

TIDS Service

IATA Customer Portal

User Guide





Applying for TIDS as a new Customer

Step 1: Go to <https://portal.iata.org/s/>

Step 2: Login or Register on the IATA Customer Portal

Step 3: Select TIDS under the “Services” area

Step 4: Assemble the documents supporting your application

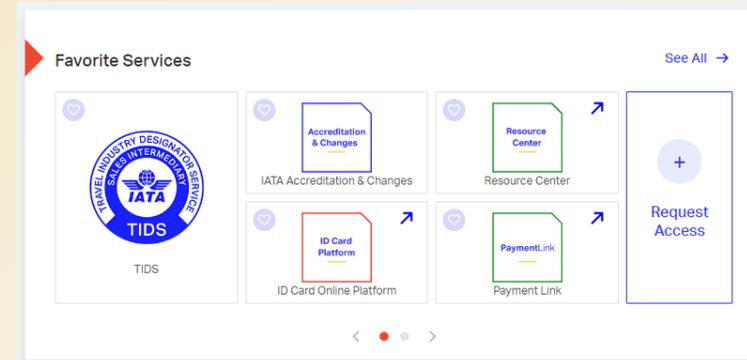
Step 5: Complete & Submit your TIDS Application

IATA will take 3 to 5 business days to review your application.

Once approved, you will receive a confirmation email with your

TIDS participation details, and the role of TIDS Administrator will

be assigned to you.



Apply for the IATA TIDS Program

Welcome to the online application for the TIDS program, IATA's free identification service for travel sales intermediaries.

Participation in the IATA TIDS program ensures that your business and its sales activities can be accurately identified and recognized by industry suppliers worldwide.

Once your TIDS application is submitted and accepted by IATA, your business will receive a unique standard identifier: **The IATA TIDS Code**

Before you start

Please take a moment to review the list of documents required to complete your application.

- ◆ Documentation supporting the legal form of business and ownership of the business entity
- ◆ Copy of the business registration, including tax registration or applicable business registration number
- ◆ Bank letter or statement of account in the name of the business
- ◆ One letter of recommendation from an IATA Airline, GDS or other major industry supplier
- ◆ Government-issued license for sale of travel-related services (where applicable)
- ◆ Signed copy of the [TIDS Terms and Conditions](#)

It is so easy!

Registering for TIDS is easier than ever with an application process entirely online.

- ◆ Complete the online application form
- ◆ Attach all supporting documents
- ◆ Follow the status of your application online
- ◆ Receive your unique IATA TIDS Code within 72 business hours

I have all required documents

I hereby confirm that I have read and accept the TIDS Terms and Conditions

Apply for TIDS

Completing a TIDS Application

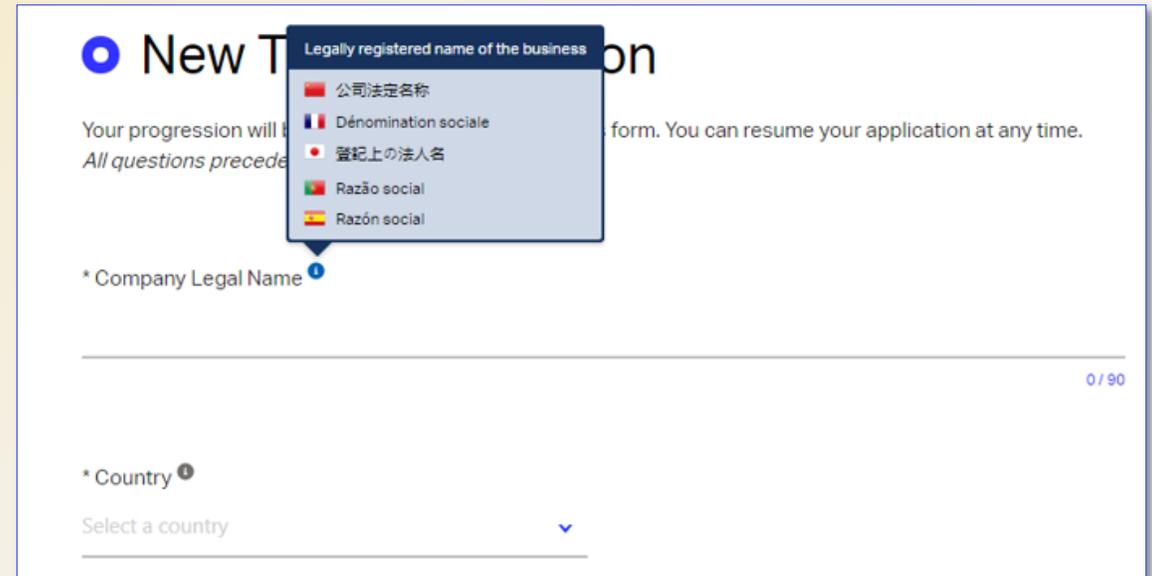
Below you will find useful indications that will assist you when completing a TIDS Application online.

Tip 1: All information must be provided in International English. Non-English characters are not accepted on the TIDS forms

Tip 2: All questions marked with a “*” are mandatory

Tip 3: Help is offered for each field in 6 different languages

Tip 4: All text fields indicate the maximum number of characters allowed

A screenshot of the TIDS application form. The title is "New TIDS Application". Below the title, there is a progress indicator: "Your progression will be saved as you complete the form. You can resume your application at any time." and a note: "All questions precede...". A dropdown menu is open for the "Legally registered name of the business" field, showing options in Chinese, French, Japanese, Portuguese, and Spanish. Below this is a text input field for "* Company Legal Name" with a character count of "0 / 90". At the bottom, there is a dropdown menu for "* Country" with the text "Select a country" and a downward arrow.



Supporting Documentation

Before starting your TIDS Application, check to make sure that you have assembled the following:

- Documentation demonstrating the legal form of the business and proof of ownership (e.g. Articles of Incorporation)
- Copy of business registration, including tax registration or applicable business registration number
- Bank letter or statement of account in the name of the business
- One letter of recommendation from an IATA Airline, GDS or other major industry supplier
- Government-issued license for sale of travel-related services (where applicable)
- Signed copy of the TIDS Terms and Conditions (downloadable via the TIDS service)

For IATA to be able to review and approve your TIDS application, please ensure to upload all the requested documents. Acceptable file formats are: “.pdf”, “.jpg”, “.gif”, “.png”.



Accessing your TIDS Information Dashboard

The TIDS Information Dashboard is available to all approved TIDS Agents and can be accessed by going to the TIDS Service from the Customer Portal home page.

The TIDS Dashboard is where TIDS Agents can review their information, report changes to their business details, request additional TIDS Branches and delegate the role of TIDS Administrator within their company.

You Are Viewing Your Head Office Dashboard

IATA Code: xxxxxxxx **Status:** Approved

Summary
IATA TIDS QA Account
DBA: IATA TIDS QA Account
800 Square Victoria
Montreal, Quebec
H4Z 1M1, Canada
[View all information](#) →

Administrators
Primary: Luc Debono
Secondary: Secondary Debono

Contact
Email: tids@iata.org
Phone: +1 514 874 0202

Manage Your Head Office

- Report Changes
- Add a Branch Office
- Add a Virtual Branch Office
- Manage Your Administrators
- Relinquish Your TIDS Participation

Branches + Add a branch Search by name, code or city 🔍 ⚠️

Name	Code	City	Status	
IATA TIDS QA Account <small>dba: IATA TIDS QA Branch Account</small>	xxxxxxx	Montreal	Approved	⚙️

[View all branches](#) →

TIDS Cases Search by number or subject 🔍

- [12158657](#) - Closed
TIDS - Change of Name or Compan...
- [12158652](#) - Closed
TIDS - Branch Office Application
- [12152514](#) - Closed
TIDS - Virtual Branch Access Request
- [12152310](#) - Closed
TIDS - Head Office Application

[View all cases](#) →



Accessing your TIDS Information Dashboard

For New TIDS Customers

The TIDS Information Dashboard is accessible to all TIDS Administrators.

The role of TIDS Administrator is assigned by default to the person who submitted the TIDS application.

For Existing TIDS Customers

For existing TIDS Agents, the TIDS Dashboard will not be accessible until IATA has assigned the TIDS Administrator role to the Agency. Please contact us via the [Customer Portal](#) to have this role assigned to a person authorized to act on behalf of your Agency.



Navigating the TIDS Information Dashboard

The TIDS Information Dashboard has 4 main sections.

Section 1: Information Summary

This section provides a summary of your Agency business details on record with IATA.

The link “View all information” leads you to a more complete view of all your Agency details

Section 2: Management Options

Under this section, you will find the options available to administer your TIDS participation.

This is where you can Report Changes, Add a Branch Office or Manage your TIDS Administrators

You Are Viewing Your Head Office Dashboard

IATA Code: .	Status: Approved
Summary IATA TIDS QA Account DBA: IATA TIDS QA Account 800 Square Victoria Montreal, Quebec H4Z 1M1, Canada View all information →	Administrators Primary: Luc Debono Secondary: Secondary Debono Contact Email: tids@iata.org Phone: +1 514 874 0202

Manage Your Head Office

-  [Report Changes](#)
-  [Add a Branch Office](#)
-  [Add a Virtual Branch Office](#)
-  [Manage Your Administrators](#)
-  [Relinquish Your TIDS Participation](#)



Navigating the TIDS Information Dashboard

Section 3: List of Branches

This section is displayed at Head Office level and gives visibility on any of your Branch Offices (if applicable). Each Branch Office is clickable, allowing you to view and administer this office's business details.

Section 4: List of TIDS Cases

This section provides visibility on all the TIDS Cases created under your office.

The screenshot displays two main sections: 'Branches' and 'TIDS Cases'.

Branches Section:

- Header: Branches + Add a branch
- Search: Search by name, code or city
- Table:

Name	Code	City	Status
IATA TIDS QA Account <i>dba: IATA TIDS QA Branch Account</i>	xxxxxxx	Montreal	Approved

View all branches →

TIDS Cases Section:

- Header: TIDS Cases
- Search: Search by number or subject
- List of cases:

- 12158657 - Closed
TIDS - Change of Name or Compan...
- 12158652 - Closed
TIDS - Branch Office Application
- 12152514 - Closed
TIDS - Virtual Branch Access Request
- 12152310 - Closed
TIDS - Head Office Application

View all cases →