



TO: ALL BSP PARTICIPANTS
DATE: FEBRUARY 26, 2016
SUBJECT: IATA CUSTOMER PORTAL NEW FUNCTIONALITIES – ONLINE APPLICATION

Dear IATA Accredited Travel Agents,

Following the launch of our new Customer Portal, we are pleased to share with you that the portal has been enhanced with a new functionality which now enables agents to submit their new Head Office or Branch applications online.

This online service will be available as of the 1st of March for agents located in Canada and Bermuda.

In the coming months, the Customer Portal will be further enhanced to allow online applications for Special Activity locations and notification of changes to your agency.

This added feature offers the following key benefits;

1. Once you select your country, you will be able to capture all the specific information and requirements through the application form.
2. Applications are received securely and sent directly to the IATA Agency Management Department.
3. You can follow the progress of your application online.
4. Your contact information is retained, to ensure your queries are answered more efficiently.

To access the IATA Customer Portal, simply click on the following the link: <http://portal.iata.org> and register.

IATA Service Centre Americas
International Air Transport Association
www.iata.org/customer



Need assistance with the registration process? Watch our video!
[How do I self-register, as a new user in the Customer Portal? - Video](#)