User Guide

ONE Source

IATA Validation Programs

Cargo Commodities

Station Overview

1,500 Employees
Total facility space 1,500 m²

On-Airport
Direct Ramp Access

FastHandling
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1. What is ONE Source

IATA ONE Source is the online industry platform for validated aviation capability and infrastructure information. Find the right business partner for your needs, from specific requirements such as temperature-controlled rooms to IATA certifications. Part of the IATA Smart Facility program, ONE Source offers the possibility to attract new customers by highlighting your facility's capacities and IATA certifications and accreditations.

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
▪ Shipper
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.

<table>
<thead>
<tr>
<th>ONE Source Station Profiles</th>
<th>Sector</th>
<th>Category</th>
</tr>
</thead>
</table>
| Airline                     | ▪ Airline               | ▪ Cargo only  
                            |                                       | ▪ Passenger and Cargo  
                            |                                       | ▪ Passenger only  |
| Cargo Handling Facility     | ▪ Airline               | ▪ Cargo only  
                            |                                       | ▪ Passenger and Cargo  
                            |                                       | ▪ Passenger only  |
|                            | ▪ Airline Supplier      | ▪ Ground Service Provider  
                            |                                       | ▪ System Solutions Provider  |
|                            | ▪ Airport               | ▪ Airport Operator  
                            |                                       | ▪ Airport Authority  |
| Ramp Handler                | ▪ Airline               | ▪ Cargo only  
                            |                                       | ▪ Passenger and Cargo  
                            |                                       | ▪ Passenger only  |
|                            | ▪ Airline Supplier      | ▪ Ground Service Provider  
                            |                                       | ▪ System Solutions Provider  |
|                            | ▪ Airport               | ▪ Airport Operator  
                            |                                       | ▪ Airport Authority  |
| Freight Forwarder           | ▪ Freight Forwarder     | ▪ Any category  |
|                            | ▪ Non-Airline Transportation | ▪ Truck Line  
                            |                                       | ▪ Other  |
| Trucker                     | ▪ Freight Forwarder     | ▪ Any category  |
|                            | ▪ Non-Airline Transportation | ▪ Truck Line  
                            |                                       | ▪ Other  |
| Shipper                     | ▪ Other                 | ▪ Pharmaceutical Industry  
                            |                                       | ▪ Manufacturing Industry  
                            |                                       | ▪ Food Industry  
                            |                                       | ▪ Retail Industry  |
| Airport                     | ▪ Airport               | ▪ Airport Operator  
                            |                                       | ▪ Airport Authority  |

### 1.3. User Types

There are two kinds of user in ONE Source:

**Station Manager**

Station managers are the basic users of the ONE Source.

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

**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.
2. ONE Source Registration

Visit [http://onesource.iata.org](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.

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
Fill the form and add your company's sector as per the table in section 1.2
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
Xena.xerxis@companydomain.com

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.
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.

<table>
<thead>
<tr>
<th>ONE Source Station Profiles</th>
<th>Sector</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline</td>
<td>Airline</td>
<td>Cargo only, Passenger and Cargo, Passenger only</td>
</tr>
<tr>
<td>Cargo Handling Facility</td>
<td>Airline</td>
<td>Cargo only, Passenger and Cargo, Passenger only</td>
</tr>
<tr>
<td></td>
<td>Airline Supplier</td>
<td>Ground Service Provider, System Solutions Provider</td>
</tr>
<tr>
<td></td>
<td>Airport</td>
<td>Airport Operator, Airport Authority</td>
</tr>
<tr>
<td>Ramp Handler</td>
<td>Airline</td>
<td>Cargo only, Passenger and Cargo, Passenger only</td>
</tr>
<tr>
<td></td>
<td>Airline Supplier</td>
<td>Ground Service Provider, System Solutions Provider</td>
</tr>
<tr>
<td></td>
<td>Airport</td>
<td>Airport Operator, Airport Authority</td>
</tr>
<tr>
<td>Freight Forwarder</td>
<td>Freight Forwarder</td>
<td>Any category</td>
</tr>
<tr>
<td></td>
<td>Non-Airline Transportation</td>
<td>Truck Line, Other</td>
</tr>
<tr>
<td>Trucker</td>
<td>Freight Forwarder</td>
<td>Any category</td>
</tr>
<tr>
<td></td>
<td>Non-Airline Transportation</td>
<td>Truck Line, Other</td>
</tr>
<tr>
<td>Shipper</td>
<td>Other</td>
<td>Pharmaceutical Industry, Manufacturing Industry, Food Industry, Retail Industry</td>
</tr>
<tr>
<td>Airport</td>
<td>Airport</td>
<td>Airport Operator, Airport Authority</td>
</tr>
</tbody>
</table>

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

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
- **VAT**
- **Website**

Business Address Information
Please provide the business address of your work location.

- **Is this a PO Box address?**
- **Country/Territory**: Greece
- **State**: Attikis
- **City**: Athens
- **Postal Code (Optional)**:
- **Street**: 110

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.

<table>
<thead>
<tr>
<th>Street</th>
<th>City</th>
<th>Postal Code</th>
<th>State</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Αυγελιών 1-21</td>
<td>Αθήνα</td>
<td>104 36</td>
<td>Attikis</td>
<td></td>
</tr>
<tr>
<td>Αυγελιών 23-69</td>
<td>Αθήνα</td>
<td>104 39</td>
<td>Attikis</td>
<td></td>
</tr>
<tr>
<td>Αυγελιών 71-119</td>
<td>Αθήνα</td>
<td>104 40</td>
<td>Attikis</td>
<td></td>
</tr>
<tr>
<td>Σωφρίνου Κηφισιά 16-64</td>
<td>Αθήνα</td>
<td>104 42</td>
<td>Attikis</td>
<td></td>
</tr>
</tbody>
</table>
Add your professional details (job function and title).

Verify that the information introduced is correct and click 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

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 (Expanding Validations)
- Remote Validations close to expiration (Expanding Remote Validations)

3.1.2 Side Menu

The ONE Source Side Menu contains

<table>
<thead>
<tr>
<th>Menu Sections</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alerts and Events</td>
<td>Displays your notifications (i.e., requests accepted, certifications granted)</td>
</tr>
<tr>
<td>Your Requests</td>
<td>Lists your pending requests and their status.</td>
</tr>
<tr>
<td>Facility Management</td>
<td>Manage your facility stations &amp; permissions</td>
</tr>
<tr>
<td>Create A Station</td>
<td>Create a new station</td>
</tr>
<tr>
<td>Become Station Manager</td>
<td>Request station manager permissions</td>
</tr>
<tr>
<td>Become Company Admin</td>
<td>Request company admin permissions</td>
</tr>
</tbody>
</table>
Audits and Certifications
Manage your IATA Audits & Certifications

Schedule Audits
Request new audits and certifications for the stations you manage

Audit Requests
See the previously requested audits and their status

Validation History
Lists all previous certifications achieved by a station

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

4. Alerts and Events
Displays your notifications (i.e., requests accepted, certifications granted)

5. Your Requests
Lists your pending requests and their status.
6. Facility Management

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

6.1. Create a New Station

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

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 6.1.2)

6.1.1 If the new station is at your account’s address

Click on Create a new profile for this address:

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.

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 (Dubai)

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.

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:

![Customer Service Information](image)

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.

![Company Information](image)

Click **Next** to finish the creation process. You will have the chance to review the station profile before finally submitting it for approval.
Once the station is approved, the information you have submitted will be publicly visible on ONE Source. As the requestor of the station, you 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.
6.1.2 The new station is **not** at your account’s address

**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.

**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.

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

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

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.
Enter your new account address

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

Account Information
- Secar
- Airline Supplier
- Ground Service Provider
- Legal Name
- Trade Name
- Odyssey Cargo Handling
- Phone
- +30123456788

Account Business Address Information
Please fill out the account business address information:
- Country/Territory
- Greece
- State
- Athens
- Street
- Street

Find Address

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
6.2. Become a Station Manager

In order to being able to edit an existing station you have to obtain manager rights.

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.
6.3. 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.

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.
7. Audits and Certifications

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

- CEIV Pharma
- CEIV Live Animals
- CEIV Fresh
- Smart Facility Operational Capacity

7.1. 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.

7.2. Audit Requests

You will see the previously requested audits and their status.

7.3. Validation History

This section lists all previous certifications achieved by station.
8. Remote Validations

The Smart Facility Remote Validation assesses 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. The Remote Validation makes it easier for cargo handling facilities to improve or update their ONE Source profile quickly. It is also an excellent way to bridge the gap towards an upcoming IATA audit.

8.1. Purchase Remote Validation

Choose the station you want to validate remotely by clicking on the Purchase Link.

Please note that at this point Remote Validations are only available for Cargo Handling Facilities

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.
8.2. Open Remote Validations

As soon as the Remote Validation is ready for completion, the link will appear in the Open Remote Validations section in your sidebar. Click on the Manage Remote Validations button to access the form.

Note: This action will redirect you to a third-party portal.

8.3. Remote Validation History

This section lists all previously purchased and completed remote validations.
9. 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.