

# IATAN

## Annual Service Fee – Frequently Asked Questions

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In order to assist our IATAN customers, below please find a list of the most frequently asked questions related to the IATAN Annual Service Fee invoice.

**1. When do I need to pay my Annual Service Fee?**

The annual service fee is due by December 1<sup>st</sup>, 2011. The annual service fee covers your Accreditation Appointment in 2012.

**2. I already paid my Annual Service Fee, why do I have to pay it again?**

In order to maintain the IATAN Accreditation, an annual service fee is due each year. Each October an invoice is sent by IATAN to the business. Payment of the invoice is due by December 1<sup>st</sup> of each year. The annual service fee covers the Accreditation Appointment of your business during the *following* calendar year. Refer to your invoice for details.

**3. How do I pay my Annual Service Fee?**

Please visit [www.iatan.org](http://www.iatan.org), click on **Online Services** and enter your username and password. You will then see on the left of your screen a tab with red letters titled "Pay ASF here".

**4. I forgot my username and password, what do I do?**

Please visit [www.iatan.org](http://www.iatan.org), click on Online Services and click on "Forgot Username/Password" enter requested information. Shortly thereafter you will receive an email with a username and password that you will use to access IATAN's Online Services.

**5. Why does it show a negative amount as the balance on my agency account?**

During the year your agency balance with IATAN is zero (\$0.00). When the Annual Service Fee invoice is issued your account is debited and will reflect a shortage or negative balance, of the amount due until payment is made.

**6. To what address do I send my corporate check?**

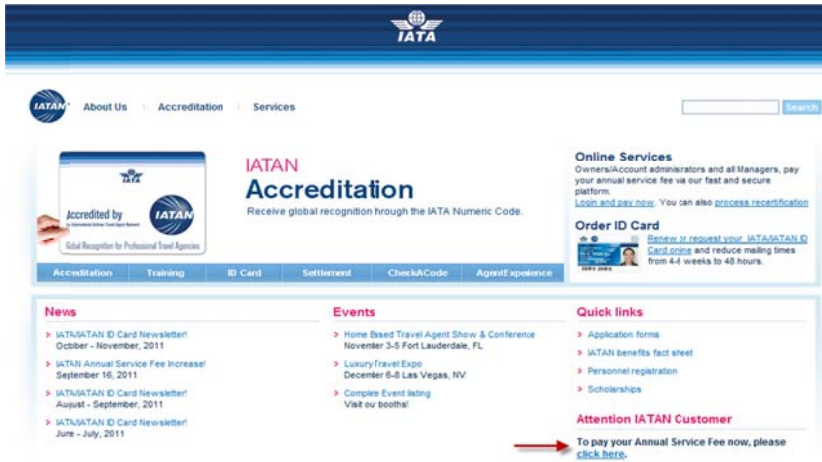
IATAN encourages all its customers to settle their annual service fees via the IATAN Online Service Portal. It is a secure, fast and easy way to settle your invoice immediately via credit card payment. As soon as your credit card payment is made online a confirmation of payment message is sent to the agency's Owner/Account Manager email.

**7. How do I know that my credit card information is secure?**

IATAN's website is a safe and secure "https" site.

## To Process Your Annual Service Fee:

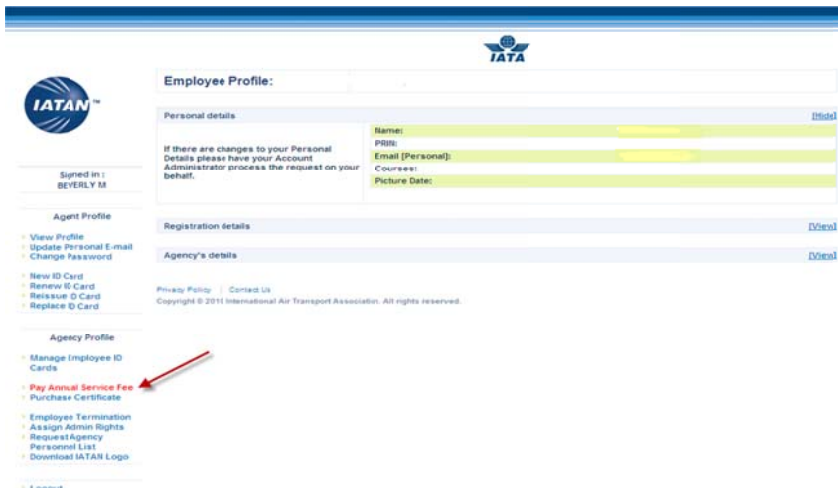
- Go to [www.iatan.org](http://www.iatan.org). At the bottom of the home page you will see “To Pay Your Annual Service Fee Now, please click here”.



- Enter PRIN and password (case sensitive). If you have registered before and don't remember your password, please use the “Forgot Your Password” option.



- From your login profile choose the “Pay Annual Service Fee” option from the left menu.



- On the ASF Payment Screen enter amount of Annual Service Fee payment and click “Make Payment”.

**IATA**

**ASF Payment Screen**

Total ASF Invoice Amount:	85.00
Current Invoice:	IN1
Current ASF Paid Amount:	\$0.00
Current Total Balance:	-85.00

Enter Amount:  **MakePayment**

**Exit**

Payment of your ASF is essential to the maintenance of your IATAN accreditation for the upcoming year. Please note that payment of your ASF invoice is due December 1st.

There are many benefits to being accredited by IATAN. You receive global recognition of your professional status through the IATA numeric code and gain access to many services. Your location is eligible to participate in the Personnel Registration and ID Card Programs. These programs have no equal in the industry and the IATA/IATAN ID Card is your means of identification as a bona fide travel professional.

Disclaimer - The current balance may not reflect other payment or charges pending for other IATAN services. Please note that payment of your ASF invoice should reflect the schedule below and is due by December 1st to avoid late fees. After December 31st the invoice becomes past due and a \$25 late fee will be added to the home office.

Locations are billed based on the following:

HD	\$85
BR	\$85
STP	\$85
CCL	\$175
CTD	\$175
HSL	* must also include payment for their ICE locations

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- On the “Payment” screen, enter required fields and click “Continue”.

**PAYMENT**

Please review the information before confirm your payment details below.

Product description:	BTE - ASFEXTRANET PAYMENTS
Price:	\$ 85.00

A - American Express	M - MasterCard	V - Visa

Card number:	<input type="text"/>
Card VER:	<input type="text"/> <a href="#">What's this?</a>
Name on card:	<input type="text"/> (please enter the name exactly as it is printed on the card)
Expiry date:	<input type="text"/> (format MMYY)

**Back** **Continue**

Note: If paying by Visa or MasterCard, your bank may include a foreign transaction fee as payments to IATAN are processed in Canada

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- The Annual Service Fee process is complete!
- Once payment has been successfully processed, you will receive a payment confirmation via email to the email address on file.