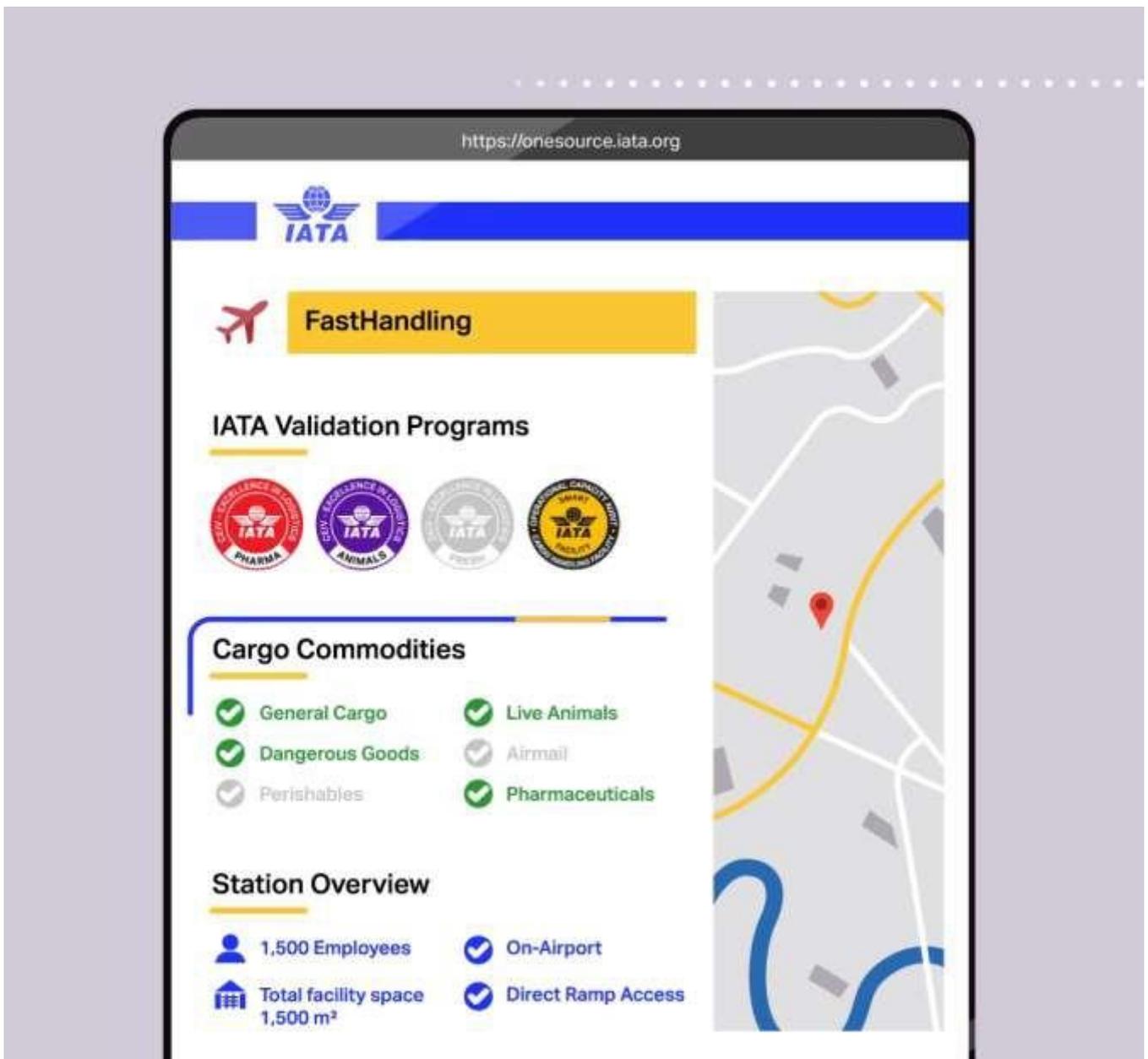




# User Guide

## ONE Source





# Contents

- 1. What is ONE Source ..... 3**
  - 1.1. Account & Station Definition ..... 3
  - 1.2. Company Types..... 3
  - 1.3. User Types..... 4
    - Station Manager ..... 4
    - Company Administrators..... 5
- 2. ONE Source Registration..... 6**
  - 2.1. In case you do have an IATA Customer Portal Account ..... 6
  - 2.2. In case you don't have an IATA Customer Portal account .....6
    - 2.2.1 Create a new user ..... 7
    - 2.2.2 Complete your profile .....10
    - 2.2.3 Request access to ONE Source..... 17
- 3. ONE Source User Area Home ..... 19**
  - 3.1 Dashboard and Menu ..... 19
    - 3.1.1 Station Overview.....20
    - 3.1.2 Side Menu.....20
- 4. Alerts and Events ..... 21**
- 5. Your Requests..... 21**
- 6. Facility Management..... 22**
  - 6.1. Create a New Station ..... 22
    - 6.1.1 The new station is at your account's address ..... 22
    - 6.1.2 The new station is **not** at your account's address ..... 27
  - 6.2. Become a Station Manager ..... 31
  - 6.3. Become a Company Admin ..... 32
- 7. Audits and Certifications ..... 33**
  - 7.1. Schedule Audits..... 33
  - 7.2. Audit Requests ..... 33
  - 7.3. Audit History ..... 33
- 8. Remote Validations ..... 34**
  - 8.1. Purchase Remote Validation ..... 34
  - 8.2. Open Remote Validations ..... 35
  - 8.3. Remote Validation History ..... 35
- 9. ONE Source Public Area ..... 36**



# 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
- Ground Handling Service Provider
- Trucker





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
<b>Airline</b>	<ul style="list-style-type: none"> <li>Airline</li> </ul>	<ul style="list-style-type: none"> <li>Cargo only</li> <li>Passenger and Cargo</li> <li>Passenger only</li> </ul>
<b>Cargo Handling Facility</b>	<ul style="list-style-type: none"> <li>Airline</li> </ul>	<ul style="list-style-type: none"> <li>Cargo only</li> <li>Passenger and Cargo</li> <li>Passenger only</li> </ul>
	<ul style="list-style-type: none"> <li>Airline Supplier</li> </ul>	<ul style="list-style-type: none"> <li>Ground Service Provider</li> <li>System Solutions Provider</li> </ul>
	<ul style="list-style-type: none"> <li>Airport</li> </ul>	<ul style="list-style-type: none"> <li>Airport Operator</li> <li>Airport Authority</li> </ul>
<b>Ground Handling Service Provider</b>	<ul style="list-style-type: none"> <li>Airline</li> </ul>	<ul style="list-style-type: none"> <li>Cargo only</li> <li>Passenger and Cargo</li> <li>Passenger only</li> </ul>
	<ul style="list-style-type: none"> <li>Airline Supplier</li> </ul>	<ul style="list-style-type: none"> <li>Ground Service Provider</li> <li>System Solutions Provider</li> </ul>
	<ul style="list-style-type: none"> <li>Airport</li> </ul>	<ul style="list-style-type: none"> <li>Airport Operator</li> <li>Airport Authority</li> </ul>
<b>Freight Forwarder</b>	<ul style="list-style-type: none"> <li>Freight Forwarder</li> </ul>	<ul style="list-style-type: none"> <li>Any category</li> </ul>
	<ul style="list-style-type: none"> <li>Non-Airline Transportation</li> </ul>	<ul style="list-style-type: none"> <li>Truck Line</li> <li>Other</li> </ul>
<b>Trucker</b>	<ul style="list-style-type: none"> <li>Freight Forwarder</li> </ul>	<ul style="list-style-type: none"> <li>Any category</li> </ul>
	<ul style="list-style-type: none"> <li>Non-Airline Transportation</li> </ul>	<ul style="list-style-type: none"> <li>Truck Line</li> <li>Other</li> </ul>
<b>Airport Operator</b>	<ul style="list-style-type: none"> <li>Airport</li> </ul>	<ul style="list-style-type: none"> <li>Airport Operator</li> <li>Airport Authority</li> </ul>

### 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 company email account



Log In      **Sign Up**

---

Enter your email address to join IATA.

Email [Need help?](#)

[Sign Up](#)

**Stay up to date**

Easyly manage and update your IATA profile.

**Find special offers**

Discover the selection of publications, trainings and other IATA products and services.

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



**Thank you!**

We have sent you an email with a validation link. Please follow the instructions in the email to continue your registration.

---

**Didn't you receive an email?**  
Remember to check your spam folder first. If you can't find anything in the spam folder, please try to register again by clicking the 'Try again' button below. Please note that you will not receive an email if you are already registered.

[Try Again](#)

**Stay up to date**

Easyly manage and update your IATA profile.

**Find special offers**

Discover the selection of publications, trainings and other IATA products and services.



Fill the form and add your company's sector as per the table [in section 1.2](#) to sign up



### Sign Up [Need help?](#)

You are creating a user for [jopede1774@gotemv.com](mailto:jopede1774@gotemv.com)

① ————— ②  
Step 1 Step 2

First Name (Given Name)

Last Name (Family Name)

Country / Territory of Residence

By clicking Next you confirm you have read and agree to the following terms:  
[Privacy Policy](#)  
[Terms of Use](#)

[< Back](#) [Next](#)

<b>Stay up to date</b> Easily manage and update your IATA profile.	<b>Find special offers</b> Discover the selection of publications, trainings and other IATA products and services.
---	---



### Sign Up [Need help?](#)

You are creating a user for [jopede1774@gotemv.com](mailto:jopede1774@gotemv.com)

✔ ————— ②  
Step 1 Step 2

#### Company Information (Optional)

By selecting the segment you work for, we can better offer you the products and services that you need:

- Airline
- Freight Forwarder
- Travel Agent

[< Back](#) [Next](#)

<b>Stay up to date</b> Easily manage and update your IATA profile.	<b>Find special offers</b> Discover the selection of publications, trainings and other IATA products and services.
---	---



## Create a password for the IATA Customer Portal



### Create Password

You are creating a password for [jopepe1774@gotemv.com](mailto:jopepe1774@gotemv.com)

Your password must include:

- ✓ At least 10 characters
- ✓ An upper-case and lower-case letter
- ✓ A number
- ✓ A special character (e.g., @, #, \$, %)

Password

Confirm Password

See Password

Save

✓ Stay up to date

Easily manage and update your IATA profile.

🔍 Find special offers

Discover the selection of publications, trainings and other IATA products and services.

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

The screenshot shows the IATA Customer Portal interface. At the top, there is a navigation bar with the IATA logo, 'Customer Portal', and menu items for 'Services' and 'Help'. A search bar and a user profile icon are also visible. The main content area features a large banner with a background image of an airport tarmac. A prominent notification box is overlaid on the banner, displaying a green checkmark and the text: 'Welcome on board Tom Mot. Your account has been created successfully. You can now discover the standard features within the Portal. Some other features require further details, please complete your Profile for full access.' Below the notification are two buttons: 'Skip for Now' and 'Complete Your Profile'. The 'Complete Your Profile' button is highlighted in blue. In the background, there are sections for 'Complete Your Profile' with a sub-section 'Add company information', a search bar with the text 'Find services, cases, help a', and a 'Favorite Services' section with a 'See All' link. A 'For You' section is also visible, featuring a profile picture and the text '40+ Industry Diplomas to make you an expert in your field'.



## 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 search the name of your organization.

The screenshot shows the top part of the IATA Account Search interface. It features a blue header with a home icon, the text "Account Search", and a close icon. Below the header is a large grey area with the heading "Search for your organization" and a search input field containing the placeholder text "Type here the name, agency or airline code, address, city, or VAT." and a "Search" button.

The screenshot shows the search results page for the query "My Company". It features a blue header with a home icon, the text "Account Search", and a close icon. Below the header is a large grey area with the heading "Search for your organization" and a search input field containing the text "My Company" and a "Search" button. Below the search bar, there is a section titled "45 Results for 'My Company'" with a red text block providing instructions on how to search. Below this is a table with 5 columns: "Select", "Name", "Street address", "City", and "Country". The table lists several companies with their respective details.

**45 Results for "My Company"**

The easiest way to find your organization is to search with a unique identifier such as an IATA or IATAN assigned code, if you have one. You can also search with any combination of the name, the full or parts of the address, codes, VAT, or other details.

Select	Name	Street address	City	Country
<input type="radio"/>	AMBASSADOR DMC COMPANY LIMITED	82 Duy Tan, Cau Giay	Hanoi	VN
<input type="radio"/>	CJ CENTURY LOGISTICS SDN BHD	LOT C-07, BLOCK C FREE COMMERCIAL ZONE, KLIA CARGO VILLAGE, KLIA	SEPANG, SELANGOR	MY
<input type="radio"/>	CONG TY TNHH VAN TAI DICH VU THUONG MAI DUC VIET	LOT E6, ROAD K1, CAT LAI INDUSTRIAL ZONE 2, THANH MY LOI WARD, THU DUC CITY	HO-CHI-MINH	VN
<input type="radio"/>	MAYBAY TRAVEL SERVICE COMPANY LIMITED	6/24 YEN THE, WARD 2, TAN BINH DISTRICT	HO CHI MINH CITY	VN
<input type="radio"/>	HAN NA SERVICE TOUR COMPANY LIMITED	D1-03, MY TOAN 3, PHU MY HUNG, TAN PHONG WARD, DIST 7	HO CHI MINH CITY	VN
<input type="radio"/>	MY HAMDALA ASSOCIATES COMPANY LTD.	NO.14 SANI ABACHA WAY (FORMALLY AIRPORT ROAD), KANO	Kano	NG
<input type="radio"/>	MY JOURNEY TRAVEL CO., LTD.	35 Soi Tivanon 3 Yak 11/2, Tivanon Road, Taladkwan	Muangnonthaburi	TH
<input type="radio"/>	MY TRAVEL COMPANY			US
<input type="radio"/>	CONG TY TNHH QUOC TE S H I N	HOUSE NO. 6, LANE 109, QUAN		



**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	Asoolivi 1-21	<input checked="" 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 "[Click here](#)" at the bottom of the search page to create new account

### Search for your organization <sup>i</sup>

🔍 ssdA Search

 **No results found**

Check the spelling of your keywords, try again with new ones, or [click here](#) to create a new account for your organization.

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

Account Creation ×

1 Account Information 2 Confirmation

### Create New Account

Please review and add the missing information to complete your registration.

Name:

Sector:

Category:

Country/Territory of Your Work Location:

City of Your Work Location:

Is this a PO Box address?

Street address:

Postal code (optional):

Website (optional):

VAT (optional):

[← Back to Account Search](#) Create Account

Our mission is to represent, lead and serve the airline industry



Account Information

Confirmation

### Create New Account

- Please review the information provided is correct.
- You can go back to the previous sections if you need to update anything.
- Click on "Confirm" to create your company account.

#### Organization's name, sector and address

[Go back to edit →](#)

Name	Sector
Test	Airline Supplier
Country/Territory of Your Work Location	Category
Canada	Ground Service Provider
State	Street address
Quebec	800 RUE VICTORIA
City of Your Work Location	
Montreal-Est	

#### Optional Details:

Postal Code	
Website	VAT

Cancel

Confirm

Account Information

Confirmation

### Create New Account



- Plea
- You
- Clic

#### You have created an account!

Congratulations! Now you can start enjoying a customized selection of IATA products and services.

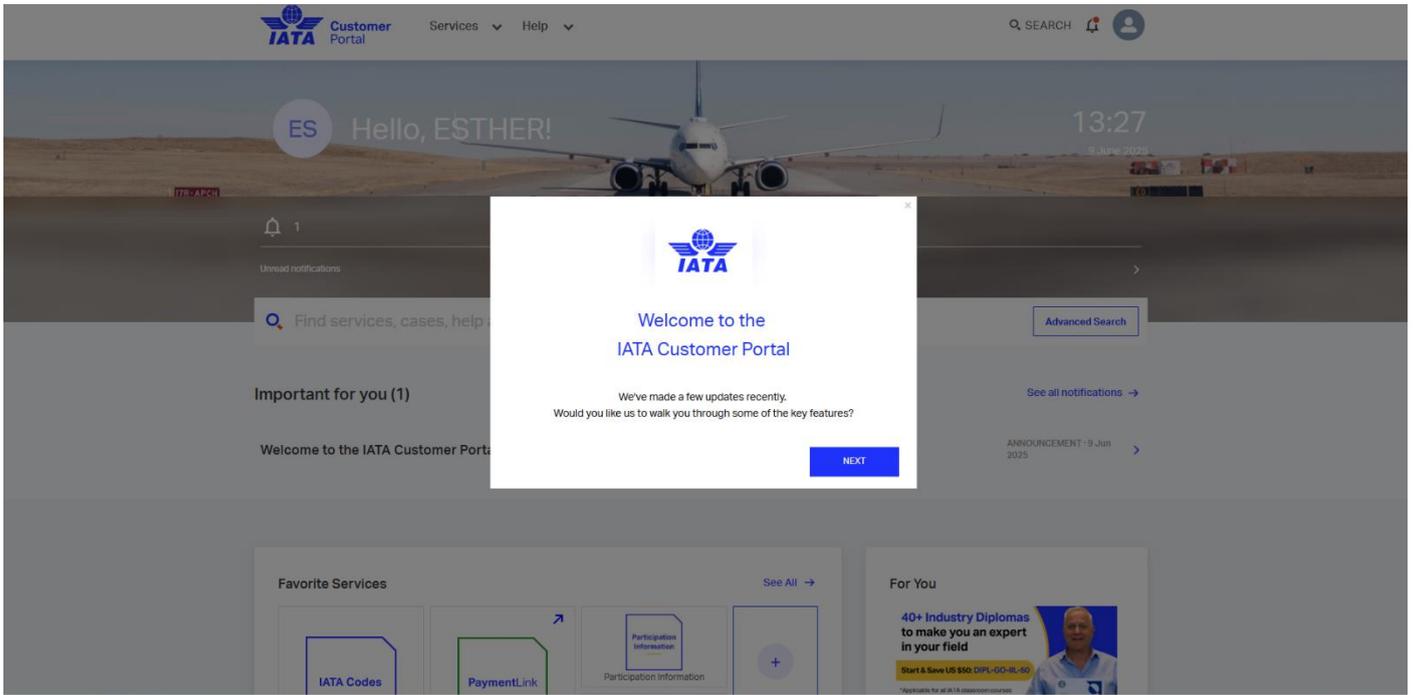
Continue

#### Organ

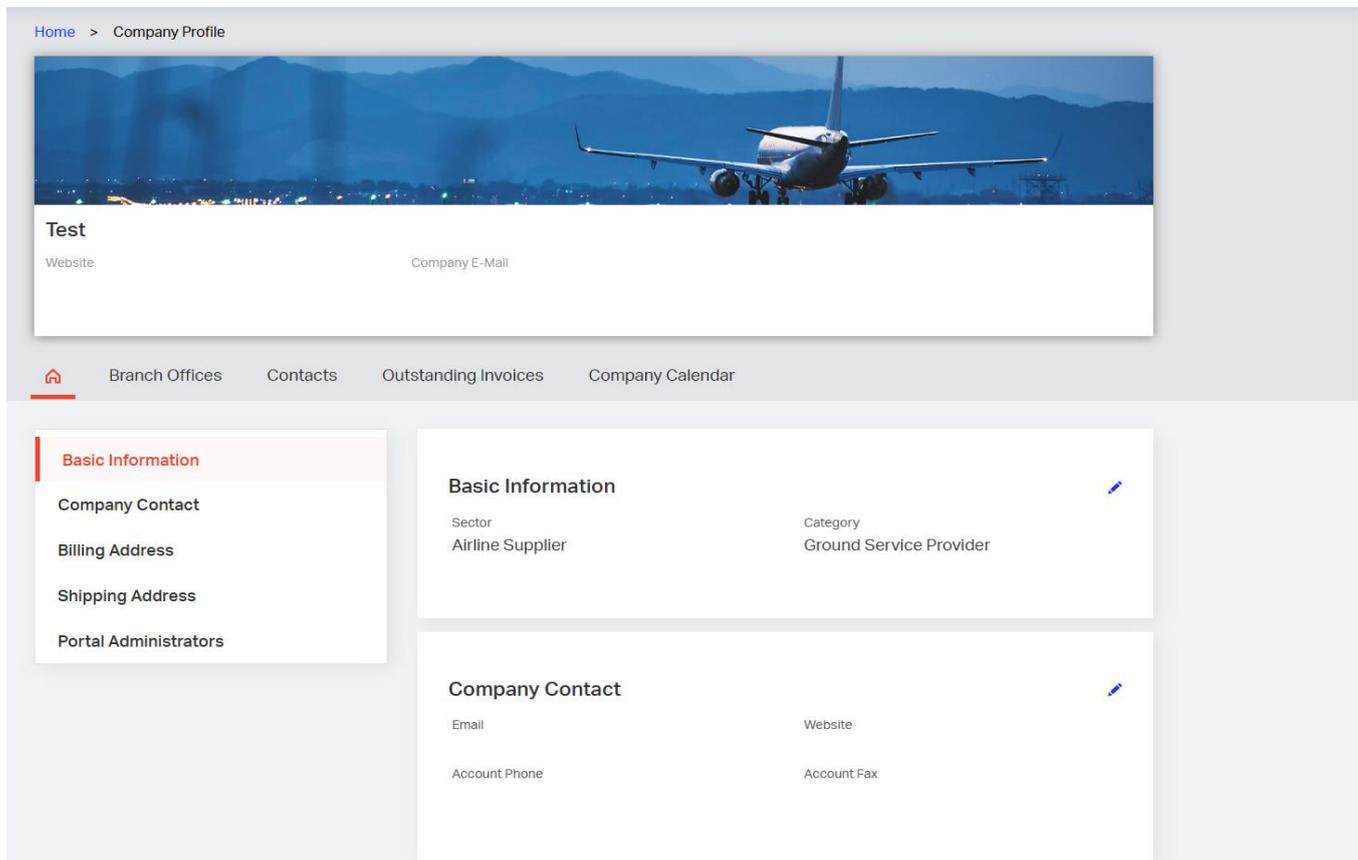
Name	
Test	
Country/Territory of Your Work Location	Category
Canada	Ground Service Provider



You can now click on continue and the Welcome to the IATA Customer Portal will be open



### To modify Company Details:



Home > Company

**Test**  
Website

Branch C

### Edit Account

Email  Website

Phone  Fax

[Cancel](#) [Save](#)

- Basic Information
- Company Contact
- Billing Address
- Shipping Address
- Portal Administrators

#### Basic Information

Sector: Airline Supplier Category: Ground Service Provider

#### Company Contact

Email Website

Account Phone Account Fax

Home > Company

**Test**  
Website

Branch Offices   Contacts   Outstanding Invoices   Company Calendar

### Edit Account

Sector:  Category:

[Cancel](#) [Save](#)

- Basic Information
- Company Contact
- Billing Address
- Shipping Address
- Portal Administrators

#### Basic Information

Sector: Airline Supplier Category: Ground Service Provider

#### Company Contact

Email Website



## 2.2.2 Request access to ONE Source

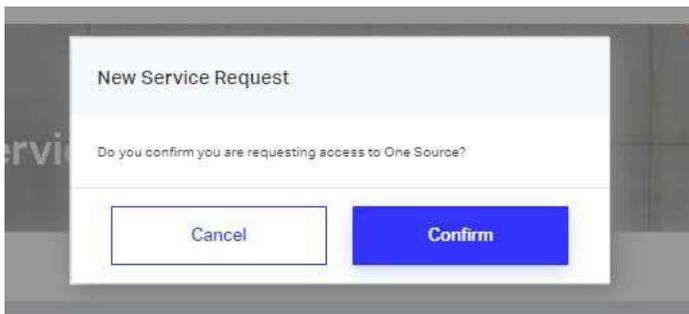
In the IATA Customer Portal search bar, look for "Available Services" and select the Service "ONE Source" and click the "Request Service" button:

The screenshot shows the IATA Customer Portal interface. At the top, there is a navigation bar with the IATA logo, 'Customer Portal', and menu items for 'Services' and 'Help'. A search bar contains the text 'Services' and an 'Advanced Search' button. Below the search bar, there are tabs for 'My Services' and 'Available Services'. The 'Available Services' section lists six services, each with a description and a button to either 'Enable this service' or 'Request Service'. The 'ONE Source' service is highlighted with a 'Request Service' button.

Service Name	Description	Action Button
IATA Accreditation & Changes	IATA accreditation greatly simplifies the business relationship between agents and airlines. As an IATA Accredited Agency, you'll...	Enable this service
IATA Connect	This site is a collaboration space for airline staff, safety auditors, and employees of other closely related organizations to identify...	Enable this service
IATA EcoHub	IATA EcoHub is one-stop-shop for aviation environmental data management.	Request Service
IATA Store	IATA offers over 400 titles consisting of standards, manuals and guidelines that cover a variety of aviation topics, from...	Request Service
Join SIS e-Invoicing	This service allows you to apply to join SIS e-invoicing online.	Enable this service
ONE Source	ONE Source Station Management - ONE Source is the industry platform for validated aviation capability and infrastructure in...	Request Service

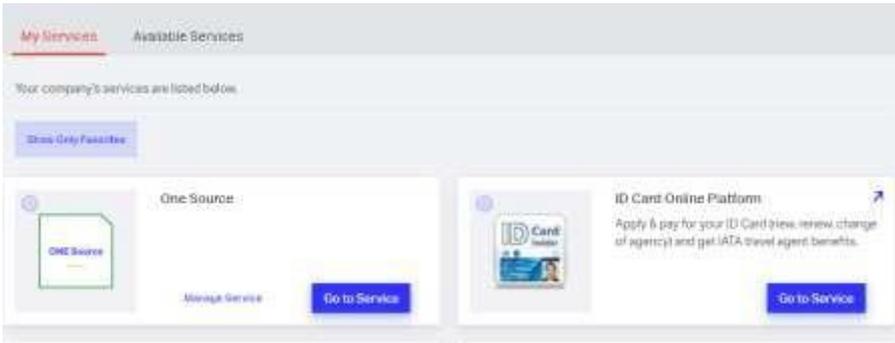
**Note:** if you haven't yet filled your profile, the system will ask you to do it now. Follow the instructions in [section 2.2.2](#).

Confirm you are requesting access:





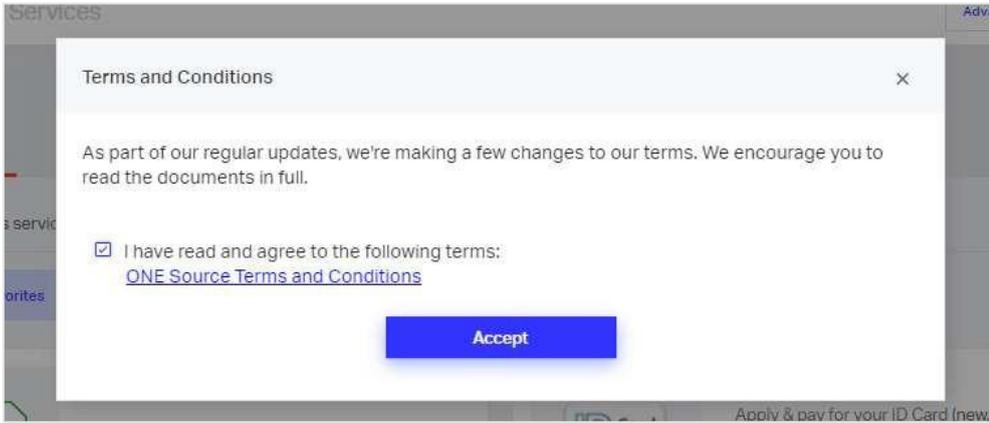
You will now see that the ONE Source Service shows up among your company's services in the Customer Portal Home. Click on **Go to Service** to access the user area.



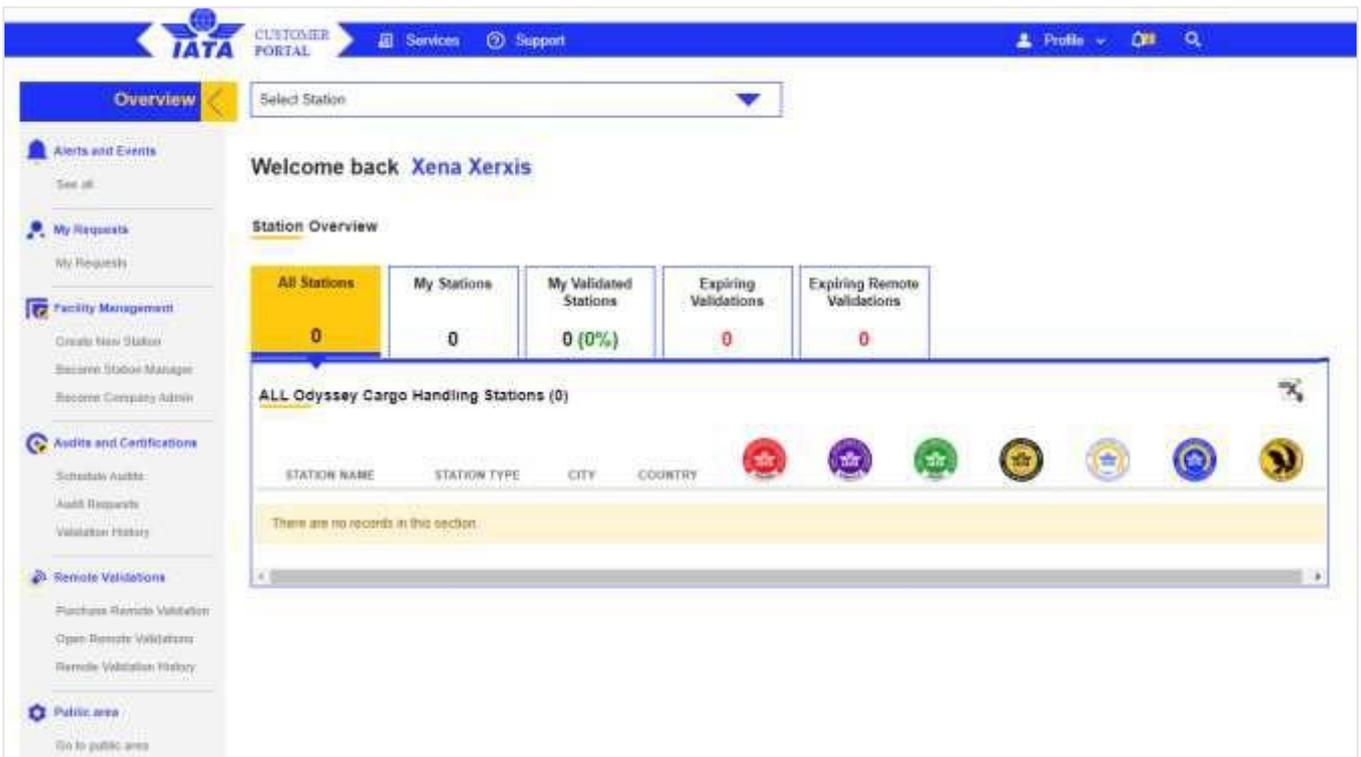


### 3. ONE Source User Area Home

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

All Stations	My Stations	My Validated Stations	Expiring Validations	Expiring Remote Validations
0	0	0 (0%)	0	0

ALL Odyssey Cargo Handling Stations (0)

STATION NAME	STATION TYPE	CITY	COUNTRY						
There are no records in this section.									

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
<a href="#">Alerts and Events</a>	Displays your notifications (i.e., requests accepted, certifications granted)
<a href="#">Your Requests</a>	Lists your pending requests and their status.
<a href="#">Station Management</a>	Manage your facility stations & permissions
<a href="#">Create A Station</a>	Create a new station
<a href="#">Become Station Manager</a>	Request station manager permissions
<a href="#">Become Company Admin</a>	Request company admin permissions



## [Audits and Certifications](#)

[Schedule Audits](#)

[Audit Requests](#)

[Audit History](#)

## [Remote Validations](#)

[Purchase Remote Validation](#)

[Open Remote Validations](#)

[Remote Validation History](#)

## [ONE Source Public Area](#)

Manage your IATA Audits & Certifications

Request new audits and certifications for the stations you manage

See the previously requested audits and their status

Lists all previous certifications achieved by a station

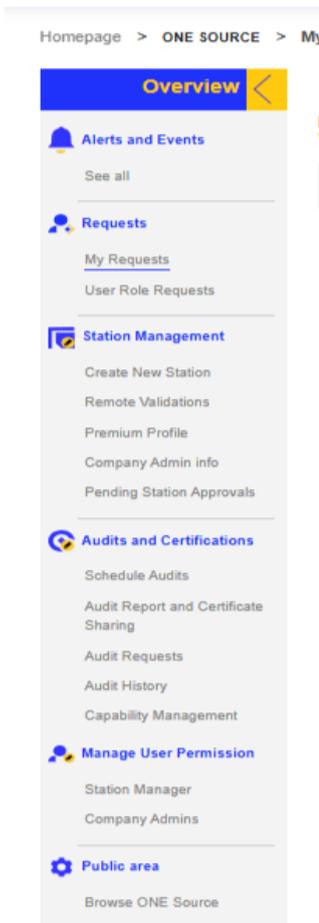
Manage your IATA Remote Validations

Request and pay for a new Remote Validation

Access and complete previously requested Remote Validations

Lists all previous Remote Validations achieved by a station

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

## 5. Your Requests

Lists your pending requests and their status.

### My Requests

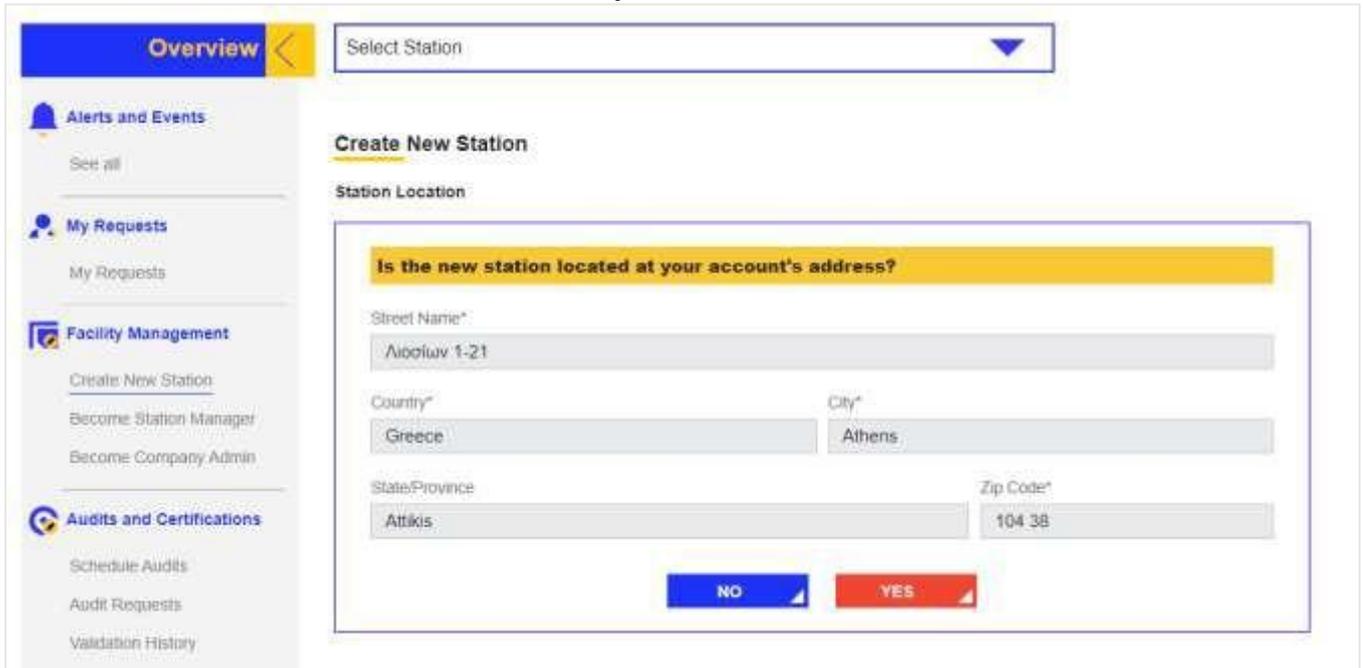
Q Search 					
TYPE	STATION NAME	STATION TYPE	OPERATIONAL HIERARCHY	STATUS	REQUEST DATE
Admin Requests	<a href="#">View Details</a>			Approved	14.01.2025
Admin Requests				Approved	01.11.2024
Admin Requests				Pending for Approval	01.11.2024

## 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\*  
Λοδοιuv 1-21

Country\*  
Greece

City\*  
Athens

State/Province  
Attikis

Zip Code\*  
104 38

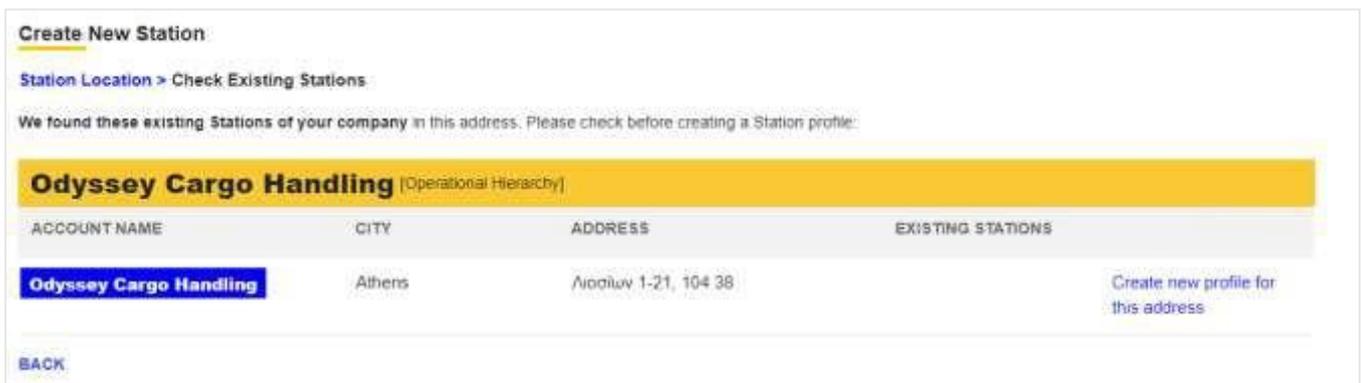
**NO** **YES**

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:

**Odyssey Cargo Handling** (Operational Hierarchy)

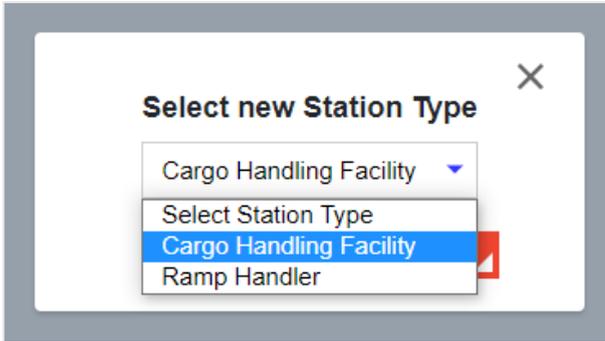
ACCOUNT NAME	CITY	ADDRESS	EXISTING STATIONS
<b>Odyssey Cargo Handling</b>	Athens	Λοδοιuv 1-21, 104 38	Create new profile for this address

**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.

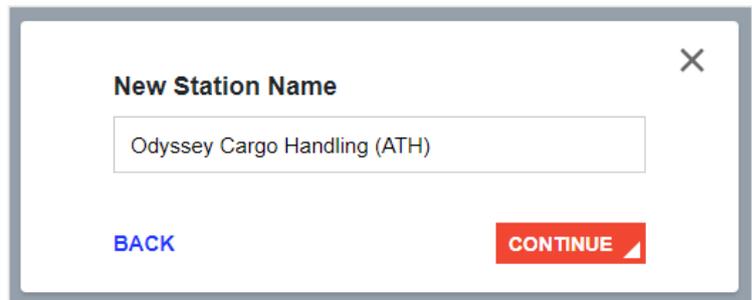


### Name the station

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  
jufthansa@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: Αιοσίου 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

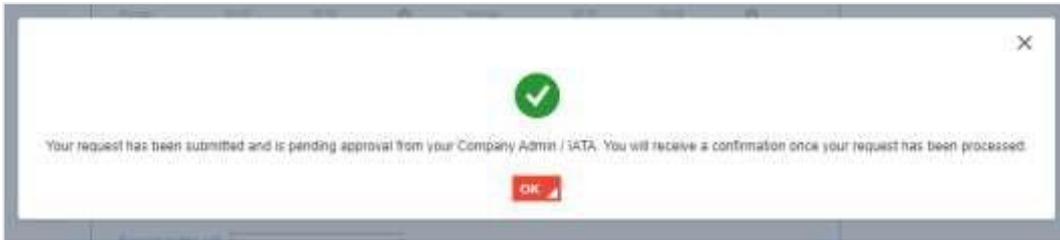
Search in the list:

- A
  - AirBridgeCargo Airlines [RU]
  - B
  - British Airways [BA]
- ALL** ABCDEFGHIJKLMNOPQRSTUVWXYZ

[BACK](#)

[SUBMIT](#)

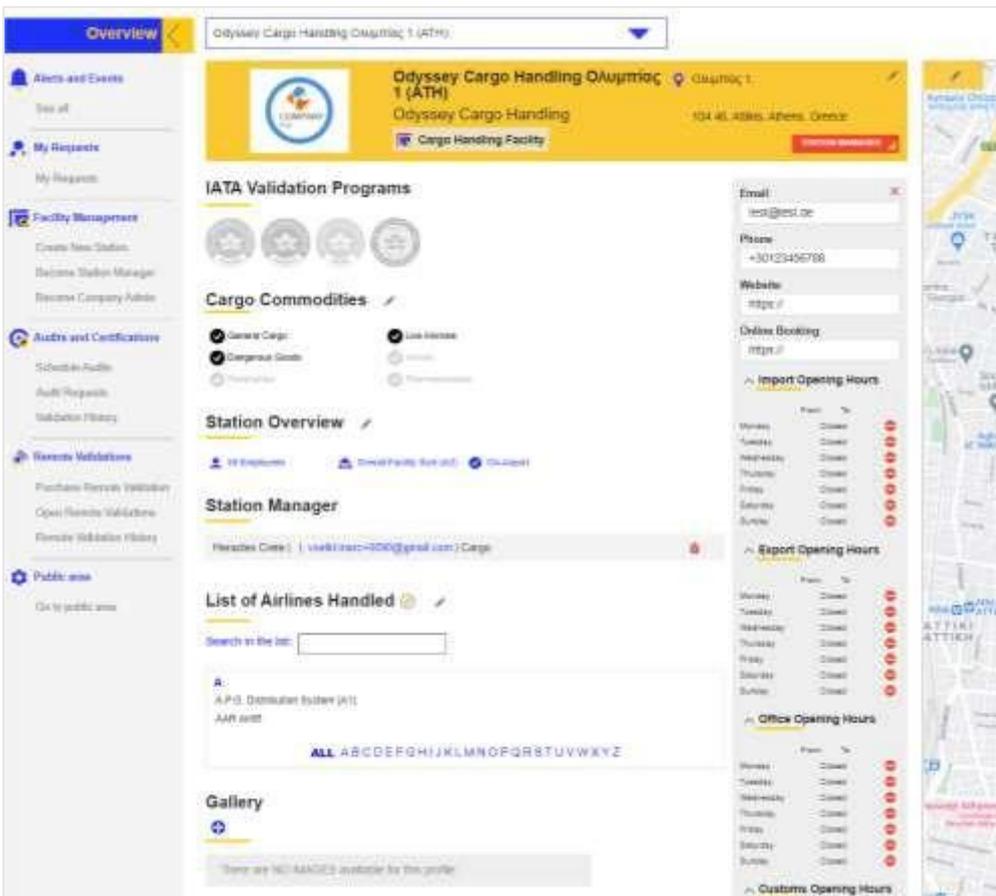
Once the station is approved, the information you have submitted will be publicly visible on ONE Source. As the requestor of the station, will gain automatically station manager rights allowing you to edit the station profile once it has been approved.



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
<b>Odyssey Cargo Handling</b>	Athens	/Αισώων 1-21, 104 38	<a href="#">Create new profile for this address</a>

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.

The screenshot displays the 'Station Overview' dashboard. At the top, there are five summary boxes: '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.

STATION NAME	STATION TYPE	CITY	COUNTRY						
Wang French Germany		Kopenick Bezirk	Germany	-	-	-	N/A	N/A	N/A
- ALL French CHF Stations (3)**: A table with three rows.

STATION NAME	STATION TYPE	CITY	COUNTRY						
French Substation Station		Cadillac-en-Fronsadais	France	-	-	-	-	N/A	N/A
French CHF Station		Rochefort-du-Gard	France	-	-	-	-	N/A	N/A
French Rang		Rochefort-du-Gard	France	-	-	-	N/A	N/A	N/A

**Note:** Each operational hierarchy can have its company admins.



## 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: oti

[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	Αττικής	<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](#)

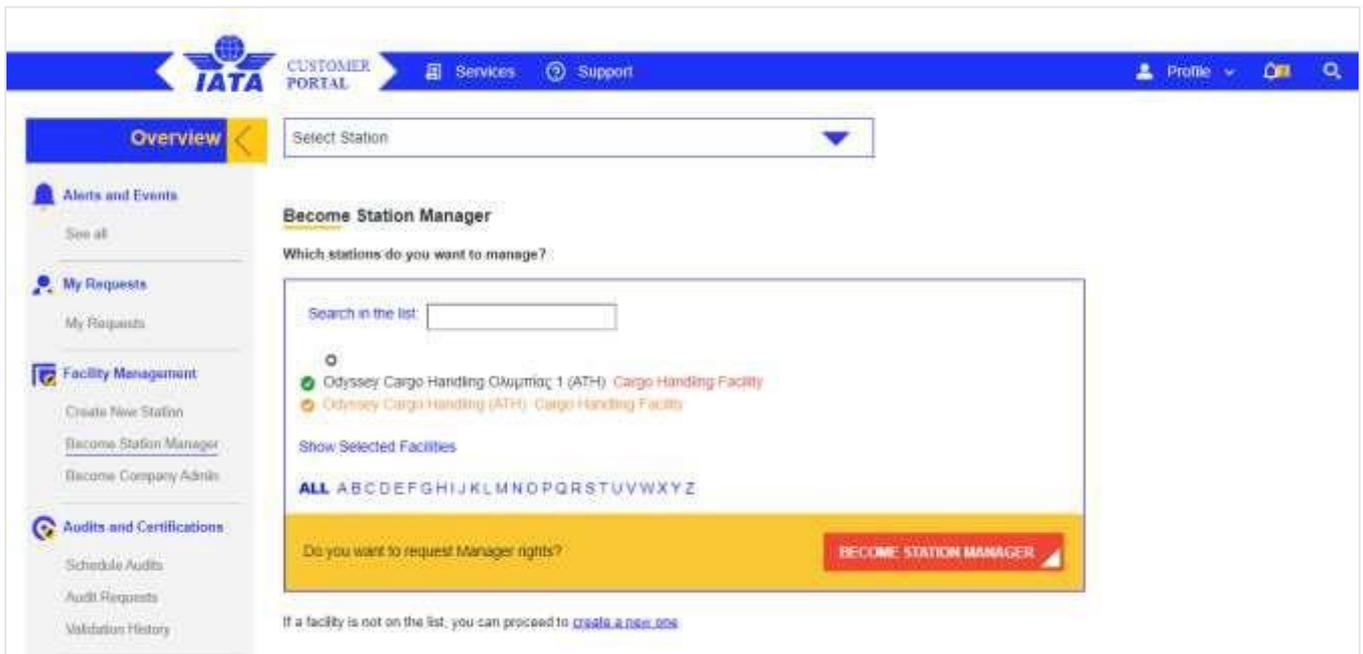
## 6.2. Become a Station Manager

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

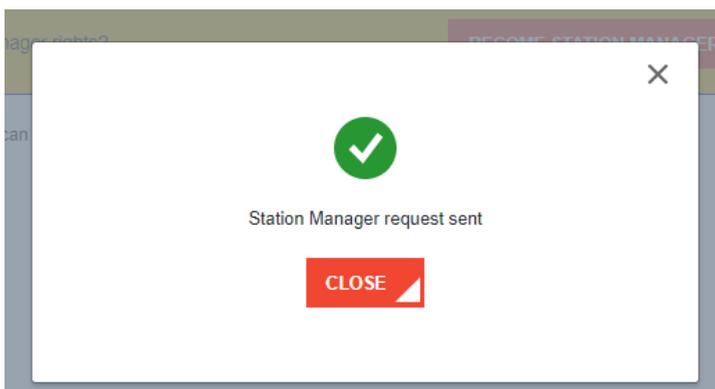
Note: you can only become station manager of one station at a time. You will have to repeat this process to add other stations.

### 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.

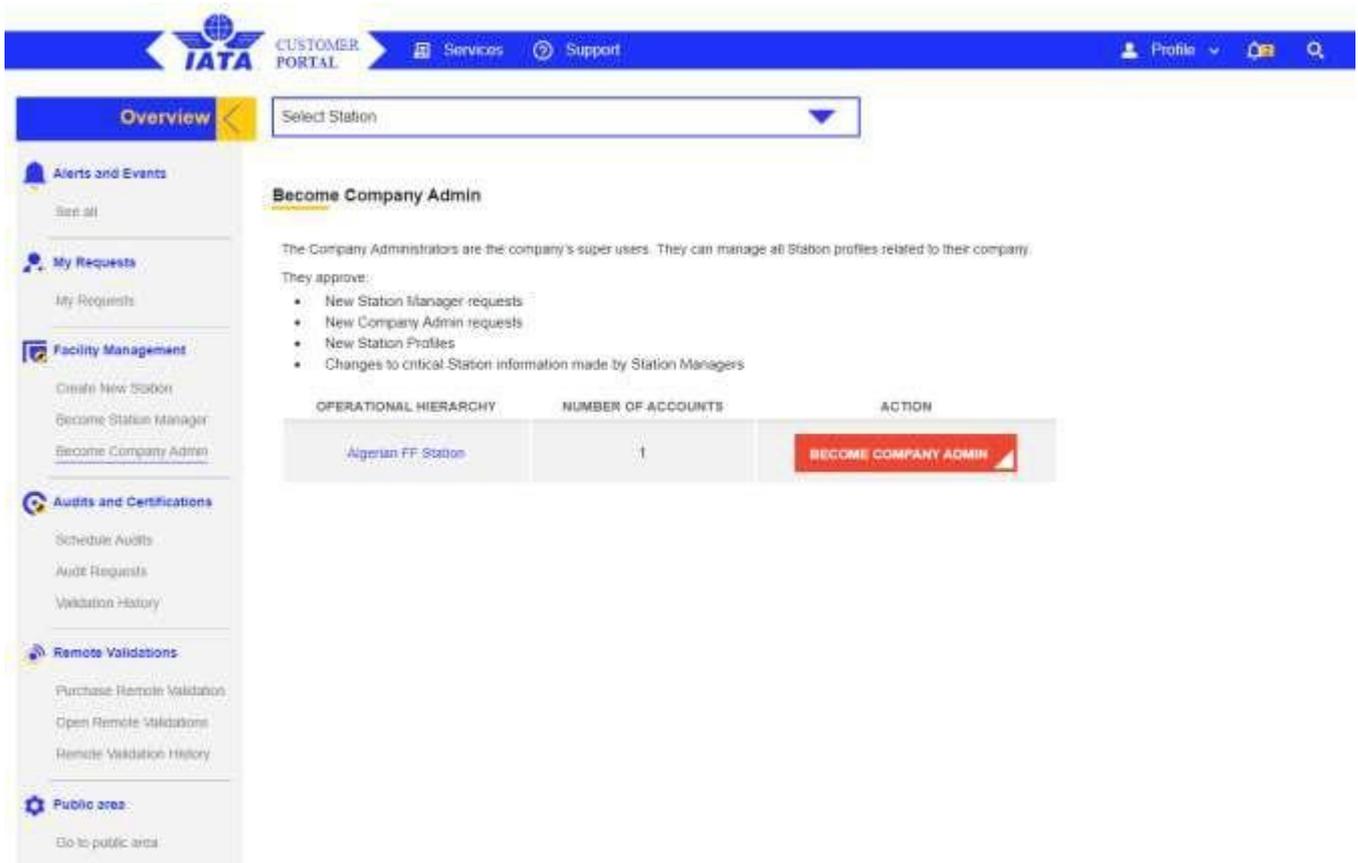


### 6.3. Become a Company Admin

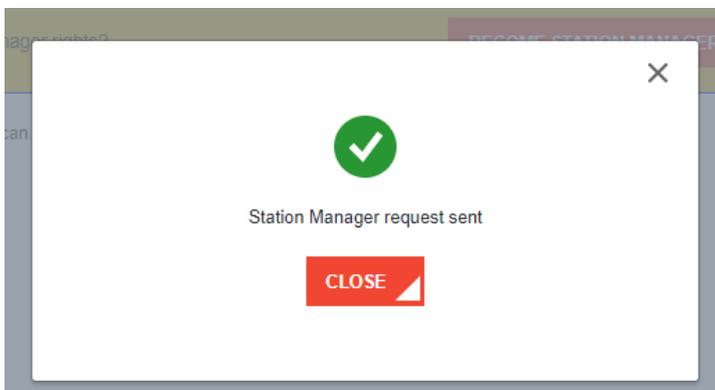
If your company wants to use a dedicated person manage station manager and station creation requests before they are sent to IATA for approval you can choose to become a Company Admin for the Operational Hierarchies of your company.

#### 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](#)
- [ISAGO Registration](#)
- [ISAGO Station Accreditation](#)

### 7.1. Schedule Audits

This option allows you to request new audits and certifications for the stations you manage. To schedule a new audit, follow the steps below:

1. Visit the ONE Source homepage and locate the Schedule Audits menu.

The screenshot shows the ONE Source dashboard. On the left sidebar, the 'Audits and Certifications' menu is highlighted, with 'Schedule Audits' selected. The main content area features a 'Station Overview' section with a table of statistics:

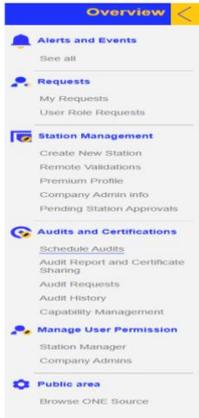
All Stations	My Stations	My Certified Stations	Expiring Certifications	Expiring Remote Validations
1	1	0 (0%)	0	0

Below the statistics is a table titled 'ALL IATA Test Ground Handling Stations (1)'. The table has columns for Station Name, Station Type, City, Country, and various certification icons. The first row shows a station in Munich, Germany.

2. Select the station for which you want to schedule an audit.

The screenshot shows the ONE Source 'Schedule Audits' page. The left sidebar has 'Schedule Audits' highlighted. The main content area has a dropdown menu labeled 'Select your Station/Service' with the text 'Select a Station to display' below it.

3. Once you select the station, you will be able to view the available Certification programs on ONE Source, along with the Audit Contact Information form. You can select one program at a time to schedule an audit for the chosen station.



**Schedule Audits**  
Select your Station/Service

Albert-Schweitzer-Str. 74a, 81735, Munich, Germany

Ground Handling Service Provider

**Which Certification Program do you want to achieve/renew?**

CEIV Pharma CEIV Live Animals CEIV Fresh CEIV Lithium Batteries **ISAGO Registration** ISAGO Station Accreditation

IRVA

Audit contact Name\* Email\*

Phone\* Preferable Audit Date\*

BACK REQUEST

- For each program selection, you will need to choose the scopes you would like to include in your scheduled audit.

Note: The available scopes will depend on the services selected in the station profile.

- In the final step, you need to complete the Audit Contact Form, which includes the Name, Contact Email, Contact Phone, and Preferred Audit Date.

**Which Certification Program do you want to achieve/renew?**

CEIV Pharma CEIV Live Animals CEIV Fresh CEIV Lithium Batteries ISAGO Registration **ISAGO Station Accreditation**

IRVA

**Scope Available**

Cargo Mail and Handling

**Selected**

Baggage Handling  
Load Control  
Passenger Handling  
**Ramp Handling**  
Organization Management  
Training

Audit contact Name\* Email\*

Phone\* Preferable Audit Date\*

BACK REQUEST

## 7.2. Audit Requests

This menu allows you to archive all audits requested for your organization through ONE Source, including those performed in the past and scheduled for the future. To view the archive of all audit requests, follow the information below:



Visit the ONE Source homepage and locate the Audit Requests menu. Here, you can view all audits for your organization under 'Booked' and 'Expired' status. Additionally, you can use the search function to find audits for a particular station.

The screenshot shows the ONE SOURCE Customer Portal interface. The top navigation bar includes the IATA logo, 'Customer Portal', 'Services', and 'Help'. A search bar and user profile icon are on the right. The main content area is titled 'Audit Requests' and features a search bar at the top. Below it is a table with columns: STATION, ADDRESS, DATE REQUESTED, CERTIFICATION, PREFERABLE AUDIT DATE, STATUS, CONTACT NAME, CONTACT EMAIL, and CONTACT PHONE. The 'STATUS' column has 'Booked' and 'Expired' entries highlighted with red boxes. A left sidebar menu is visible with 'Audit Requests' highlighted.

STATION	ADDRESS	DATE REQUESTED	CERTIFICATION	PREFERABLE AUDIT DATE	STATUS	CONTACT NAME	CONTACT EMAIL	CONTACT PHONE
IATA Test Ground Handling-YUL	Albert-Schweitzer-Str. 74a, 81735, Munich, Germany	16-01-2025	ISAGO Station Accreditation	16-01-2025	Booked	lineet Garg	test18@gmail.com	+1111
IATA Test Ground Handling-YUL	Albert-Schweitzer-Str. 74a, 81735, Munich, Germany	14-01-2025	ISAGO Station Accreditation	15-01-2025	Expired	Vineet Garg	test@gmail.com	+5122344567
IATA Test Ground Handling-YUL	Albert-Schweitzer-Str. 74a, 81735, Munich, Germany	05-02-2025	ISAGO Registration	14-02-2025	Expired	Ma RC	voelkl.marc+9000@gmail.com	+41227702020
IATA Test Ground Handling-YUL	Albert-Schweitzer-Str. 74a, 81735, Munich, Germany	19-07-2024	CEIV Lithium Batteries	11-08-2024	Expired	Ma RC	voelkl.marc+9000@gmail.com	123123123312
IATA Test Ground Handling-YUL	Albert-Schweitzer-Str. 74a, 81735, Munich, Germany	21-01-2021	Smart Facility Operational Capacity	30-01-2021	Expired	Ma RC	voelkl.marc+9000@gmail.com	123
IATA Test Ground Handling-YUL	Albert-Schweitzer-Str. 74a, 81735, Munich, Germany	21-01-2021	Smart Facility Operational Capacity	30-01-2021	Expired	Ma RC	voelkl.marc+9000@gmail.com	123

### 7.3 Audit History

This section lists all documentation, including certifications and reports, associated with the station. To download these documents, follow the steps below:

1. Visit the ONE Source homepage and locate the Audit History menu.

The screenshot shows the ONE SOURCE Audit History page. The top navigation bar is the same as the previous screenshot. The main content area has a 'Welcome back' message and a notification banner for '19 new notifications'. Below this is a 'Station Overview' section with a summary of station counts: All Stations (1), My Stations (1), My Certified Stations (0 (0%)), Expiring Certifications (0), and Expiring Remote Validations (0). A table below shows 'ALL IATA Test Ground Handling Stations (1)' with columns for Station Name, Station Type, City, Country, and various certification logos.

2. Select the station for which you want to view the documentation.

The screenshot shows the 'Audit History' selection screen. It features a dropdown menu labeled 'Select your Station/Service' with the text 'Select a Station to display' and a downward arrow.



3. Once you select the station, you will see documents, including certificates and audit reports, for that station's profile. Click on the document icon to download your chosen document

CERTIFICATION	CERTIFICATION ID	STATION NAME	ISSUING DATE	EXPIRATION DATE	SCOPE	STATUS	DOCUMENTS
CEIV Pharma	CEIV-PIL-25-1122	YUL	02.02.2025	02.02.2025		Expired	
ISAGO Station Accreditation	ISAGO-ACC-25-2444	YUL	01.13.2025	01.15.2025	Baggage Handling Training Cargo Mail Handling Organization Management Ramp Handling Passenger Handling Load Control	Expired	
ISAGO Registration	ISAGO-REG-25-0248	YUL	01.13.2025	02.03.2025	Training Organization Management	Expired	
CEIV Lithium Batteries	CEIV-ELI-24-0066	YUL	07.18.2024	08.11.2024	Cargo Facility Operations	Expired	

4. A pop-up menu will appear, displaying two different printing formats for the document. Click the 'Show' button in the pop-up to download the document to your device

Name	Category	Format	Type	Created Date
CEIV-PIL-25-1122-CERTIFICATE.PDF	Certificate	A4 Document	PDF	Feb 3, 2025
CEIV-PIL-25-1122-CERTIFICATE US LETTER.PDF	Certificate	Letter US Document	PDF	Feb 3, 2025

## 8. Remote Validations

The 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 ground and 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.

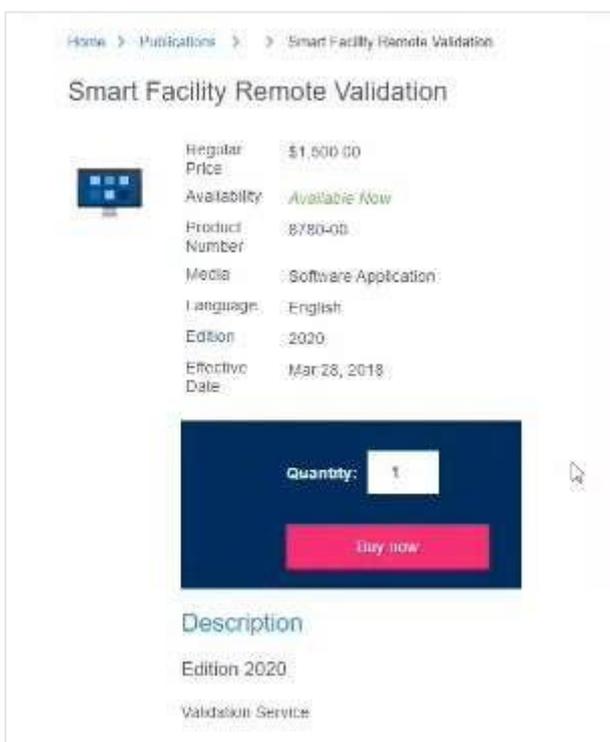
### 8.1. Purchase Remote Validation

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



STATION	ADDRESS	PURCHASE LINK
Canada CHF YMQ	13891 RUE VICTORIA, H1A 3N1, Montreal	<a href="#">Click Here</a>

You will now be redirected to the IATA e-Commerce website to purchase the Remote Validation.



Home > Publications > Smart Facility Remote Validation

### Smart Facility Remote Validation

 Regular Price: \$1,500.00  
Availability: Available Now  
Product Number: 8780-00  
Media: Software Application  
Language: English  
Edition: 2020  
Effective Date: Mar 28, 2018

Quantity:  

[Buy now](#)

Description

Edition 2020

Validation Service

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.

STATION	ADDRESS	DATE	REQUEST BY	STATUS
French CHF Station	RUE DU CLOS D'EN HAUT, 30650, 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.

**ONE Source** | beta

Find your aviation business partner

Search by location | Type location | Search Assistant | Advanced Search

### 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?