



ID Card Benefits Platform User Guide

Members of IATA/IATAN ID Card can enjoy exclusive access to the ID Card Benefits platform. This platform allows cardholders to easily retrieve their digital ID Card and serves as a gateway to a curated selection of travel agent offers. Whether it's for travel, shopping, gift cards, or merchandise, an array of exclusive benefits is readily accessible. This guide explains how to access the ID Card Benefits platform with step-by-step instructions.

Where can I access the ID Card Benefits?

- [IATA Customer Portal](#) (once logged in, click on the "ID Card Benefits" icon in [Favorite Services](#) or request it in [Available Services](#))
- [ID Card Benefits website](#)
- ID Card Benefit mobile app (available on iOS and Android)



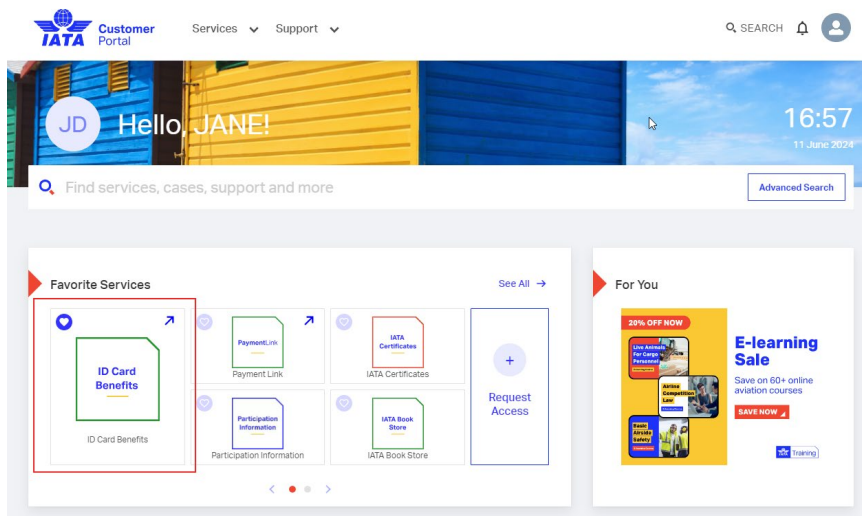
Who is eligible to use the ID Card Benefits platform?

The platform is available for travel professionals with a valid IATA/IATAN ID Card under an active IATA Agency. Cardholders must have their **10-digit ID Card VER (Verification) Number** and **8-digit IATA Agency Code**. These can be obtained from the agency's owner or designated administrator for ID Card.

How do I access the ID Card Benefits website or mobile app?

You must be a registered user of the IATA Customer Portal and have your ID Card assigned to your user profile.

- If you have a portal user account, please login [here](#). Once you login, click on the "ID Card Benefits" icon in [Favorite Services](#) or request it in [Available Services](#).

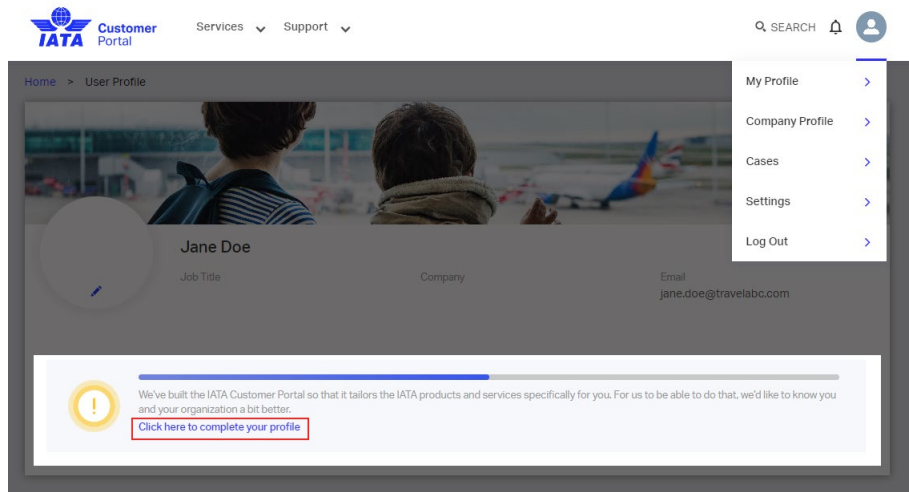




- If you don't have a portal user account, please follow the instructions below to register and obtain the login for the ID Card Benefits platform.

How do I obtain the login for the ID Card Benefits platform?

1. **Register** with your ID Card email address on the [IATA Customer Portal](#)
2. Confirm your email address and **create a password**
3. Log in to the IATA Customer Portal and **complete your profile** (remember the following)



a. Search for your agency in the Account Selection

- **Sector:** select "Travel Agent"
- **Category:**
 - For US Agents, please select "IATAN Passenger Agent"
 - For non-US Agents, please select "IATA Passenger Agent"
- **Country:** select the Country where your IATA Code is registered
- **Agency IATA Code:** Enter the 8-digit of your agency's IATA Code
- Click on "Search"
- **Verify and select** the agency account



b. Enter your phone number, job function and job title at the agency

Account Selection & Additional Details

Account Selection Additional Details Confirmation

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

Business Phone (Optional) Job Function

+15148740202 Operations

Job Title

Reservation Agent

Back to Company Account Info Next Step

c. Confirm your agency information and click on "Submit"

4. Log in to the IATA Customer Portal and **complete your profile** (remember the following)

On the IATA Customer Portal, I don't see the "ID Card Benefits" in the [Favorite Services](#) or in the [Available Services](#), what do I do?

There are two possible reasons why you don't see the "ID Card Benefits" on the IATA Customer Portal.

Reason 1: Your ID Card is no longer valid (expired, cancelled, or the agency is terminated). Please check your ID Card status in [My Profile](#). To renew your ID Card, please follow [ID Card Renewal](#) instructions.

IATA Customer Portal Services Support SEARCH

Home > User Profile

My Profile Company Profile Cases Settings Log Out

JANE SMITH

Job Title: Travel Advisor Company: TRAVEL AGENCY ABC Email: jane.smith@travelabc.com

Basic Information Personal Contact Portal Accessibility Training Details Professional ID Card Subscriptions & Privacy

ID Card

Name on the ID Card: JANE SMITH Photo: Click here to see your ID Card photo

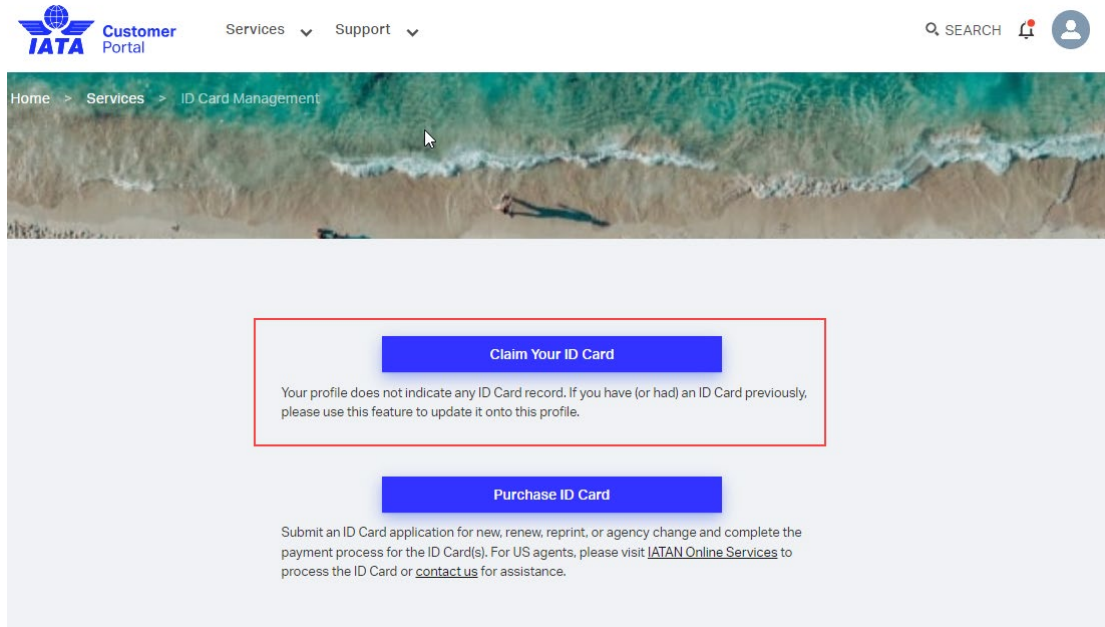
ID Card VER Number: 1234567890 ID Card Expiry Date: 3/31/2024

ID Card Status: Expired ID Card

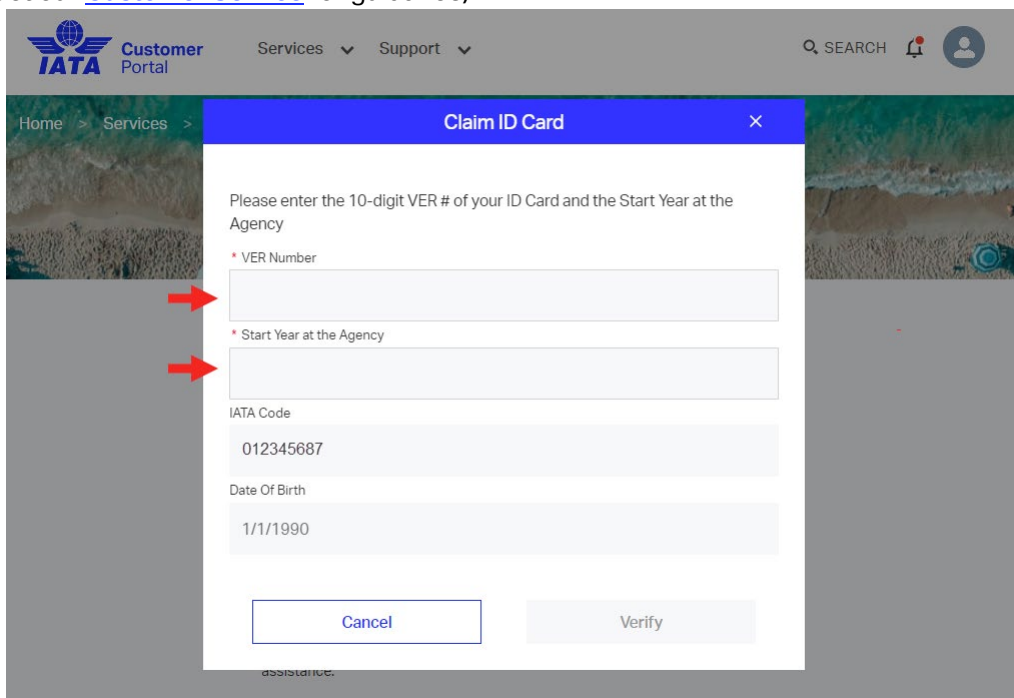


Reason 2: Your valid ID Card is not assigned to the user profile. Please follow the instructions below to retrieve your ID Card and assign it to the user profile.

- Request for the "ID Card Management" portal service in [Available Services](#)
- Click on the "ID Card Management" icon in the [Favorite Services](#) & enter your date of birth
- Select on "Claim Your ID Card"



- Enter your 10-digit ID Card VER # and your Start Year at the Agency (if you require assistance, please contact our [Customer Service](#) for guidance)



- Verify the information to complete the "Claim ID Card" process.

Once your ID Card is successfully transferred to your profile, you should automatically be granted access to the ID Card Benefits Platform.