



## IATAN Annual Service Fee—Frequently Asked Questions

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

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

The annual service fee is due by December 1<sup>st</sup>. The annual service fee covers your Accreditation Appointment for the year.

**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 is due each year. The annual service fee covers the Accreditation Appointment of your business for the *following* calendar year.

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

Please visit [Online Services](#) and enter your username and password. You will then see, on the left of your screen, a tab titled “Pay Annual Service Fee”.

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

Please visit [www.iatan.org](http://www.iatan.org), click on **Online Services**, then click on “Forgot Username/Password” and enter the requested information. Shortly thereafter, you will receive an e-mail with a 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 is billed, your account is debited and will reflect a shortage or negative balance of the amount due until the payment is made.

**6. I have paid the amount of the Annual Service Fee but it still shows a negative balance, why?**

There may be a pending payment due for a change of ownership or another transaction that is being processed by IATAN. Please contact us at <http://www.iatan.org/about/Pages/contact.aspx> with the IATA number of the location in question.

**7. I have a home office location and three branches. However, I am only going to pay for two locations. Can I pay only for the locations I wish to maintain accredited?**

Yes, you can pay for the locations you want to maintain accredited by IATAN but you must contact IATAN in writing to advise which locations you no longer wish to be accredited. The agency owner or account administrator can complete the IATAN Accreditation Amendment Form, which can be downloaded on [www.iatan.org](http://www.iatan.org). You can contact us at <http://www.iatan.org/about/Pages/contact.aspx> with the IATA number of the location you wish to cancel.