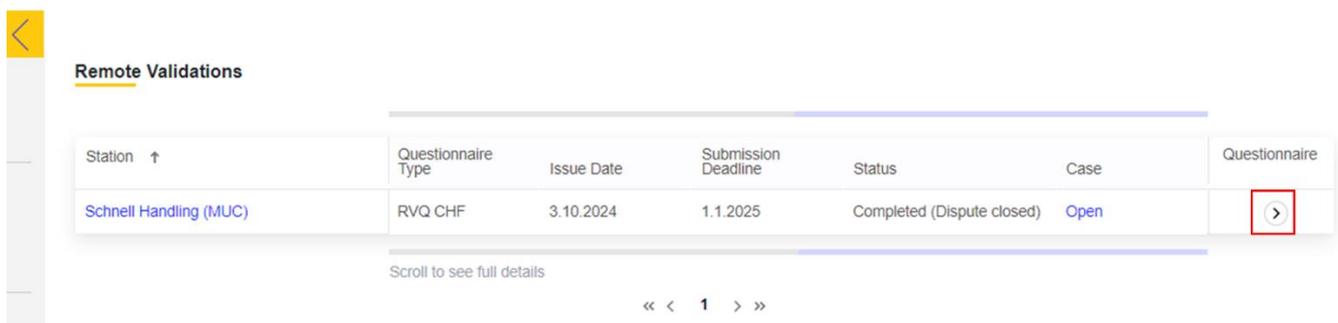
The screenshot shows the IATA Customer Portal interface. The top navigation bar includes the IATA logo, 'Customer Portal', 'Services', and 'Help'. A search bar and a notification bell icon are on the right. The main content area is titled 'Remote Validations' and contains a table with the following data:

| Station ↑ | Station Type | Country | Address | Nearest Airport | Questionnaire |
|--|-------------------------|---------|---------|-----------------|-------------------|
| Schnell Handling (MUC) | Cargo Handling Facility | Germany | Germany | MUC | ▶ |

Below the table, there is a pagination control showing '1' and a 'Scroll to see full details' link.

In the table you can find all outstanding and completed remote validations, their issue dates, submission deadlines, status as well as the linked CS portal case.

To open the questionnaire, click on the arrow icon.



This close-up view of the 'Remote Validations' table shows the following data:

| Station ↑ | Questionnaire Type | Issue Date | Submission Deadline | Status | Case | Questionnaire |
|--|--------------------|------------|---------------------|----------------------------|----------------------|-------------------|
| Schnell Handling (MUC) | RVQ CHF | 3.10.2024 | 1.1.2025 | Completed (Dispute closed) | Open | ▶ |

The 'Questionnaire' column for the 'Schnell Handling (MUC)' row contains a right-pointing arrow icon, which is highlighted with a red box in the image.

ONE Source Equipment Questionnaire - Cargo Handling Facilities

Schnell Handling (MUC) PASSED Close

| Section | Subsection | Type | Validator Comment | Go to Section |
|-----------------------------------|-----------------------|------|-------------------|---------------|
| 3. Ground Support Equipment (GSE) | Live Animals Vehicles | | | |

See All

- 1. How To
- 2. Facility Location
- 3. Ground Support Equipment (GSE)
 - ULD Dollies
 - Live Animals Vehicles
 - Forklifts
- 4. Screening Equipment
 - X-Ray Single View
- 5. Security Equipment & Measures
- 6. Weight, Volume and Dimension Equip...
 - Weight Scales
- 7. Safety, Personal and Protective Eq...
 - Spill Kits
- 8. Scanners
 - Barcode Scanners
- 9. Active ULD Equipment
- 10. Delivery/Pickup Infrastructure
- 11. Temperature Control Capabilities
 - Temperature Controlled Rooms and Free...
 - Temperature range from 2-8 °C
 - Temperature range from 15-25 °C
 - Temperature range from 2-25 °C
 - Custom Temperature Range
 - Freezers
- 12. Build Up/Break-Down Areas
 - Build-up/Break-Down Station (General)
- 13. Temporary Storage and Working Areas
- 14. ULD Storage
- 15. Live Animals Capacities

1. How To

This is the ONE Source description

Legend of questionnaire icons:

- More Information: Click on the icon for additional information, illustrations or examples
- Comment Section - Activated icon indicates that comments are available for the section. Click on the icon to display chat history and reply to the Validator
- Clear Section Input - Click on the icon to remove all input of a section
- Remove file - Click on the icon to remove an uploaded file
- Edit - Click on the icon to edit an input field
- History View - Click to display and browse through previously completed questionnaires

4.3. Premium Profile

For some station types you can add your equipment and infrastructure independent of IATA certification audits.

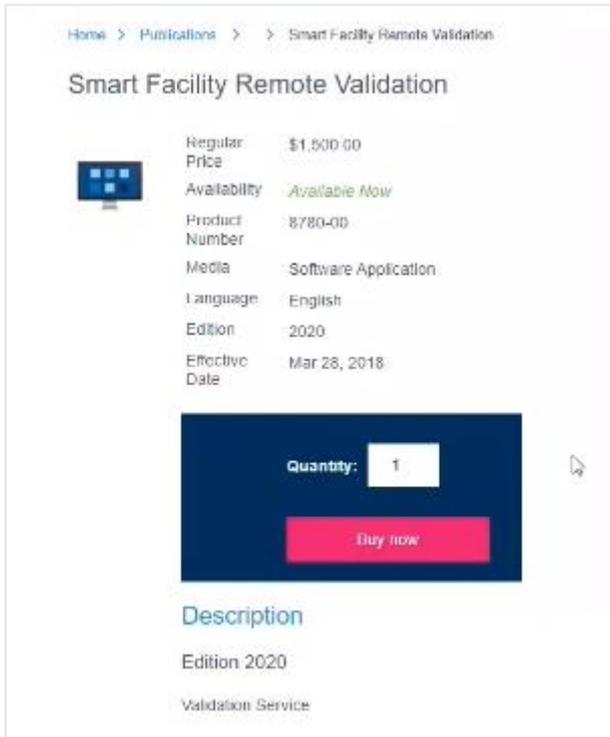
To do so choose the station you want to validate remotely by clicking on the **Purchase Link**.

Purchase Remote Validation

Search

| STATION | ADDRESS | PURCHASE LINK |
|----------------|--------------------------------------|----------------------------|
| Canada CHF YMQ | 13891 RUE VICTORIA, H1A 1N1 Montreal | Click Here |

You will now be redirected to the IATA e-Commerce website to purchase the Remote Validation.



Follow the steps to process your payment. Once you have completed them, the status of your validation will change to Preparing Document. You will be notified in the dashboard and by email once the validation form is ready for you to complete.

4.4. Become a Station Manager

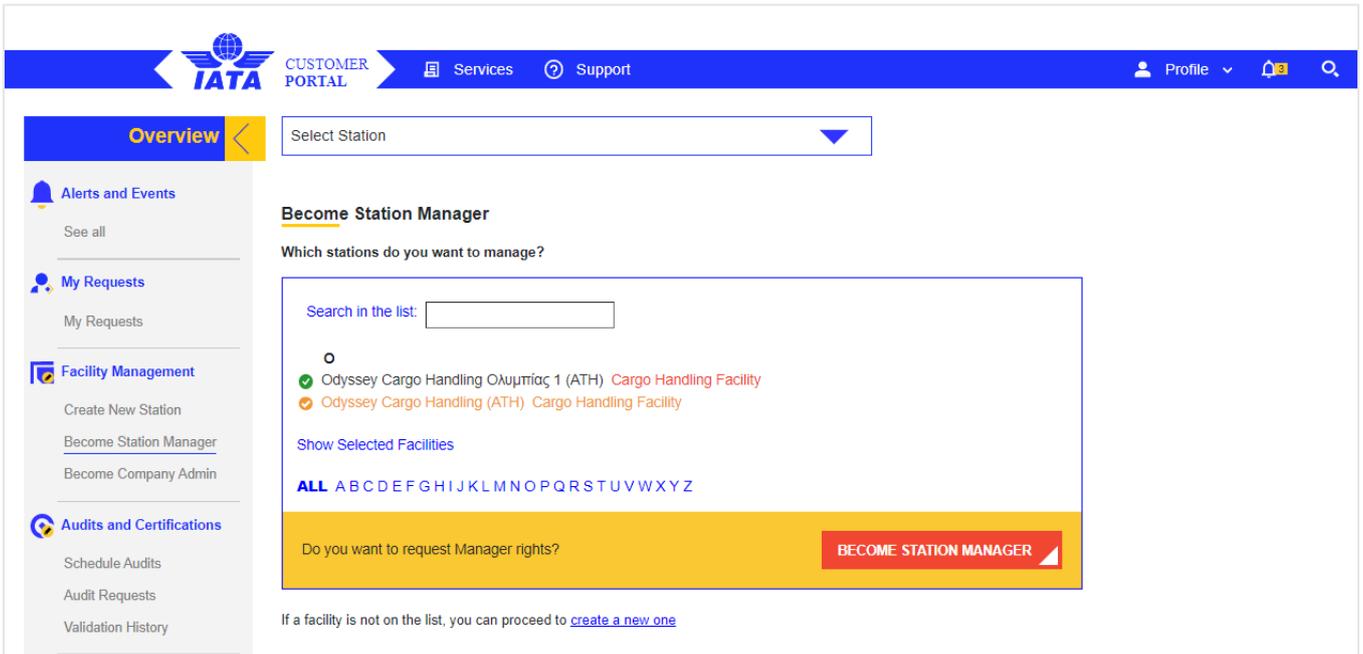
In order to being able to edit an existing station and receive updates from the system you have to obtain manager rights.

Please note also that station manager is only a role for the system and not displayed publicly.

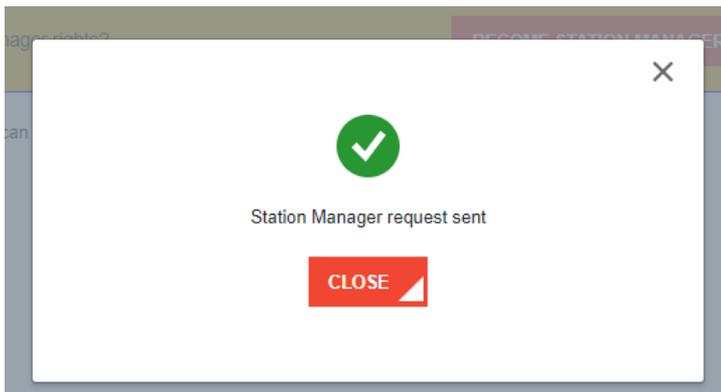
Note: you can only become station manager of one station at a time. You will have to repeat this process to add other stations.

Select the station

Click on the Become Station Manager section in the side bar and select the station you wish to become a manager of:



Once confirmed by clicking on the BECOME STATION MANAGER button, the request is sent to existing station managers and company admins for approval.



You will get a notification in your dashboard and an email once your request has been processed.

4.5. Become a Company Admin

If your company wants to use a dedicated person manage station manager and station creation requests before they are sent to IATA for approval you can choose to become a Company Admin for the Operational Hierarchies of your company.

Select the Operational Hierarchy

Select the Operational Hierarchy you want to become Company Admin of.

IATA CUSTOMER PORTAL Services Support Profile

Overview Select Station

Alerts and Events
See all

My Requests
My Requests

Facility Management
Create New Station
Become Station Manager
Become Company Admin

Audits and Certifications
Schedule Audits
Audit Requests
Validation History

Remote Validations
Purchase Remote Validation
Open Remote Validations
Remote Validation History

Public area
Go to public area

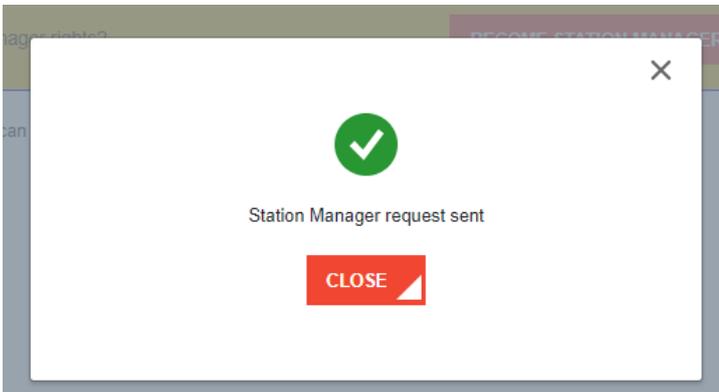
Become Company Admin

The Company Administrators are the company's super users. They can manage all Station profiles related to their company. They approve:

- New Station Manager requests
- New Company Admin requests
- New Station Profiles
- Changes to critical Station information made by Station Managers

| OPERATIONAL HIERARCHY | NUMBER OF ACCOUNTS | ACTION |
|-----------------------|--------------------|----------------------|
| Algerian FF Station | 1 | BECOME COMPANY ADMIN |

After clicking on the BECOME COMPANY ADMIN button the request is sent to IATA or other existing company admins for approval.



You will get a notification in your dashboard and an email once your request has been processed.

5. Audits and Certifications

Currently, the following IATA certifications can be booked and renewed through ONE Source

- [CEIV Pharma](#)
- [CEIV Lithium Batteries](#)
- [CEIV Live Animals](#)
- [CEIV Fresh](#)
- [Smart Facility Operational Capacity](#)
- [IEnvA](#)
- [ISAGO](#)

5.1. Schedule Audits

This option will allow you to request new audits and certifications for the stations you manage. Just select the station you want to audit, and the validation programs you want to achieve or renew.

Schedule Audits

Select your Station/Service

Schnell Handling (MUC) ▼

**Schnell Handling (MUC)** Germany
Schnell Handling
Cargo Handling Facility

Which Certification Program do you want to achieve/renew?

| | | | | | |
|--|--|---|---|--|---|
|  CEIV Pharma |  CEIV Live Animals |  CEIV Fresh |  CEIV Lithium Batteries |  Smart Facility Operational Capacity |  ISAGO Registration |
|  ISAGO Station Accreditation | |  IEnvA | | | |

Audit contact

| | |
|----------------------|------------------------|
| Name* | Email* |
| <input type="text"/> | <input type="text"/> |
| Phone* | Preferable Audit Date* |
| <input type="text"/> | <input type="text"/> |

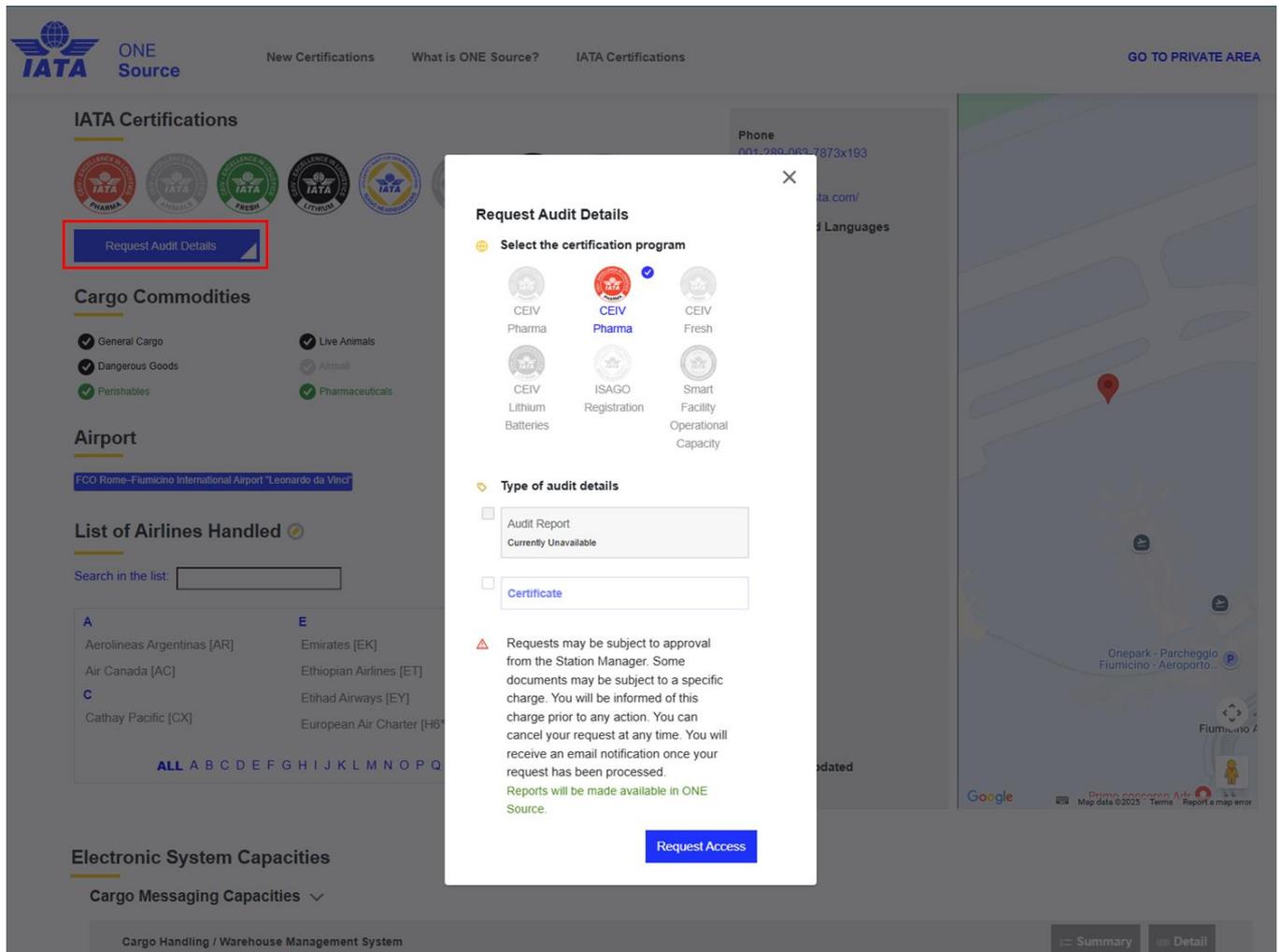
[BACK](#) [REQUEST](#)

5.2. Audit Report and Certificate Sharing

5.2.1 Request /Access Audit documents

As a registered ONE Source user, you can request audit documents such as certificates and reports from other companies if the program allows the sharing of these documents.

To request access, go to the company's station profile, click on the "Request Audit Details" button, select the desired certification program and document type. Submit your request by clicking on the "Request Access" button.



Most document requests require the approval of the station managers or company admin. You can find the status of your request as well as access to all approved documents in the Audit Report and Certificate Sharing section of the ONE Source private area under "Outgoing Requests". To view the approved document, click on the "Open Document" link:

Homepage > ONE SOURCE > Audit Report And Certificate Sharing Browse ONE Source

Overview <

Select Station

Audit Report and Certificate Sharing

Incoming Requests **Outgoing Requests**

All Requests Pending Requests Approved Requests Rejected Requests Filter

| Status | Request Date | Reply Date | Station Name | Certification | Document Type | Requestor | |
|-----------|--------------|------------|------------------------|---------------|---------------|-----------|-------------------------------|
| Approved | 4 Jun 2024 | 4 Jun 2024 | Atlas Air HQ | CEIV Pharma | Audit Report | Marc GHSP | Open Document |
| Approved | 4 Jun 2024 | | Atlas Air HQ | CEIV Pharma | Certificate | Marc GHSP | Open Document |
| Withdrawn | 4 Jun 2024 | 4 Jun 2024 | Atlas Air HQ | CEIV Pharma | Audit Report | Marc GHSP | - |
| Approved | 20 May 2024 | | GHSP Station GVA | CEIV Pharma | Certificate | Marc GHSP | Open Document |
| Approved | 3 May 2024 | | Alha - FCO | CEIV Fresh | Certificate | Marc GHSP | Open Document |
| Approved | 3 May 2024 | | Qatar Airways Headf... | CEIV Fresh | Audit Report | Marc GHSP | Certification Expir... |

Scroll to see full details

<< < 1 2 3 4 5 >>

5.2.2 Manage audit document requests

As a station manager or company admin, you will receive notifications about incoming requests to access your certificates and audit reports.

To manage these requests, go to the Audit Report and Certificate Sharing section of the ONE Source private area under "Incoming Requests". There you will find detailed information about the requestor (name, company, email address) and have the options to approve, reject or revoke access to your documentation

IATA Customer Portal Services Help

Homepage > ONE SOURCE > Audit Report And Certificate Sharing Browse ONE Source

Overview < IATA Test Ground Handling-YUL

[Back to Station Profile](#)

Audit Report and Certificate Sharing

Incoming Requests **Outgoing Requests**

All Requests Pending Requests Approved Requests Rejected Requests Filter

| Status | Request Date | Station Name | Certification | Document Type | Requestor Account | Rec | Approval |
|----------|--------------|----------------------------|---------------|---------------|-------------------|-----|---|
| Approved | 8 Jul 2024 | IATA Test Ground Handli... | CEIV Pharma | Certificate | IATA Test GHSP | Sun | ✔ ✕ |

Scroll to see full details

<< < 1 >>

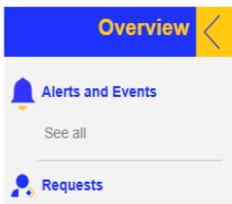
5.3. Audit Requests

In this section you will find all previously requested audits and their status.

5.4. Audit History (& Documents: Certificates /Audit reports)

This section lists all previous certifications achieved by stations and allows you to view related audit documentation (certificates and audit reports).

Visit the ONE Source homepage and locate the Audit History menu and select the station for which you want to view the documentation.



Audit History

Select your Station/Service

Select a Station to display

To open or download the audit documents, click on the document icon of the respective certification, then click on "Show"

Homepage > ONE SOURCE > Audit History Browse ONE Source

Overview

- Alerts and Events
- Requests
- Station Management
- Audits and Certifications
- Public area

Audit History

Select your Station/Service

Schnell Handling (MUC)

Schnell Handling (MUC) Germany

Schnell Handling

Cargo Handling Facility

Select Certification

ALL

| CERTIFICATION | CERTIFICATION ID | STATION NAME | ISSUING DATE | EXPIRATION DATE | SCOPE | STATUS | DOCUMENTS |
|-------------------------------------|------------------|------------------------|--------------|-----------------|---------------------------|---------|-----------|
| CEIV Lithium Batteries | CEIV-ELI-24-0066 | Schnell Handling (MUC) | 07.19.2024 | 08.12.2024 | Cargo Facility Operations | Expired | |
| CEIV Pharma | CEIV-PIL-21-0700 | Schnell Handling (MUC) | 06.02.2021 | 09.01.2024 | Cargo Facility Operations | Expired | |
| Smart Facility Operational Capacity | SFOC-21-0002 | Schnell Handling (MUC) | 02.16.2021 | 06.03.2024 | General Cargo | Expired | |
| Smart Facility Operational Capacity | SFOC-20-0001 | Schnell Handling (MUC) | 01.21.2021 | 01.21.2021 | General Cargo | Expired | |

My Requests
User Role Requests

Schnell Handling
Cargo Handling Facility

Station Management

Select Certification

Documents

| Name | Category | Format | Type | Created Date | |
|--|-------------|--------------------|------|--------------|----------------------|
| CEIV-ELI-24-0066-CERTIFICATE.PDF | Certificate | A4 Document | PDF | 12 Aug 2024 | Show |
| CEIV-ELI-24-0066-CERTIFICATE_US_LETTER.PDF | Certificate | Letter US Document | PDF | 12 Aug 2024 | Show |
| CEIV-ELI-24-0066-CERTIFICATE.PDF | Certificate | A4 Document | PDF | 19 Jul 2024 | Show |
| CEIV-ELI-24-0066-CERTIFICATE_US_LETTER.PDF | Certificate | Letter US Document | PDF | 19 Jul 2024 | Show |

Public area

6. IATA Air Cargo Device Assessment

IATA has launched a new IATA validation program to speed up and streamline device manufacturer approval processes of cargo tracking devices with Airlines. The IATA Air Cargo Device Assessment is an assessment performed by an independent validator which consists of the validation of the manufacturer’s documentation (including battery and electromagnetic interference to confirm that the documentation submitted complies with the IATA Recommended Practice 1693 Device approval for air cargo. This certificate provides the device manufacturers an independent and trustworthy assessment of the device documentation. This certificate is a pre-requisite to seek airline approval through the system. It does not substitute airline approval for device use on board.

ONE Source provides several functionalities connected to cargo tracking device management for both solution providers and airlines to manage device approvals via the platform.

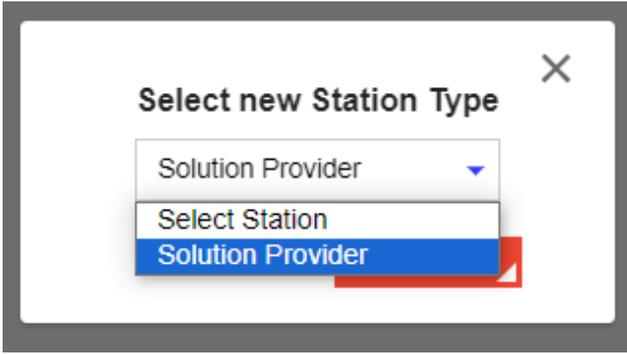
6.1. Create Solution Provider Account

Please refer to section 2.2.2 for details. Below you can see which Sector and Category combinations are eligible to create Solution Provider profiles.

| ONE Source Station Profile | Sector | Category |
|----------------------------|---|--|
| Solution Provider | <ul style="list-style-type: none"> Airline Supplier | <ul style="list-style-type: none"> Consultancy Firm Global Distribution System MRO - Maintenance Repair Overhaul System Solution Provider Other |
| | <ul style="list-style-type: none"> Aviation Equipment Manufacturer | <ul style="list-style-type: none"> Engine Manufacturer Large Component OEM Other |
| | <ul style="list-style-type: none"> Financial Institution | <ul style="list-style-type: none"> Payment Provider |
| | <ul style="list-style-type: none"> General Sales Agent | <ul style="list-style-type: none"> GSA General Sales Agent GSSA Cargo |
| | <ul style="list-style-type: none"> Other | <ul style="list-style-type: none"> Pharmaceutical Industry Manufacturing Industry Food Industry Retail Industry Any category |

6.2. Create a Station for Solution Provider

Please refer to Create a new Station section (page 25).



When creating or editing a Solution Provider profile, ensure you tick "Tracking Devices" under solutions to enable cargo device management functionalities:

Solutions

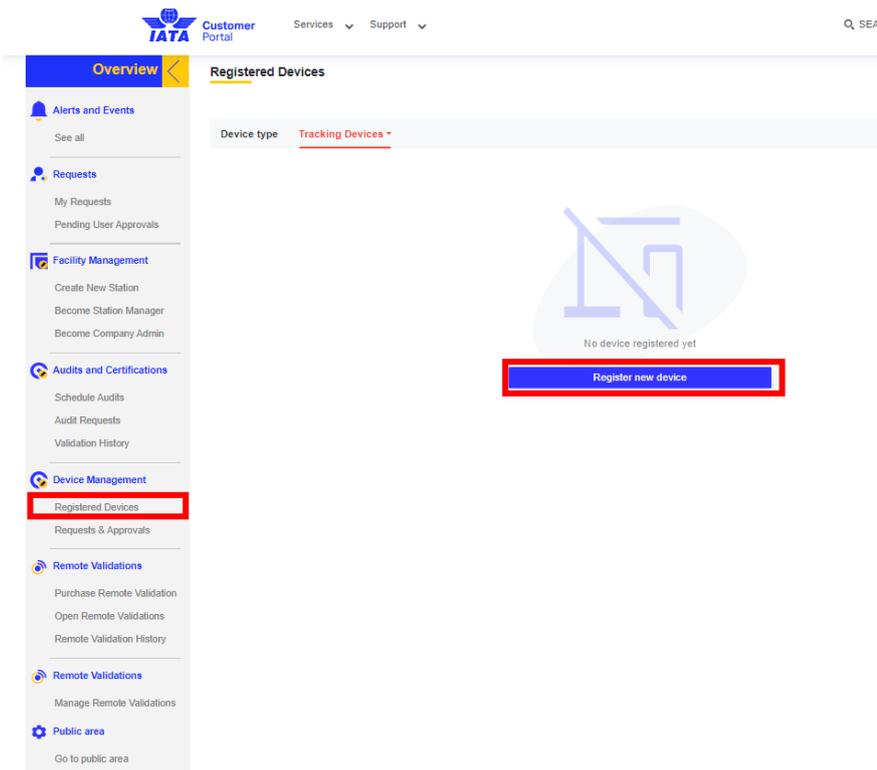
- General Distribution System General Sales Agent Ground Service Equipment Information Technology
- Maintenance, Repair, and Overhaul Manufacturing Tracking Devices Unit Load Devices

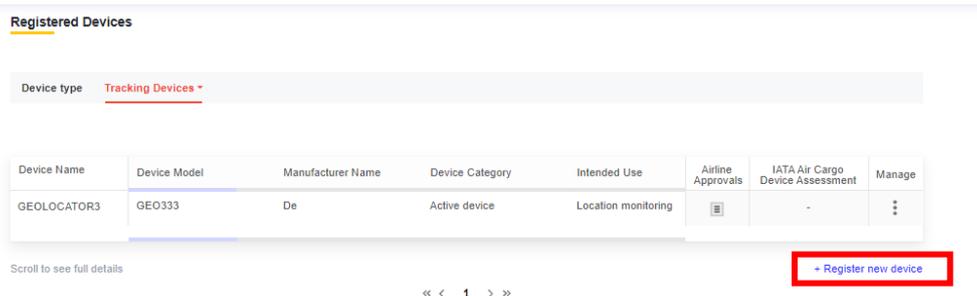
The device management section is only available to companies that have created a Solution Provider profile with "Tracking Devices" selected under solutions.

6.3. Registered Devices sub section

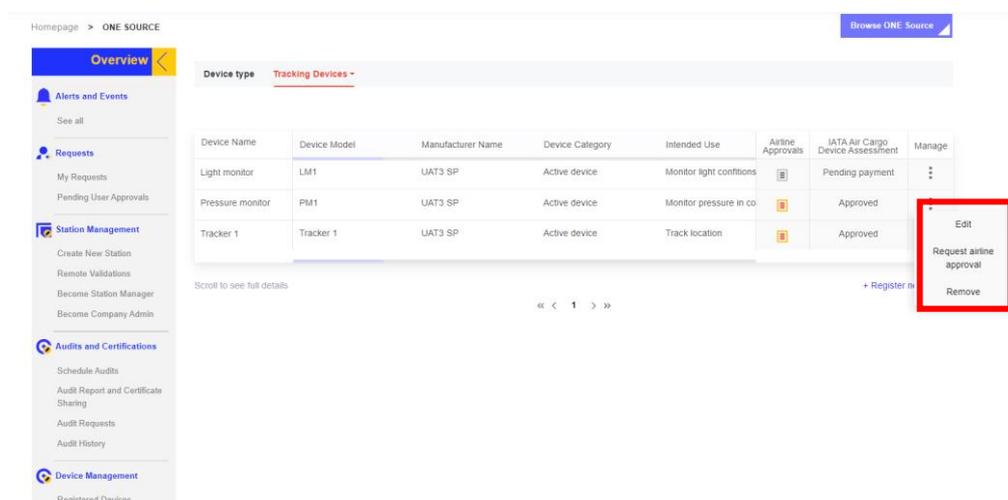
6.3.1 Register a new device

To register a new device, go to Device Management, Registered Devices section and click on Register new device. In the next screen you can add specific attributes of the device and submit the device registration.





Once you registered the device, it is added to the Registered devices table. The following functions are available via the burger menu: Edit, Request airline approval, Remove.



6.3.2 Edit registered device

To edit a device, go to the Registered Devices section, click on burger menu of device you wish to edit and choose the option "Edit". In the next screen you can edit any of the device parameter. Click on the "Save" button to register your changes.

Attention: In case the device holds an existing IATA assessments or airline approvals/ acknowledgement of existing approval, editing the device attributes will remove all existing IATA validations and airline approvals

6.3.3 Remove registered device

To remove a device, go to the Registered Devices section, click on burger menu of device you wish to remove and choose the option "Remove"

Attention: In case the device holds an existing IATA assessments or airline approvals/ acknowledgement of existing approval, removing the device will remove all existing approvals. In such case you need to register the device and request approvals again.

6.3.4 Registered devices table

The Registered devices table lists all devices that you have registered, showing IATA Air Cargo Device Assessment and airline approvals for your devices.

Homepage > ONE SOURCE Browse ONE Source

Overview <

Alerts and Events

See all

Requests

My Requests

User Role Requests

Station Management

Create New Station

Remote Validations

Become Station Manager

Become Company Admin

Audits and Certifications

Schedule Audits

Audit Report and Certificate Sharing

Audit Requests

Audit History

Device Management

Registered Devices

Requests & Approvals

Registered Devices

Device type **Tracking Device**

| Device Name | Device Model | Manufacturer Name | Device Category | Intended Use | Airline Approvals | IATA Air Cargo Device Assessment | Manage |
|--------------------|----------------|-------------------|-----------------|--------------------------|-------------------|----------------------------------|--------|
| HumidityTrack -178 | TLTR1234 - yht | UAT3 SP | Active device | m - notw c | | - | |
| Light monitor | LM1 | UAT3 SP | Active device | Monitor light confitions | | Pending payment | |
| Pressure monitor | PM1 | UAT3 SP | Active device | Monitor pressure in co | | Approved | |
| Tilt tracker | TLTR1234 | UAT3 SP | Passive Device | Tilt monitoring | | - | |
| Tracker 1 | Tracker 1 | UAT3 SP | Active device | Track location | | Approved | |

Scroll to see full details + Register new device

<< < 1 > >>

6.4. Requests & Approvals subsection

6.4.1 Request IATA Air Cargo Device Assessment

You can request IATA Air Cargo Device Assessment for your devices. The IATA Air Cargo Device Assessment is an assessment performed by an independent validator which consists of the validation of the manufacturer's documentation (including battery and electromagnetic interference to confirm that the documentation submitted complies with the IATA Recommended Practice 1693 Device approval for air cargo. This certificate provides the device manufacturers an independent and trustworthy assessment of the device documentation. This certificate is a pre-requisite to seek airline approval through the system. It does not substitute airline approval for device use on board.

To request IATA Air Cargo Device Assessment, you need to access the Requests & Approvals subsection and click on the Approvals tab. You need to then click on Request new approval, select the device you wish to request the approval for then purchase the IATA Air Cargo Device Assessment. Clicking on purchase will redirect you to the IATA e-Commerce website to purchase the service.

- Overview
- Alerts and Events
 - See all
- Requests
 - My Requests
 - Pending User Approvals
- Facility Management
 - Create New Station
 - Become Station Manager
 - Become Company Admin
- Audits and Certifications
 - Schedule Audits
 - Audit Requests
 - Validation History
- Device Management
 - Registered Devices
 - Requests & Approvals

Requests

Approval Requests Acknowledgements of existing approvals

All Requests Pending Request Approved Request Rejected Request

| Case | Status | Request Date | Approval Type | Device Type | Questionnaire |
|------|-----------------|--------------|---|------------------|---------------|
| | Pending payment | 17/06/2024 | Air Cargo Device Assessment (IATA Approval) | Tracking Devices | |

Scroll to see full details

<< 1 >>

+ Request new approval

Request new approval

Select the device you wish to get validated:

| Device Name | Device Model | IATA Air Cargo Device Assessment |
|------------------|--------------|----------------------------------|
| Light monitor | LM1 | |
| Pressure monitor | PM1 | ✓ |
| Tracker 1 | Tracker 1 | ✓ |

Cancel

Next

Request Assessment

Type of request

- Request IATA Air Cargo Device Assessment
- Request IATA Air Cargo Device Assessment + Airline Approvals

The device you selected is not yet assessed by IATA, only IATA assessed devices can be selected for airline approval. If your device was previously approved, you can request airline acknowledgement [here](#).

Total Price \$2500

Purchase



Home > Publications > IATA Air Cargo Device Assessment

IATA Air Cargo Device Assessment



Regular Price \$2,500.00
 Availability Available Now
 Product Number 00000000000753976
 Format Web Application
 Language English
 Effective Date Oct 1, 2023

Quantity: 1

Buy now

Description

IATA Certificate to validate the manufacturers documentation for air cargo devices against the IATA Recommended Practice 1693 Device approval for air cargo.

6.4.2 Request IATA Air Cargo Device Assessment + Airline Approvals

Requesting IATA Air Cargo Device Assessment can be combined with requesting airline approvals. To request IATA Air Cargo Device Assessment, you need to access the Requests & Approvals subsection and click on the Approvals tab. You need to then click on Request new approval, select the device you wish to request the approval for then purchase the IATA Air Cargo Device Assessment + Airline Approval. You can select the airlines from whom the approval is requested, you can select multiple airlines at the same time.

Clicking on purchase will redirect you to the IATA e-Commerce website to purchase the service.

The screenshot shows the IATA Customer Portal interface. The main content area is titled 'Requests' and has two tabs: 'Approval Requests' (highlighted in red) and 'Acknowledgements of existing approvals'. Below the tabs are radio buttons for 'All Requests' (selected), 'Pending Request', 'Approved Request', and 'Rejected Request'. A table displays a single request with the following details:

| Case | Status | Request Date | Approval Type | Device Type | Questionnaire |
|------|-----------------|--------------|---|------------------|---------------|
| | Pending payment | 17/06/2024 | Air Cargo Device Assessment (IATA Approval) | Tracking Devices | |

Below the table, there is a pagination control showing '1' and a '+ Request new approval' button (highlighted in red). The left sidebar contains a navigation menu with 'Requests & Approvals' highlighted in red.

The 'Request new approval' dialog box prompts the user to 'Select the device you wish to get validated:'. It contains a table with the following data:

| Device Name | Device Model | IATA Air Cargo Device Assessment |
|--|--------------|----------------------------------|
| <input checked="" type="radio"/> Light monitor | LM1 | |
| <input type="radio"/> Pressure monitor | PM1 | ✓ |
| <input type="radio"/> Tracker 1 | Tracker 1 | ✓ |

At the bottom of the dialog, there are 'Cancel' and 'Next' buttons.

The 'Request Assessment' dialog box shows the 'Type of request' section with two radio button options:

- Request IATA Air Cargo Device Assessment
- Request IATA Air Cargo Device Assessment + Airline Approvals (highlighted in red)

Below the options, there is a warning message: 'The device you selected is not yet assessed by IATA, only IATA assessed devices can be selected for airline approval. If your device was previously approved, you can request airline acknowledgement [here](#).' At the bottom, it shows 'Total Price \$2500' and a 'Next' button.



PRODUCTS ▾



[Home](#) > [Publications](#) > [IATA Air Cargo Device Assessment](#)

IATA Air Cargo Device Assessment



| | |
|----------------|----------------------|
| Regular Price | \$2,500.00 |
| Availability | <i>Available Now</i> |
| Product Number | 00000000000753976 |
| Format | Web Application |
| Language | English |
| Effective Date | Oct 1, 2023 |

Quantity: [Buy now](#)

Description

IATA Certificate to validate the manufacturers documentation for air cargo devices against the IATA Recommended Practice 1693 Device approval for air cargo.

6.4.3 Completing the Remote Validation Questionnaire (RVQ)

Following the purchase of the IATA Air Cargo Device Assessment, you will need to complete the RVQ by providing additional information and supporting documentation of your tracking device.

You can access The Questionnaire form the Requests & Approvals subsection and click on the Approvals tab. The table listing all approvals requests shows an arrow in the last column, clicking on the arrow redirects you to RVQ for the specific device.

Once the RVQ is completed, you need to submit it for assessment. The submitted questionnaire is then going to be assessed by an independent validator. You will be notified about the outcome of the IATA Air Cargo Device Assessment or any questions/comments the independent validator may have regarding the questionnaire.

If you have also requested airline approvals in addition to the IATA Air Cargo Device Assessment, upon a positive assessment by independent validator, the questionnaire is automatically forwarded to the airlines selected by you. You will be notified about the outcome of the airline assessment or any questions/comments the airline may have regarding the questionnaire.

Customer Portal Services Support

SEARCH

Homepage > ONE SOURCE [Browse ONE Source](#)

Overview **Requests**

Alerts and Events
See all

Requests
My Requests
Pending User Approvals

Station Management
Create New Station
Remote Validations
Become Station Manager
Become Company Admin

Audits and Certifications
Schedule Audits
Audit Report and Certificate Sharing
Audit Requests
Audit History

Approval Requests Acknowledgements of existing approvals

All Requests Pending Request Approved Request Rejected Request

| Case | Status | Request Date | Approval Type | Device Type | Questionnaire |
|----------|-----------------|--------------|--|------------------|-------------------------------------|
| | Pending payment | 16/05/2024 | Air Cargo Device Assessment (IATA Approval) | Tracking Devices | |
| 16508256 | Pending review | 14/05/2024 | Air Cargo Device Assessment (Airline Approval) | Tracking Devices | Go to questionnaire |
| 16508255 | Approved | 14/05/2024 | Air Cargo Device Assessment (Airline Approval) | Tracking Devices | |
| 16508249 | Approved | 14/05/2024 | Air Cargo Device Assessment (IATA Approval) | Tracking Devices | |
| 16507879 | Approved | 03/05/2024 | Air Cargo Device Assessment (Airline Approval) | Tracking Devices | |
| 16507877 | Approved | 03/05/2024 | Air Cargo Device Assessment (IATA Approval) | Tracking Devices | |

Scroll to see full details [+ Request new approval](#)

<< < 1 >>

Following positive IATA Air Cargo Device Assessment and airline approvals, the information about the approvals is displayed in the registered devices table in your profile.

Request Airline approval for IATA validated devices

After receiving the IATA Air Cargo Device Assessment for a device, new airline approvals can be requested at any time by selecting a device in the Registered Devices table and clicking on Request airline approval in the burger menu under Manage. On then next screen you can select one or multiple airlines from which you seek approval and click Submit.

Customer Portal Services Support

SEARCH

Homepage > ONE SOURCE [Browse ONE Source](#)

Overview **Registered Devices**

Alerts and Events
See all

Requests
My Requests
User Role Requests

Station Management
Create New Station
Remote Validations
Become Station Manager
Become Company Admin

Audits and Certifications
Schedule Audits
Audit Report and Certificate Sharing
Audit Requests
Audit History

Device Management
Registered Devices
Requests & Approvals

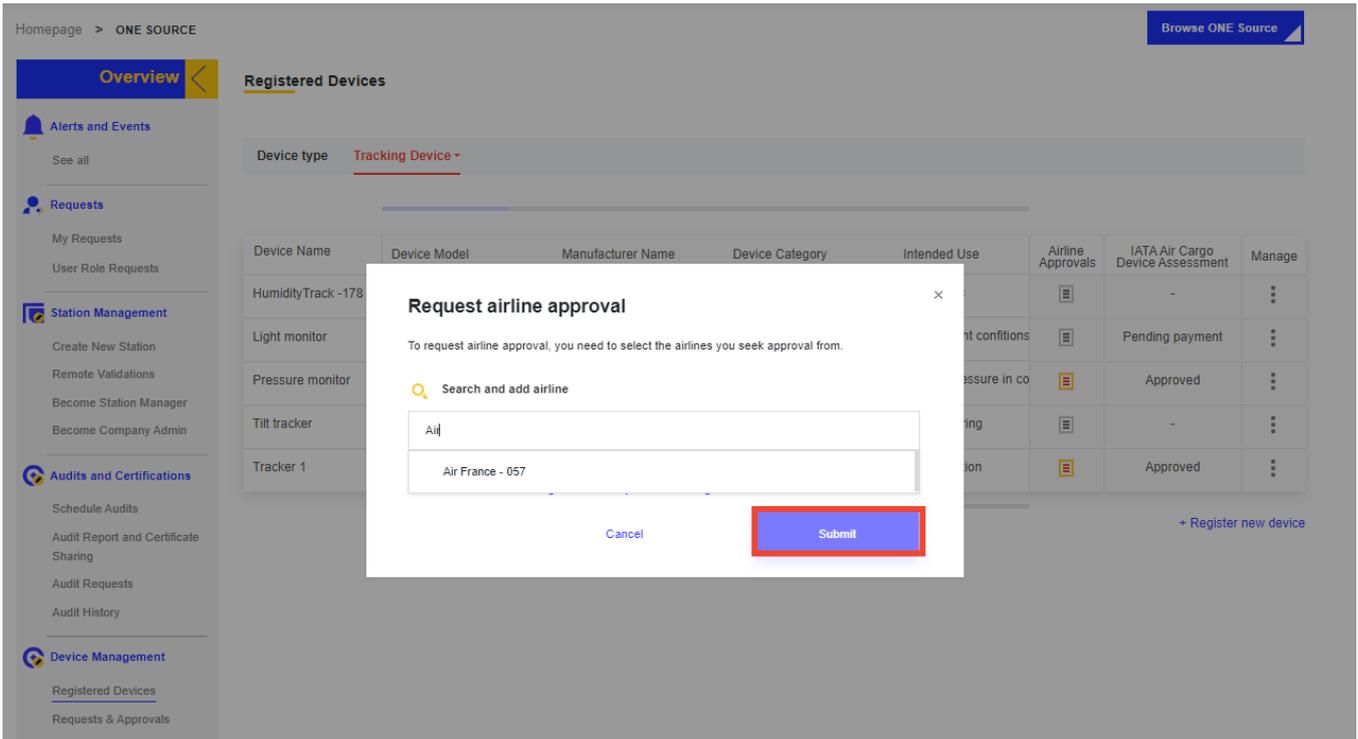
Device type **Tracking Device**

| Device Name | Device Model | Manufacturer Name | Device Category | Intended Use | Airline Approvals | IATA Air Cargo Device Assessment | Manage |
|--------------------|----------------|-------------------|-----------------|-------------------------|-------------------|----------------------------------|--------|
| HumidityTrack -178 | TLTR1234 - yht | UAT3 SP | Active device | m - notw j c | | - | |
| Light monitor | LM1 | UAT3 SP | Active device | Monitor light conftions | | Pending payment | |
| Pressure monitor | PM1 | UAT3 SP | Active device | Monitor pressure in co | | Approved | |
| Tilt tracker | TLTR1234 | UAT3 SP | Passive Device | Tilt monitoring | | - | |
| Tracker 1 | Tracker 1 | UAT3 SP | Active device | Track location | | Approved | |

Scroll to see full details [+ Register n](#)

<< < 1 >>

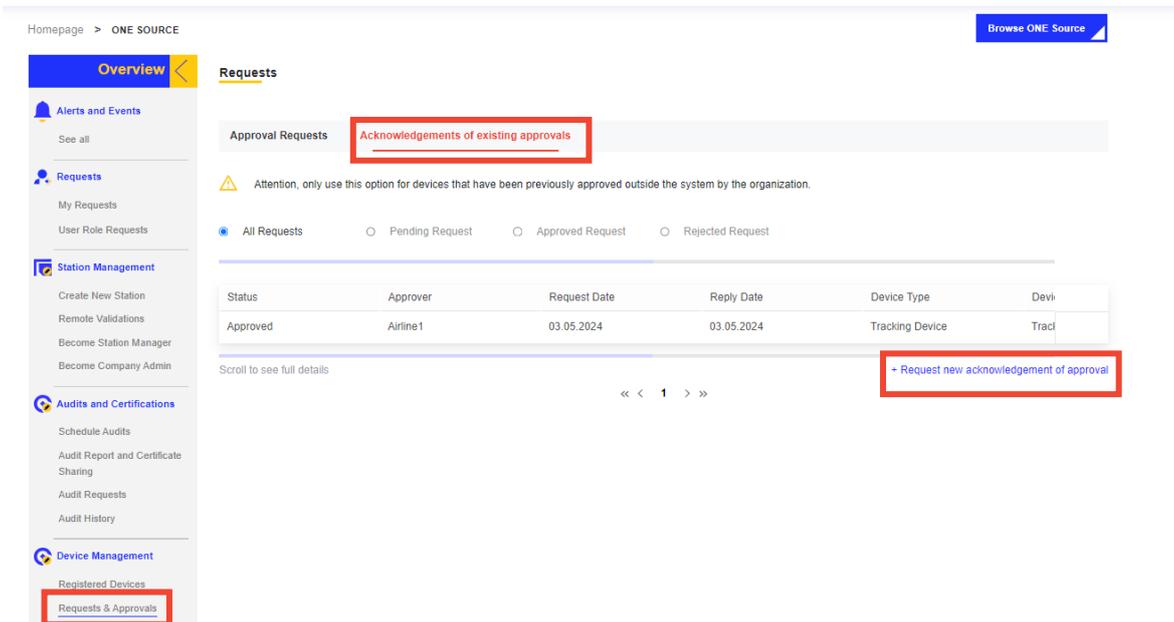
Edit
Request airline approval
Remove

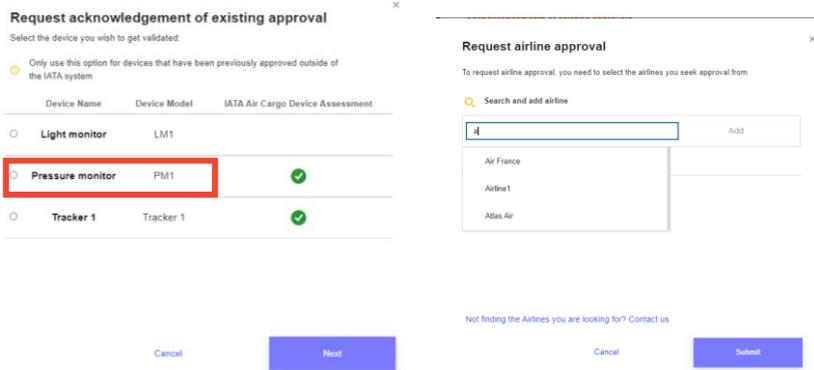


6.4.4 Request new Acknowledgement of existing approval

You can request acknowledgement of existing approval from airlines who have previously approved your device outside of the system.

To do this, you need to access the Requests & Approvals subsection and click on the Acknowledgement of existing approval tab. You need to then click on Request new acknowledgement of approval, select the device you wish to request the acknowledgement for then select the airlines from which the acknowledgement is requested. Submitting the request for acknowledgement will generate a notification to selected airlines. You will be notified about the outcome of the airline acknowledgement.





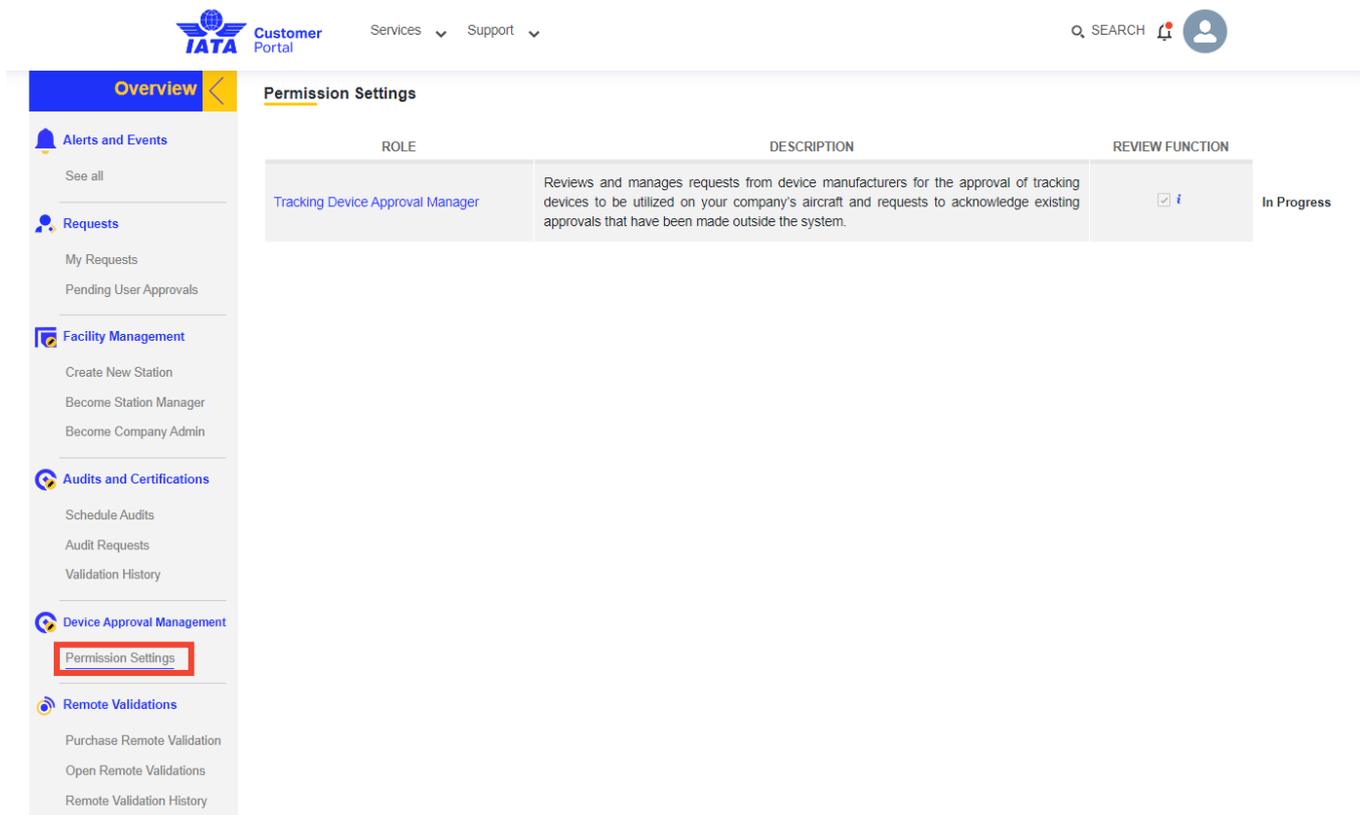
7. Device Approval Management Section for Airlines

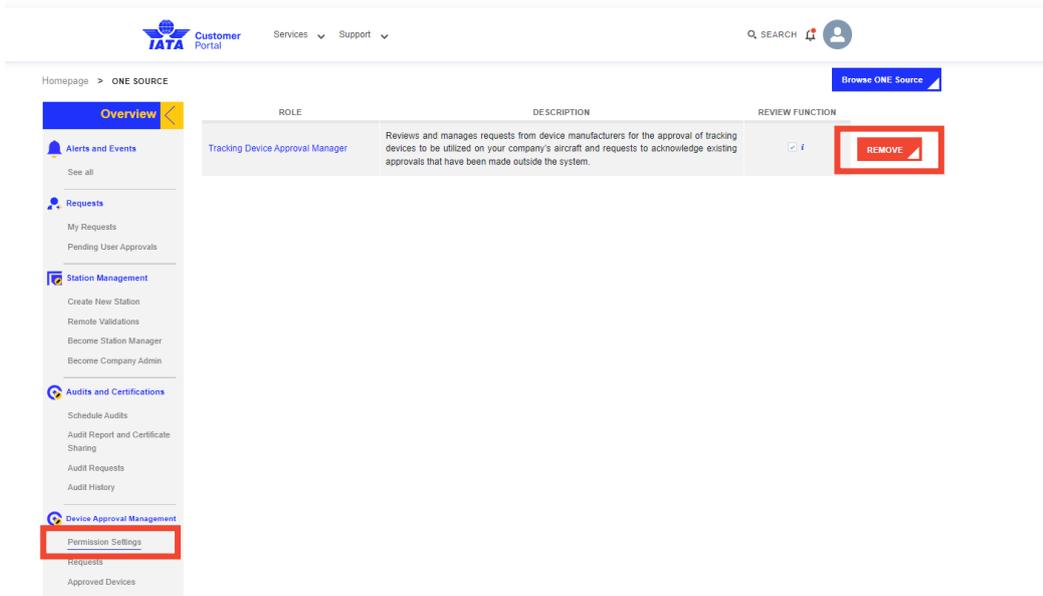
7.1. Permission settings

Tracking Device Approval Manager is a specific role for airlines which allows you to review and manage incoming Device Approval Requests from Solution Providers.

The Tracking Device Approval Managers have the right to confirm/manage Acknowledgement of existing approvals and if Device Approval Review function is selected, to approve devices requests made through ONE Source.

You can request/remove this role under the Permission settings subsection.



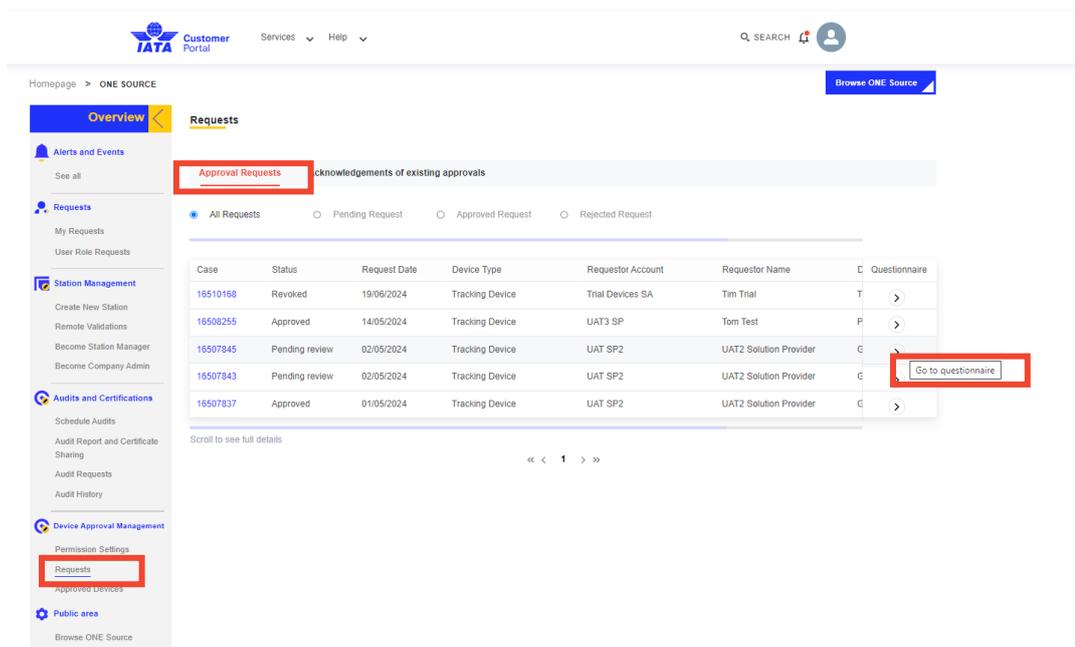


7.2. Requests

7.2.1 Airline Approvals following IATA Air Cargo Device Assessment

Airlines are notified about approval requested by device manufacturers for cargo devices once IATA Air Cargo Device Assessment has been completed by the independent validator.

As a Tracking Device Approval Manager, you can access the Validator application to review the submitted documentation and approve or reject the approval request. Upon positive outcome the approval of the airline is added to the registered devices table under manufacturer profile and approved devices table under airline profile.



7.2.2 Acknowledgement of existing approval

Airlines are notified about Acknowledgement of existing approval requested by device manufacturers for cargo devices. As Tracking device Approval Manager, you can approve or reject the acknowledgement. Upon positive outcome the approval of the airline is added to the registered devices table under manufacturer profile and approved devices table under airline profile.

Homepage > ONE SOURCE Browse ONE Source

Overview <

Requests

Approval Requests **Acknowledgements of existing approvals**

⚠ Attention, only approve devices that have been previously approved by your organization.

All Requests
 Pending Request
 Approved Request
 Rejected Request

| Status | Request Date | Device Type | Requestor Account | Requestor Name | Device Name | Approval |
|-----------|--------------|-----------------|-------------------|------------------------|------------------|----------|
| Approved | 20/06/2024 | Tracking Device | Airline1 | Airline Airline1 | TD - Locator | ✓ x |
| Approved | 20/06/2024 | Tracking Device | Airline1 | Airline Airline1 | Test Device 234 | ✓ x |
| Approved | 19/06/2024 | Tracking Device | Trial Devices SA | Tim Trial | TD - Temperature | ✓ x |
| Rejected | 29/05/2024 | Tracking Device | UAT SP1 | UAT Solution Provider | NavStar | ✓ x |
| Approved | 13/05/2024 | Tracking Device | | | GEOLOCATOR5 | ✓ x |
| Approved | 03/05/2024 | Tracking Device | UAT3 SP | Tom Test | Tracker 1 | ✓ x |
| Cancelled | 02/05/2024 | Tracking Device | UAT SP1 | UAT Solution Provider | Tilt tracker 444 | ✓ x |
| Approved | 01/05/2024 | Tracking Device | UAT SP2 | UAT2 Solution Provider | GEOLOCATOR | ✓ x |

Scroll to see full details

<< < 1 > >>

7.3. Approved Devices

The Approved devices table lists all devices that have been approved by your airline.

Homepage > ONE SOURCE Browse ONE Source

Overview <

Approved Devices

Device type **Tracking Device**

| Device Name | Device Model | Device Manufacturer Na... | Device Category | Intended Use | Approved By | IATA Air Cargo Device Assessment | Manage |
|------------------|--------------|---------------------------|-----------------|------------------|-------------|----------------------------------|--------|
| Test Device 234 | TD234 | TestCompany | Active device | Location monitor | 👤 | | ⋮ |
| TD - Locator | TD-L | Trial Devices SA | Active device | Location monitor | 👤 | ✓ | ⋮ |
| TD - Temperature | TD-T | Trial Devices SA | Passive Device | Monitor shipment | 👤 | | ⋮ |
| GEOLOCATOR | GEO111 | UAT SP2 | Active device | Geolocation | 👤 | | ⋮ |
| GEOLOCATOR2 | GEO222 | UAT SP2 | Active device | Geolocation | 👤 | ✓ | ⋮ |
| GEOLOCATOR5 | GEO555 | UAT SP2 | Active device | Geolocation | 👤 | ✓ | ⋮ |
| Pressure monitor | PM1 | UAT3 SP | Active device | Monitor pressure | 👤 | ✓ | ⋮ |
| Tracker 1 | Tracker 1 | UAT3 SP | Active device | Track location | 👤 | ✓ | ⋮ |

Scroll to see full details + Add new device

<< < 1 > >>

8. ONE Source Public Area

This option takes you to the ONE Source public area, where you can see how your stations are displayed and look for your business partners.



What is ONE Source?

IATA ONE Source is the industry platform for validated aviation capability and infrastructure information. Find the right business partner for your needs, from specific infrastructure requirements such as temperature-controlled rooms to IATA certifications. The platform makes it easier for you to find the right services where you need them.

ONE Source only lists information verified through the different IATA validation programs. It guarantees that all the data is accurate, enabling you to make better decisions for your business.

[WATCH VIDEO](#)

Do you want to be listed?

Attract new customers by creating a free profile on the IATA ONE Source. Stand out from your competitors and highlight your facility's capacities and IATA certifications and accreditations.

[PRE-REGISTER NOW](#)

Why

should you be listed?

Who

is already in ONE Source?