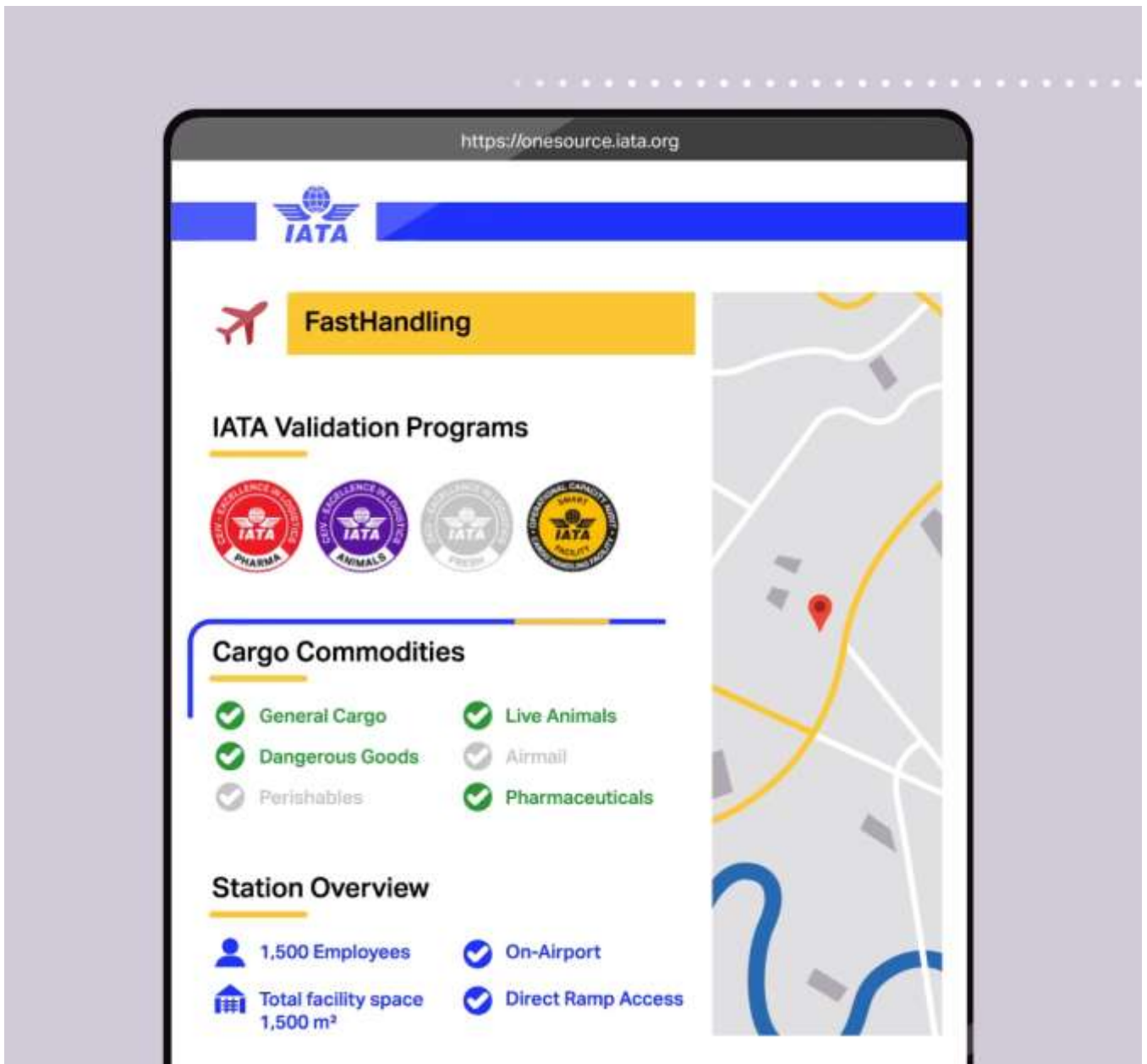




User Guide

ONE Source





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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

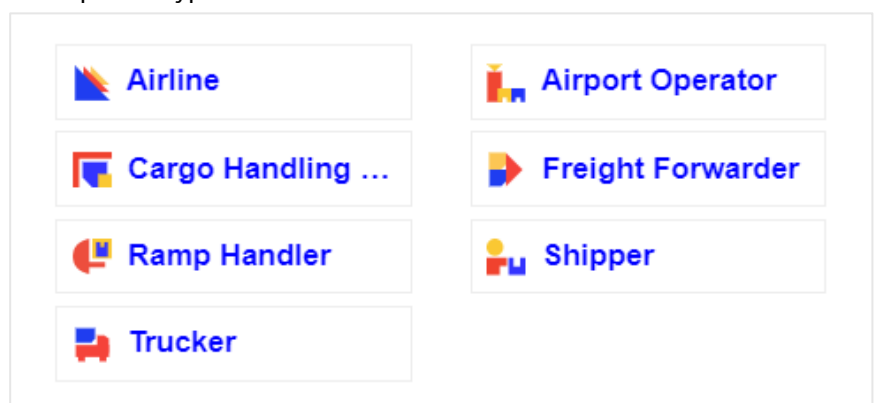
Under an account and in the same location, a company may have several stations depending on the services they offer.

- 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.

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
Shipper	<ul style="list-style-type: none"> Other 	<ul style="list-style-type: none"> Pharmaceutical Industry Manufacturing Industry Food Industry Retail Industry
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:

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> 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

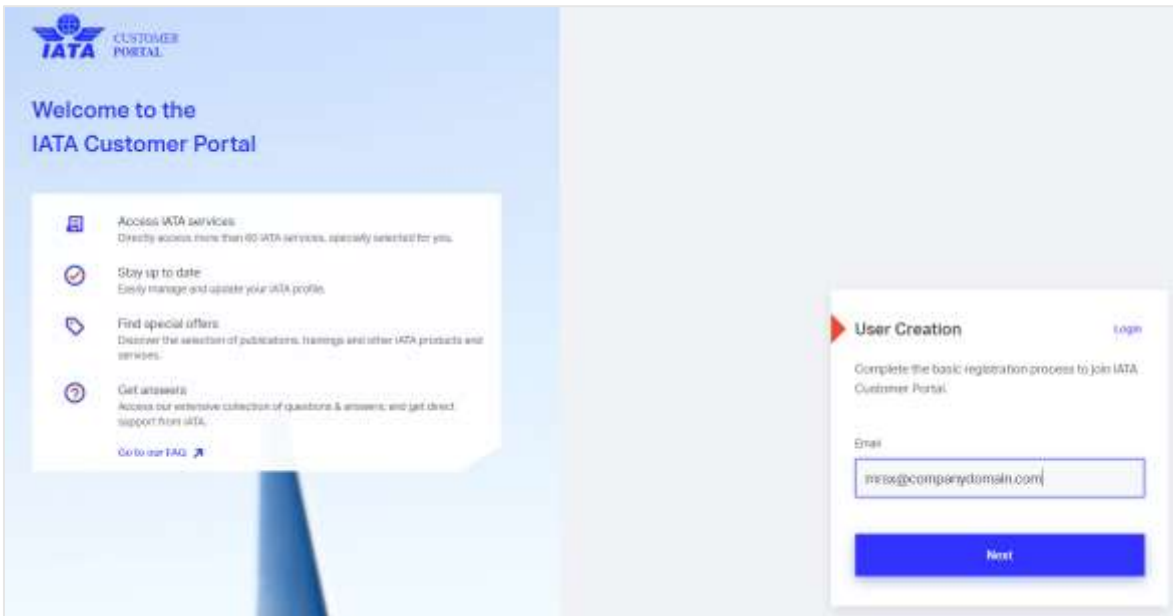
If this is the first time you set up a user account, you will need to follow the steps below to create a new one.



2.2.1 Create a new user

Introduce your email

Use your **professional** email account





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

Salutation

First Name (Given Names)

Last Name (Family Name)

Country/Territory (Optional)

Business Phone (Optional)

Sector

Preferred Language

 I have read and agree to the following terms:



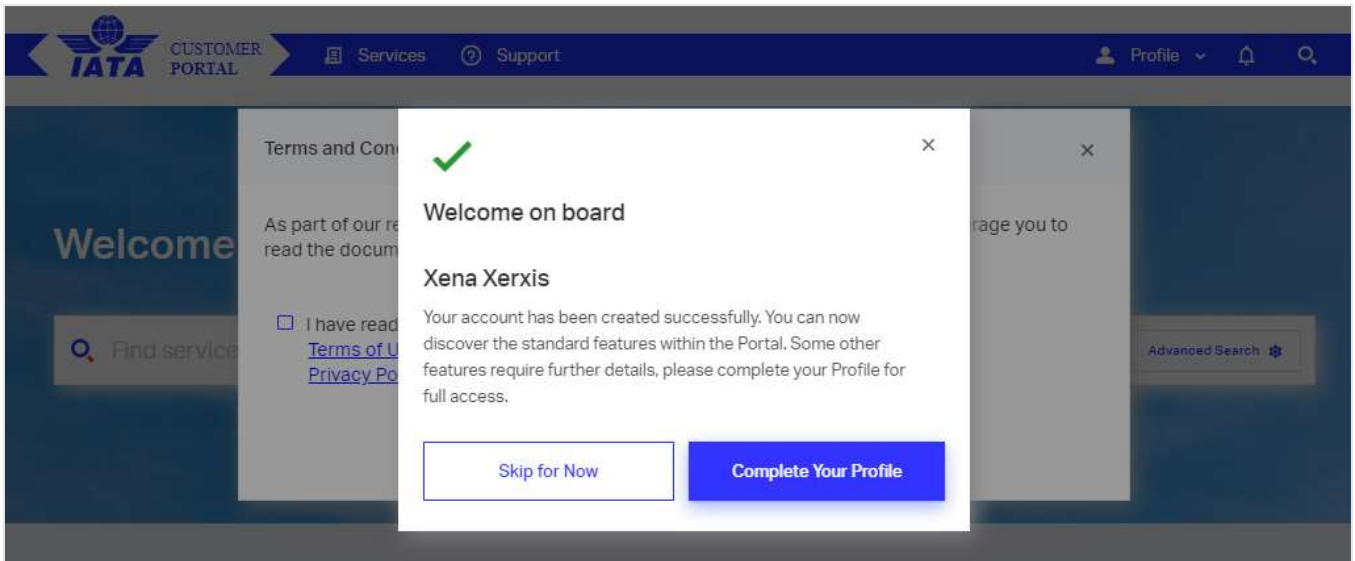
You will receive an email confirmation from the IATA Customer Portal. Confirm your mail address by clicking on the link provided.

A screenshot of a success message. At the top left is a green checkmark icon. Below it, the word "Success" is written in bold. Underneath, the text reads "Please check your email to get your access details." There is a horizontal line below this text. Further down, the text says "Didn't receive an email?" followed by "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." At the bottom, there is a rectangular button with the text "Try Again" centered inside.

Create a password for the IATA Customer Portal

A screenshot of the "Create Password" form in the IATA Customer Portal. The top left corner features the IATA logo and the text "CUSTOMER PORTAL". Below this, the heading "Create Password" is displayed with a red triangle icon to its left. The instructions state: "Please enter your new password. The password should contain:" followed by a list of requirements: "Minimum 10 characters", "At least 1 upper-case letter", "At least 1 number", and "At least 1 symbol (@#%*!)_+^&". Below the list, there is an "Email" field with the text "Xena.xerxis@companydomain.com" entered. Underneath is a "Password" field with a toggle icon on the right. Below that is a "Confirm password" field. At the bottom of the form is a "Save & Login" button.

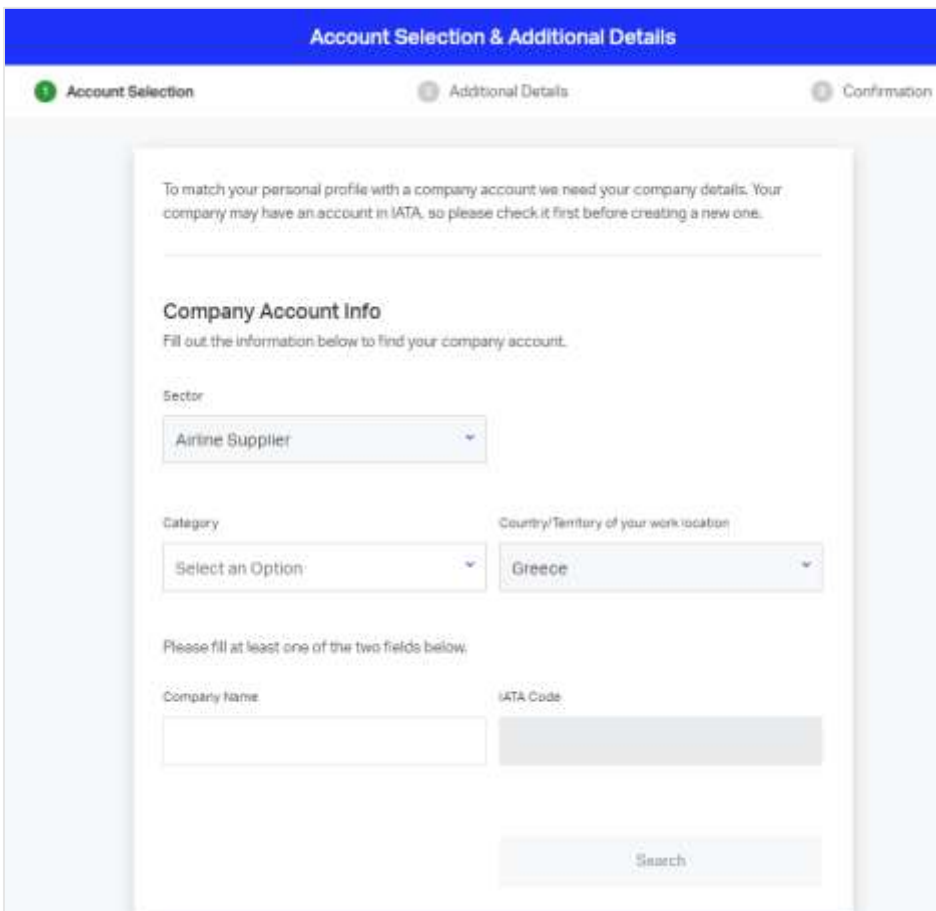
All done! You will now be invited to complete your profile.



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.



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
Airline Supplier

Category
Select an Option

Country/Territory of your work location
Greece

Please fill at least one of the two fields below:

Company name
IATA Code

Search



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 its 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
Shipper	<ul style="list-style-type: none"> Other 	<ul style="list-style-type: none"> Pharmaceutical Industry Manufacturing Industry Food Industry Retail Industry
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	Asooluv 1-21	<input type="radio"/>

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 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

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

Category

Company Name

Country/Territory of your work location

VAT (Optional)

8 characters - e.g. EL99999999

Website (Optional)

[← Back to Company Account Info](#)

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 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

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

Account Selection Additional Details Confirmation

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

Job Function Cargo Job Title Manager

Back to Company Account Info Next Step

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

Account Selection & Additional Details

Account Selection Additional Details Confirmation

You are only one step away from updating your profile. Please check the information provided and click submit button if everything 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 Website: VAC

2. Business Address Information Go back to edit →

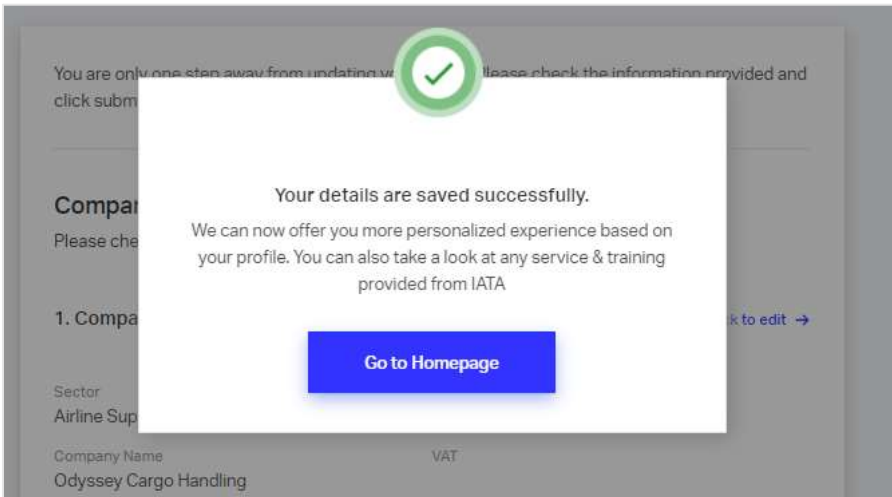
Country/Territory: Greece State: Attika
City: Athens Postal Code: 10436
Street: Aedon 1-21

Additional Details Go back to edit →
Please check your personal details

Job Function: Cargo Job Title: Manager

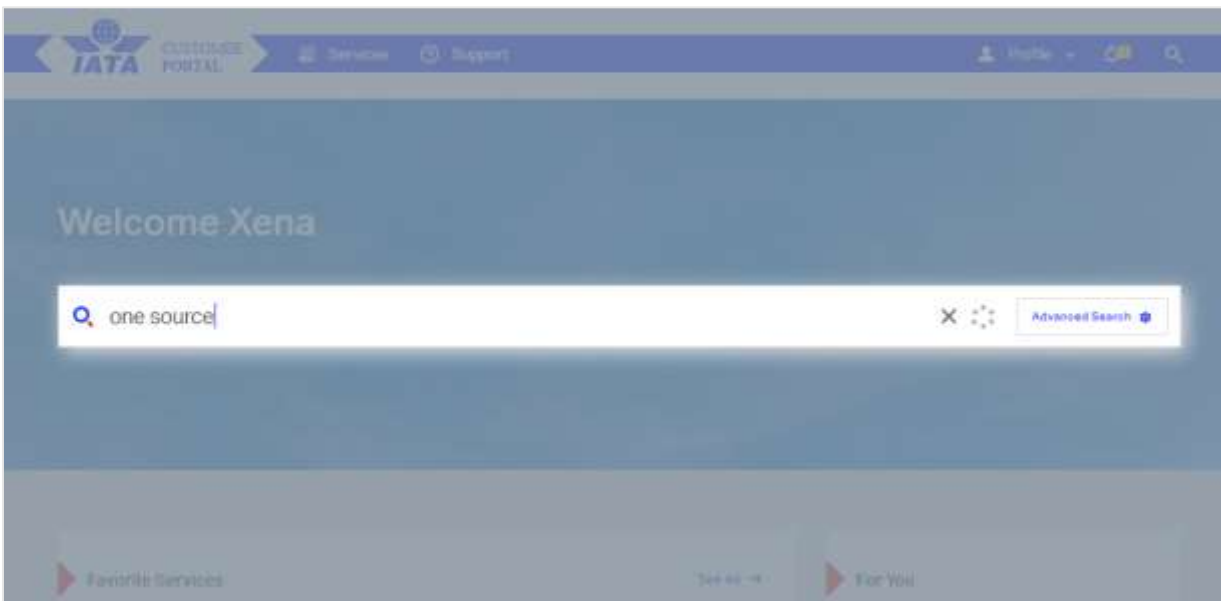
Back to Additional Details Submit

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

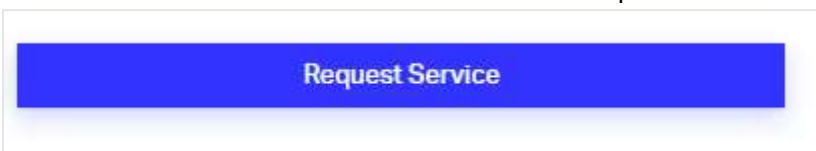


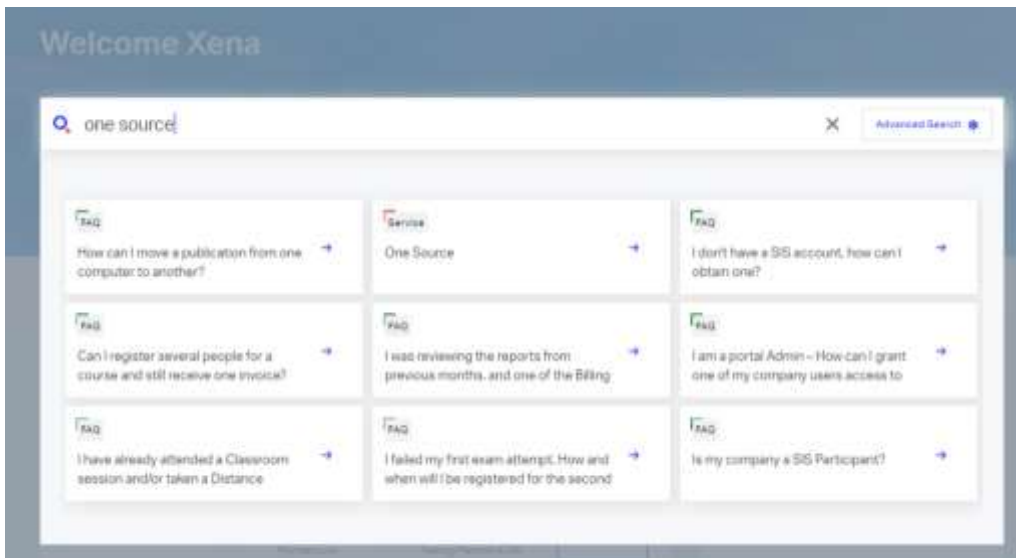
2.2.3 Request access to ONE Source

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



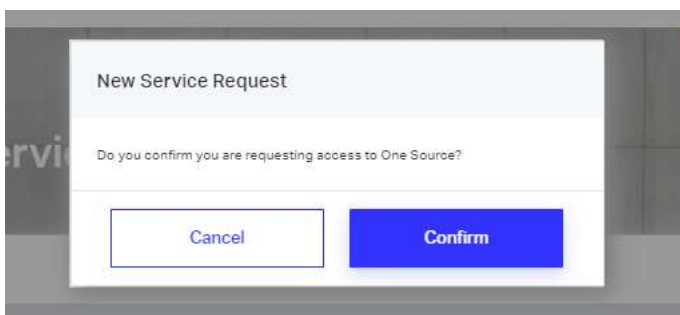
Select the Service "ONE Source" and click the "Request Service" button:



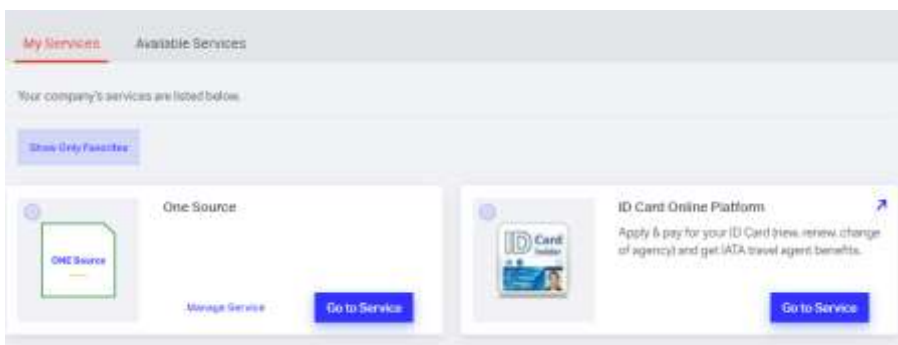


Note: if you haven't yet filled your profile, the system will ask you to do it now. Follow the instructions in [section 2.2.2](#).

Confirm you are requesting access:



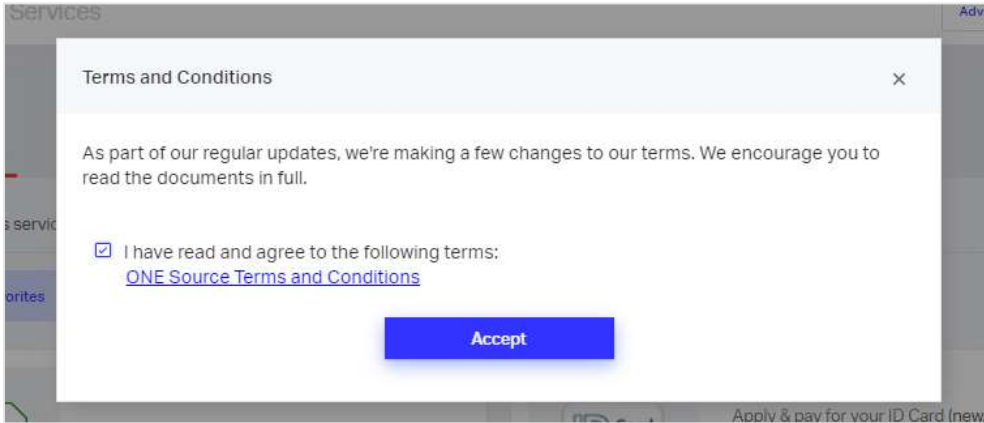
You will now see that the ONE Source Service shows up among your company's services in the Customer Portal Home. Click on **Go to Service** to access the user area.



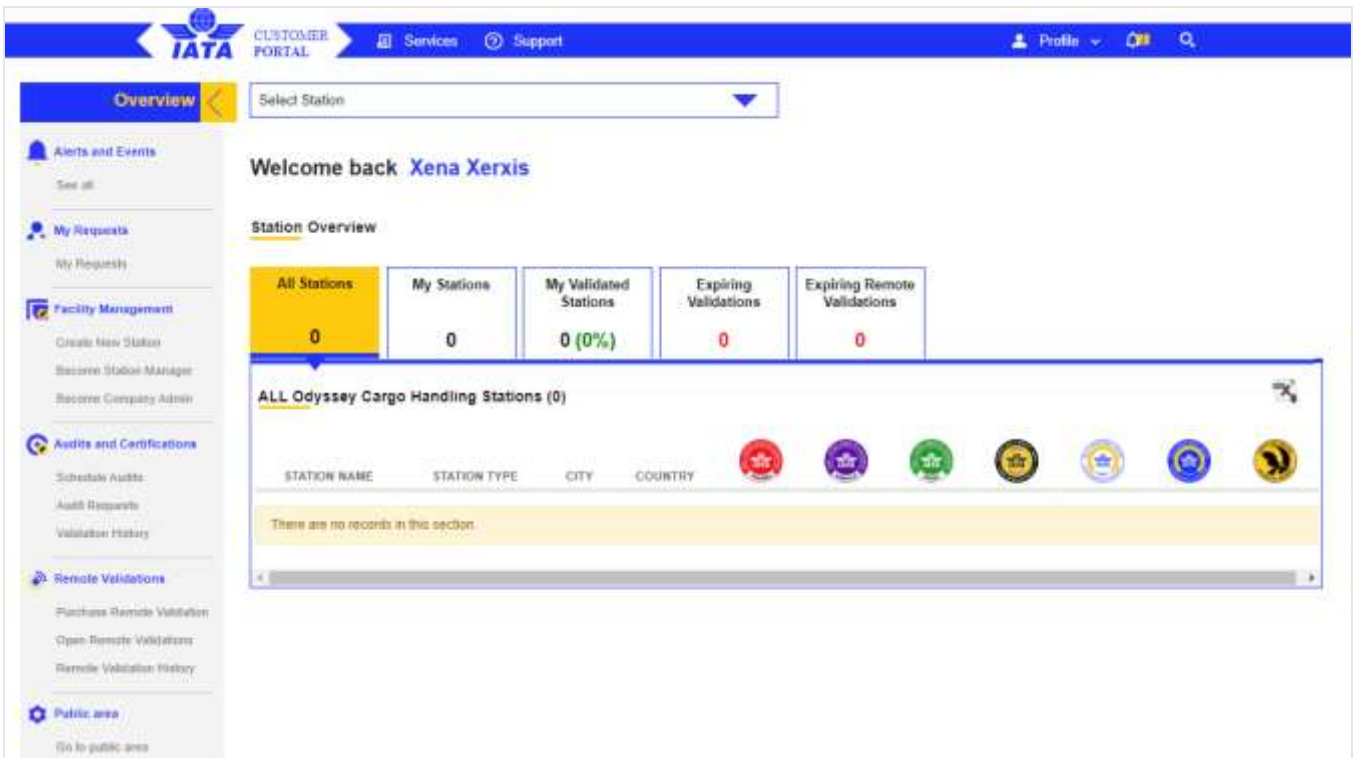


3. ONE Source User Area Home

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

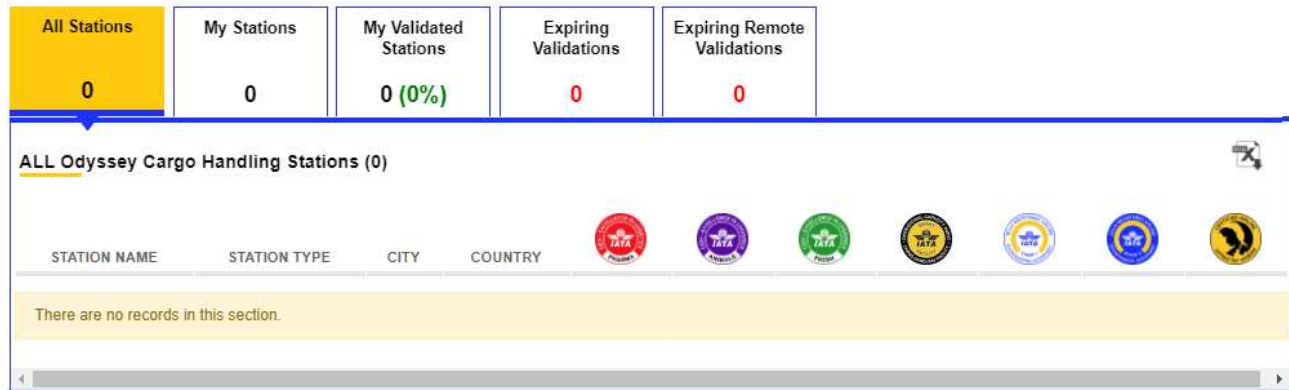




3.1.1 Station Overview

Welcome back **Xena Xerxis**

Station Overview



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.
Facility Management	Manage your facility stations & permissions
Create A Station	Create a new station
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 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)

 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 Franch Ramp approved	5/11/2020	Dismiss
Station Creation request submitted	5/11/2020	Dismiss

5. Your Requests

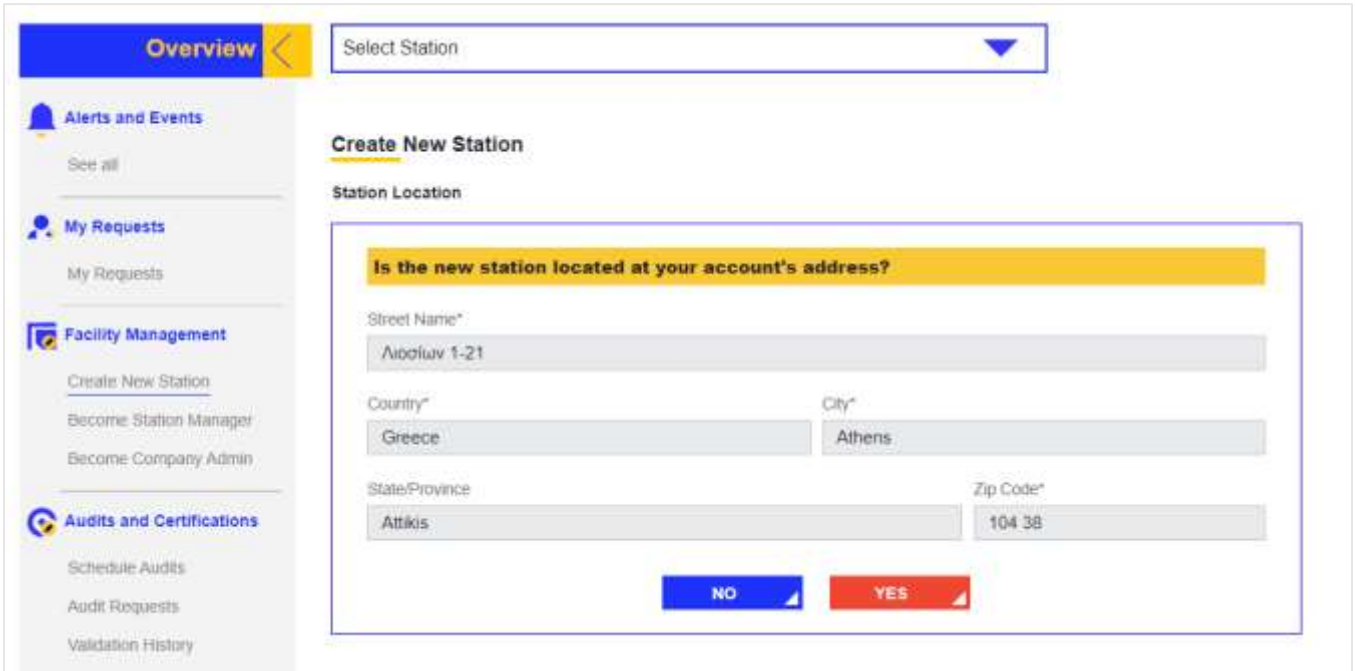
Lists your pending requests and their status.

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.



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

Create New Station

Station Location

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

Street Name*
Aiooliuv 1-21

Country*
Greece

City*
Athens

State/Province
Attikis

Zip Code*
104 38

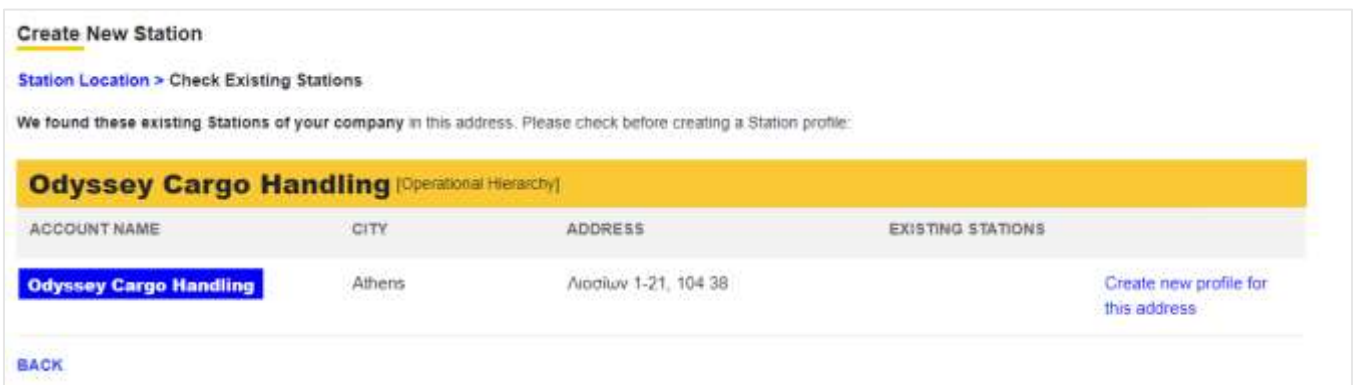
NO **YES**

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 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:



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:

ACCOUNT NAME	CITY	ADDRESS	EXISTING STATIONS
Odyssey Cargo Handling	Athens	Aiooliuv 1-21, 104 38	Create new profile for this address

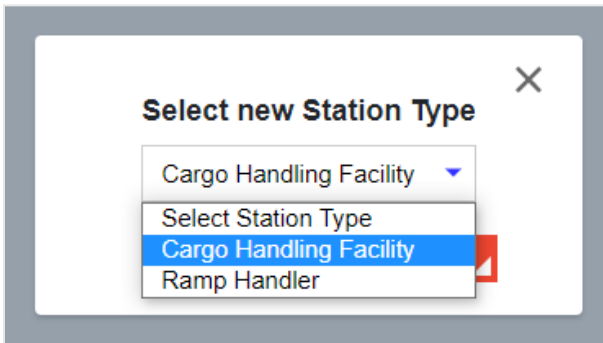
BACK

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.

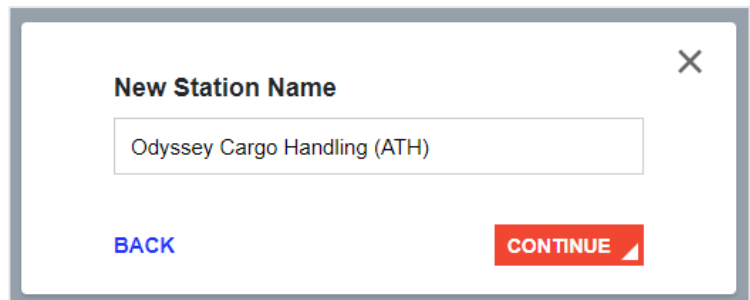


Name the station

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.

Address
Frankfurt Hahn 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

	From	To
Monday		Closed
Tuesday		Closed
Wednesday		Closed
Thursday		Closed
Friday		Closed
Saturday		Closed
Sunday		Closed

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: Λοσίων 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](#)

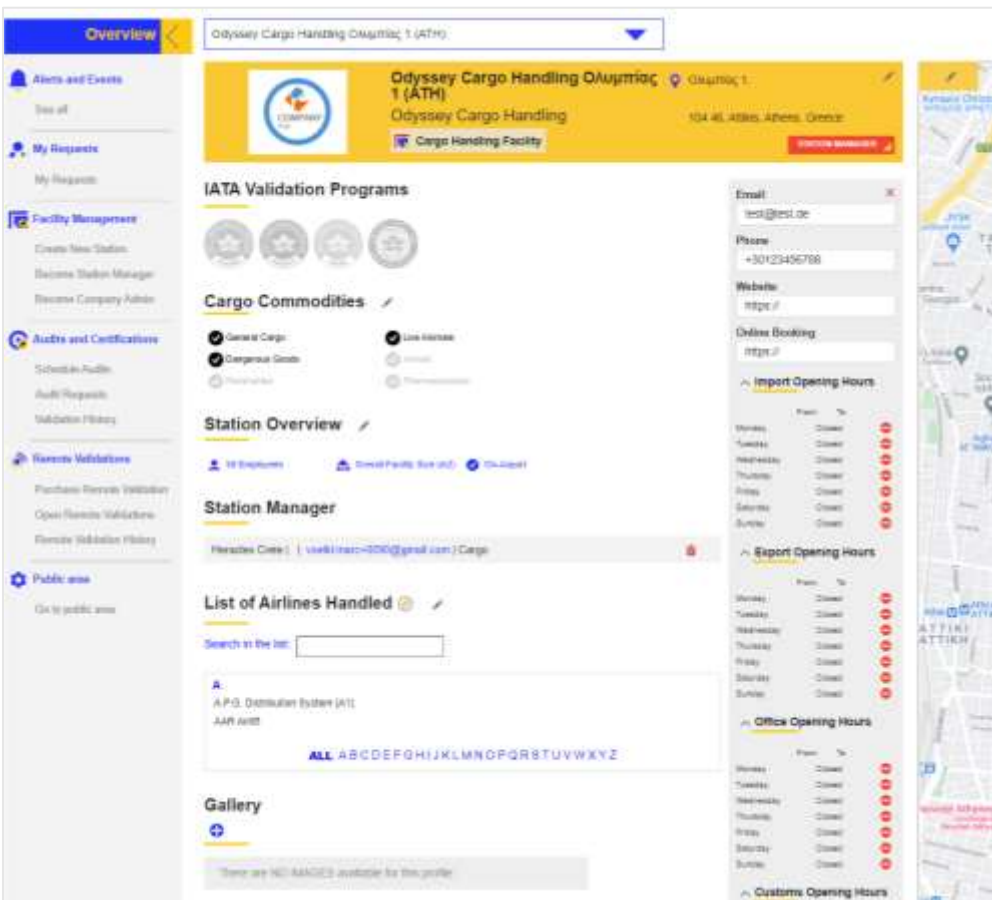
Once the station is approved, the information you have submitted will be publicly visible on ONE Source. As the requestor of the station, will gain automatically station manager rights allowing you to edit the station profile once it has been approved.



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**.





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.

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

The screenshot displays the 'Station Overview' dashboard. At the top, there are five summary cards: 'All Stations' (4), 'My Stations' (4), 'My Validated Stations' (0 (0%)), 'Expiring Validations' (0), and 'Expiring Remote Validations' (0). Below these are two expandable sections:

- ALL German CHF Stations (1)**: A table with one row for 'Rang French Germany' in Koperick Bezirk, Germany.
- ALL French CHF Stations (3)**: A table with three rows for 'French Subsidiary Station', 'French CHF Station', and 'French Rang' in Cadillac-en-Fronsadais and Rochefort-du-Gard, France.

STATION NAME	STATION TYPE	CITY	COUNTRY	Icon 1	Icon 2	Icon 3	Icon 4	Icon 5	Icon 6	Icon 7
Rang French Germany	[Icon]	Koperick Bezirk	Germany	-	-	-	NA	NA	NA	NA
French Subsidiary Station	[Icon]	Cadillac-en-Fronsadais	France	-	-	-	-	NA	NA	NA
French CHF Station	[Icon]	Rochefort-du-Gard	France	-	-	-	-	NA	NA	NA
French Rang	[Icon]	Rochefort-du-Gard	France	-	-	-	NA	NA	NA	NA



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

Account Business Address Information

Please fill out the account business address information:

Country/Territory: Greece | State: Attika

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
Ολυμπιας 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](#)

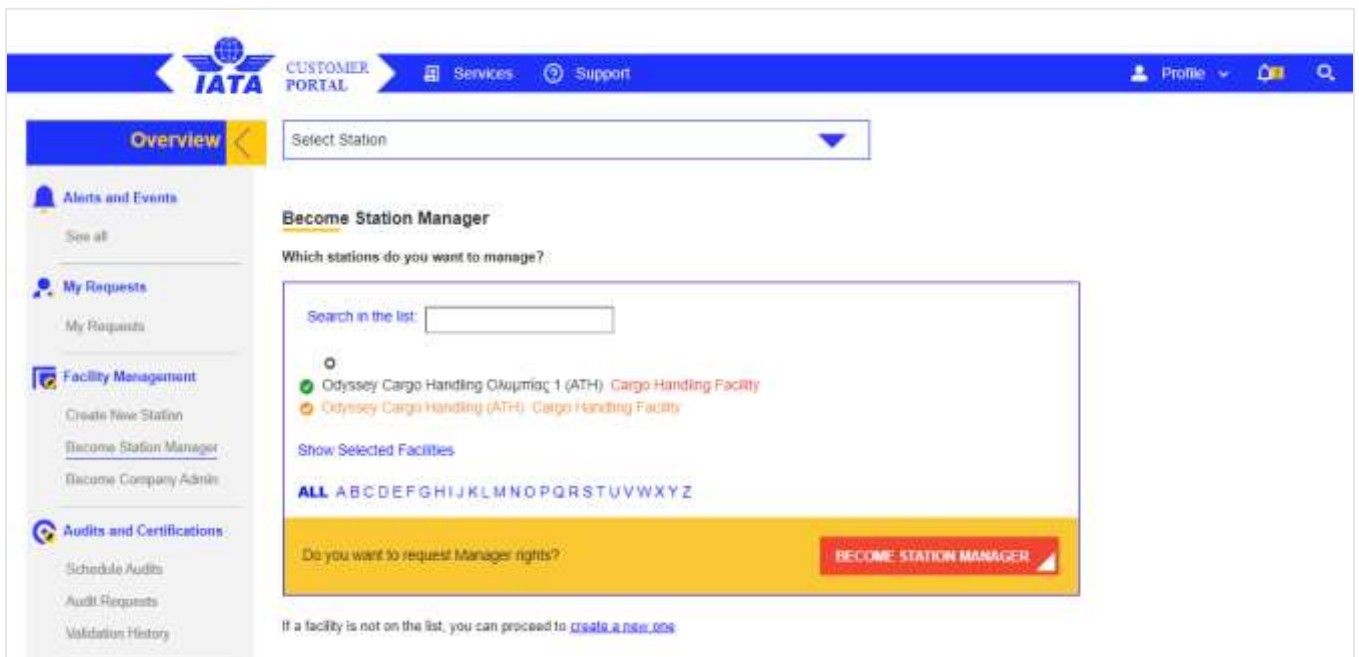
6.2. Become a Station Manager

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

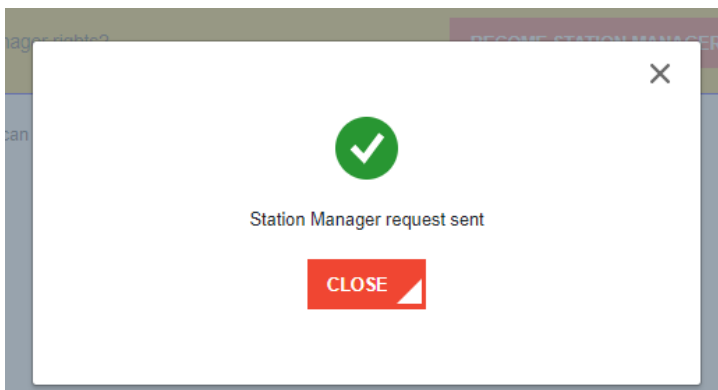
Note: you can only become station manager of one station at a time. You will have to repeat this process to add other stations.

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.

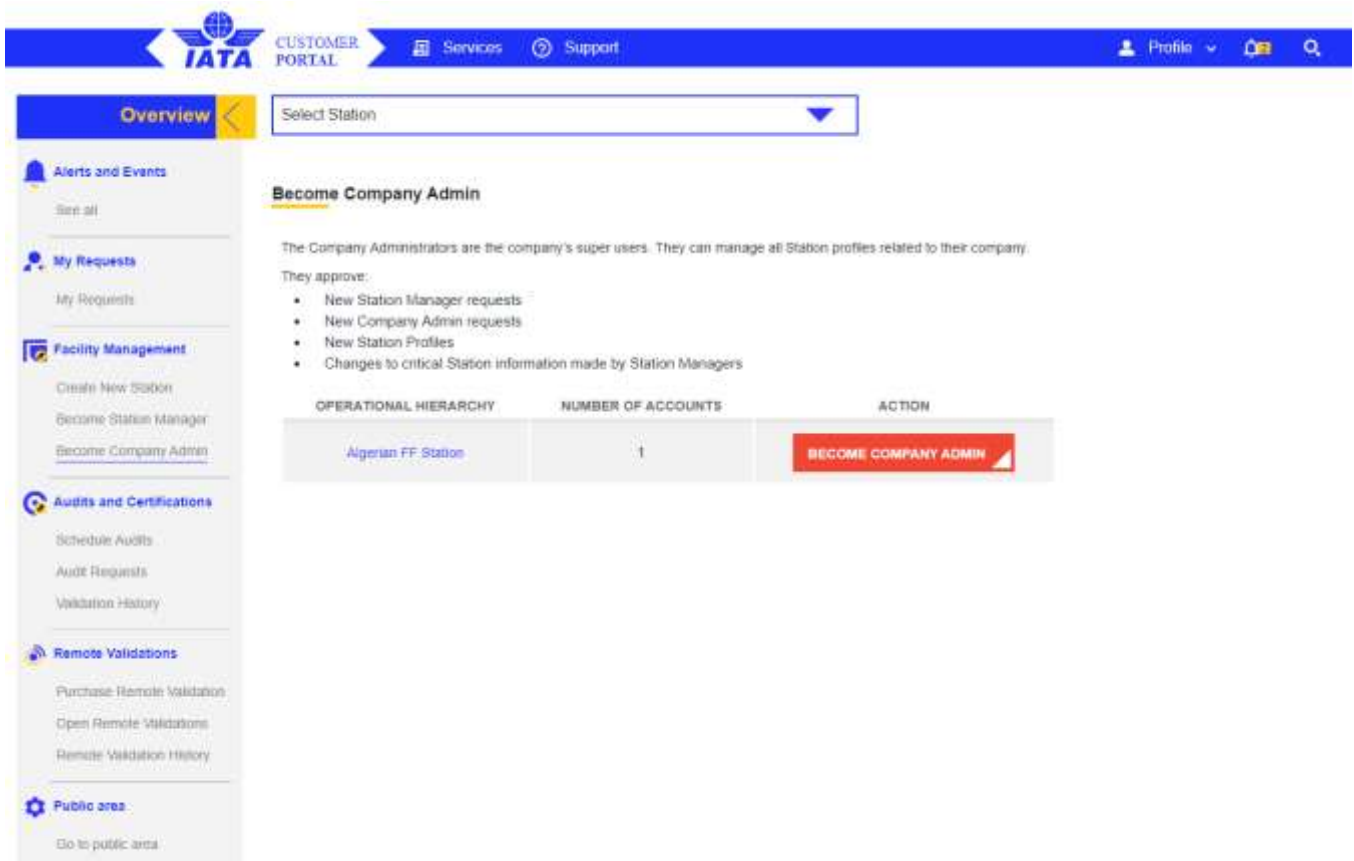


6.3. Become a Company Admin

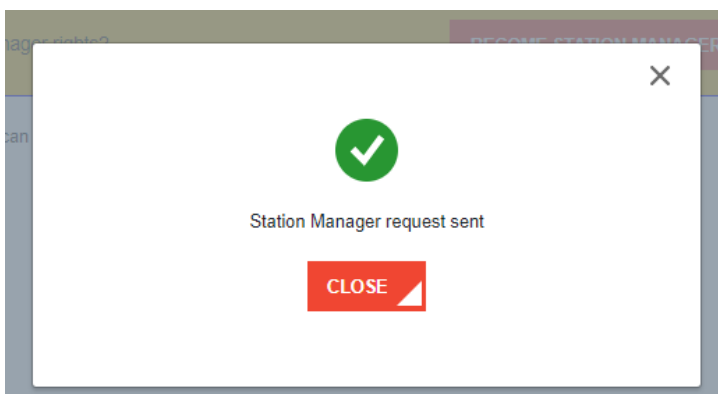
If your company wants to use a dedicated person manage station manager and station creation requests before they are sent to IATA for approval you can choose to become a Company Admin for the Operational Hierarchies of your company.

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.

Schedule Audits

Select your Station/Service

CS Portal Station



CS Portal Station
CS Portal Company
Cargo Handling Facility

Location: rue Area, Building 2, 1200, Geneva, Geneva, Switzerland

Which Validation Programs do you want to achieve/renew?

CEIV Pharma CEIV Live Animals CEIV Fresh Smart Facility Operational Capacity

Audit contact

Name* Email*

CS Portal voelkl.marc+2031@gmail.com

Phone* Preferable Audit Date*

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

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.

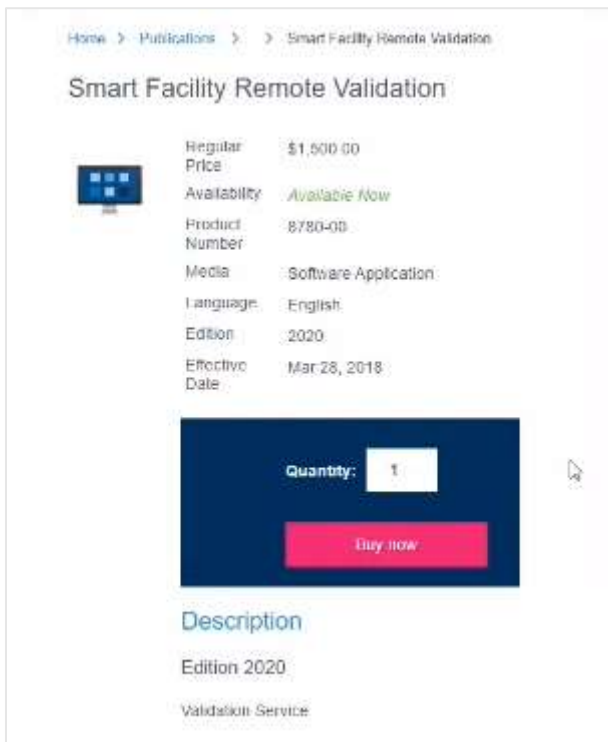
8.1. Purchase Remote Validation

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.

The screenshot displays the IATA Customer Portal interface. At the top, there is a blue header with the IATA logo, 'CUSTOMER PORTAL', and navigation links for 'Services' and 'Support'. A user profile dropdown and search icon are also visible. Below the header, a sidebar on the left contains navigation options: 'Overview' (selected), 'Alarms and Events', 'My Requests', and 'Facility Management'. The main content area is titled 'Open Remote Validations' and features a prominent blue button labeled 'MANAGE REMOTE VALIDATIONS'. Below this button is a search bar and a table with the following data:

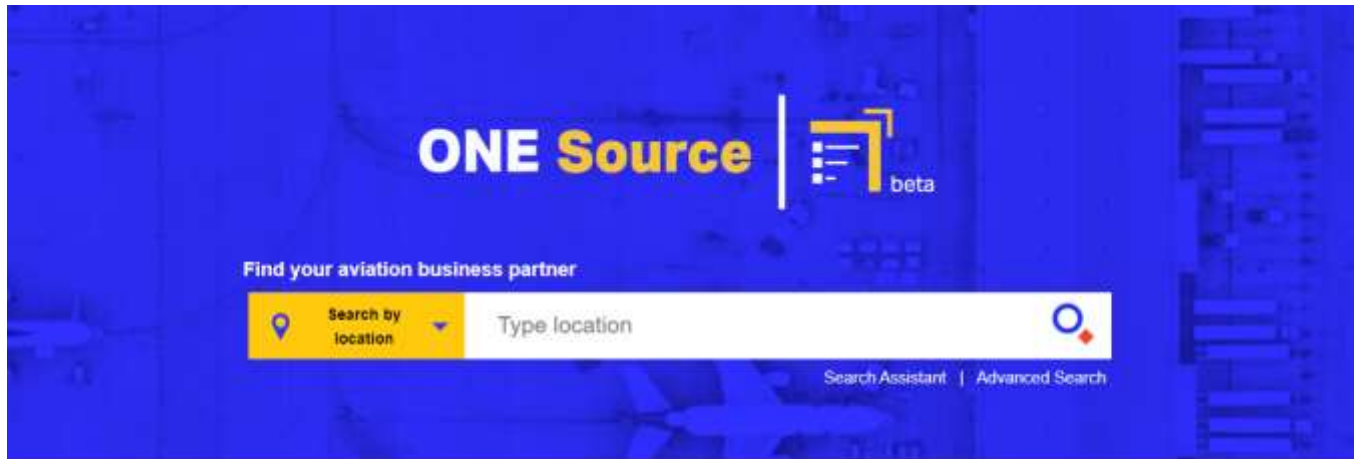
STATION	ADDRESS	DATE	REQUEST BY	STATUS
French CHF Station	RUE DU CLOS D'EN HAUT, 30660, Rochefort-du-Gard, Gard	07-11-2020	Mario Super	Preparing Document

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.



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?