

FlexiPay Wallet Frequently Asked Questions (FAQs)

Version 2.0

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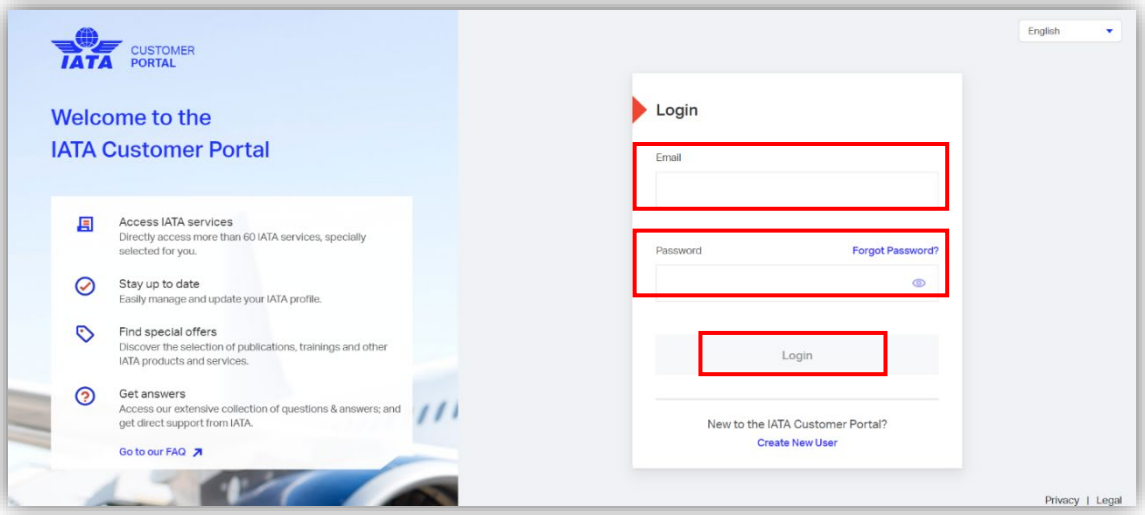
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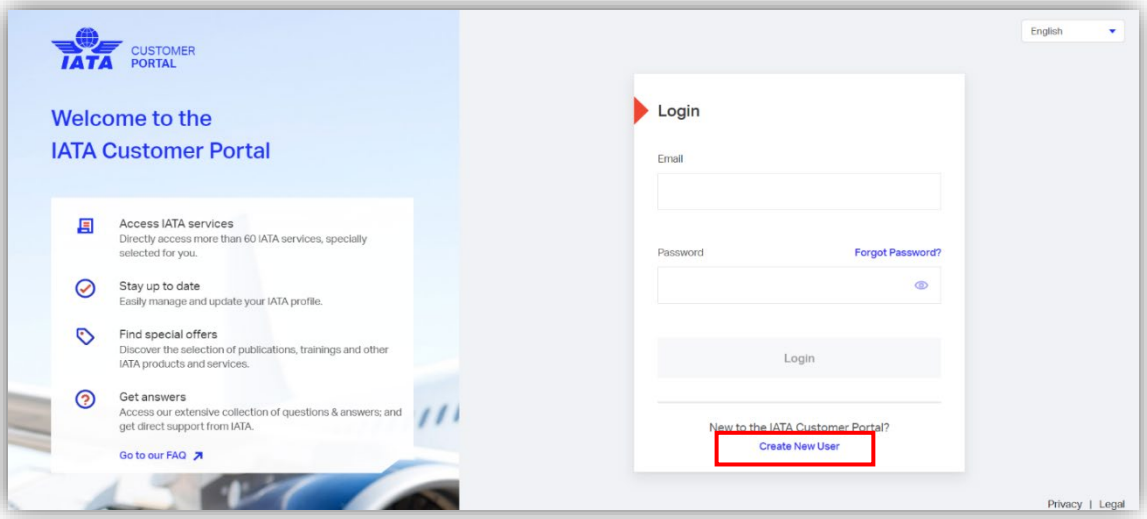
ACCESS AND ACCOUNT CREATION

1. How can I access to the "IATA FlexiPay Wallet" platform?

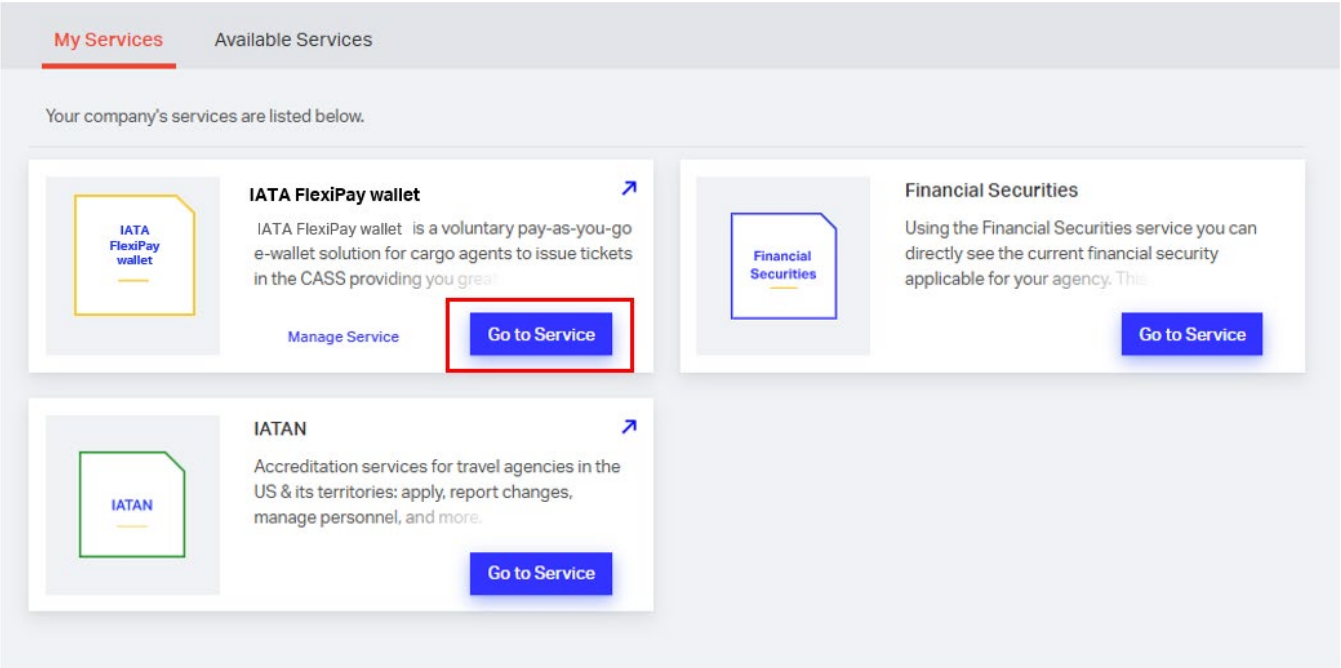
"IATA FlexiPay Wallet" is a voluntary payment option that is available to all accredited Agents provided they have an "IATA FlexiPay Wallet" Account open with available funds.

On the IATA Costumer Portal you will be prompted to log-in with IATA Costumer Portal credentials. If you are not registered on the IATA Customer Portal, you will have to register first by clicking on 'Create New User' option.





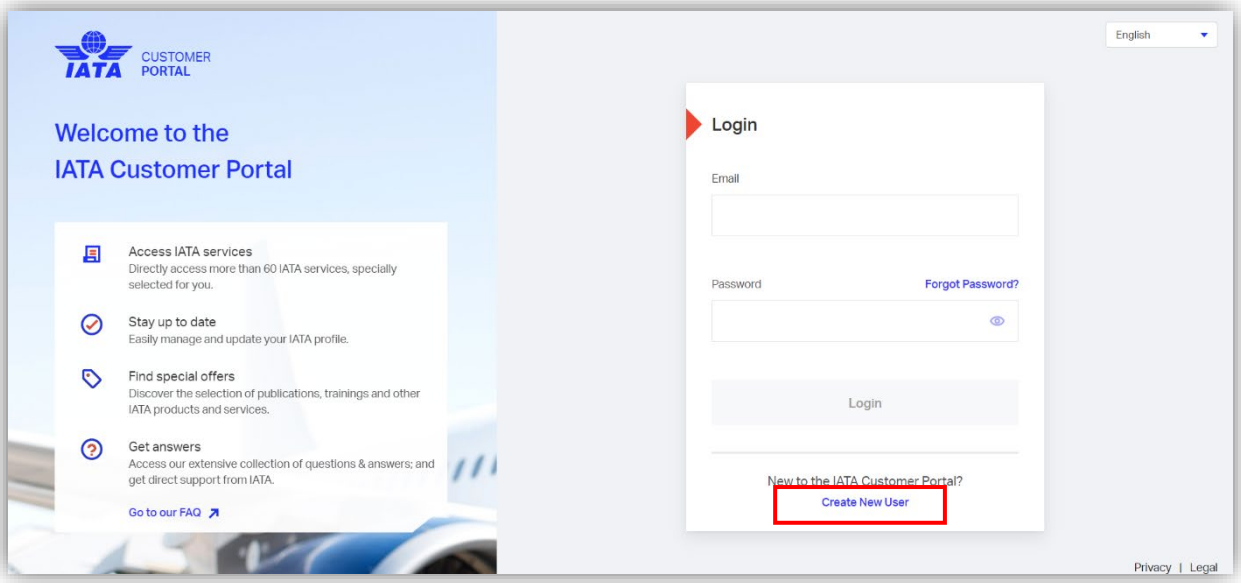
Once logged in and **after been granted with access to "IATA FlexiPay wallet"** you will have to go under ´My Services´ tab and click on ´Go to service´ button as shown:



In case you haven't previously requested access to the "IATA FlexiPay Wallet" service, please refer to How can I create an IATA FlexiPay wallet account?

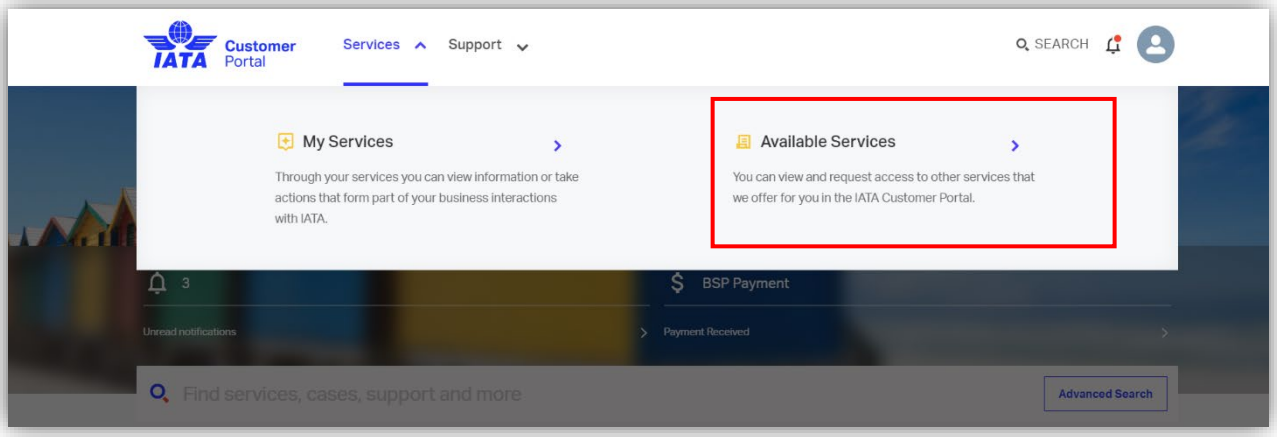
2. How can I create an "IATA FlexiPay Wallet" account?

On the IATA Costumer Portal you will be prompted to log-in with IATA Costumer Portal credentials.
If you are not registered on the IATA Customer Portal, you will have to register first by clicking on 'Create New User' option.

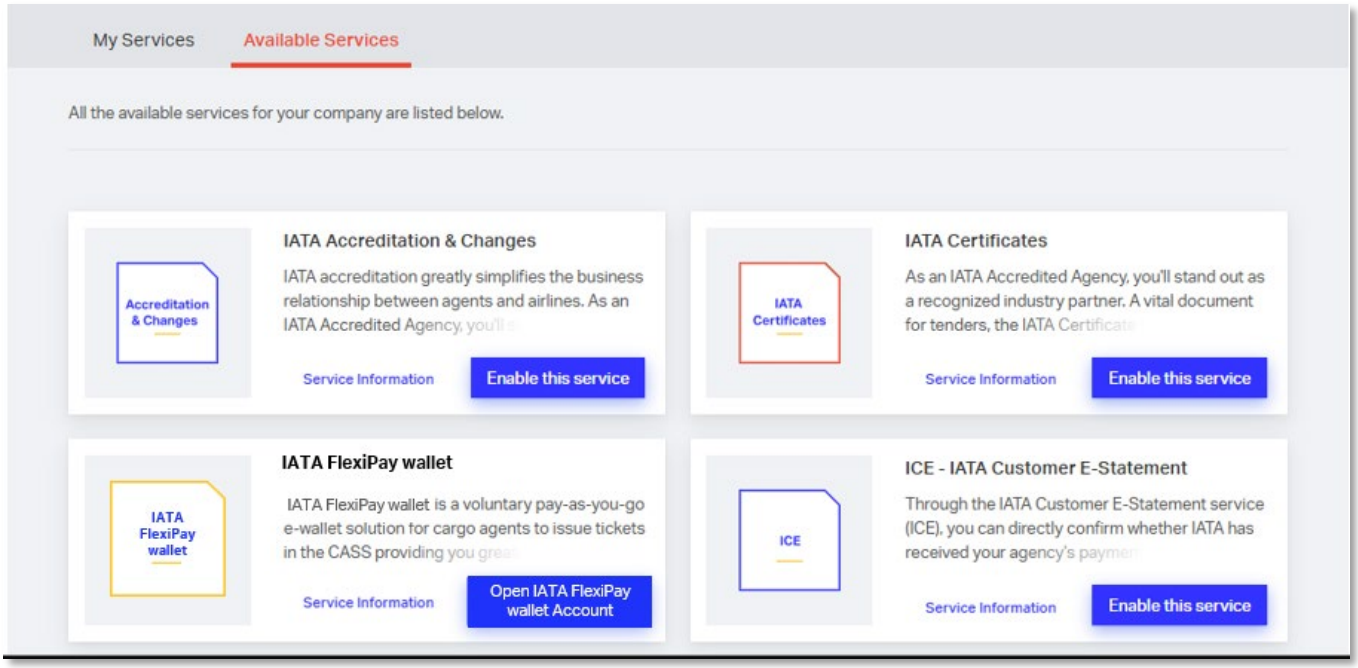


An "IATA FlexiPay Wallet" account can only be opened by someone with an Administrator Privilege (signatory user), for the head office of the travel agency.

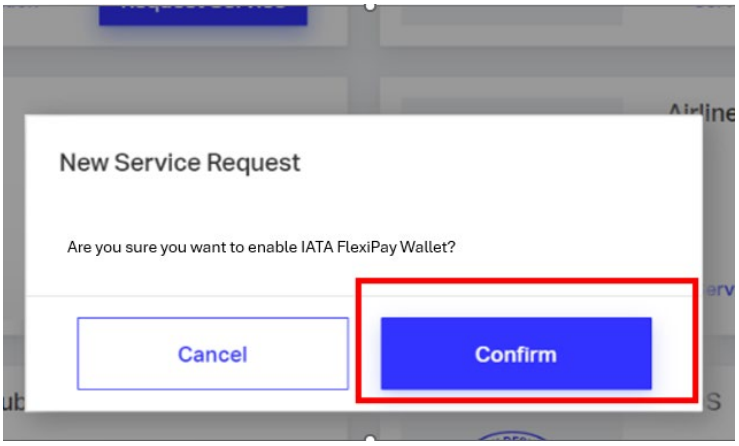
Request access to the "IATA FlexiPay Wallet" Platform from IATA Customer Portal, selecting menu 'Services' and clicking on the section 'Available Services'.



Go to section “IATA FlexiPay Wallet” and click on the blue button “Open “IATA FlexiPay Wallet” Account”.

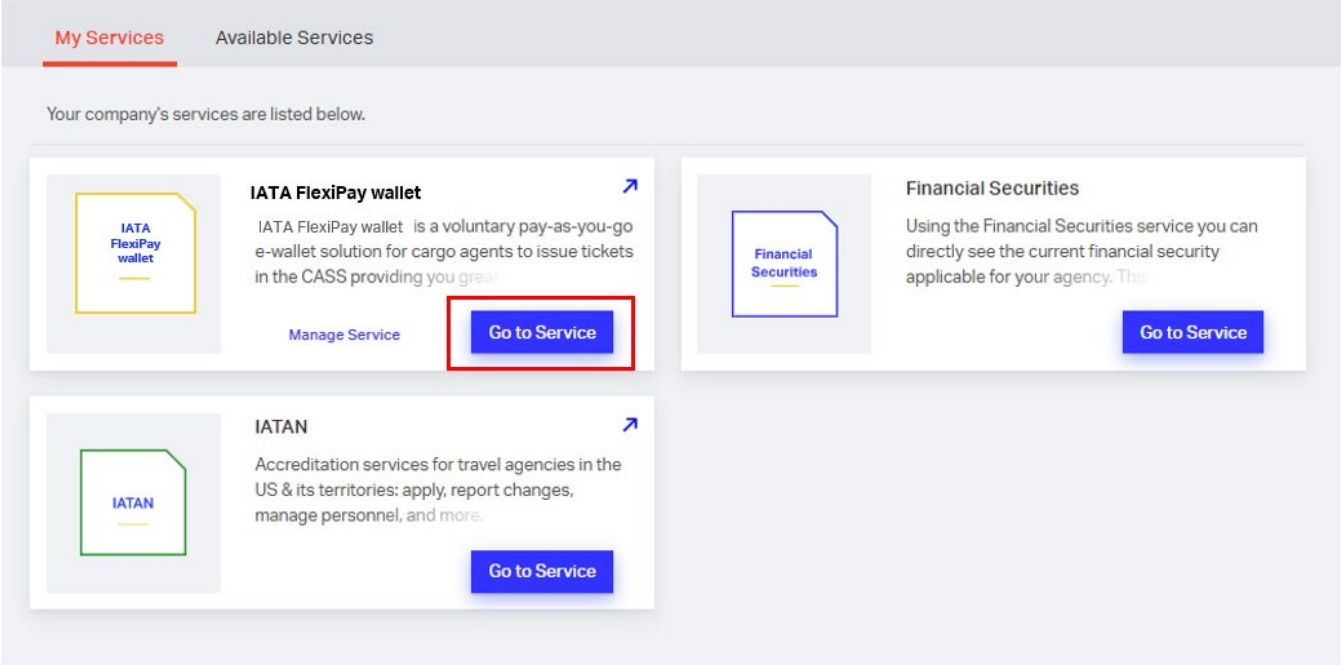


After clicking “Open “IATA FlexiPay Wallet” Account”, you will be prompted with a confirmation disclaimer to confirm the service request as shown below:

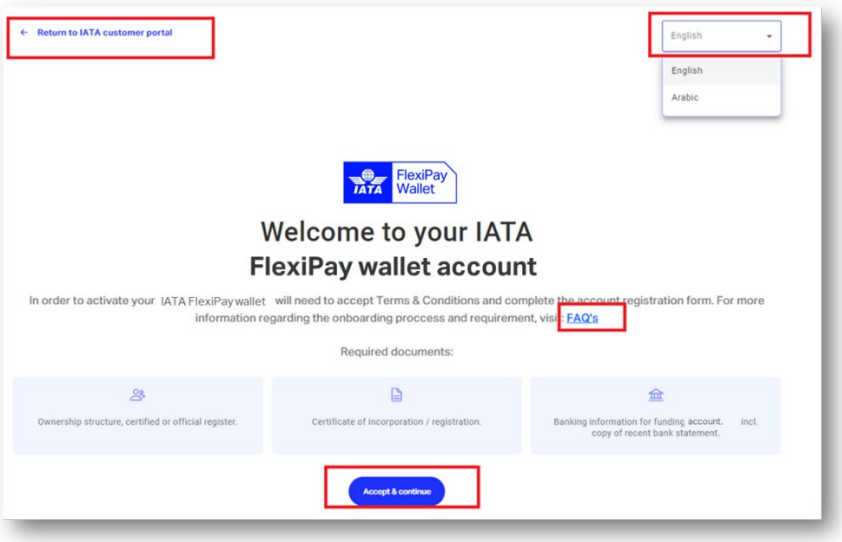


Once confirmed, the Authorized Signatory is granted an automatic access to the “IATA FlexiPay Wallet” Platform and redirected to the welcome page with all necessary documents listed to onboard successfully the service and complete Account opening in the “IATA FlexiPay Wallet”.

This also means that from now on you can come back to the IATA Customer Portal at any time to complete the opening of the “IATA FlexiPay Wallet” Account.
The “IATA FlexiPay Wallet” link, under *My Services* on the Home Page, will take you directly to the “IATA FlexiPay Wallet” Platform without having to log in again, via Single Sign-On (SSO).



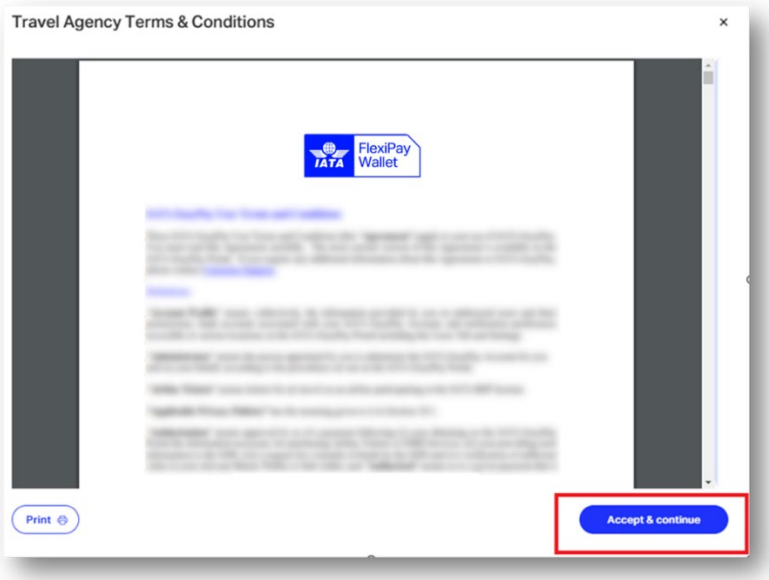
From "My Services" tab you will be able to access "IATA FlexiPay Wallet" by clicking on "Go to Service". Once clicked you will be brought to the Welcome Page with all necessary documents to onboard successfully the service.



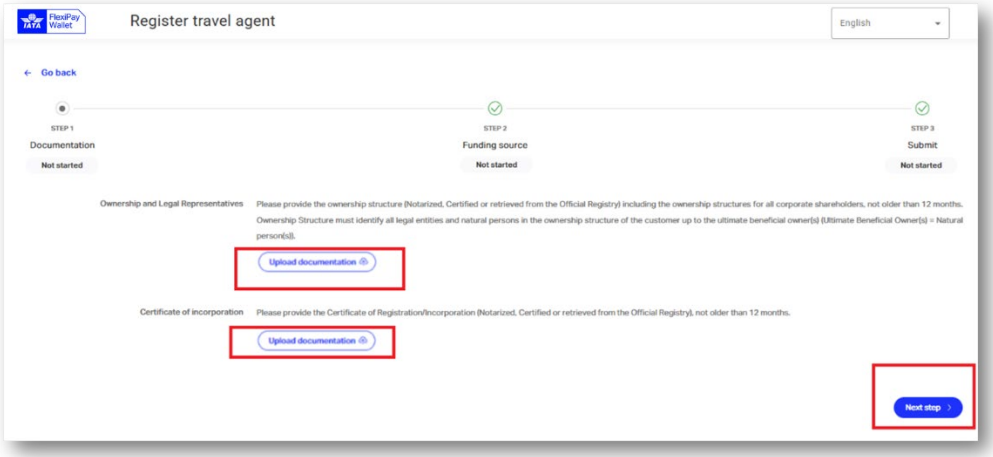
At any moment you can use:

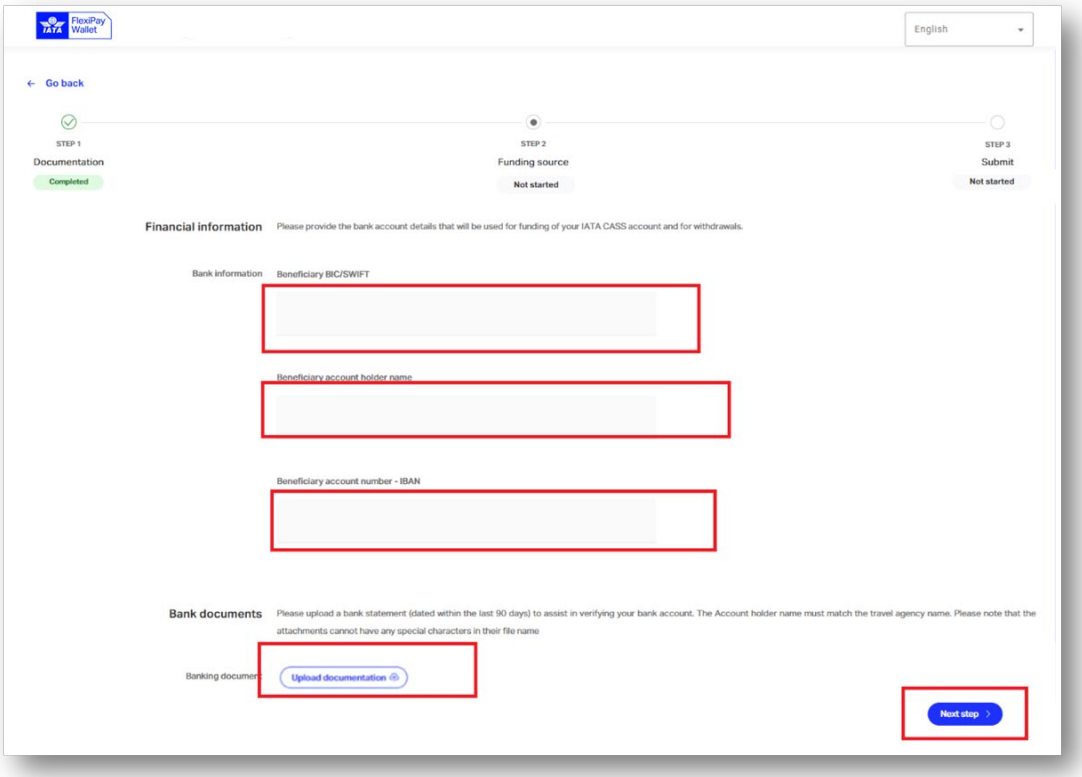
- return button to go back to IATA Customer Portal
- FAQ's link to be redirected to FAQ section
- Language selector to change the language of your choice *(English, Spanish, Portuguese, French or Arabic)*

Click on “Accept & Continue” button and you will be prompted with the T&Cs. You can print them if desired. Please click on ‘Accept & continue’ at the button of the page as shown:

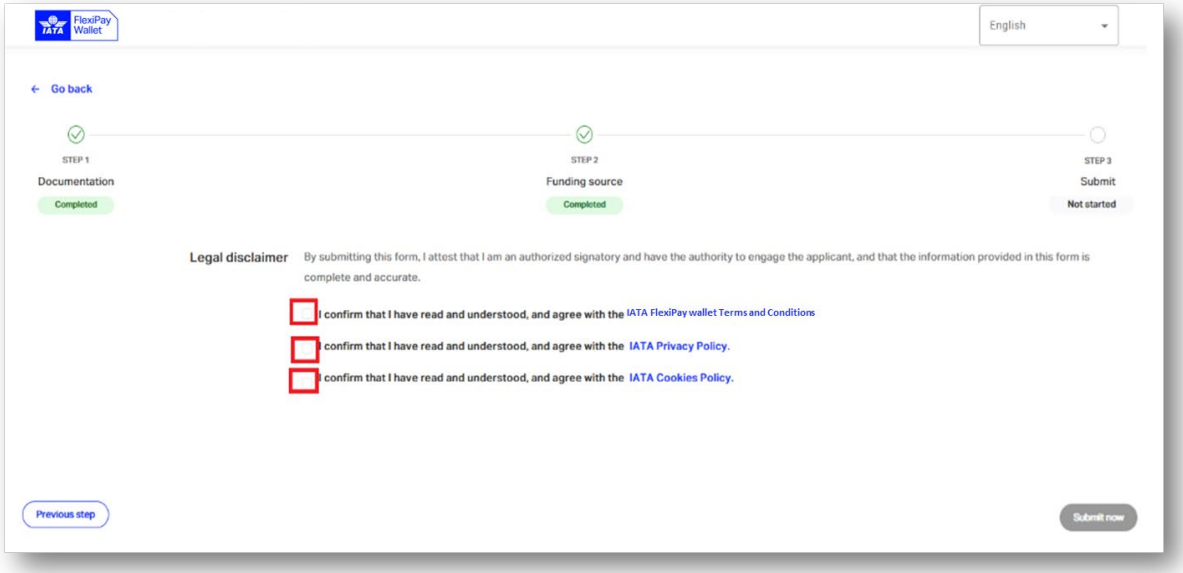


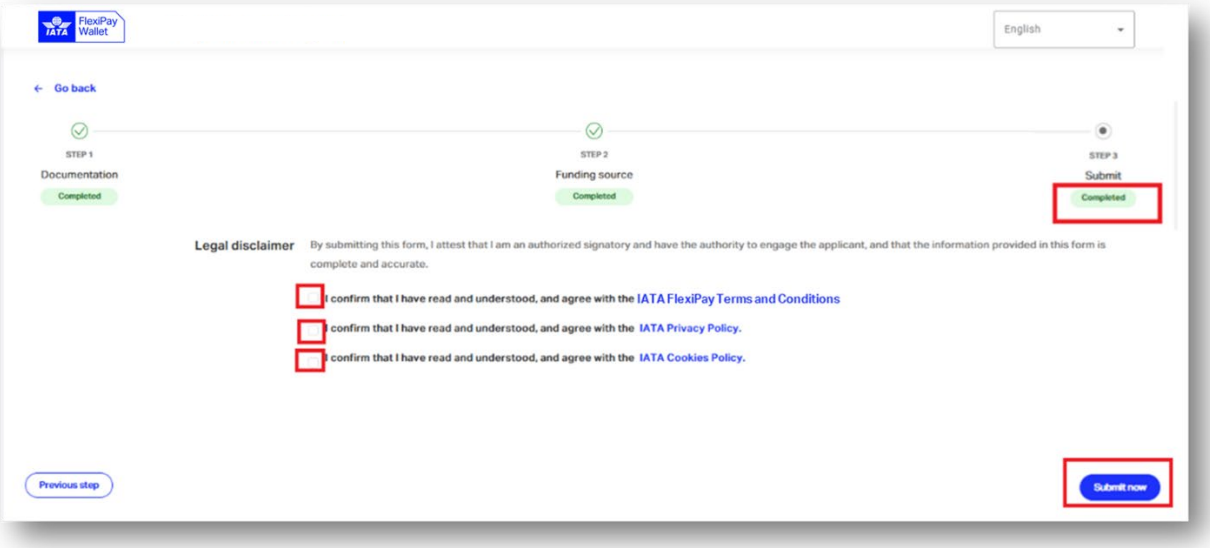
You will be brought to the onboarding process that you will have to fulfil from step 1 to 3 by providing relevant information of ownership and bank account to be used as funding source for your wallet in “IATA FlexiPay Wallet” platform:



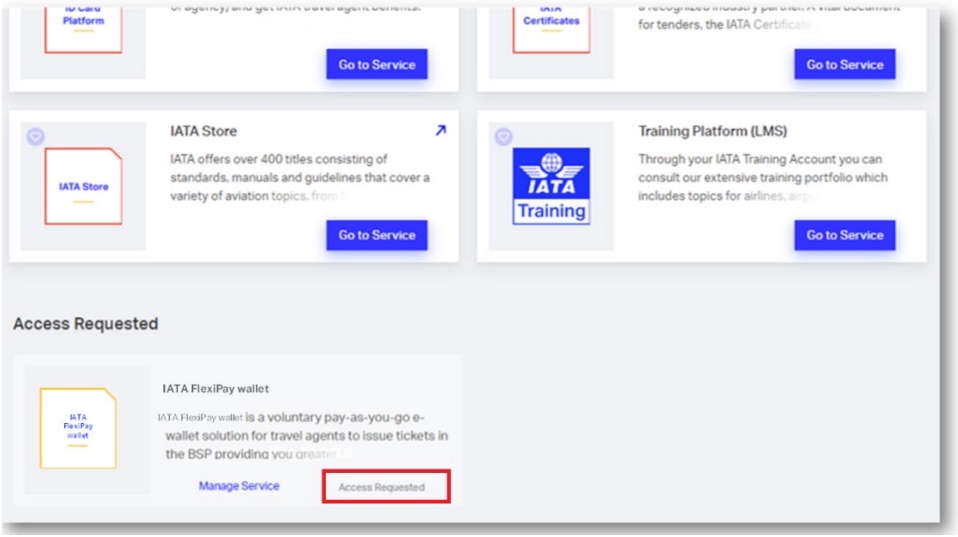


Keep in mind provision of all requested documentation is mandatory. On Step 3: Submit, please tick the three boxes as acknowledgement of "IATA FlexiPay Wallet" Terms & Conditions, IATA Privacy Policy, and IATA Cookies Policy, only then the Submit button will become active.

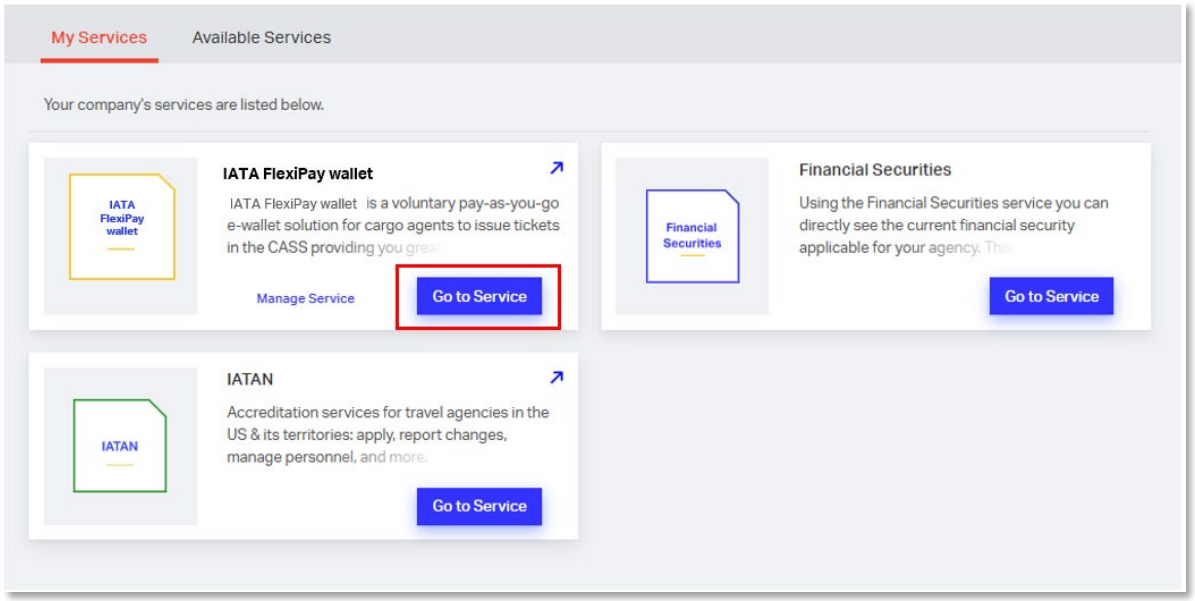




As soon as the "IATA FlexiPay Wallet" Admin reviews carefully and completes the onboarding process by providing required documentation and submitting the onboarding form, the "IATA FlexiPay Wallet" Account status will change to "In Progress".
Until the "IATA FlexiPay Wallet" Account is approved by IATA (which may take some days), the service will remain as Access Requested as shown below:

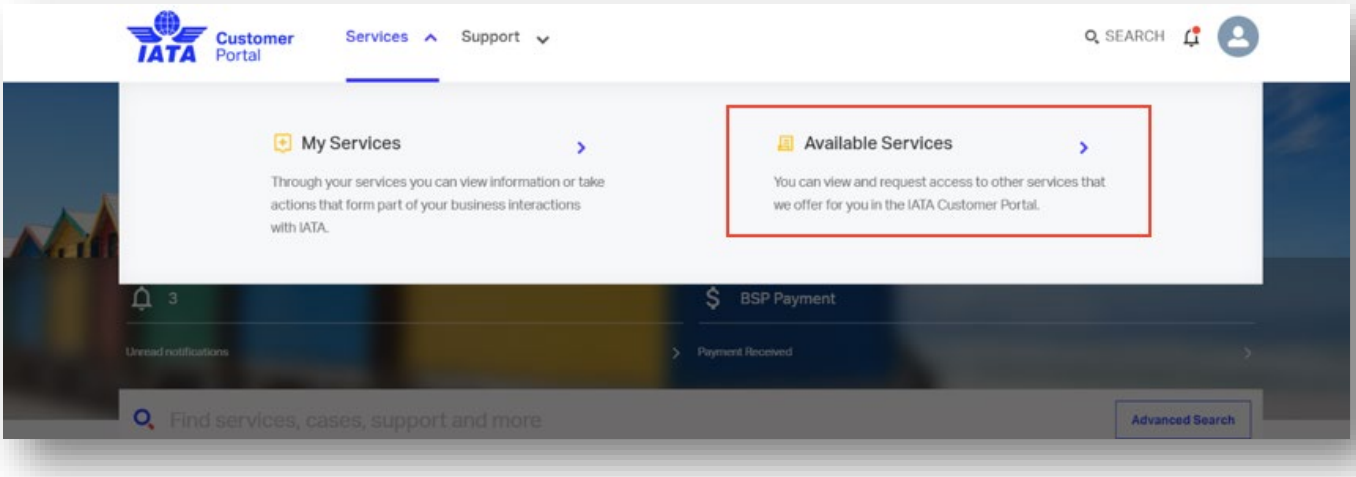


Once IATA accepts or rejects the account opening request, the administrator will receive a notification via email.
Once approved, "IATA FlexiPay Wallet" will be accessible from "My services" tab in the Customer Portal by clicking on "Go to Service" button.

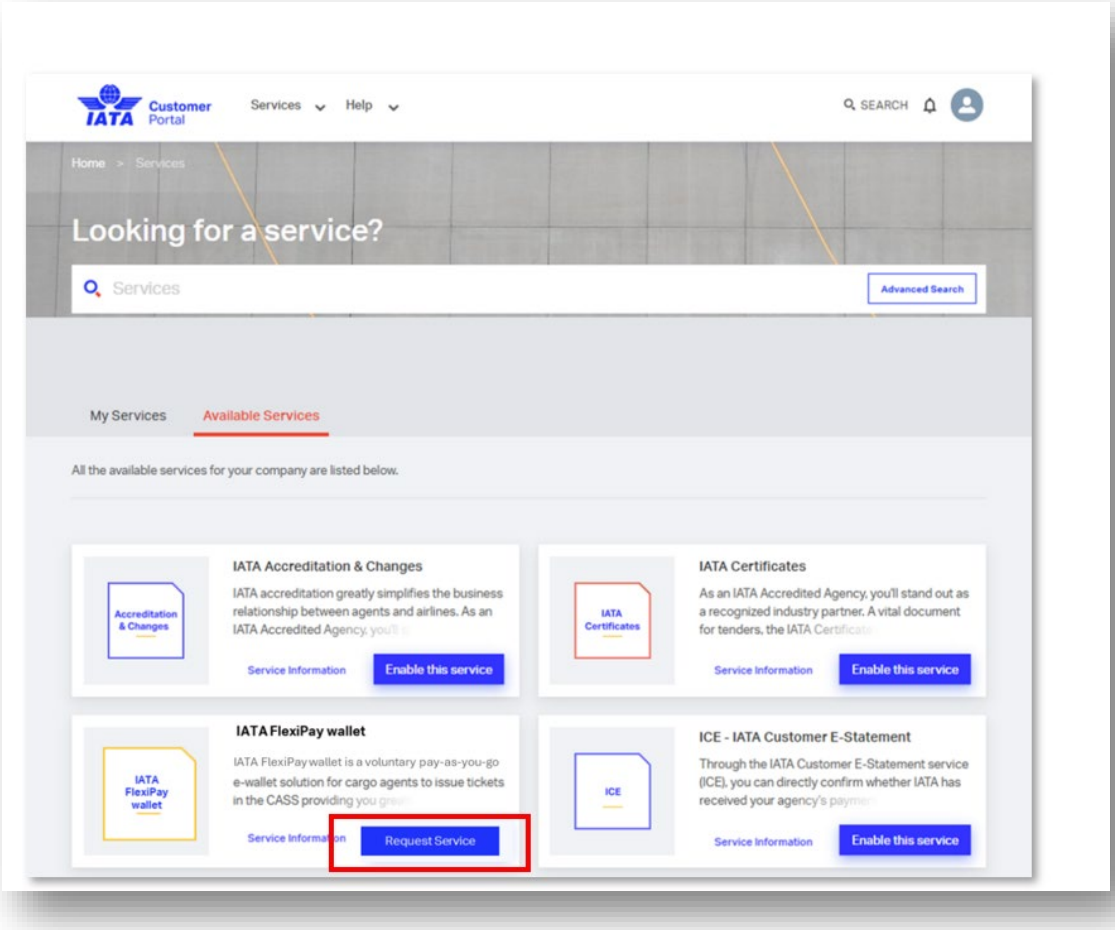

My Services
Available Services
Your company's services are listed below.
IATA FlexiPay wallet
IATA FlexiPay wallet
IATA FlexiPay wallet is a voluntary pay-as-you-go e-wallet solution for cargo agents to issue tickets in the CASS providing you great
Manage Service
Go to Service
Financial Securities
Financial Securities
Using the Financial Securities service you can directly see the current financial security applicable for your agency. This
Go to Service
IATAN
IATAN
Accreditation services for travel agencies in the US & its territories: apply, report changes, manage personnel, and more.
Go to Service

3. How can a user request access to and "IATA FlexiPay Wallet" account?

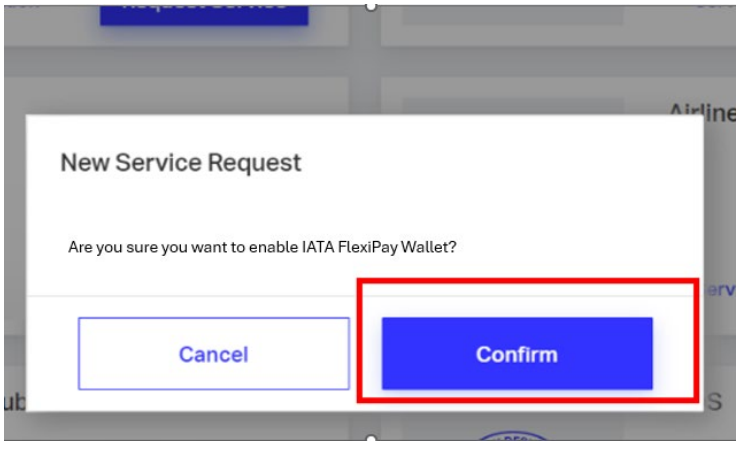
Other users from the Agency can request access to the "IATA FlexiPay Wallet" platform from the 'Services' tab and the under 'Available Services' on the IATA Customer Portal.



Click on the button 'Request Service' in the section "IATA FlexiPay Wallet"

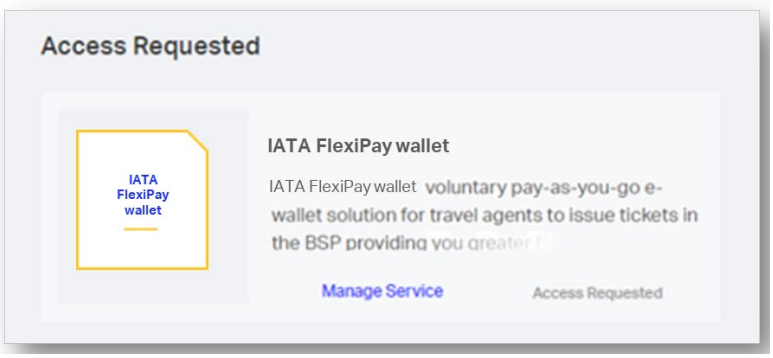


After clicking 'Request Service', you will be prompted with a confirmation disclaimer to confirm the service request as shown below:



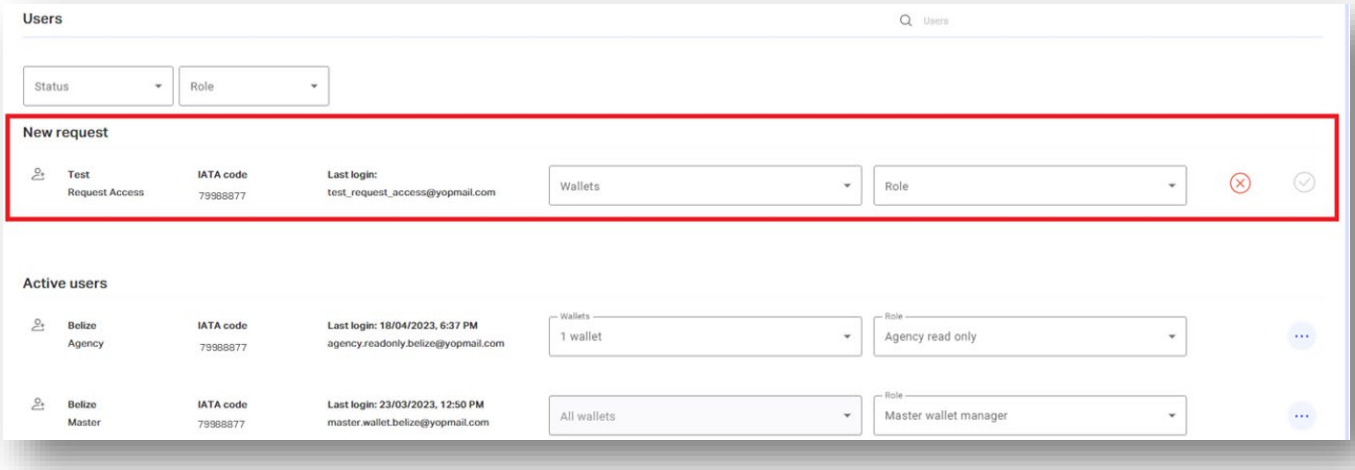
Once the user(s) confirms the request, the FlexiPay Admin and/or Wallet Manager will receive an email notification for user access request on the "IATA FlexiPay Wallet" Platform, for which they will decide the user role access to assign to the requestor.

The user that has made the request will see the "IATA FlexiPay Wallet" with status 'Pending Approval' under 'My Services' tab on the IATA Customer Portal until approved:



The requestor can review the status of the request on the IATA Customer Portal, under 'Services'

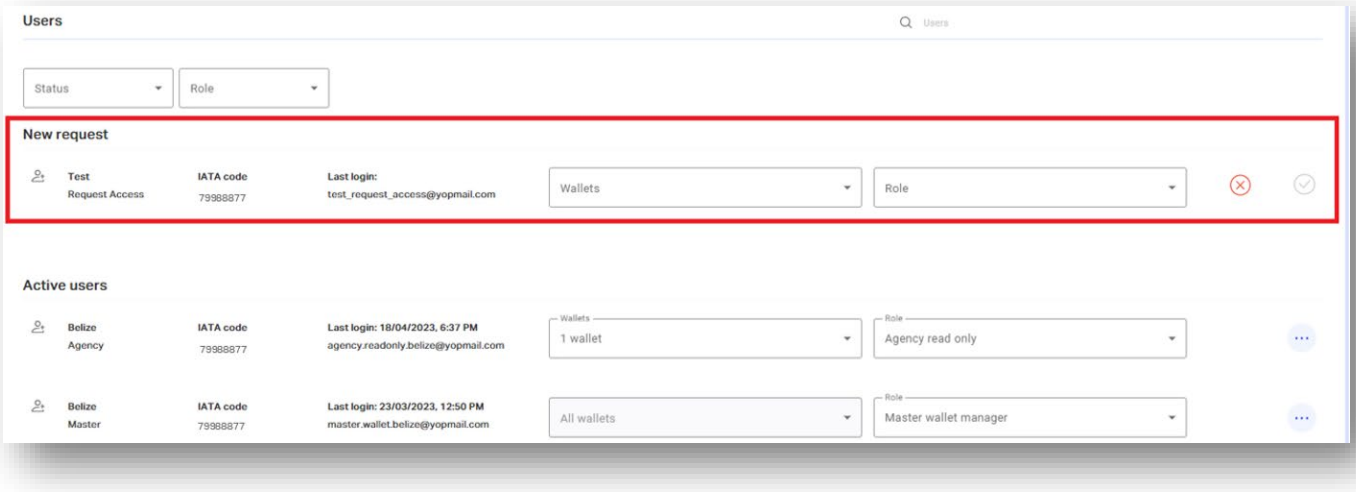
The FlexiPay Admin or Wallet Manager will then need to approve the access requested on the "IATA FlexiPay Wallet" Platform from the 'Users' tab. The FlexiPay Admin or Wallet Manager can also change the "IATA FlexiPay Wallet" role of the user at this stage.



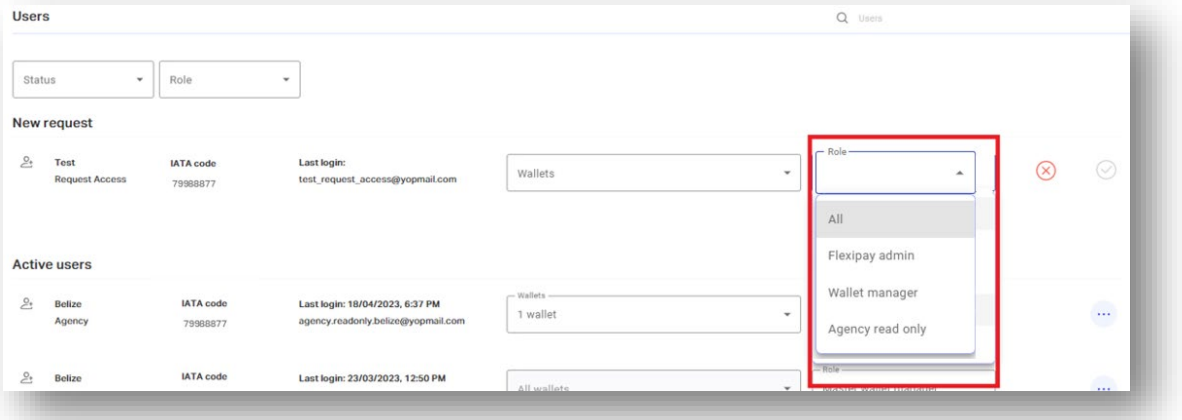
As soon as the FlexiPay Admin or Sub-Wallet Manager has approved or declined the request, an email notification will be sent to the user informing them that access has been granted (with their corresponding IATA FlexiPay wallet role) or denied. This action will also automatically update the user's access to the IATA Costumer Portal.

4. Where can I find user access?

Whenever any new user from your agency wants to access “IATA FlexiPay Wallet” platform the request must be done through the IATA Customer Portal.
Once this is done, an authorized user of your “IATA FlexiPay Wallet” account (FlexiPay Admin, Wallet Manager) must go to “Users” menu and review the section related to the new requests.

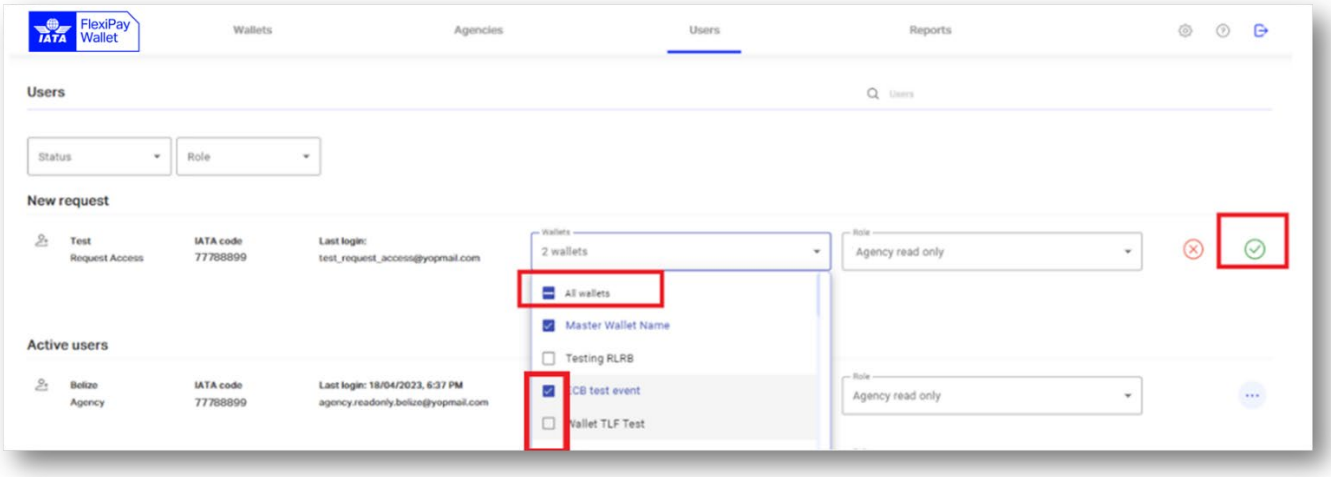


The FlexiPay Admin or relevant user must decide which role should be assigned to the user. This can be done by selecting desired role from the drop-down list.



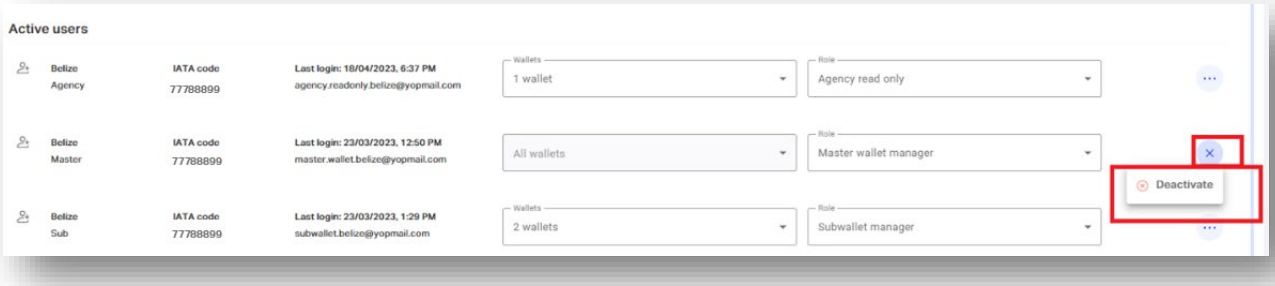
The FlexiPay Admin or relevant user must also choose the wallets to which that user should have access, by clicking on the boxes next to the names of the wallets. There is a possibility also to select the option “all wallets” on the top of the list.

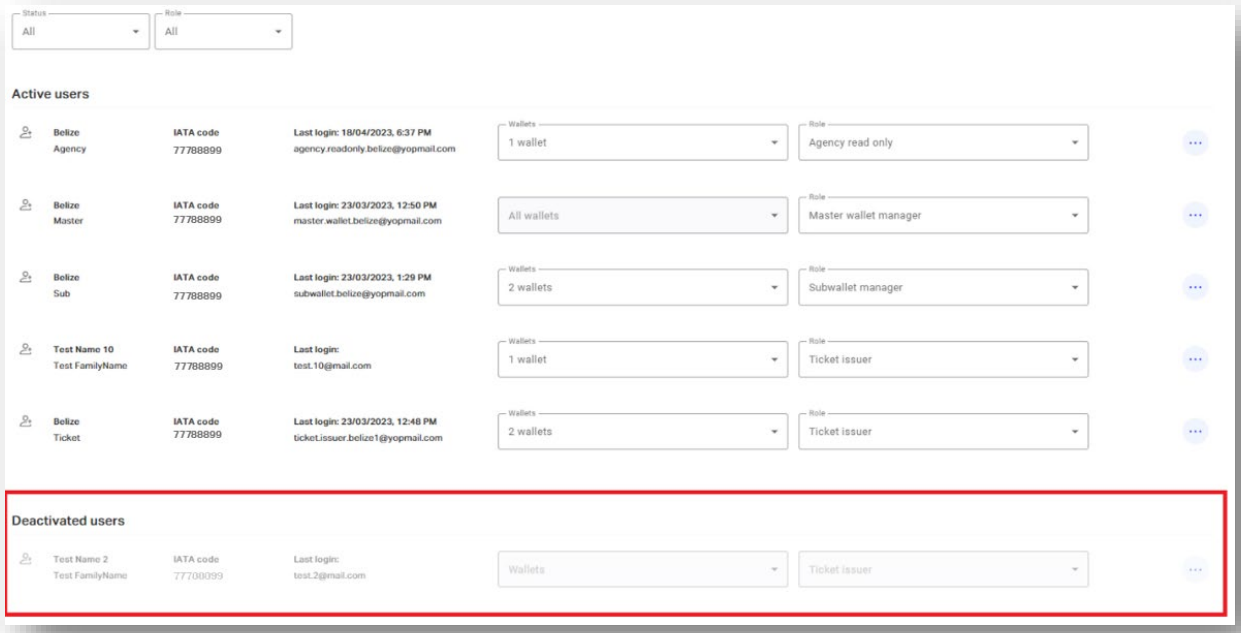
Once the role and wallets are assigned, the administrator can click on the green approval icon. From that moment on, the user can access the “IATA FlexiPay Wallet” platform, using the link from the IATA customer portal.


FlexiPay Wallet
Wallets
Agencies
Users
Reports
Users
Status
Role
New request
Test
Request Access
IATA code
77788899
Last login:
test_request_access@yopmail.com
2 wallets
Agency read only
All wallets
Master Wallet Name
Testing RLRB
CB test event
Wallet TLF Test
Active users
Belize
Agency
IATA code
77788899
Last login: 18/04/2023, 6:37 PM
agency.readonly.belize@yopmail.com
Agency read only

5. How can a user be removed from the "IATA FlexiPay Wallet" platform?

It is possible to deactivate a user directly in the "IATA FlexiPay Wallet" platform. Administrator (or other authorized role) must click on the 3 dots menu next to the username and click "deactivate".
User will be moved to "deactivated users" section.



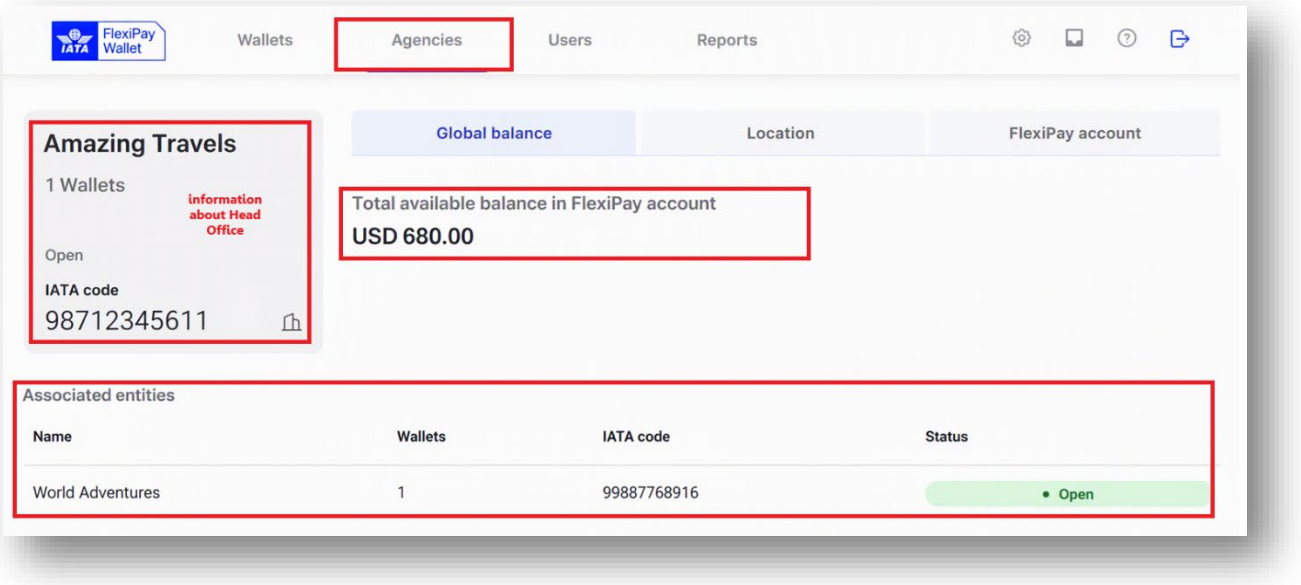


6. How can I access my "IATA FlexiPay Wallet" account information?

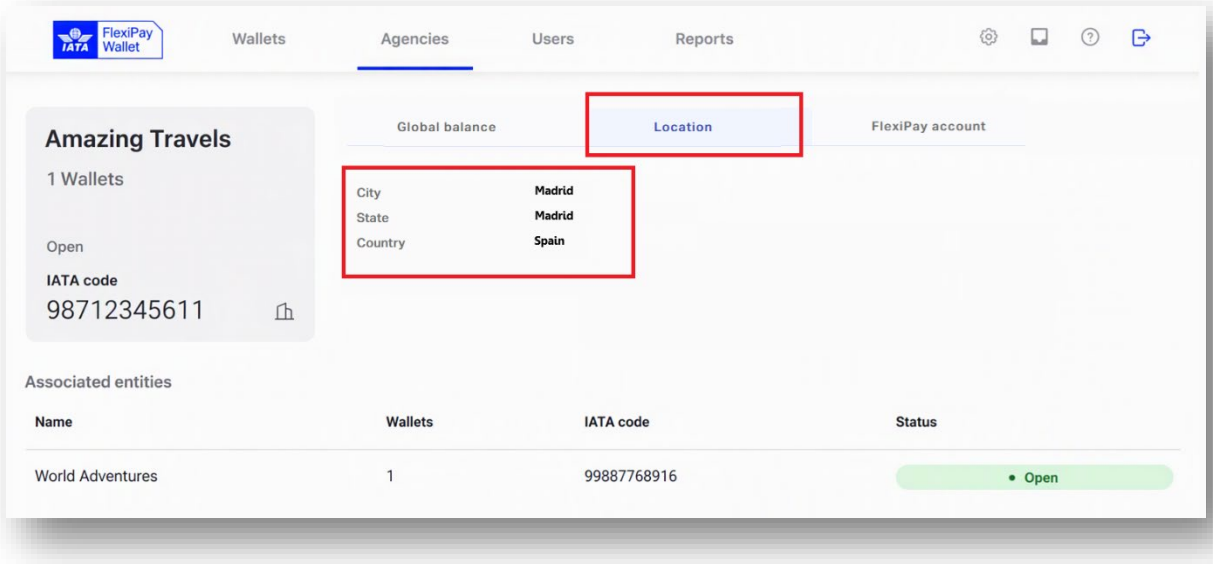
"IATA FlexiPay Wallet" account information is only accessible for FlexiPay Admin users.

User can see "agencies" main menu item on the top menu panel. Once you click on it you can see the following information:

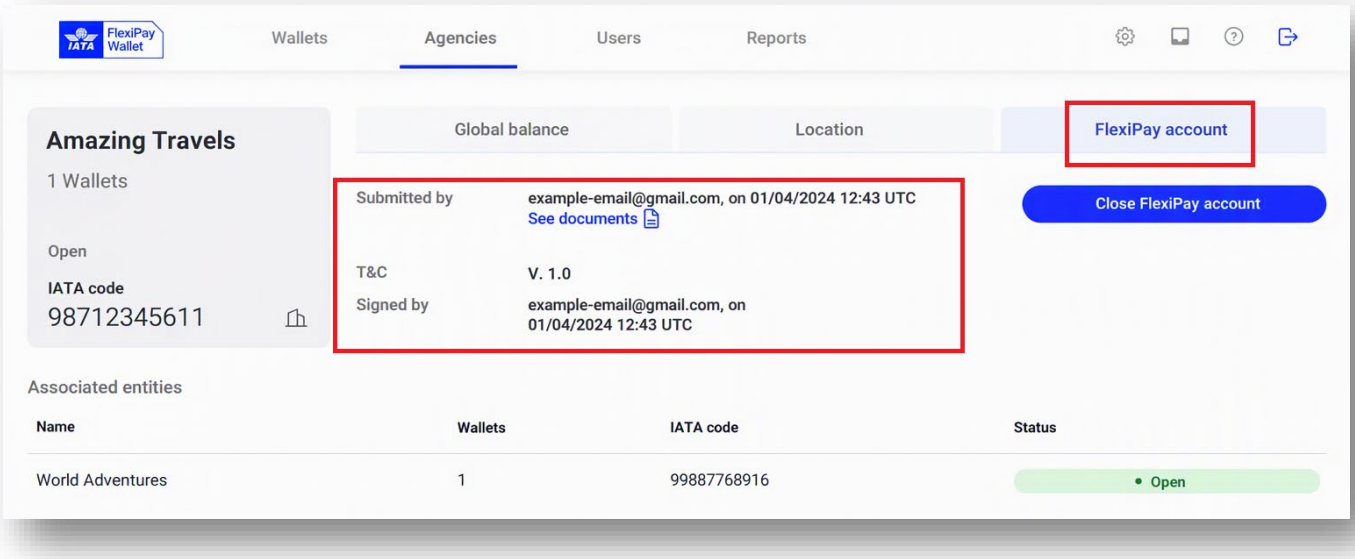
- Information about the head entity of the agency, incl. IATA code, name, status, and the number of wallets on that IATA code
- Information about the total available balance in the whole "IATA FlexiPay Wallet" account of the agency
- List of all branches belonging to that "IATA FlexiPay Wallet" account



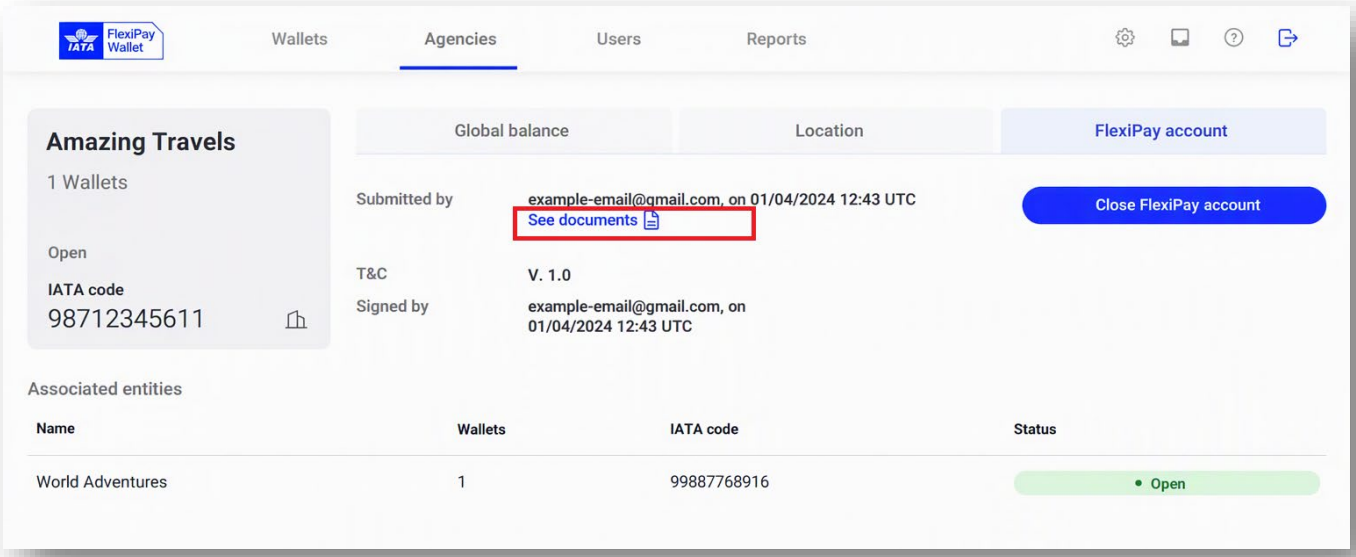
You can also click on the "location" tab to see address details of the head entity

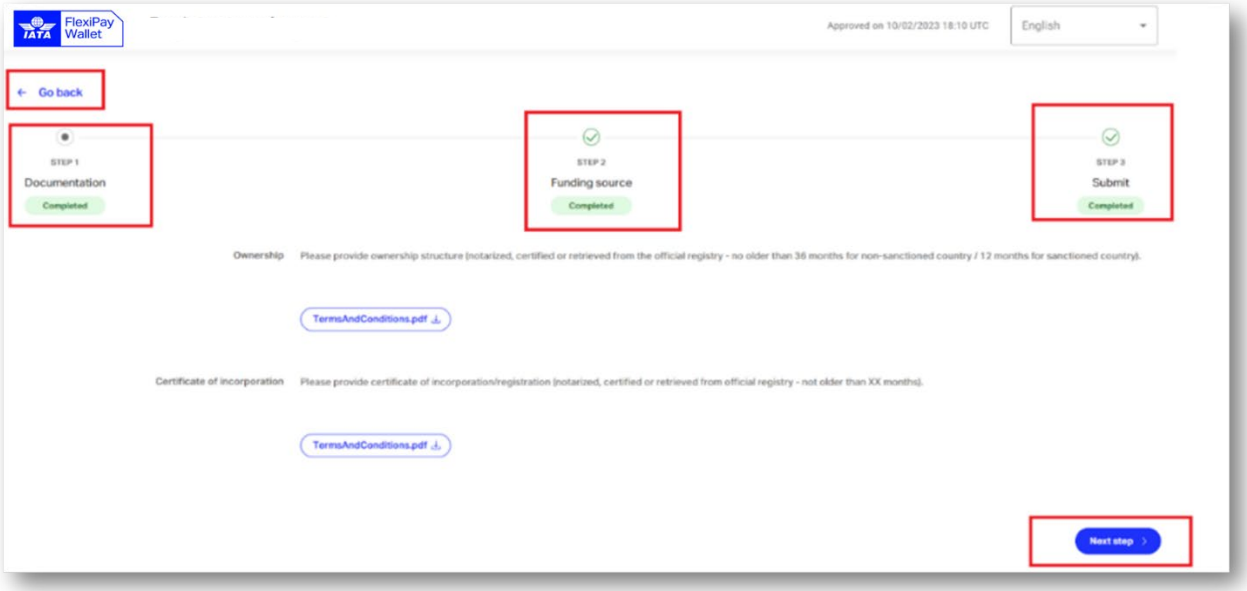


And you can click on the "IATA FlexiPay Wallet" account to see the information related to the onboarding details (when the request for the "IATA FlexiPay Wallet" account has been submitted and approved, what is the latest T&C version signed and who signed it.



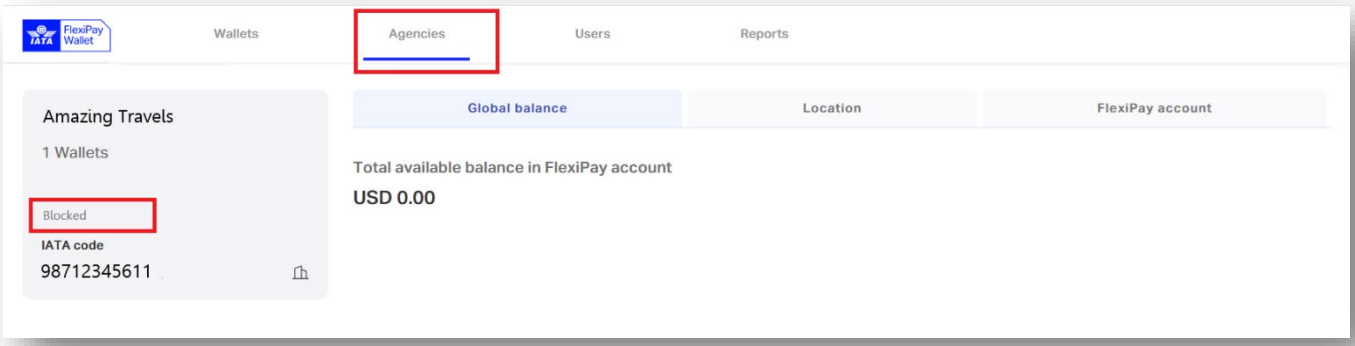
You can click on "see documents" link to review what details were provided during the onboarding request.
You can click on different steps of onboarding form to review the information in read-only mode.
Once finished you can click "go back" to return to the previous screen.

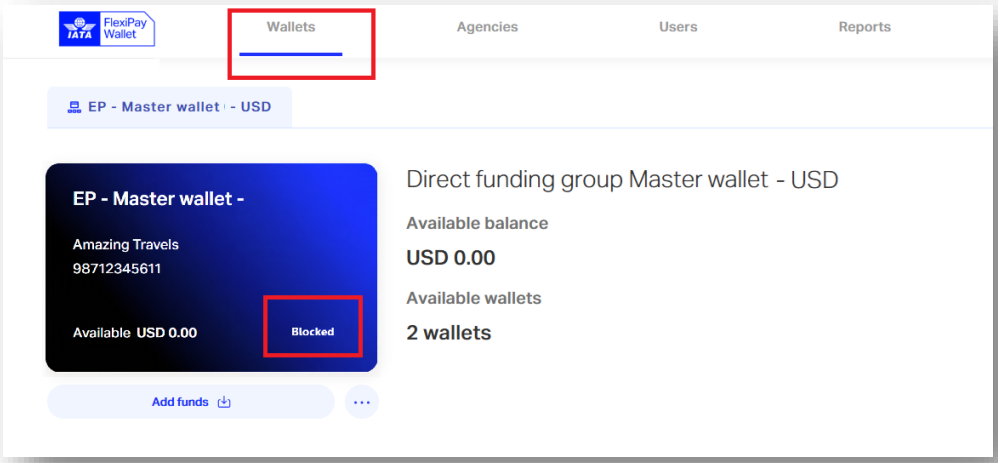

FlexiPay Wallet
Wallets
Agencies
Users
Reports
Amazing Travels
1 Wallets
Open
IATA code
98712345611
Global balance
Location
FlexiPay account
Submitted by
example-email@gmail.com, on 01/04/2024 12:43 UTC
See documents
Close FlexiPay account
T&C
V. 1.0
Signed by
example-email@gmail.com, on 01/04/2024 12:43 UTC
Associated entities
Name
Wallets
IATA code
Status
World Adventures
1
99887768916
Open


FlexiPay Wallet
Approved on 10/02/2023 18:10 UTC
English
Go back
STEP 1
Documentation
Completed
STEP 2
Funding source
Completed
STEP 3
Submit
Completed
Ownership
Please provide ownership structure (notarized, certified or retrieved from the official registry - no older than 36 months for non-sanctioned country / 12 months for sanctioned country).
TermsAndConditions.pdf
Certificate of incorporation
Please provide certificate of incorporation/registration (notarized, certified or retrieved from official registry - not older than XX months).
TermsAndConditions.pdf
Next step

7. Why is my IATA FlexiPay wallet account blocked?

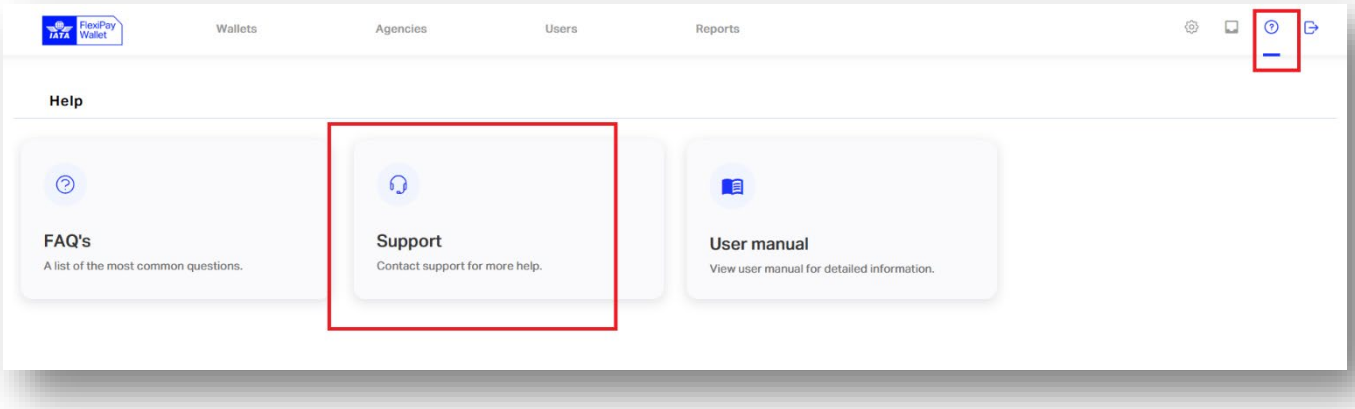
It could happen that your "IATA FlexiPay Wallet" account and wallets are in blocked (or suspended) status.



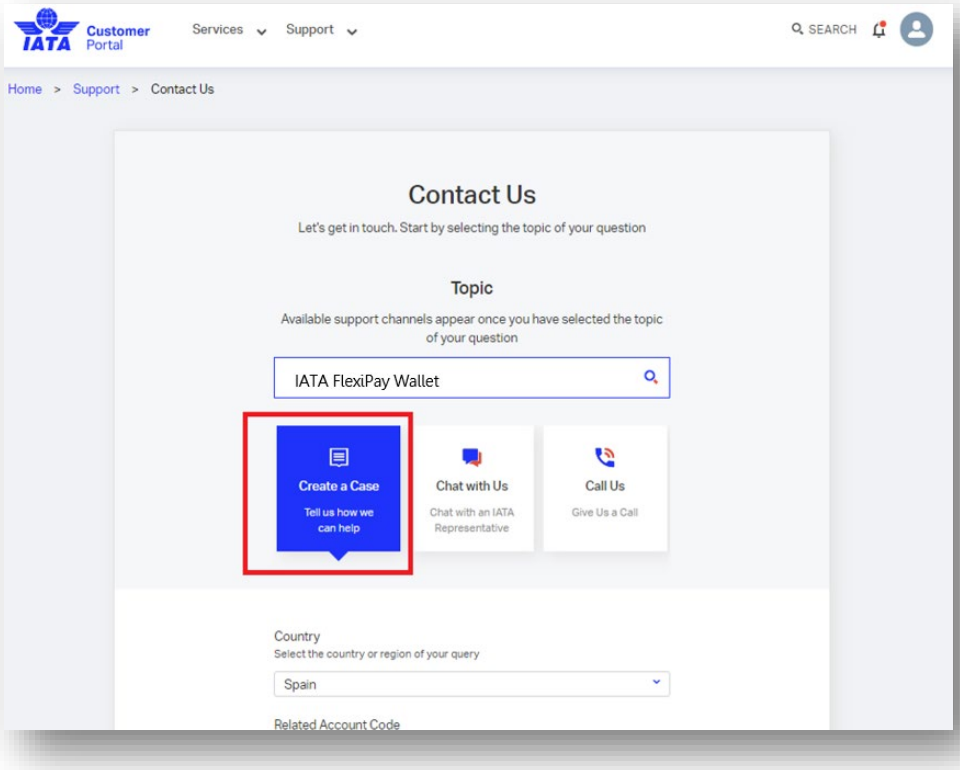


This change of status can happen for various reasons, and you should raise a ticket on Customer Portal to obtain from IATA further details and required steps to reactivate the account.

Click on "help" button and then choose "support" option. You will be redirected to Customer Portal.



In the Customer Portal choose an option “create a case” and fill out necessary details.

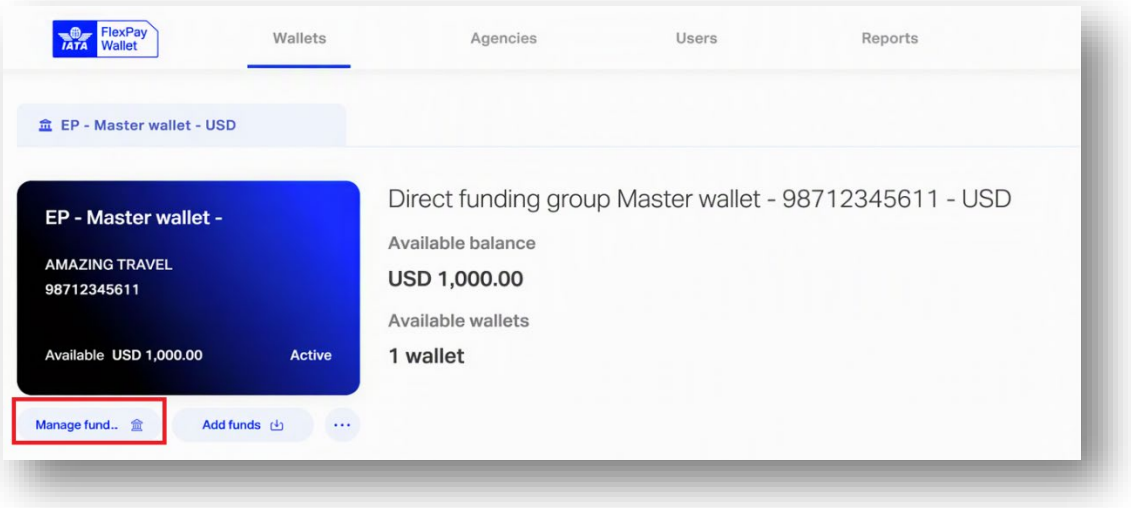


Your ticket will be reviewed, and you will receive further feedback.

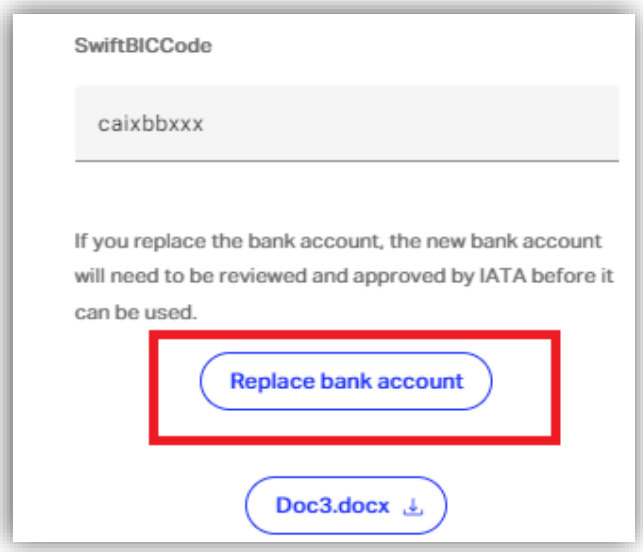
WALLET MANAGEMENT

8. How can I replace a bank account?

To replace a bank account, you have to click on “Manage funding source” under wallet. Then, you will see a pop-up displayed, where you can review last modification date and the current bank account details linked to the direct wallet, as well as the attachment of the bank statement.



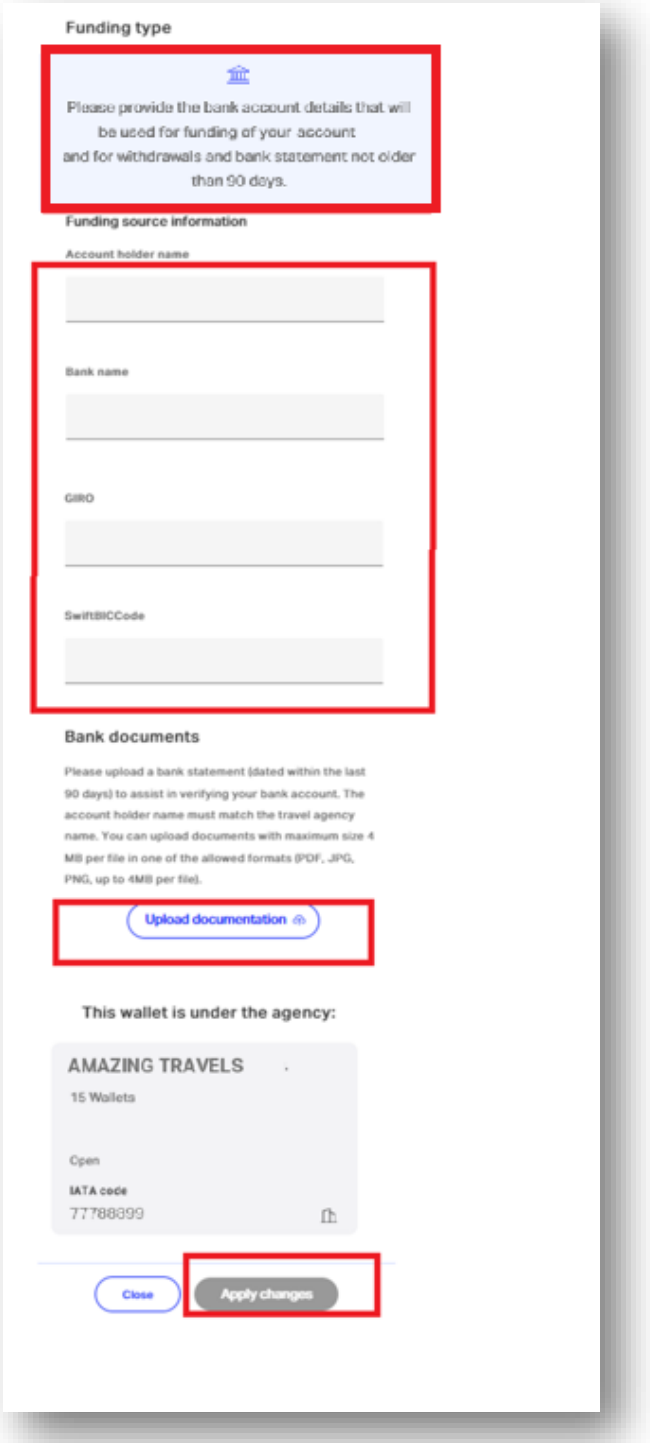
Then scroll down and click on “replace bank account” button.

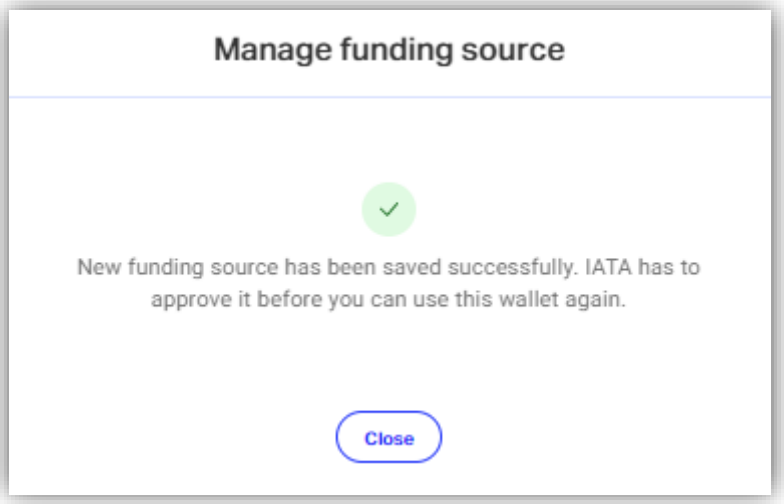


You will see an information box displayed in light blue and the possibility to fill out the new detail of the bank account. Please note that you must also attach a copy of the bank statement.

Remember: requested details may differ per country, as they are following the local regulations and requirements. It is obligatory to attach copy of the bank statement (not older than 90 days), matching provided bank account details, that will be used in the verification process by IATA. It can be provided in the following formats: PDF, JPG, PNG, XLS, DOCX (max. 4 MB per file).

Once all the requirements are met, you will see the button “apply changes” activated. Click on it.

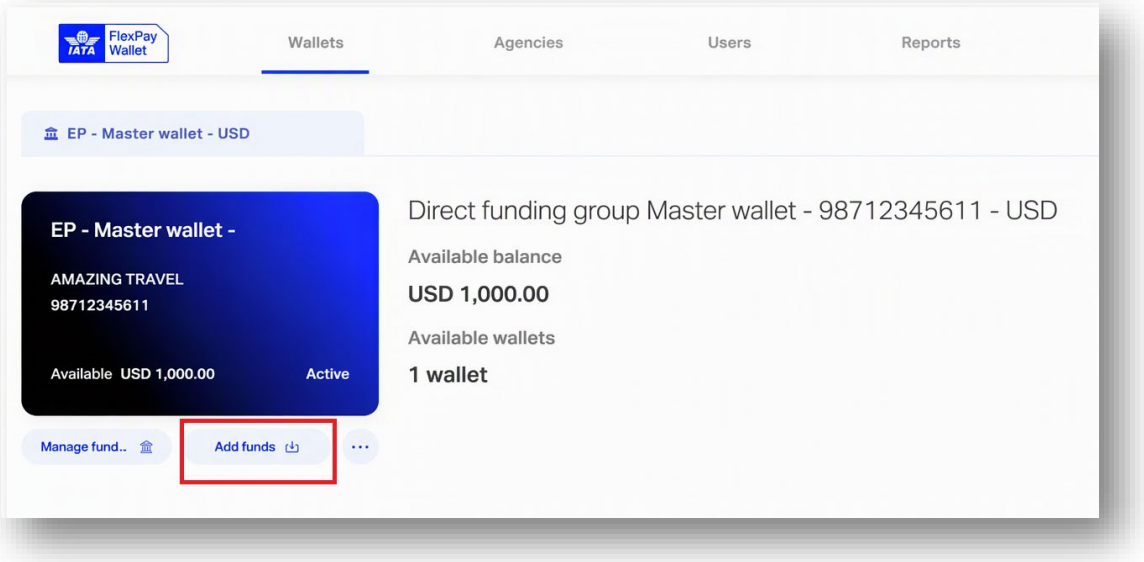




You should see a success message. Now your wallets will change the status to pending, until IATA approves the new funding source bank account.

9. How can funds be added?

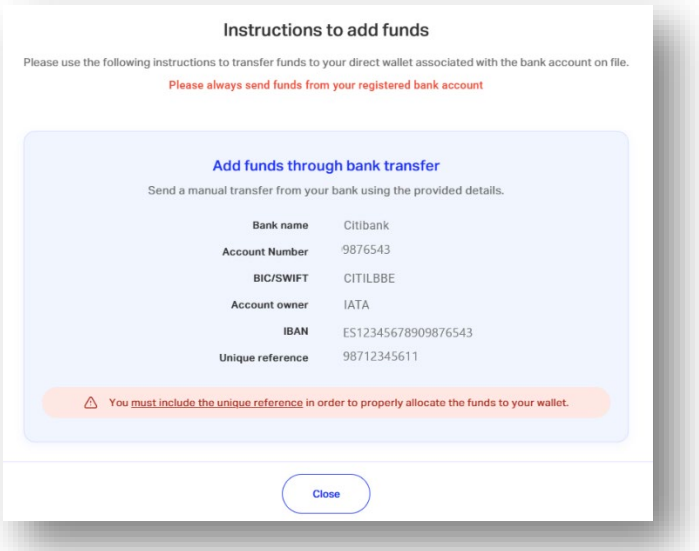
The funds can be added only for directly funded wallets (blue wallet card) that are in the active status. Click on “add funds” button.



You will see a pop-up displayed, with all the details required to make a bank transfer to fund your directly funded wallet. Then click on “close”

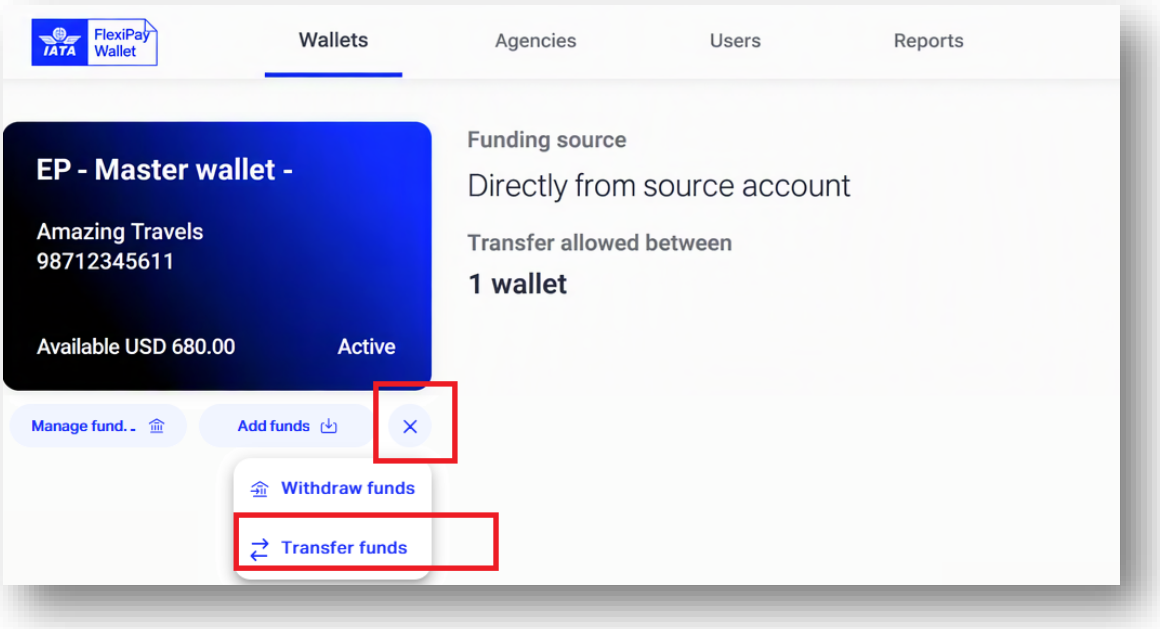
Go to your banking tool and make a bank transfer from the bank account registered in IATA as the funding source of this wallet to the details that were displayed in the pop-up. Remember: you must provide in the payment instruction the unique reference (= IATA code of the directly funded wallet).

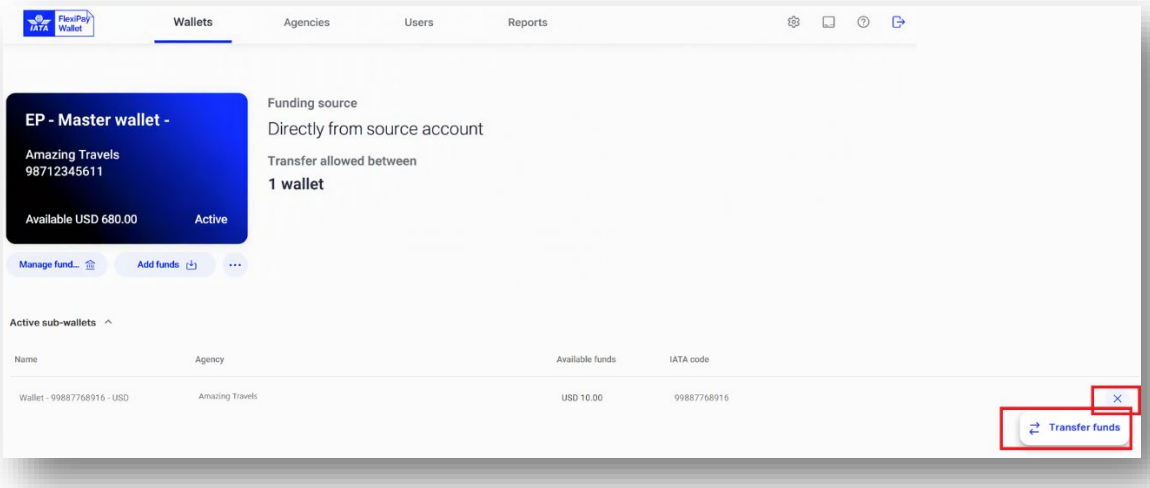
It may take 1-2 days before the funds will appear in your wallet. In case of any doubts, please contact IATA support.



10. How can I transfer funds?

To start the process of transferring funds, click on “Transfer funds” under the 3 dots menu.





You will see a pop-up displayed, with all the details required to make a transfer between the wallets. Remember: this is just an accounting entry and not an actual bank transfer make a bank transfer to fund your directly funded wallet.

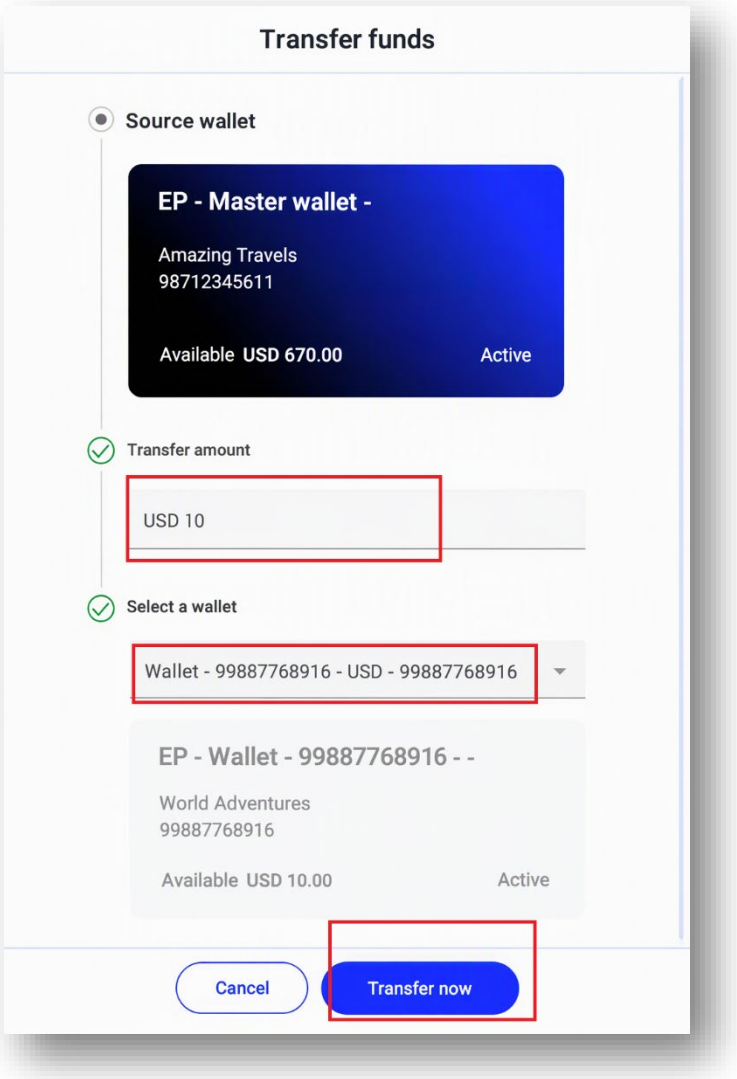
The transfer is done in real-time and will be reflected right away on both (debited and credited) wallets.

You have to fill the following:

- Transfer amount: choose the amount you wish to transfer from the source wallet.
- Select a wallet: choose the wallet you wish to transfer the funds to.

Then click on “transfer now”. Please note that this button will be inactive until you fill out all required fields.

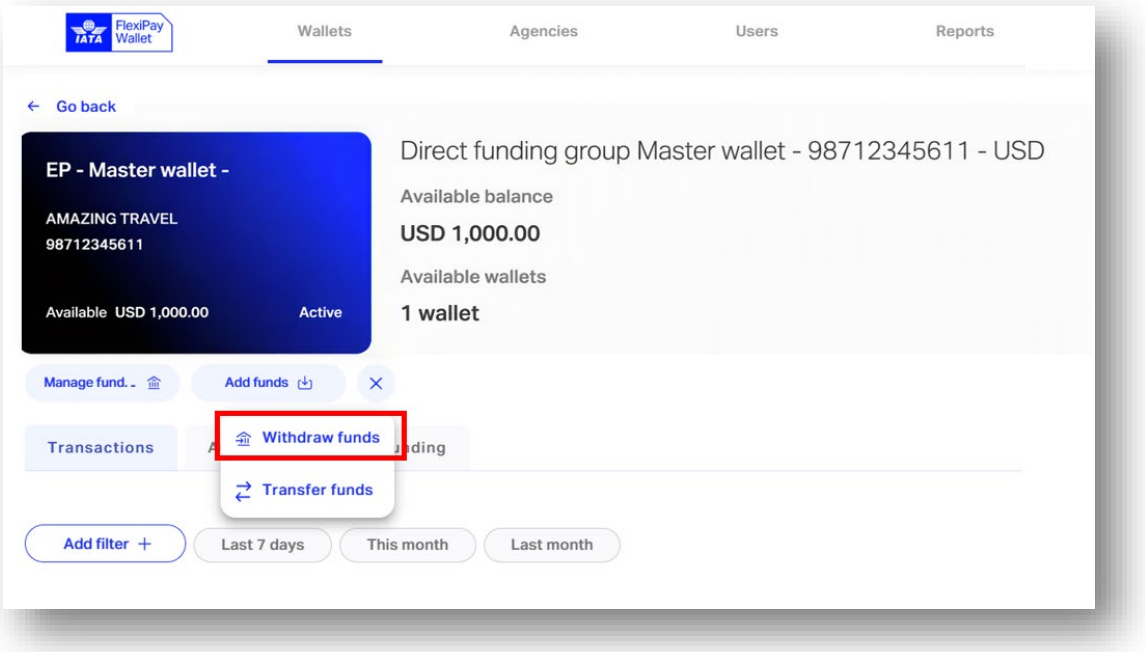
Funds will automatically be deducted from the source wallet and added to the chosen wallet and available balance adjusted accordingly.



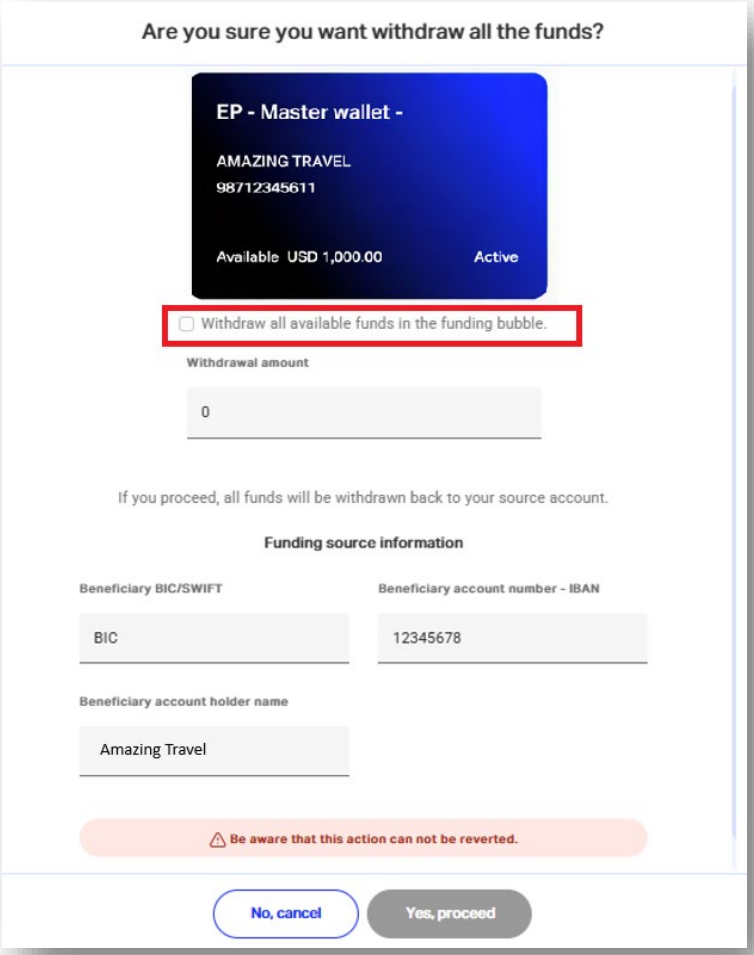
11. How can I withdraw funds?

Only FlexiPay Admin and Wallet Manager can perform this action (depending upon the wallet access provided for the relevant user)

You have to click on “Withdraw funds” under the 3 dots menu.



You will see a pop-up displayed, allowing to choose the amount and proceed with the withdrawal. You can either tick the box to withdraw all available balance or specify other amount.



You will not be able to proceed with the withdrawal if the chosen amount exceeds the available balance on the wallet.

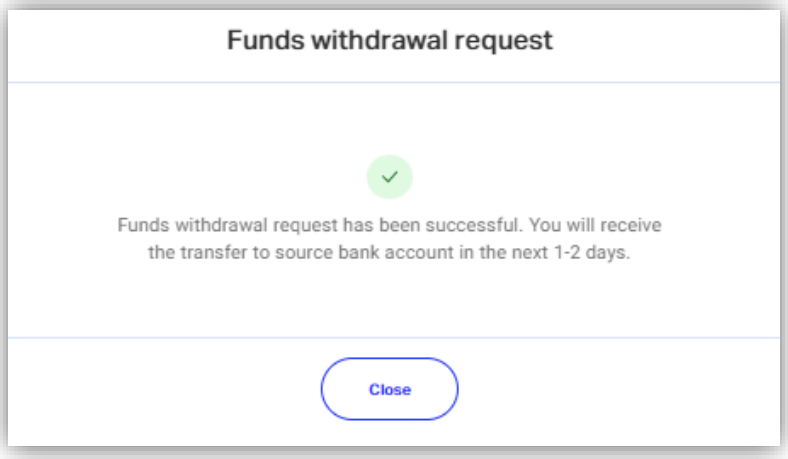
Remember: the withdrawal applies only to available balance in the direct wallet itself. If you want to withdraw all the available funds from the funding bubble, you must first transfer funds from all sub-wallets to the directly funded wallet (i.e., master wallet) and then proceed with the withdrawal.

You can verify the bank account details to which the funds will be send back. You cannot amend those details.



Then click on "Yes, proceed" button. Please note that this button will be inactive until you specify the amount.

You should see a success message. Funds should arrive to the bank account within 1-2 days. The balance on the wallet will be adjusted accordingly.



12. How can a wallet be added?

In the “IATA FlexiPay Wallet” platform no additional wallets can be created.

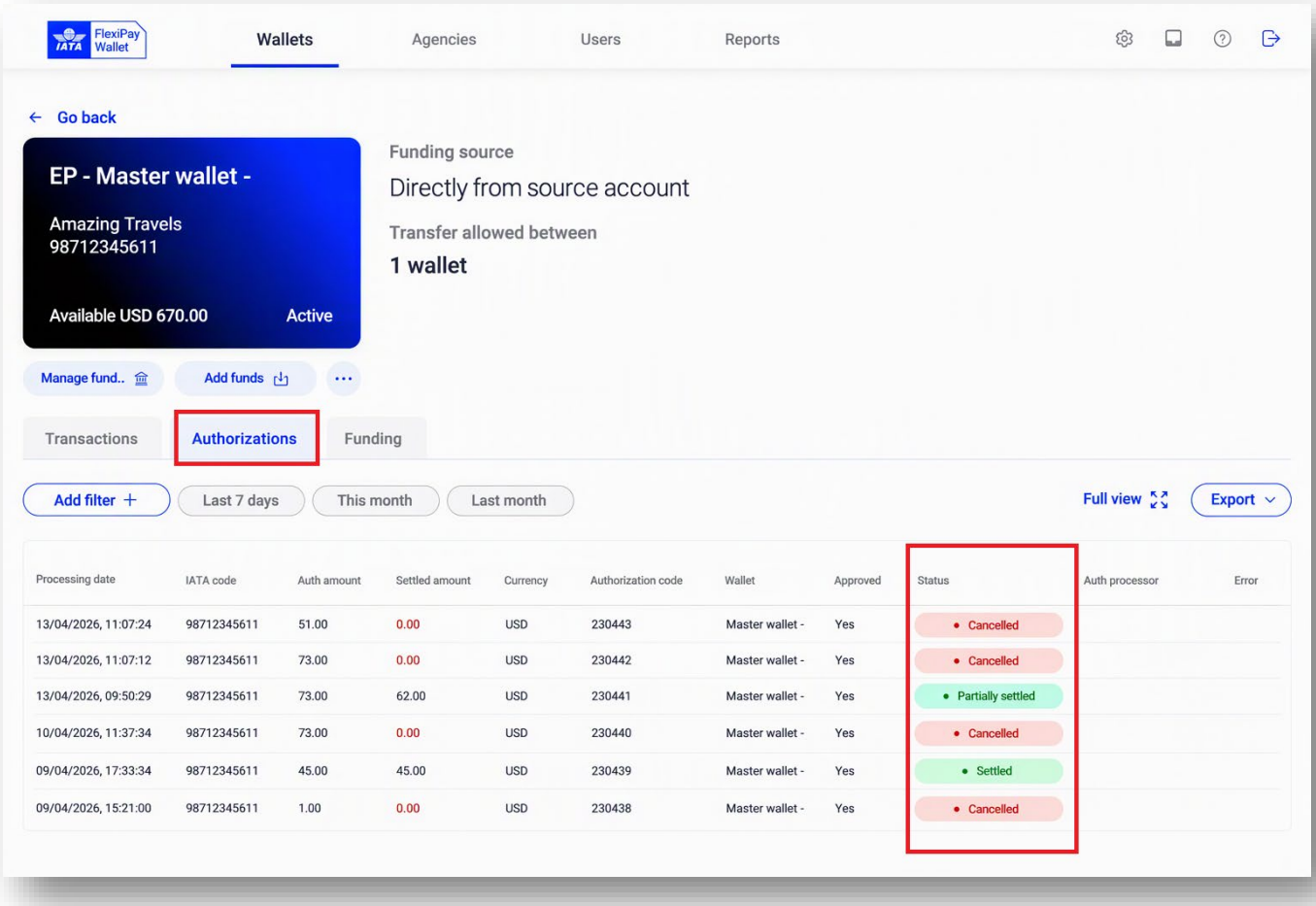
Agent can have only one directly funded wallet (“Master wallet”) for their head office and sub-wallets for each branch. All those wallets are automatically generated at the moment of onboarding to “IATA FlexiPay Wallet” platform.

13. How can I close a wallet?

It is not possible to close the wallet.
Wallet recevies “closed” status only when the entire “IATA FlexiPay Wallet” account for an agent is closed.

14. What are the authorization statuses and when funds will be returned to wallet for tickets that haven't been issued?

To review authorizations and status of their processing, on specific wallet, access to detailed wallet view and select "authorizations" tab. In this overview you can see a "status" column:



Whenever FlexiPay form of payment is used to process a transaction, an authorization request is sent to IATA FlexiPay wallet platform, where the balance is checked. Based on the outcome of this verification five different statuses related to that transaction can appear:

- **Pending** – FlexiPay payment form has been authorized, but the final confirmation and settlement are not yet completed. The full amount of the authorization is blocked and deducted from the balance on the wallet but may be fully or partially returned if the final amount in the settlement file differs.

Examples:

1) agent has processed a purchase of 3 tickets in total value of 3.000 EUR. This amount is then deducted from wallet as a "pending" authorization. After a final settlement file is received, which only confirms the full amount on sales with total amount of 3.000 EUR, the authorization will change its status to "settled"

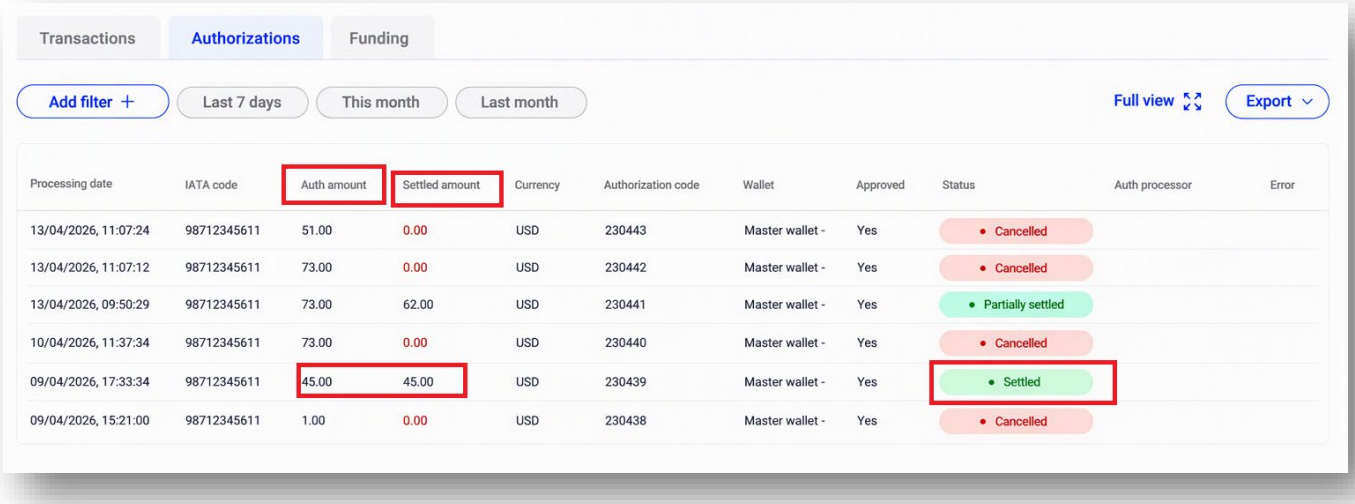
2) agent has processed a purchase of 3 tickets in total value of 3.000 EUR. This amount is then deducted from wallet as a "pending" authorization. After a final settlement file is received, which only confirms 2 of the tickets in total amount of 2.000 EUR, the authorization will change its status to "partially settled" and 1.000 EUR will be directly returned to the corresponding wallet.

- **Cancelled** – FlexiPay payment form has been used to authorize a transaction, but the final settlement has not been received (i.e., tickets have been cancelled in the meantime or there was a reversal done). Full amount has been directly returned to corresponding wallet.

Example: agent has processed a purchase of a ticket in value of 1.000 EUR. This amount is then deducted from wallet as a "pending" authorization. If the final settlement did not include this ticket, the full amount is returned to a wallet and authorization status of this transaction changes to "cancelled". The time between changing the status of authorization form "pending" to "cancelled" takes approx. 3 days (60 hours) as this is the time required to receive settlement file and, in that period, funds are not available on the corresponding wallet.

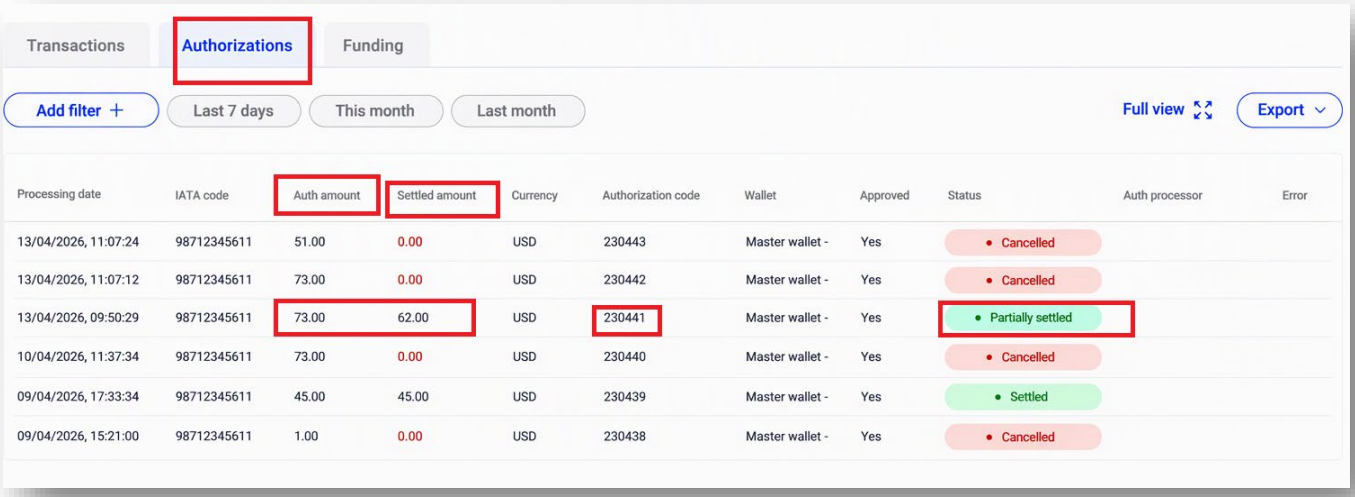
- **Rejected** – FlexiPay payment form has been used to authorize a transaction, but the authorization could not be successfully completed, i.e., due to insufficient funds on the wallet or other errors *(see below for more details on possible errors).* None of the funds are deducted from the corresponding wallet.

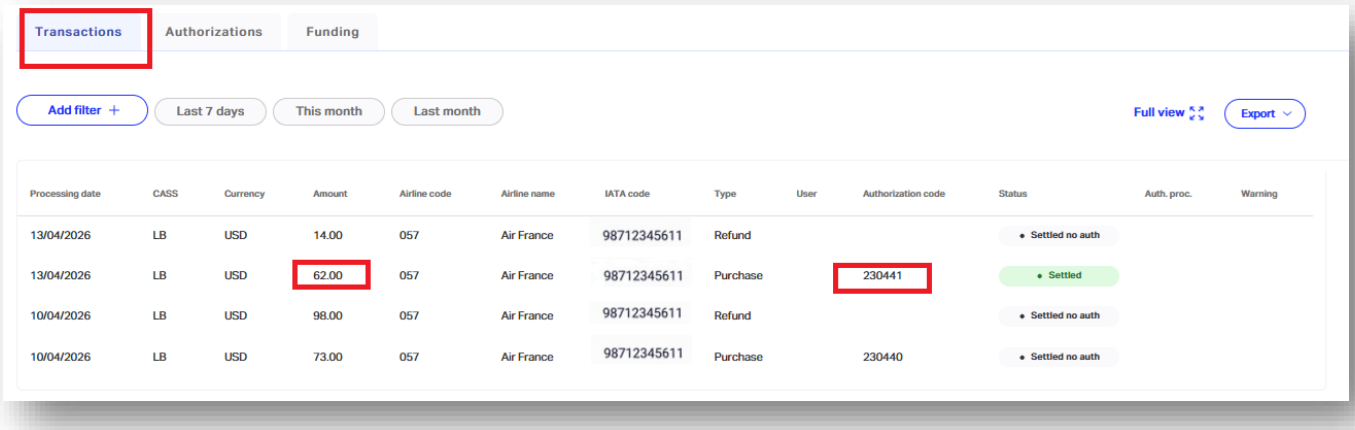
- **Settled -** FlexiPay payment form has been used to authorize a transaction, and the final confirmation and settlement are already processed. This status is shown only when authorization amount is equal to final settlement amount.
  The settled amount of this authorization will also appear under "transactions" tab and can be easily found by the corresponding "authorization code".



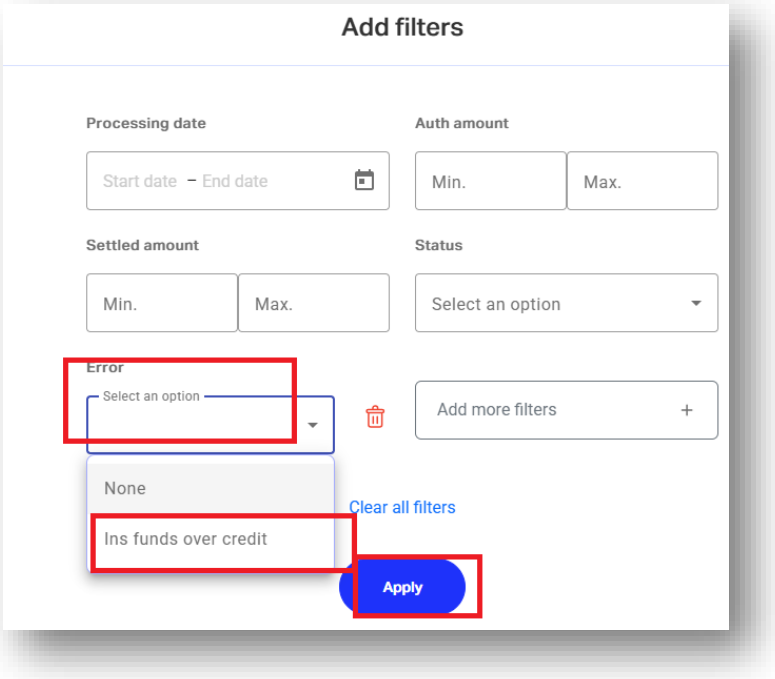
- **Partially settled –** Flexipay payment form has been used to authorize a transaction, and the final confirmation and settlement are already processed. This status is shown only when authorization amount is higher than final settlement amount.

The settled amount of this authorization will also appear under “transactions” tab and can be easily found by the corresponding “authorization code”.
Any unreconciled funds (difference between “auth.amount” and “settled amount”) are returned to a corresponding wallet balance.





User can use the “error” filter to search for authorizations with errors, i.e., authorizations rejected due to insufficient funds on the wallet. Select in the “error” filter the desired error and click “apply” button.
Please note that this is a dynamic filter – it is possible you will not have any error types to select on the drop-down list – this would mean that there are currently no errors in the authorizations on this specific wallet.

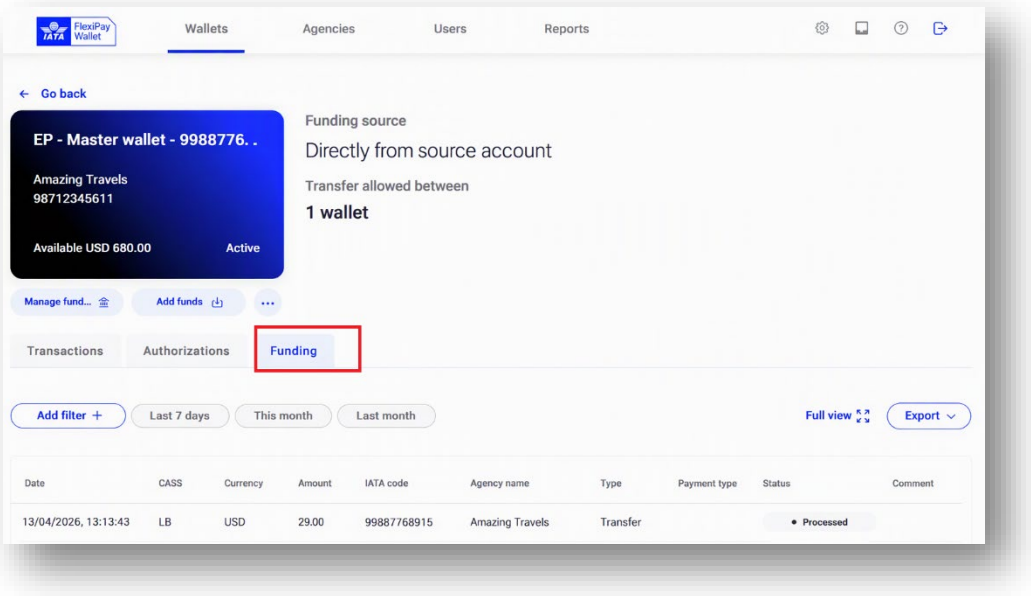


The list of possible authorization error and its meaning are described below:

- **Invalid transaction:** Authorization does not exist
- **Invalid amount**: Currency in the authorization does not match the wallet currency or received amount could not be converted to decimal number (it is not a valid number)
- **Ins funds over credit**: error related to the insufficient balance on the wallet at the moment of authorization request
- **System error**: Any other error type not described above.

15. How can wallet funding movements be reviewed?

To review the funding movements the user can go to the wallet detailed view by clicking on the wallet card, or on any name of the sub-wallets. Then click on “funding” section to see the list of all funding events (withdrawal, transfer, funding) performed on the wallet. Please note that the funding events history is stored for a period of 6 months.

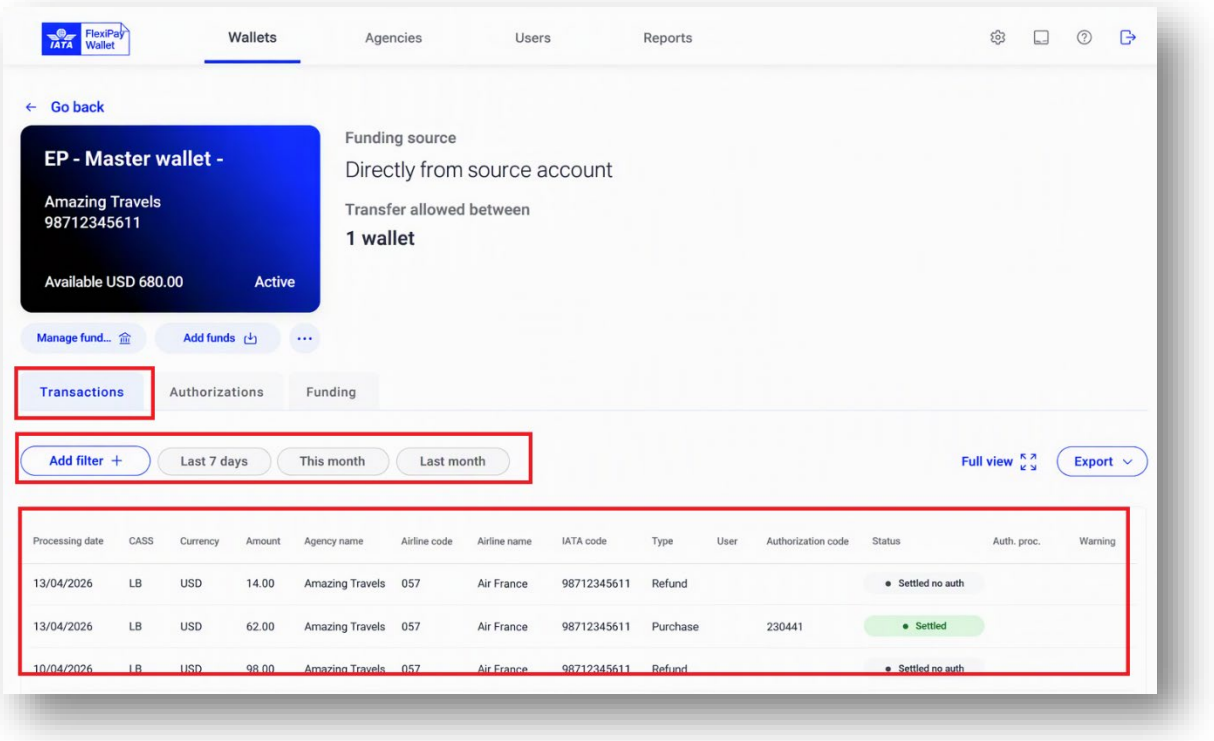


The user can click on the button “add filter” to specify the filtering criteria. It is possible to filter by the following values:

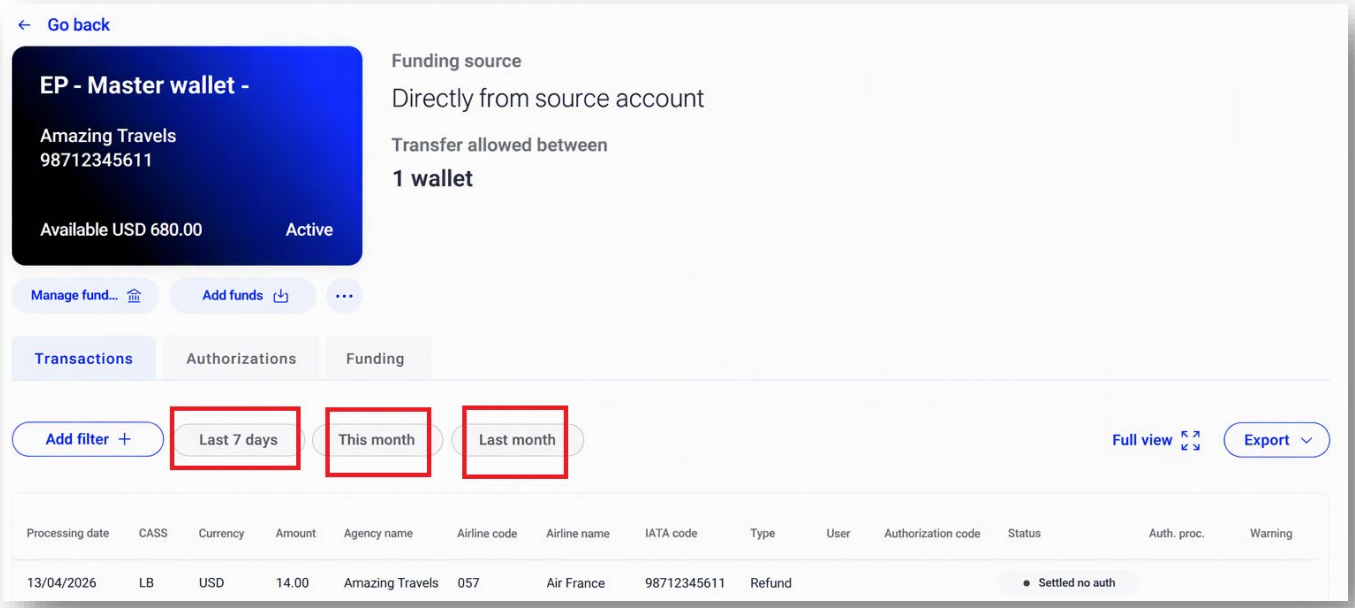
- Date
- Amount
- (Funding) type
- Status

16. Where can "IATA FlexiPay Wallet" transactions be reviewed?

To review the transactions, the user can go the wallet detailed view by clicking on the wallet card, or on the name of any sub-wallets, then click on "transactions" section to see the list of all transactions performed on the wallet. Please note that the transaction history is stored for a period of 6 months.

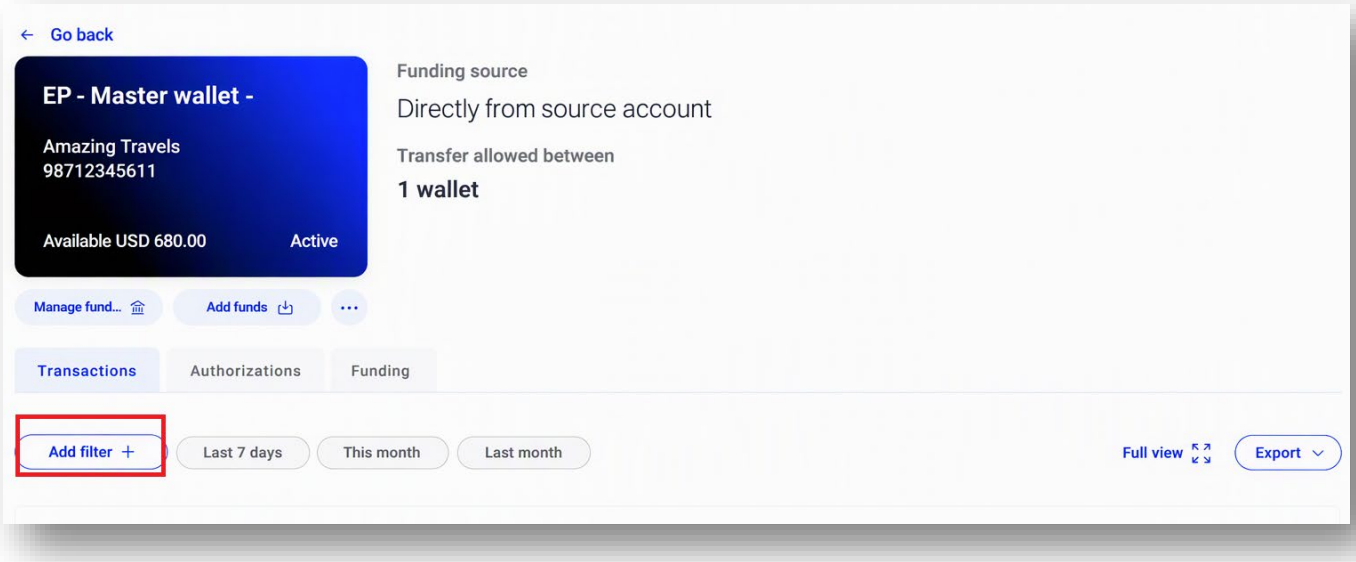


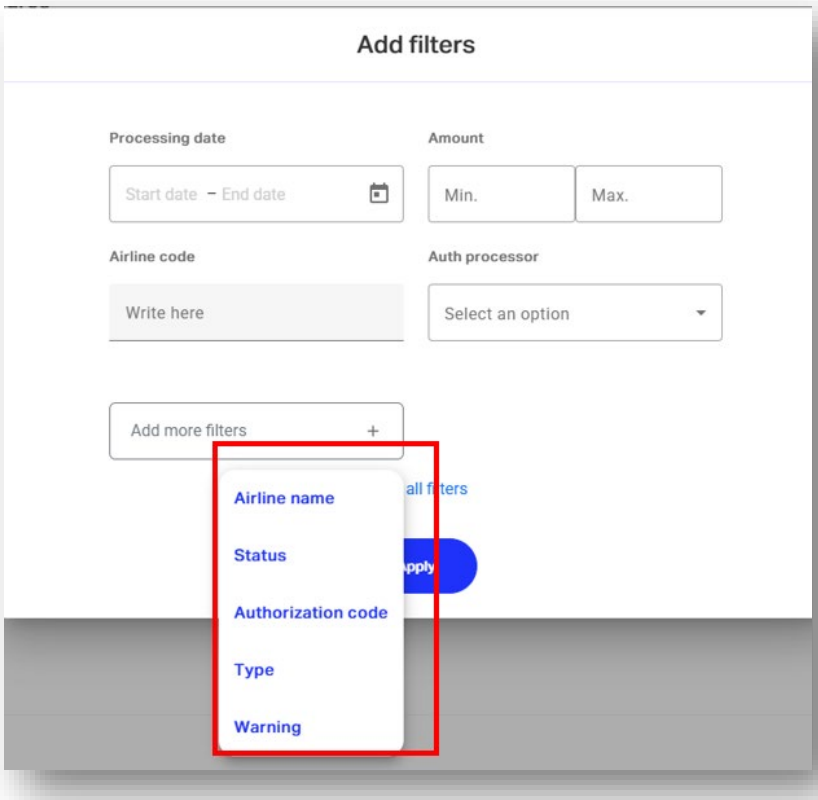
The user can click on quick filtering buttons to display the transaction data only for the last 7 days, the current month or the previous month. The data will be automatically filtered.



The user can also click on the button “add filter” to specify further filtering criteria. It is possible to filter by the following values:

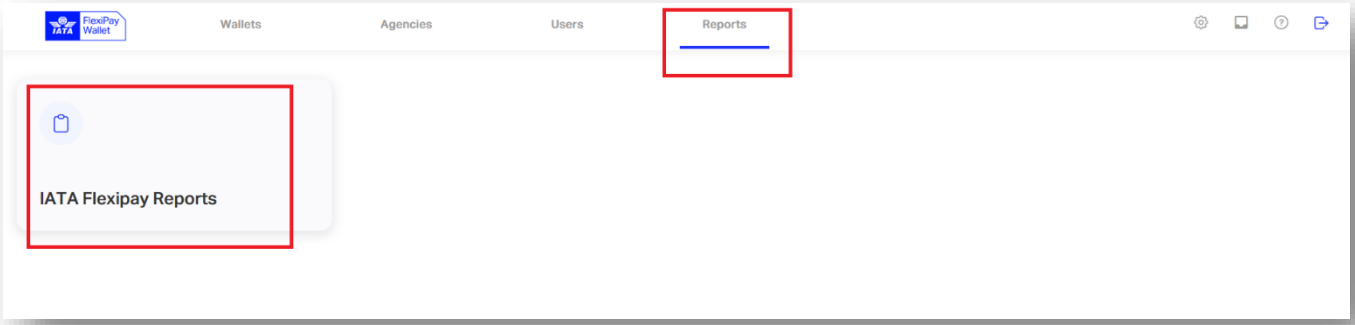
- Processing date
- Amount (Min/Max)
- Airline code
- Authorization processor
- Airline name
- Status
- Authorization code
- (Transaction) type
- Warning


Go back
EP - Master wallet -
Amazing Travels
98712345611
Available USD 680.00
Active
Funding source
Directly from source account
Transfer allowed between
1 wallet
Manage fund...
Add funds
Transactions
Authorizations
Funding
Add filter +
Last 7 days
This month
Last month
Full view
Export


Add filters
Processing date
Start date – End date
Amount
Min.
Max.
Airline code
Write here
Auth processor
Select an option
Add more filters +
Airline name
Status
Authorization code
Type
Warning

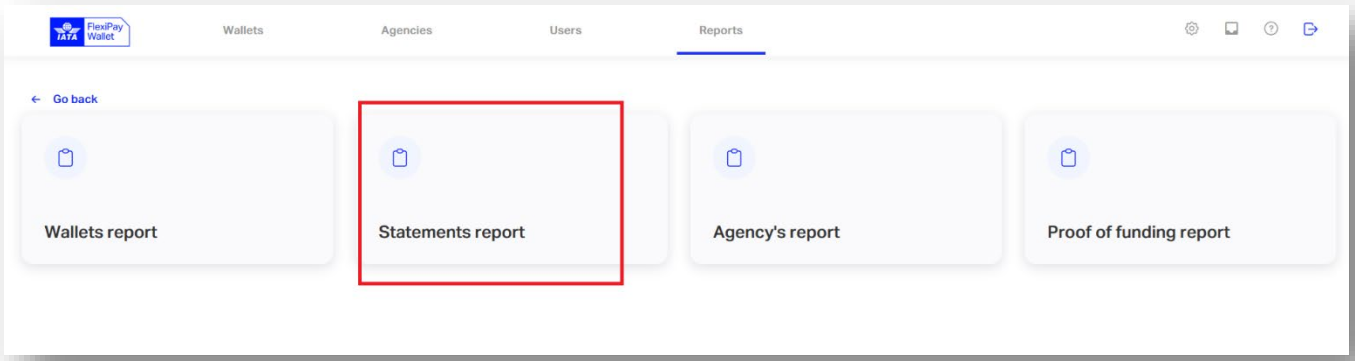
17. How can reports be generated?

User can click on the “Reports” main menu item and then click on the section “IATA Flexipay reports”.

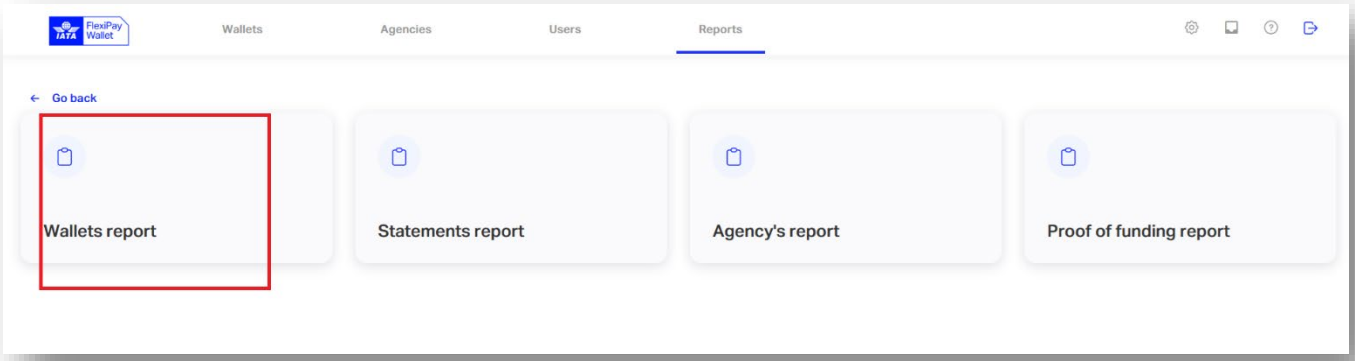


There are 4 types of reports available:

- Wallets report
- Statements report
- Agency’s report
- Proof of funding report

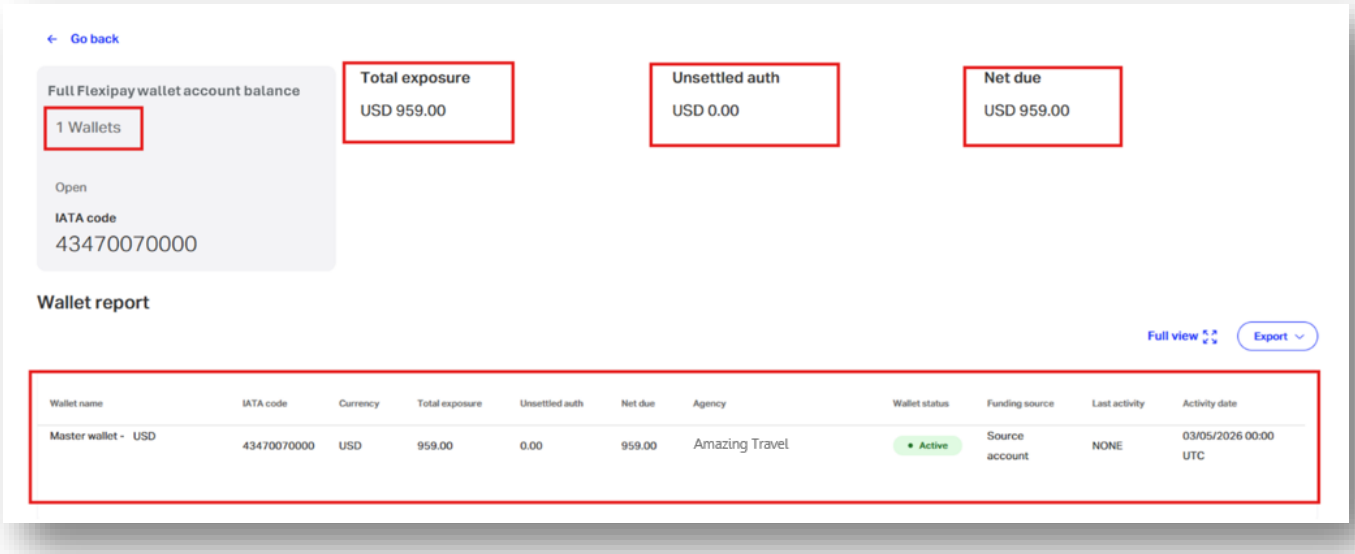


User can click on “wallets report”.

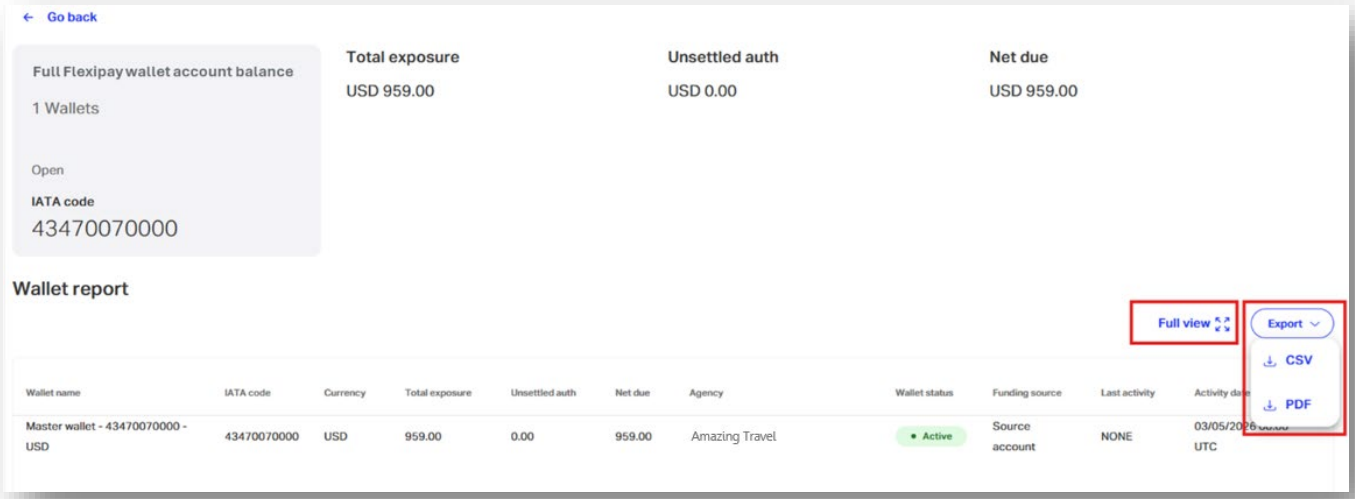


User will be redirected to the screen with a report that presents the overview of all wallets in the “IATA FlexiPay Wallet” account.
User can also see the total exposure amount on all wallets, total amount of unsettled authorizations and total net due amount.

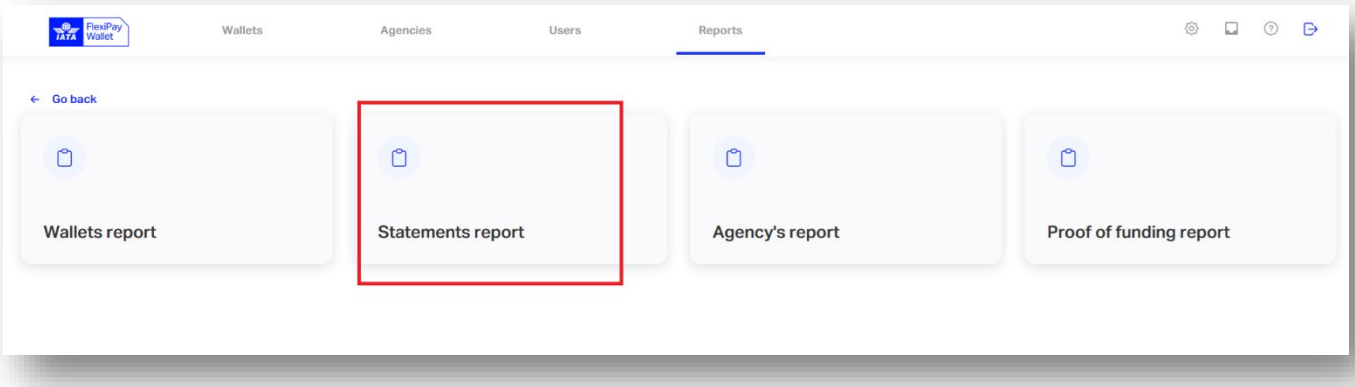
User can also see in the table all details related to specific wallets, i.e., IATA codes, amounts of exposure on the wallet, unsettled authorizations, net due, wallet status or date and type of the last activity on the wallet.



The user can also see the report in full view mode or export it into the pdf or csv format.

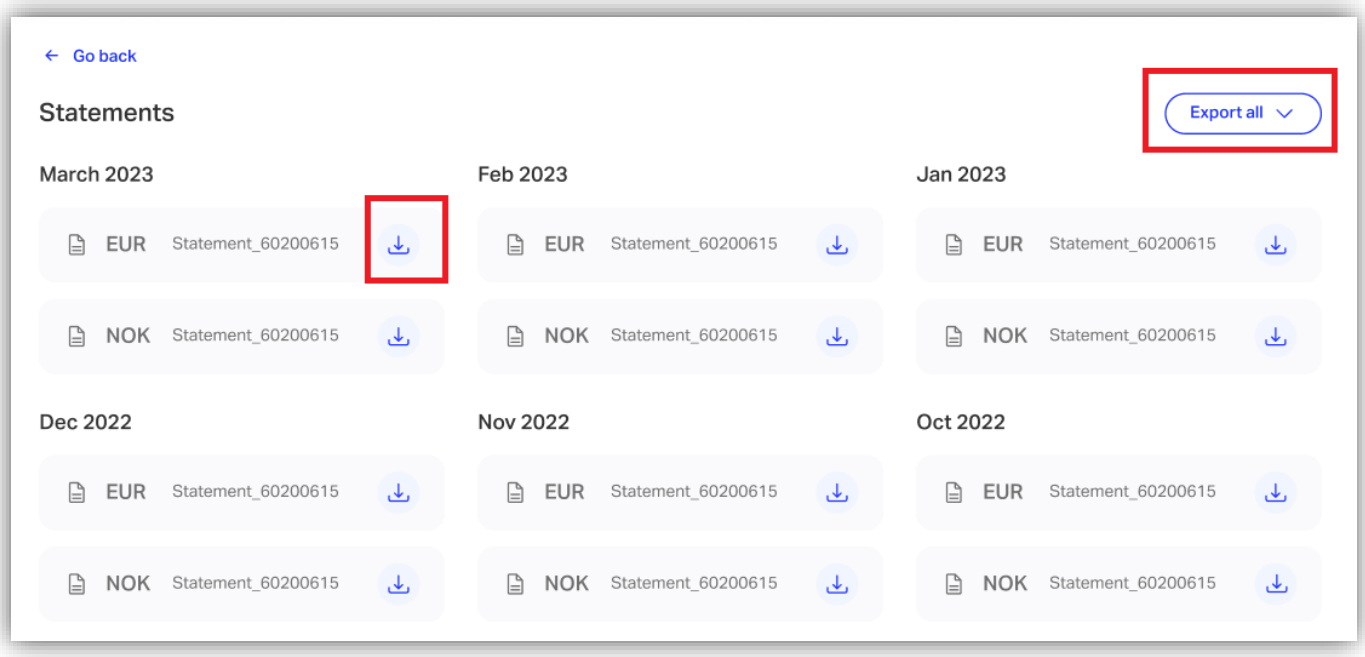


User can click on the “reports” main menu item and then select “statements report”.

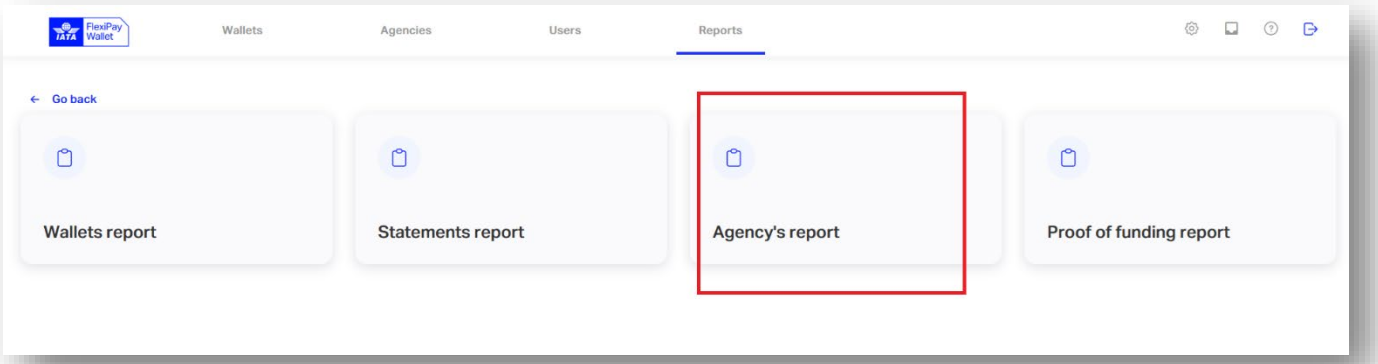


User can see monthly statement reports for the period of last 6 months, for each currency.

User can either download a specific report by clicking on the “download” icon or can click on the button “export all” to download all available statements at once.

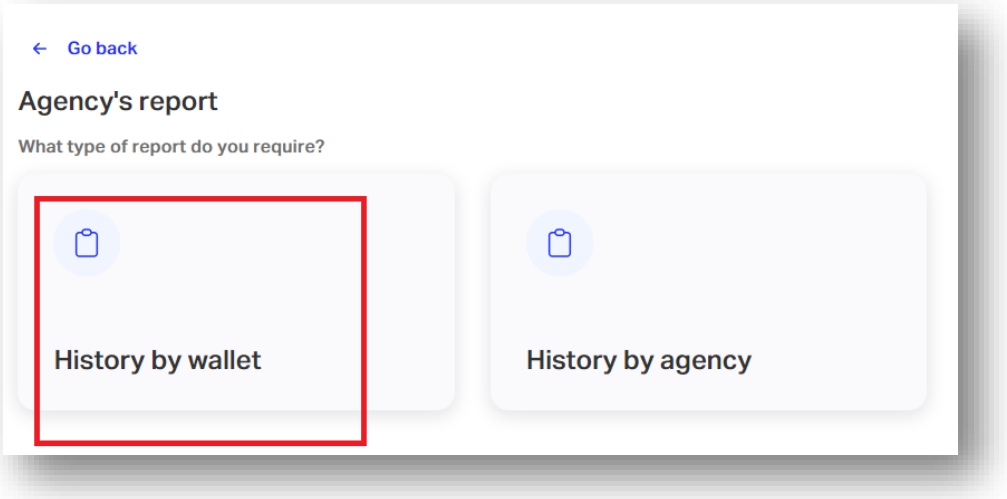


User can click on the “reports” main menu item and then select “agency’s report”.



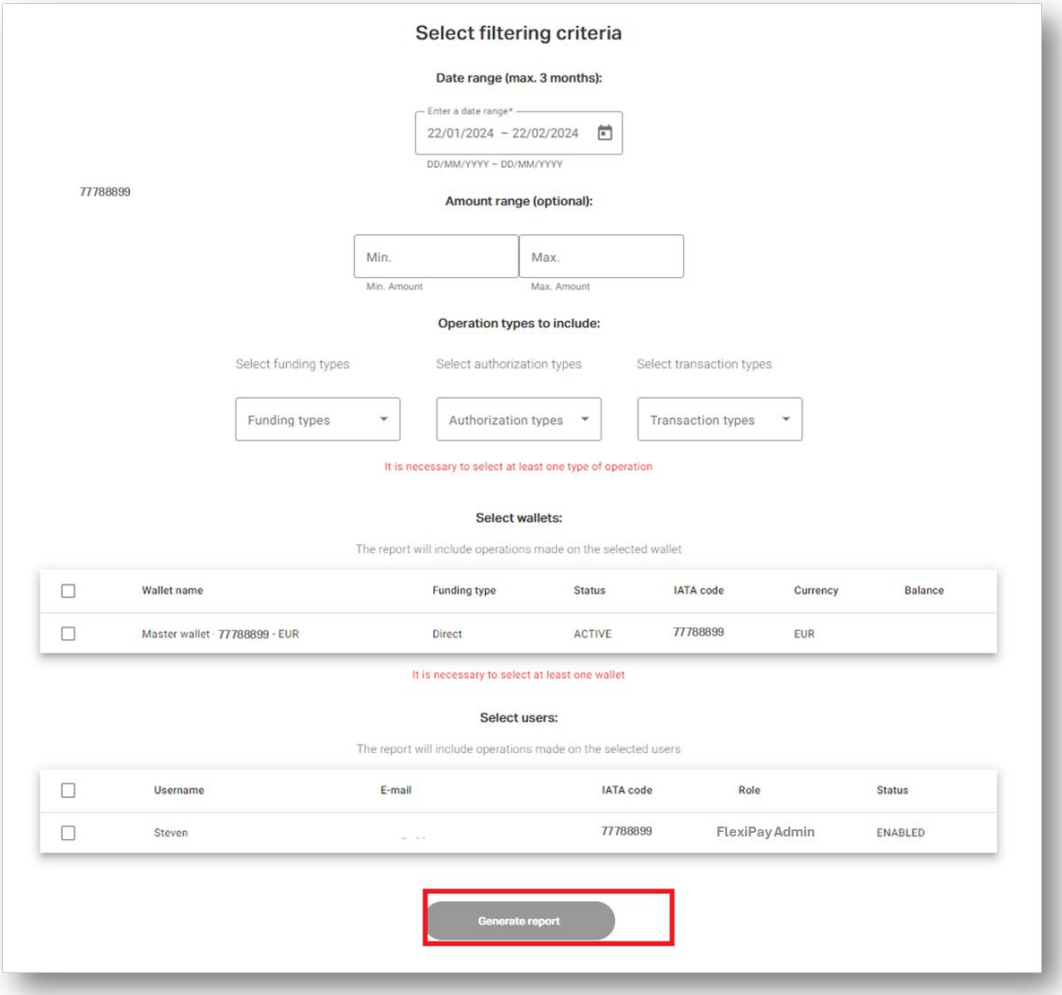
There are two types of this report available – “history by wallet” and “history by agency”. Both are described below.

User can click on “history by wallet” report and will be redirected to the screen including filtering criteria.

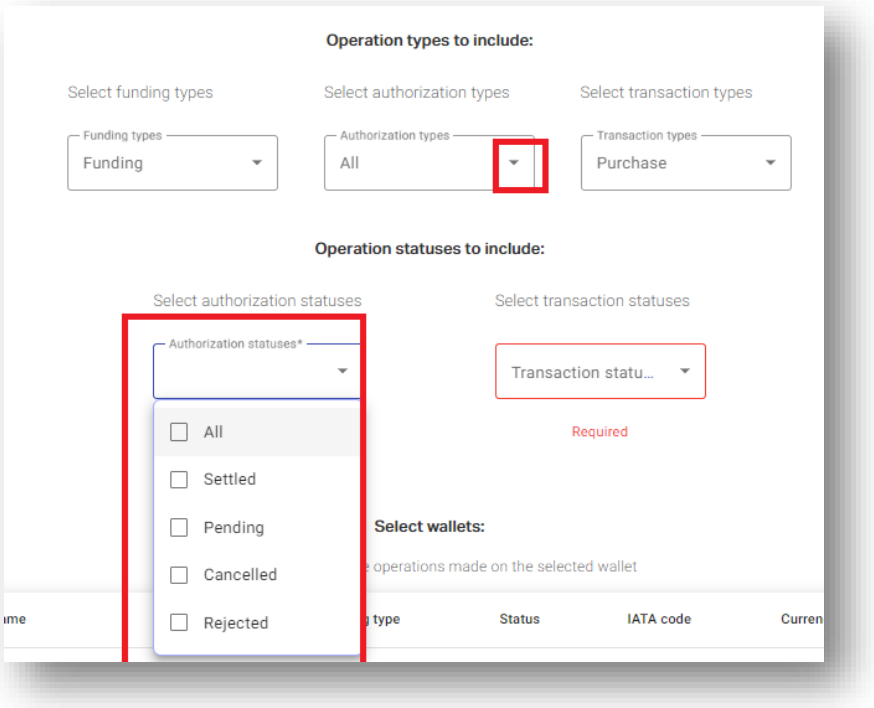


This report is designed to present data related to operations on selected wallets.

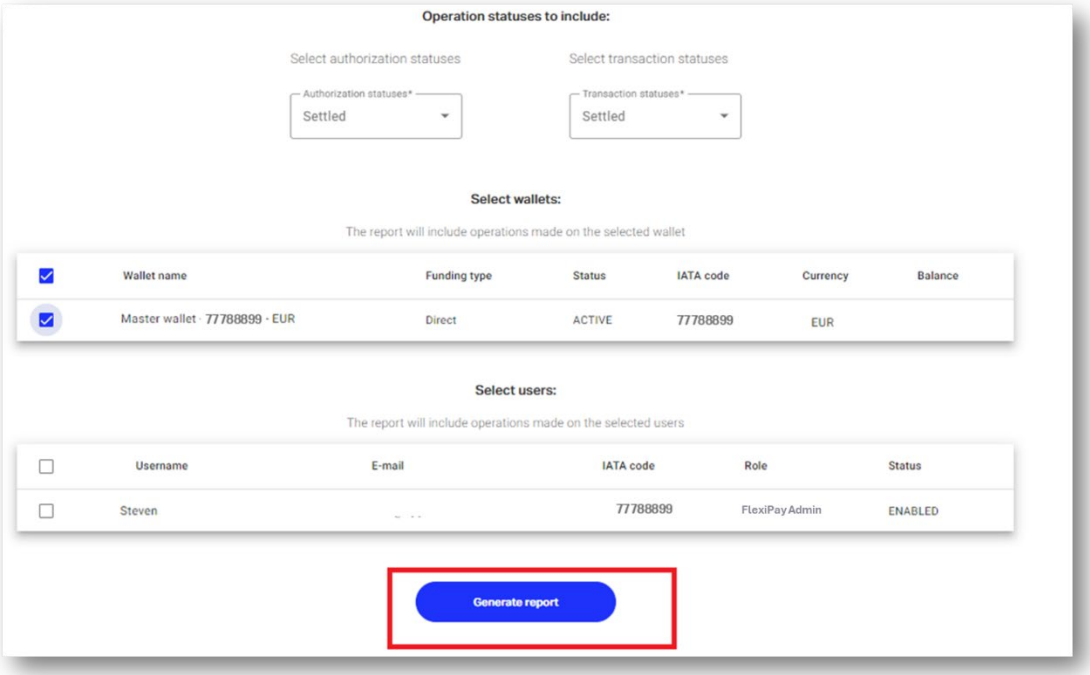
Please note that some of the criteria are obligatory (date, operation types and wallets) and user won't be able to generate report without selecting those.



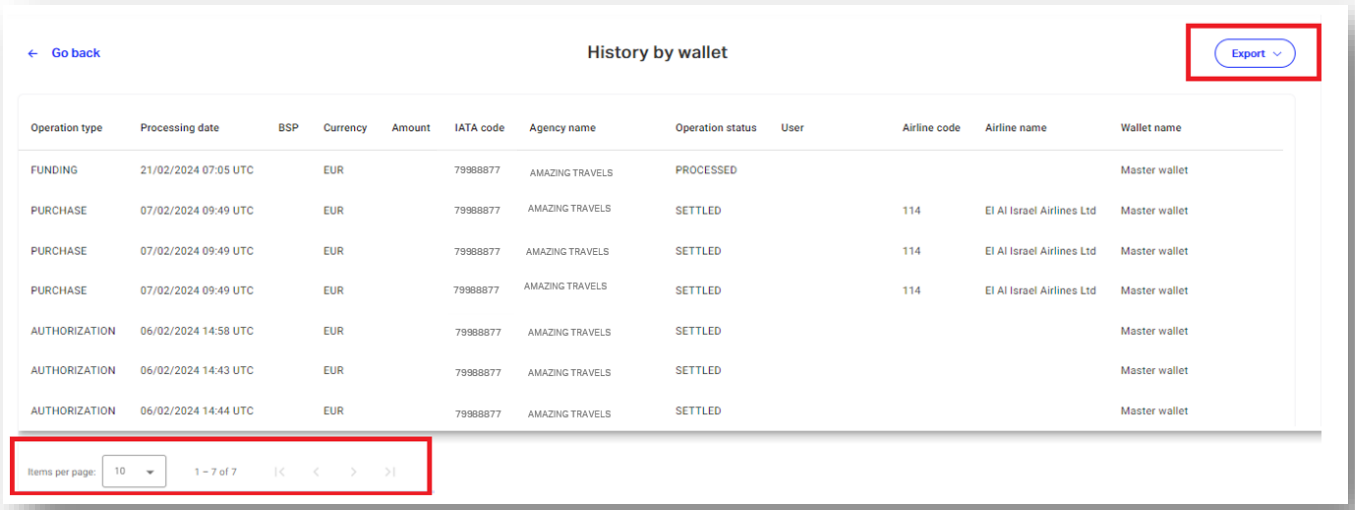
In case user selects as operation types any authorizations or funding movements an additional filtering criterion will be shown – requiring selection of corresponding statuses.



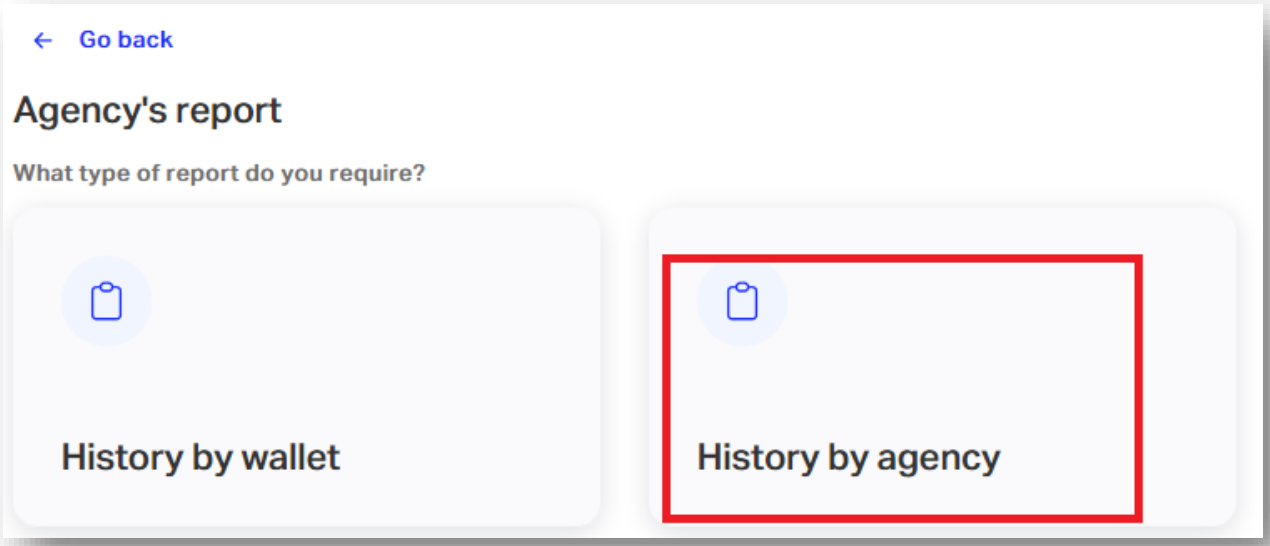
Once all desired criteria are select user should click on “generate report” button.



User will be redirected to the screen with a report that presents the overview selected data. User can use the navigation panel on the bottom left to display more items per page or move to next pages. User can also export the data to .csv or .pdf format by click on “export” button.

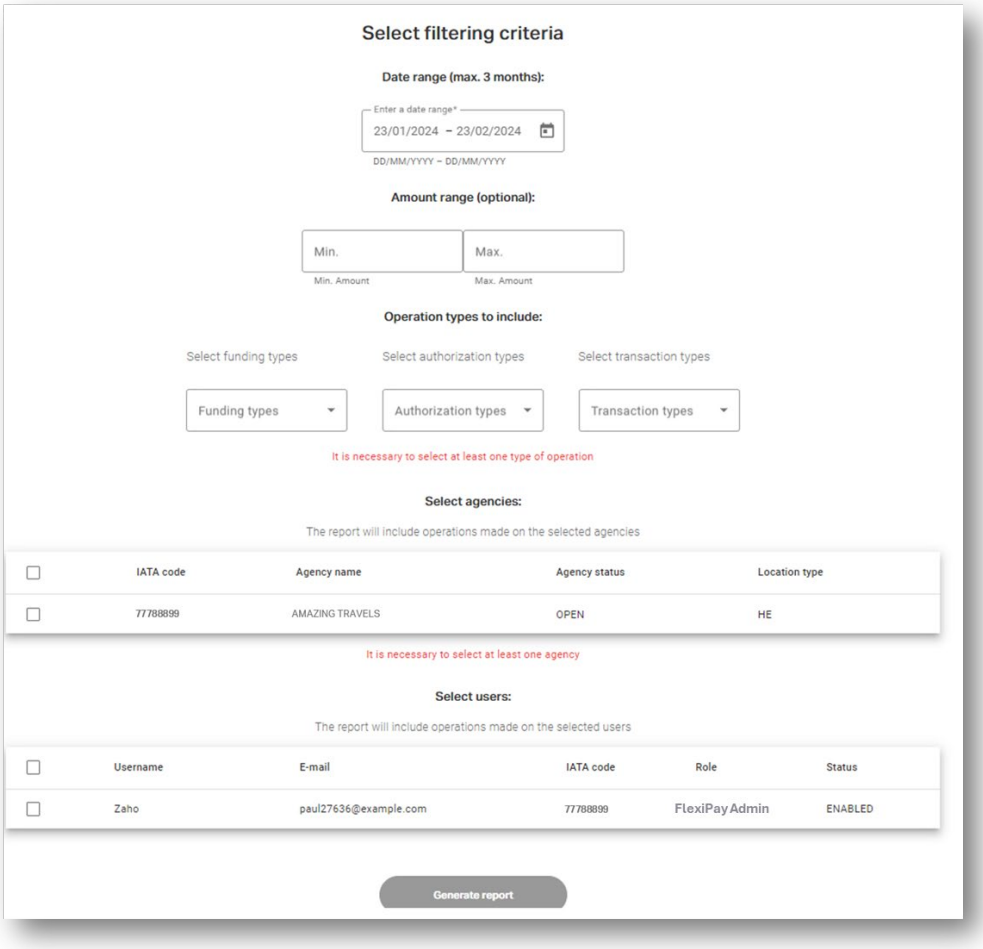


User can click on “history by agency” report and will be redirected to the screen including filtering criteria.

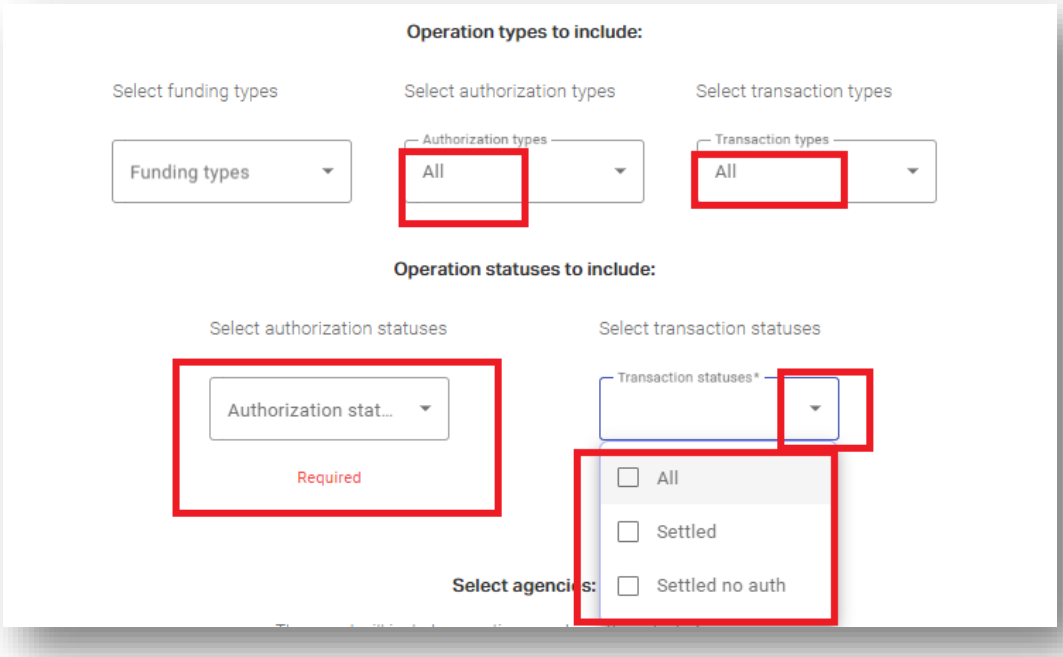


This report is designed to present data related to operations on selected agencies within the agent hierarchy.

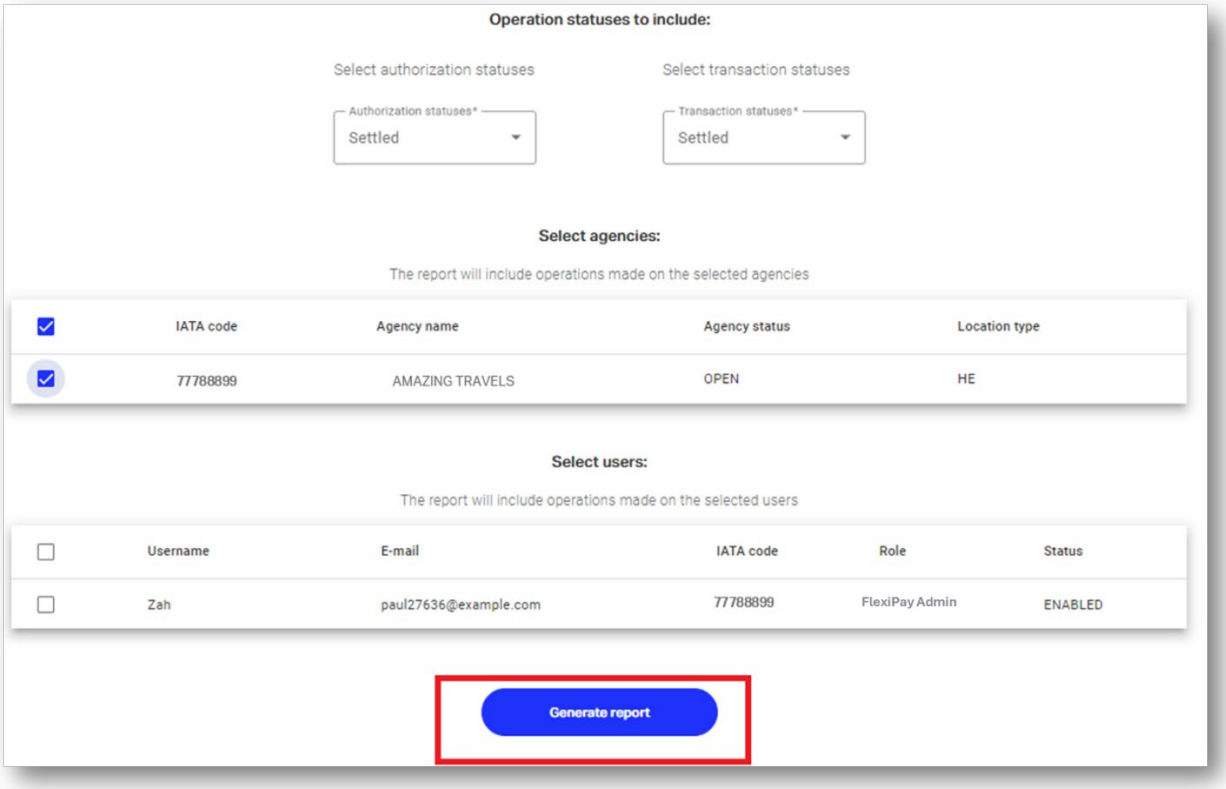
Please note that some of the criteria are obligatory (date, operation types and agents) and user won’t be able to generate report without selecting those.



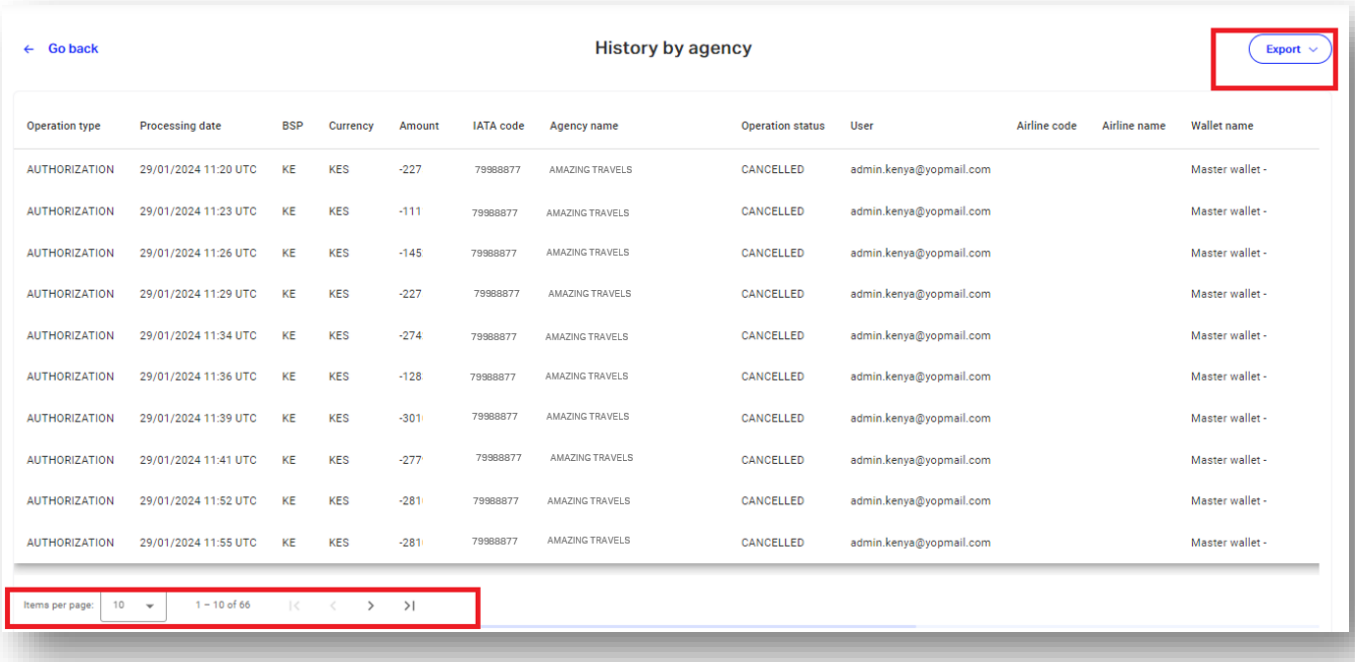
In case user selects as operation types any authorizations or funding movements an additional filtering criteria will be shown – requiring selection of corresponding statuses.



Once all desired criteria are select user should click on “generate report” button.



User will be redirected to the screen with a report that presents the overview selected data. User can use the navigation panel on the bottom left to display more items per page or move to next pages. User an also export the data to .csv or .pdf format by click on “export” button.

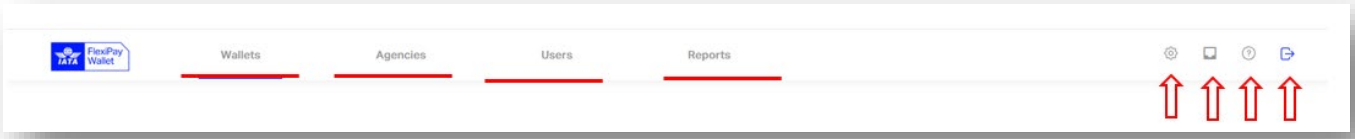


HELP AND SUPPORT

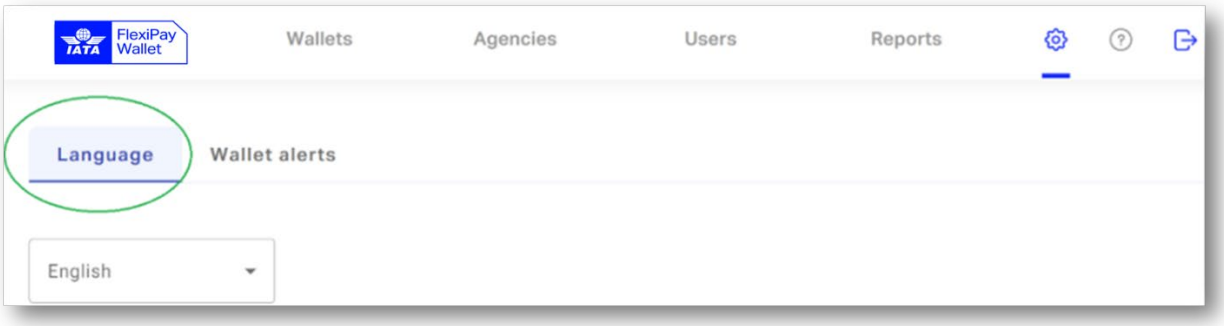
18. Can the language of the platform be changed?

All user roles are entitled to perform this action.

In order to change the language of the “IATA FlexiPay Wallet” platform, click on settings on the navigation bar.



Once clicked on the settings icon the user is redirected to the settings screen where you can see two options: “language” and “wallet alerts”.
Under the “language” tab the user can amend the language of the “IATA FlexiPay Wallet” platform. The language settings will be stored for the users, so when logged next time the last saved language will be displayed. There are in total 5 languages to choose from: English, Spanish, Portuguese, French and Arabic.



19. Where can I find help and support for "IATA FlexiPay Wallet" platform?

All user roles are entitled to perform this action.

To find help and support in the "IATA FlexiPay Wallet" platform, click on the help icon. After clicking on it you will be redirected to the help screen where you can find three options:

- FAQs: when the user clicks on it, it will be redirected to FAQs, located in the Customer Portal.
- Support: when the user clicks on it, it will be redirected to Support details, located in the Customer Portal.
- User Manual: when the user clicks on it, user manual information will appear in the platform.

