



Frequently Asked Questions (FAQs)

IATA EASYPAY

February 2019

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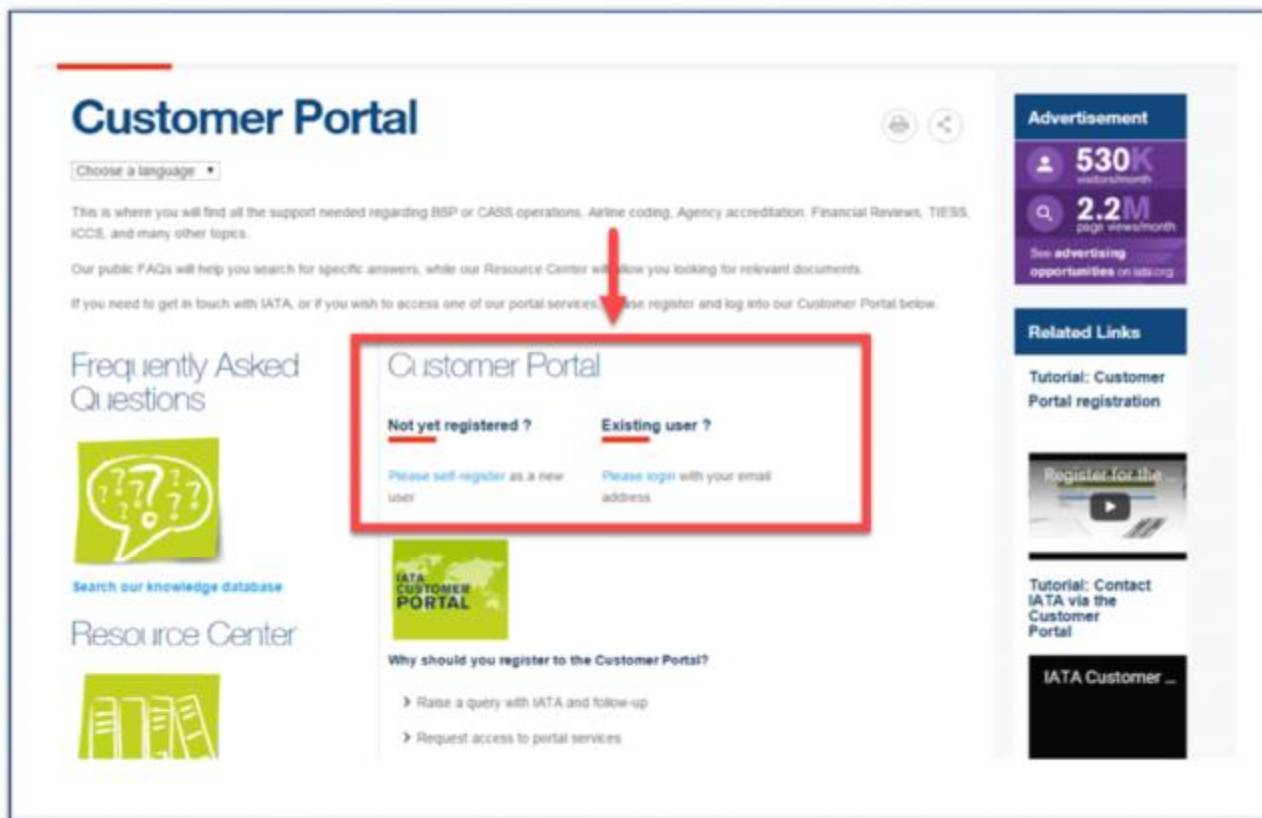
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IATA EasyPay Access and Account Creation

1) How Can I access the IATA EasyPay Portal?

Access to the IATA EasyPay Portal will only be available through the IATA Customer Portal via URL: <http://www.iata.org/customer-portal>

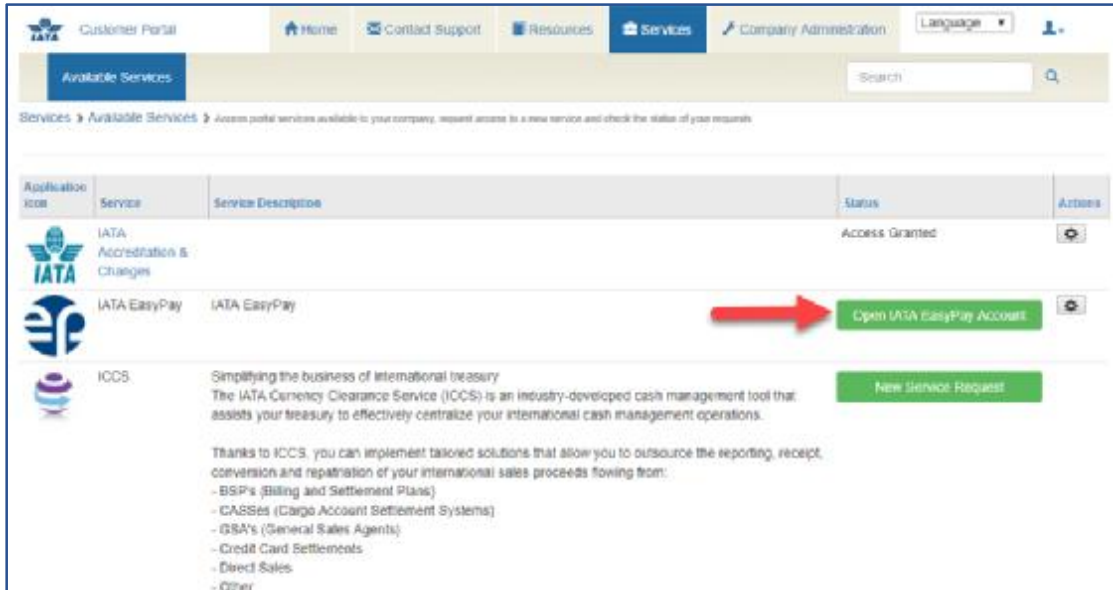
On the IATA Customer Portal, you will be prompted to log-in with your IATA Customer Portal credentials. If you are not registered on the IATA Customer Portal, you will have to register first by clicking on the 'Please self-register as a new user' option.



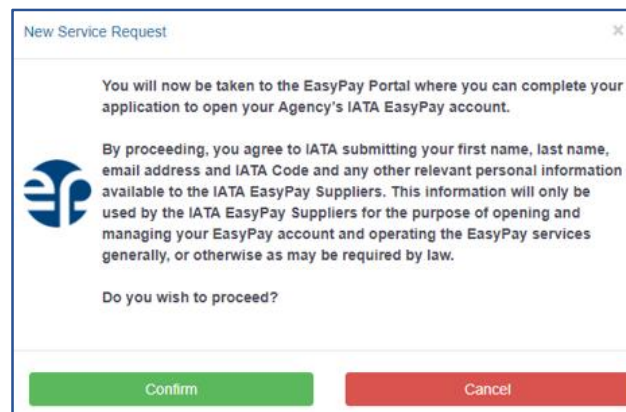
2) How Can I Create an IATA EasyPay Account?

An IATA EasyPay Account can only be opened by someone with Portal Administrator and Authorized Signatory privileges for the head office of the travel agency.

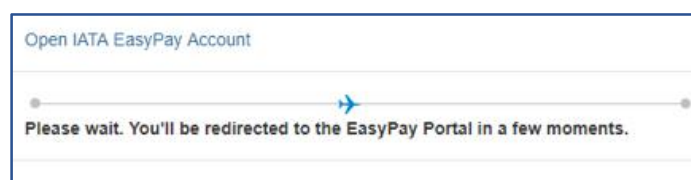
You will select the IATA EasyPay 'New Service Request' link in the IATA Customer Portal, which will redirect you to the IATA EasyPay Portal.



After clicking 'Open IATA EasyPay Account', you will be prompted with a confirmation disclaimer as shown below:

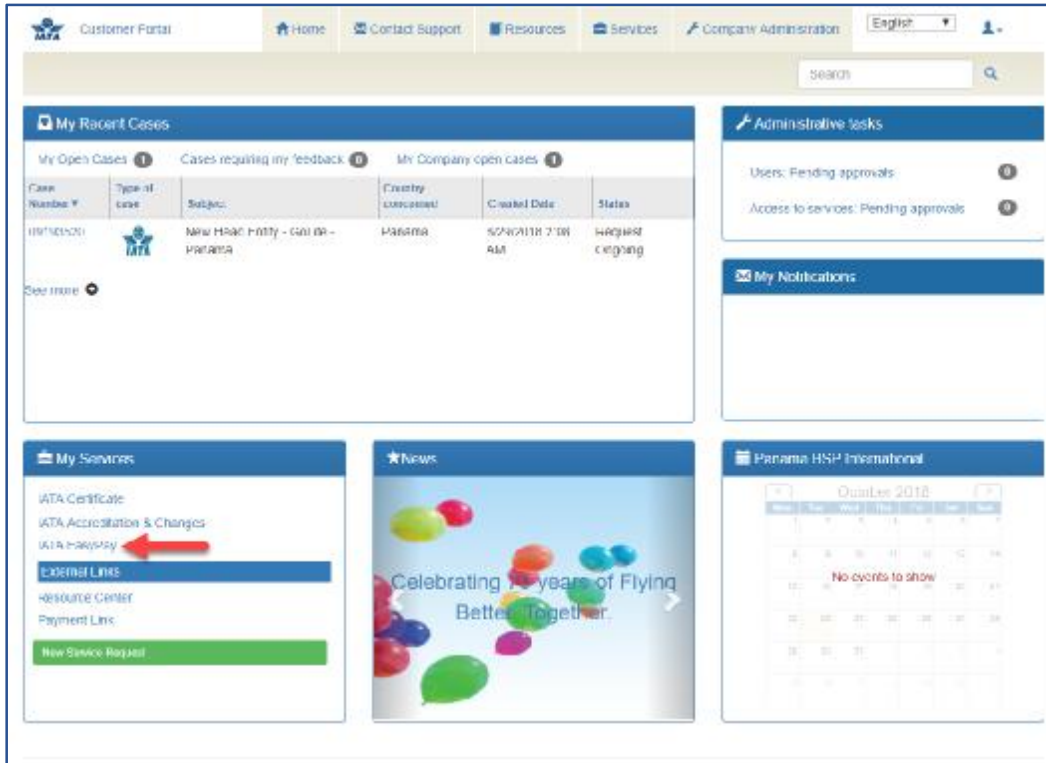


After confirming, you need to wait while the IATA Customer Portal connects to the IATA EasyPay Portal.



An email is sent to you from IATA Customer Portal Team, notifying you that access has been granted to the IATA EasyPay Portal with an IEP Admin role. Such responsibilities of the IEP Admin role are outlined in the Terms and Conditions available on the IATA EasyPay Portal.

The Authorized Signatory is granted automatic access to the IATA EasyPay Portal upon initiating the IATA EasyPay Account opening. This means that you can come back to the IATA Customer Portal at any time to complete the opening of your IATA EasyPay Account and the IATA EasyPay Portal without having to log in again, via Single Sign-On (SSO)



Once accessed, you will be brought to the first page of the IATA EasyPay Portal which will display a listing of required information to open the IATA EasyPay account. Once you have reviewed the information, click on the 'Get Started' button.

IATA | easy pay

Language LOGOUT

Welcome to IATA EasyPay!

In order to activate your EasyPay account, we will need to complete account setup. For more information regarding the onboarding process and requirements, visit [What information do I need to onboard an IATA EasyPay Account?](#)

- Business Information**
 - ✓ Tax ID
 - ✓ Location and contact information
- Business Direct and/or Indirect beneficial ownership details. This may include:**
 - ✓ Ownership details and Owners' unexpired Passport or National ID Card number
 - ✓ Managing Party information and unexpired Passport or National ID Card number (if applicable)
- Business Formation and Proof of Existence documentation**
 - ✓ Formation Document and Proof of Existence Document
 - ✓ Additional documentation may be requested based on BSP country
- Business Funding Source Information**
 - ✓ Business's banking information for funding the EP account
 - ✓ Copy of a recent bank statement or voided check (excludes counter checks)
- Business Legal Authorized Signatory personal Identifying Information**
 - ✓ Residential address and contact information
 - ✓ Unexpired Passport or National ID Card, country of issuance, and expiration date

GET STARTED

[Return to IATA Portal](#)

Participating Airlines | Terms & Conditions
Frequently Asked Questions | MST5 Privacy Policy
Contact Support | IATA Privacy Policy

After clicking on the button, the Terms & Conditions (Ts & Cs) page on the IATA EasyPay Portal will be displayed. You must read the entire contents, which may also be printed by clicking on the printer image in the top-right corner. Review and fully understand the Ts & Cs before accepting them by checking the box at the bottom and then click on 'Accept'.

IATA | **easy**pay

Language ▾ LOGOUT

Review the Terms and Conditions

IATA EasyPay User Terms and Conditions

These IATA EasyPay User Terms and Conditions (this "Agreement") apply to your use of IATA EasyPay. You must read it carefully. The most current version of this Agreement is available on the EasyPay Portal. If You require any additional information about this Agreement or IATA EasyPay please contact Customer Support.

In this Agreement:

"Account Profile" means, collectively, the information provided by You on authorized users and their permissions, bank accounts associated with your IEP Account, and notification preferences accessible in various locations on the EasyPay Portal including the Funding Sources tab and the My Team tab.

"Airline Tickets" means tickets for air travel on an airline participating in the IATA BSP System.

"Authorisation" means approval by Us of a payment following (i) your obtaining on the EasyPay Portal the information necessary for purchasing Airline Tickets or EMD Services, (ii) your providing such information to the GDS, (iii) a request for a transfer of funds by the GDS and (iv) verification of sufficient value in your relevant Master Wallet or Sub-wallet; and "Authorised" means as to a given payment that it has been so approved by Us.

"Balance" means, at any time, the amount shown as being held in your Master Wallet or a Sub-wallet at that time. You can access your Balance through the EasyPay

1 I have read and accept the Terms and Conditions

CANCEL ACCEPT **2**

Participating Airlines
Frequently Asked Questions
Contact Support

Terms & Conditions
MSTS Privacy Policy
IATA Privacy Policy

After accepting the Ts & Cs, you will be redirected to an Onboarding or Registration series of pages which specific information will need to be provided.

3) What Information do I Need to Onboard or Register an IATA EasyPay Account?

If you have not setup your account, you will be redirected to a series of Onboarding or Registration pages. Required fields must be completed to submit the Onboarding or Registration form.

The information requested below is required to assist in creating the IATA EasyPay account.

Who needs to provide this information?

We will request this information from the Legal Authorized Signatory who opens a new IATA EasyPay account on behalf of a legal entity.

General Information

Provide your basic business information

Business Information		
Legal Business Name *	Trade Name	Tax Identification Number (TIN) *
IEP Travel Agency Egypt		123/456/789
Business Type *	Business Phone Number *	Business Website
Partnership	026246619	www.ieptravelgypt.com
Business Current Address		
Legal Registered Address *	City *	Governorate *
58 Joseph Teto St., El Nozha El Gadida	Heliopolis	Cairo
Country *		
Egypt		

You must provide all the following:

- Full Legal Name of the Company
- Doing Business as or Trade Name (if applicable)
- Tax Identification Number
- Type of Company
- Business Phone Number
- Business Website
- Current Business Address
- Country where Business was Established
- Estimated Gross Ticket Sales for Next Two Years
- Business Contact and Ts & Cs Signer Information

Business Establishment Information

Country of Legal Formation *

Egypt

Gross Sales Estimate

Please provide estimates of gross ticket sales for the next two years.

Estimate of gross ticket sales in IATA EasyPay (1st year) *

150000

Estimate of gross ticket sales in IATA EasyPay (2nd year) *

300000

Business Contact Information

Please provide the individual's full legal name as shown on the National ID or Unexpired Passport.

First Name *	Middle Name(s) *	Family Name *
Naima	Razan	Ghannam

Nationality *	Business Phone Number *	Email *
Egyptian	026246619	nghannam@ieptravelagencyegypt.com

[Next >](#)


Once all information has been entered, select the 'Next' button in the bottom right corner of the first Onboarding or Registration screen.

Business Contact Information

Please provide the individual's full legal name as shown on the National ID or Unexpired Passport.

First Name *	Middle Name(s) *	Family Name *
Naima	Razan	Ghannam

Nationality *	Business Phone Number *	Email *
Egyptian	026246619	nghannam@ieptravelagencyegypt.com

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What is Beneficial Ownership and why do I have to provide this information?

A beneficial owner is an individual or organization, if any, who holds 10% or more equity ownership of your business. To help fight financial crime, country-specific regulations require us to obtain, verify, and record information about the beneficial owners of legal entity customers. Legal entities can be abused to disguise involvement in terrorist financing, money laundering, tax evasion, corruption, fraud, and other financial crimes. Requiring the disclosure of key individuals who own or control a legal entity (i.e., the beneficial owners) helps law enforcement investigate and prosecute these crimes.

Provide Your Business Ownership Information

For companies with beneficial owners, you must provide the following information for all direct and indirect¹ owners owning 10% or more of the company:

- Ownership Type (Individual or Organization)
- Percentage of Ownership
- Individual
 - Full Legal Name (First, Middle and Family)
 - Nationality
 - Role/Title (i.e.: CEO, President, etc.)
 - Date of Birth
 - Legal Registered Address
 - Phone Number
 - Email
 - Unexpired Passport or National Identification Number, Country of Issuance, and Expiration Date
- Organization
 - Legal Business Name
 - Percentage of Ownership
 - Unexpired Passport or National Identification Number, Country of Issuance, and Expiration Date and address for equity owners over 10%

For companies that do not have beneficial owners owning 10% or more of the company, you must provide the following:

Details explaining the ownership structure of the business. For example:

- Agency is 100% owned by Entity Holdings Ltd.
- No individual shareholder of the Agency holds more than 6.28% of the equity shares.
- The major shareholder of the Agency is ABC Agency, which holds 65.2% of the equity shares. ABC Agency is a publicly quoted company listed on the London Stock Exchange. The remaining shares are held by 28 Directors and Senior Managers of the company, and the largest individual shareholder is the Chairman, who holds 6.28%.

Managing Party Information:

¹¹ An “indirect owner” would exist in ownership if the travel agency has more than one (1) layer of ownership. For example, Company A owns the Travel Agency. The owners of Company A would be considered “indirect owner” for purposes of these requirements.

- Full Legal Name (First, Middle and Family)
- Nationality
- Role/Title (i.e.: CEO, President, etc.)
- Date of Birth
- Legal Registered Address
- Phone Number
- Email Address
- Unexpired Passport or National Identification Number, Country of Issuance, and Expiration Date

Beneficial Owners

Are there any beneficial owners owning or controlling 10% or more of the agency?

Beneficial Owners *

Yes No

Please explain the ownership structure of the entity:

Agency is 100% owned by Naima Razan Ghannam

Please enter the Full legal name, Date of Birth, and Role/Title of the individual with significant responsibility for managing the legal entity:

Managing Party Information

Please provide the individual's full legal name as shown on the National ID or Unexpired Passport.

First Name *	Middle Name(s) *	Family Name *
Naima	Razan	Ghannam
Nationality *	Role/Title *	Date of Birth *
Egyptian	Owner	16 March, 1964

Individual Contact Information

Legal Registered Address *	City *	Governorate *
58 Joseph Teto St., El Nocha El Gadida	Helwan	Cairo
Postal Code *	Country *	Phone Number *
11757	Egypt	224553730

Email *

nghannam@letravelagencyegypt.com

Individual Identification

ID Type *	ID Number *
Unexpired Passport	264547882
Country of Issuance *	Expiration Date *
Egypt	12 December, 2022

Identification Document

Please upload the individual's photographic identification

Upload *

UPLOAD

Passport Size.docx







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How do I enter or edit the Beneficial Ownership Information?

To enter the beneficial owner information, click the pencil icon (edit).

Beneficial Owners
Are there any beneficial owners owning or controlling 10% or more of the agency?
Beneficial Owners*
 Yes No

Please list the beneficial owner(s):







Owner Name	Beneficial Owners Of	Indirect Ownership		
Naima Razan Ghannam	IEP Travel Agency Egypt	65.00		
Aaliyah Alisa	IEP Travel Agency Egypt	20.00		
Karima Dalia	IEP Travel Agency Egypt	15.00		
Total Indirect Ownership by Individuals:		100.00		

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To remove an owner, click the trash bin icon (delete) to the right of the edit icon.





Beneficial Owners
Are there any beneficial owners owning or controlling 10% or more of the agency?
Beneficial Owners*
 Yes No

Please list the beneficial owner(s):

Owner Name	Beneficial Owners Of	Indirect Ownership		
Naima Razan Ghannam	IEP Travel Agency Egypt	65.00		
Aaliyah Alisa	IEP Travel Agency Egypt	20.00		
Karima Dalia	IEP Travel Agency Egypt	15.00		
Total Indirect Ownership by Individuals:		100.00		

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The ownership fields will display below the table.

Owner Name	Beneficial Owners Of	Indirect Ownership		
John Adam Jones	IEP Travel Agency	55.00		
New Owner	IEP Travel Agency			
Total Indirect Ownership by Individuals:		55.00		

All individuals and organizations who indirectly own greater than 10 percent are required.

Ownership Type*	Percent Ownership**	Number of Direct Owners**
No Selection	0	
<small>This field is required. Ownership type must be selected.</small>	<small>This field is required.</small>	<small>This field is required.</small>

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If the direct owner(s) is an organization, you will be asked to provide the direct owners of the identified organization and the percentage of the organization's ownership. Additional Direct and Indirect ownership information will be requested until you have reached the 10% requirement or a natural person with direct or indirect ownership.





How do I know I have completed providing the Beneficial Ownership Information?

Once you have fulfilled the 10% requirement, the table will display as seen below:







Owner Name	Beneficial Owners Of	Indirect Ownership		
Naima Razan Ghannam	IEP Travel Agency Egypt	65.00		
Aaliyah Alisa	IEP Travel Agency Egypt	20.00		
Karima Dalia	IEP Travel Agency Egypt	15.00		
Total Indirect Ownership by Individuals:		100.00		


If any information is missing and the 10% requirement is not complete, you will see the table show an ownership line in red, prompting you to continue entering in ownership information.

Information regarding all individuals indirectly owning greater than 10 percent are required. Click on the edit icon to edit the beneficial owner's information.

Owner Name	Beneficial Owners Of	Indirect Ownership		
John Adam Jones	IEP Travel Agency	65.00		
New Owner	IEP Travel Agency			
Total Indirect Ownership by Individuals:		65.00		

Click the 'Next' button to save and continue to the Documents tab. If you have not completed the required fields upon submit, you will be automatically directed back to the Ownership tab, and detailed error notifications will be provided.

Owner Name	Beneficial Owners Of	Indirect Ownership		
Naima Razan Ghannam	IEP Travel Agency Egypt	65.00		
Aaliyah Alisa	IEP Travel Agency Egypt	20.00		
Karima Dalia	IEP Travel Agency Egypt	15.00		
Total Indirect Ownership by Individuals:		100.00		

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Documents

Provide your business's formation and Proof of Existence documentation

You must upload the following:

- Share Certificate or Share Register
- Commercial Registry Certificate
- Tax Registration Card
- License from Ministry of Tourism
- For a Partnership, a Certified Copy of the Partnership Agreement
- For a Trust, a Trust Certificate that includes the names of all beneficiaries, trustees, administrators and any other person with control over the trust. If this is not included in the Trust Certificate, upload a list of the Full Legal Names and Dates of Birth for all beneficiaries, trustees, administrators and any other person with control over the trust.
- For a Joint Stock Company (JSC) or Limited Liability Company (LLC), Certified Copy of the Memorandum and Articles of Association

The screenshot shows a web form with the following sections:

- Business Type ***: A dropdown menu with "Partnership" selected.
- Please select which type of share file you would like to upload:**
- Share Document ***: A dropdown menu with "Share Certificate" selected.
- Please upload a copy of the Share Certificate(s)**: A section with an "UPLOAD" button and a file upload area showing "Onboarding Attachment 2.docx".
- Please upload a copy of the Partnership agreement duly attested from public notary**: A section with an "UPLOAD" button and a file upload area showing "Onboarding Attachment 3.docx".
- Please upload a copy of the Commercial Registry Certificate**: A section with an "UPLOAD" button and a file upload area showing "Onboarding Attachment 9.docx".
- Please upload a copy of the Tax Registration Card**: A section with an "UPLOAD" button and a file upload area showing "Onboarding Attachment 10.docx".
- Please upload a copy of the License from Ministry of Tourism**: A section with an "UPLOAD" button and a file upload area showing "Onboarding Attachment 6.docx".

At the bottom of the form, there are two buttons: a blue button with a left arrow and the text "< Back" on the left, and a blue button with the text "Next >" on the right. A red arrow points to the "Next >" button.

Click the 'Next' button to save and continue to the Funding Source tab. If you have not completed the required fields upon submit, you will be automatically directed back to the Documents tab, and detailed error notifications will be provided.

Funding Source

Provide the Business's Funding Source Information

You must provide the following:

- Bank Name
- Bank Address
- SWIFT
- Account Type
- Account Holder Name
- Account Number
- Copy of a Recent Bank Statement or Voided Check (excludes counter checks or starter checks.)

Note: Some banks include the Designation number on the check. This is not required to create the funding source for the IATA EasyPay Account.

The screenshot shows a multi-step process with five steps: 1. General Information, 2. Ownership, 3. Documents, 4. Funding Source (current step), and 5. Submit. The 'Funding Source' step is divided into two sections: 'Financial Institution Information' and 'Business Account Information'. The 'Financial Institution Information' section includes fields for Bank Name (HSBC Bank Egypt), Bank Address (Cairo, Egypt), SWIFT (12345678), and Account Type (Current). The 'Business Account Information' section includes fields for Account Holder Name (IEP Travel Agency Egypt), Account Number (1234567890234), and Cardless Account Number (1234567890234). Below these fields is a 'Pending Document' section with an 'UPLOAD' button and a file named 'Outstanding Attachment.docx'. At the bottom of the form, there are '< Back' and 'Next >' buttons, with a red arrow pointing to the 'Next >' button.

How do I save my Onboarding or Registration form?

To save the onboarding or registration form, click the 'Next' button or the numbered page icon buttons at the top of the screen. Once clicked, a save notification will display in the upper right of the page.



How do I submit my Onboarding or Registration form?

In order to submit the completed onboarding or registration form to create an IATA EasyPay Account, provide the personal information of the Legal Authorized Signatory and click Submit.

Submit

Provide your personal information

If you are a business Legal Authorized Signatory, you must provide all the following information:

- Full Legal Name (First, Middle and Family Name)
- Date of Birth
- Residential Address
- Unexpired Passport or National Identification Number, Country of Issuance, and Expiration Date

To complete the agency's registration form, please provide the Legal Authorized Signatory's personal information in the below fields and submit.

Legal Authorized Signatory
Please provide the individual's full legal name as shown on the National ID or Unexpired Passport.

First Name *	Middle Name(s) *	Family Name *
<input type="text" value="Naima"/>	<input type="text" value="Razan"/>	<input type="text" value="Binannam"/>

Date of Birth *
 |

Legal Authorized Signatory Address

Residential Address *	City *	Governorate *
<input type="text" value="501 Elhoreya Street"/>	<input type="text" value="Alexandria"/>	<input type="text" value="Alexandria"/>

Postal Code *	Country *
<input type="text" value="21500"/>	<input type="text" value="Egypt"/>

Legal Authorized Signatory Identification

ID Type *	ID Number *	Expiration Date *
<input type="text" value="Unexpired Passport"/>	<input type="text" value="264547882"/>	<input type="text" value="12 December, 2022"/>

Country of Issuance *
 |

If you attempt to click the 'Submit' button and you have not completed all required fields, you will be automatically routed to the onboarding page that is missing required information and provided detailed error message(s).

Note: You must select the checkbox stating you are authorized to submit the application, and you authorize us to verify data provided.

Identification Document
Please upload the individual's photographic identification

ID Upload *
 |

I confirm that I am authorized to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

By submitting this form, you are attesting that you are the legal authorized signatory and that the information provided in this form is true and accurate to the best of your knowledge.

➔

Select '**Submit**' when finished.

Please be advised that after a successful submission, and all required requested information and documentation are provided, the internal review will take between 1-3 business days.

4) How Can Users be Added to an IATA EasyPay Account?

Once the IATA EasyPay Account has been created, the IEP Admin will first create the Manager of the Master Wallet role for the Wallet Manager to then add additional user roles to the EP Account. The IEP Admin or the Manager of the Master Wallet can then add other users from the 'Services' tab on the IATA Customer Portal.

The screenshot displays the 'Available Services' page on the IATA Customer Portal. The page features a navigation bar with 'Home', 'Contact Support', 'Resources', 'Services', and 'Company Administration'. Below the navigation bar is a search bar and a breadcrumb trail: 'Services > Available Services > Access portal services available to your company, request access to a new service and check the status of your requests'. The main content area is a table with the following columns: Application Icon, Service, Service Description, Status, and Actions.

Application Icon	Service	Service Description	Status	Actions
	IATA Accreditation & Changes		Access Granted	
	Currency Center	The IATA Currency Center is a new, dynamic, web based information tool that provides currency information from an economic, financial markets and IATA perspective for different set of countries. In this first version you will find information related to blocked funds countries and watch list countries. The onboarding of all other countries will follow!		New Service Request
	IATA EasyPay		Access Granted	
	ICCS	Simplifying the business of international treasury The IATA Currency Clearance Service (ICCS) is an industry-developed cash management tool that assists your treasury to effectively centralize your international cash management operations. Thanks to ICCS, you can implement tailored solutions that allow you to outsource the reporting, receipt, conversion and repatriation of your international sales proceeds flowing from: - BSP's (Billing and Settlement Plans) - CASSES (Cargo Account Settlement Systems) - GSA's (General Sales Agents) - Credit Card Settlements - Direct Sales - Other		New Service Request

A red arrow points to the gear icon in the 'Actions' column for the 'IATA EasyPay' service. A tooltip menu is open over this icon, showing the following options:

- Add User(s) to this service
- View all Users for this service

This is a two-step process:

- Subsequent to the initial Account creation, the IEP Admin creates access requests for one or more users on the IATA Customer Portal and assigns the user(s) role(s) (i.e. IEP Admin, Manager of the Master Wallet, Ticket Issuer, Read Only) and clicks 'Continue'.

Add User(s) to this service - IATA EasyPay

Full Name

Portal Service Access IATA EasyPay

Portal Service Role

- Ticket Issuer
 - Generates IATA EasyPay Numbers from any assigned wallet(s) to be used to issue tickets via GDS
- Sub Wallet Manager
 - Manages funds of the assigned Sub-wallet(s)
 - Manages "Ticket Issuer" IATA EasyPay users' access and Sub-wallet(s)
 - Generates IATA EasyPay Numbers from the assigned wallet(s) to be used to issue tickets via GDS
- Master Wallet Manager
 - Manages Bank Account registration and closure
 - Allowed to Add funds from the registered Bank Account to the direct funded wallet(s)
 - Withdraw funds from the direct funded wallet(s)
 - Transfer funds between the Master Wallet and all Sub-Wallet(s)
 - Manages users' access as "Sub-wallet Manager" or "Ticket Issuer" role
- IEP Admin
 - Full access to the Master Wallet and any Sub-wallet(s)
 - Generates direct funded Wallet(s)
 - Generates and manages indirect funded Sub-wallet(s)
 - Full IEP Account management, including account closure
 - Full user management, and assignment of users to Master and Sub-Wallet(s), including responding to user access requests
 - Adds, withdraws and transfers funds for Master Wallet and all Sub-Wallet(s)
 - Manages Bank Account registration and closure

After clicking 'Continue', the window below will be displayed confirming the request.

Request access to IATA EasyPay

Access to your IATA EasyPay Account for the selected user(s) has been requested. IATA EasyPay Administrator (s) and Master Wallet Manager(s) have been notified for their approval.

Users will receive a confirmation once their access has been granted.

- b. This will create the user(s) on the IATA EasyPay Portal with a 'Pending' status.
- c. The IEP Admin or Manager of the Master Wallet will then need to approve the user role requested on the IATA EasyPay Portal from the 'Users' tab. The IEP Admin or Manager of the Master Wallet can also change the IATA EasyPay role of the user(s) request at this stage.

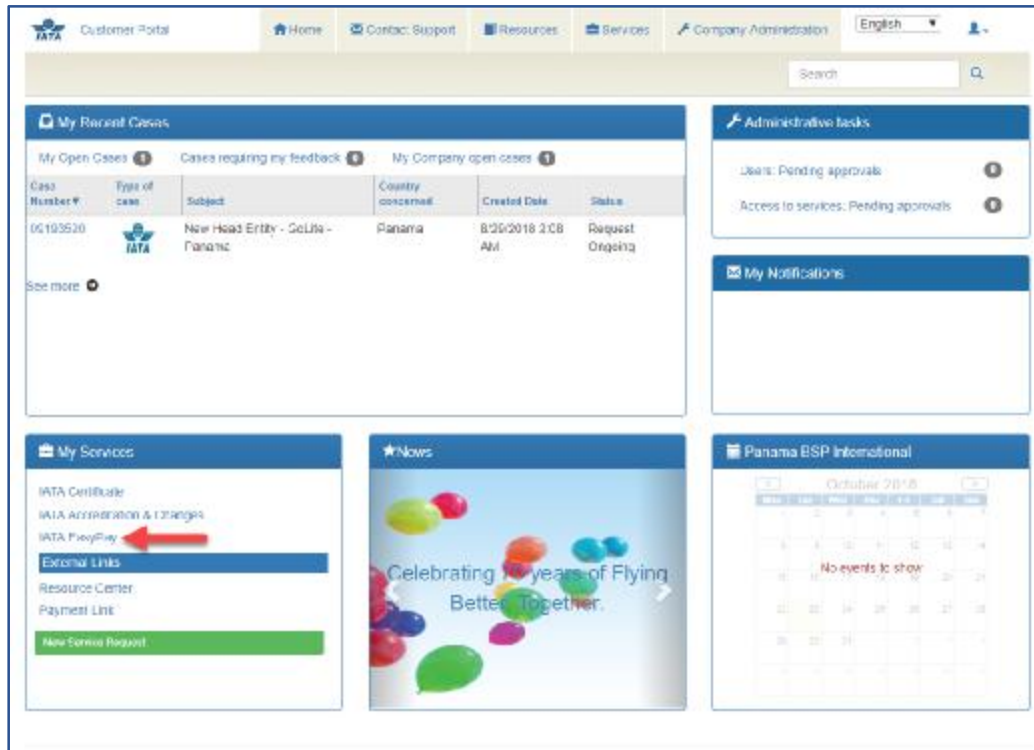
Wallets Users Transactions Reports Language

Welcome, John - Administrator
Entity Code OJS10104 | Open

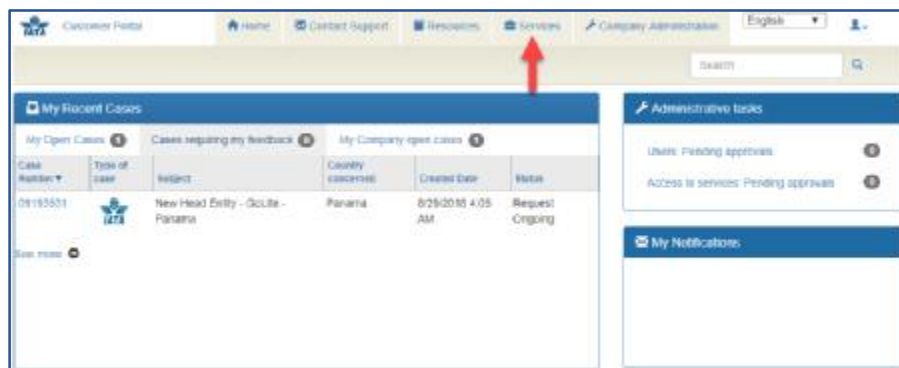
New Request

	Proposed Role	Wallet	
Thomas Gardner IEP Travel Agency	Ticket Issuer	Select Permissions	<input type="button" value="APPROVE"/> <input type="button" value="DENY"/>

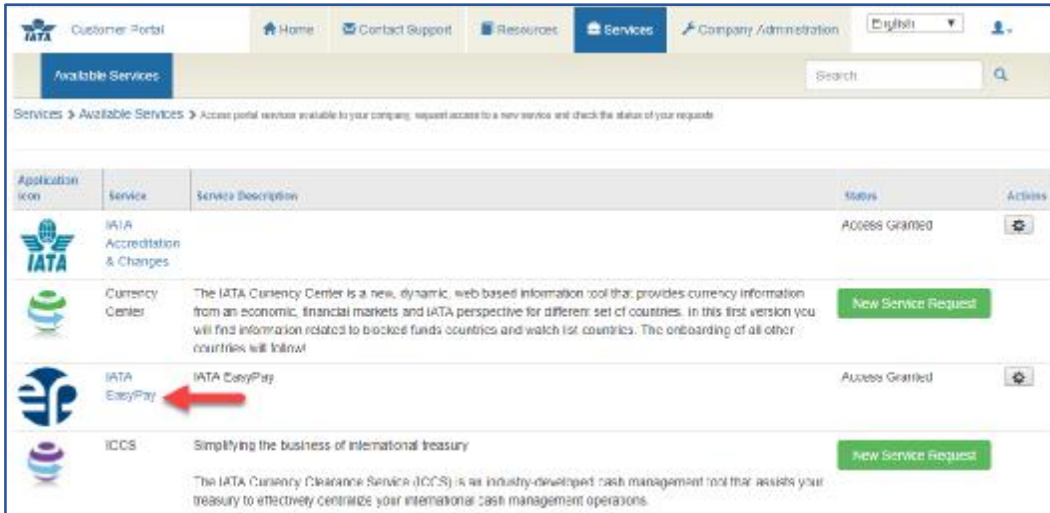
- d. As soon as the IEP Admin or Manager of the Master Wallet has approved or declined the request, an email notification will be sent to the user from the IATA Customer Portal Team informing them that access has been granted or denied with their corresponding IATA EasyPay Portal role. This action will also automatically update the user's access to the IATA Customer Portal.
- e. The newly approved user(s) will receive a notification email that access to the IATA EasyPay Portal has been granted. The user(s) will be able to access the IATA EasyPay Portal in one of two ways:
 - (1) By clicking on the 'IATA EasyPay' link on the IATA Customer Portal, as displayed below:



- (2) By first clicking on the tab 'Services'

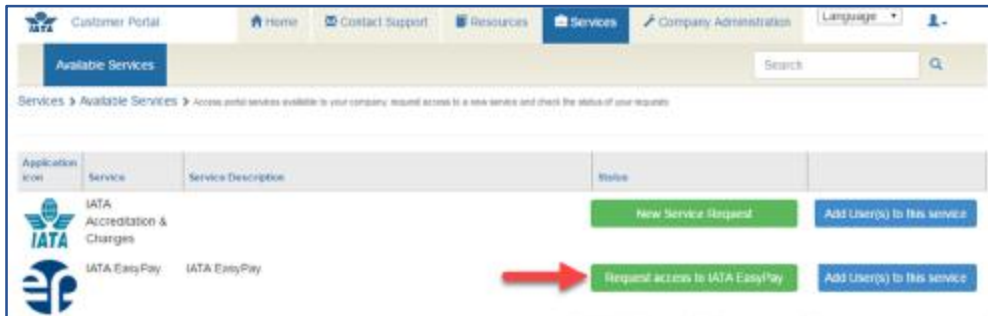


Then clicking on the link as displayed below:



5) How Can a User Request Access to an IATA EasyPay Account?

Other users from the Agency can request access to the IATA EasyPay Portal from the 'Services' page on the IATA Customer Portal (IATA EasyPay link).



This action will open a window where the user(s) selects the proposed role they would like to have (i.e. Ticket Issuer).

Add User(s) to this service - IATA EasyPay

Full Name:

Portal Service Access: IATA EasyPay

Portal Service Role:

- Ticket Issuer**
 - Generates IATA EasyPay Numbers from any assigned wallet(s) to be used to issue tickets via GDS
- Sub-Wallet Manager**
 - Manages funds of the assigned Sub-wallet(s)
 - Manages "Ticket Issuer" IATA EasyPay users' access and Sub-wallet(s)
 - Generates IATA EasyPay Numbers from the assigned wallet(s) to be used to issue tickets via GDS
- Master Wallet Manager**
 - Manages Bank Account registration and closure
 - Allowed to Add funds from the registered Bank Account to the direct funded wallet(s)
 - Withdraw funds from the direct funded wallet(s)
 - Transfer funds between the Master Wallet and all Sub-Wallet(s)
 - Manages users' access as "Sub-wallet Manager" or "Ticket Issuer" role
- IEP Admin**
 - Full access to the Master Wallet and any Sub-wallet(s)
 - Generates direct funded Wallet(s)
 - Generates and manages indirect funded Sub-wallet(s)
 - Full IEP Account management, including account closure
 - Full user management, and assignment of users to Master and Sub-Wallet(s), including responding to user access requests
 - Adds, withdraws and transfers funds for Master Wallet and all Sub-Wallet(s)
 - Manages Bank Account registration and closure

Once the user confirms the request, the IEP Admin and/or Manager of the Master Wallet(s) will receive an email notification of a user access request on the IATA EasyPay Portal.

The requester can review the status of the request on the IATA Customer Portal, under 'Services'.



The IEP Admin or Manager of the Master Wallet will then need to approve the access requested on the IATA EasyPay Portal from the 'Users' tab. The IEP Admin or Manager of the Master Wallet can also change the IATA EasyPay role of the user at this stage.

IATA easypay

Wallets Users Transactions Reports Language LOGIN

Welcome, John - Administrator
Entity Code DJS10104 | Open

New Request

Thomas Gardner
IEP Travel Agency Australia

Proposed Role: Ticket Issuer

Wallet: Select Permissions

As soon as the IEP Admin or Manager of the Master Wallet has approved or declined the request, an email notification will be sent to the user informing them that access has been granted (with their corresponding IATA EasyPay Portal role) or denied. This action will also automatically update the user's access to the IATA Customer Portal.

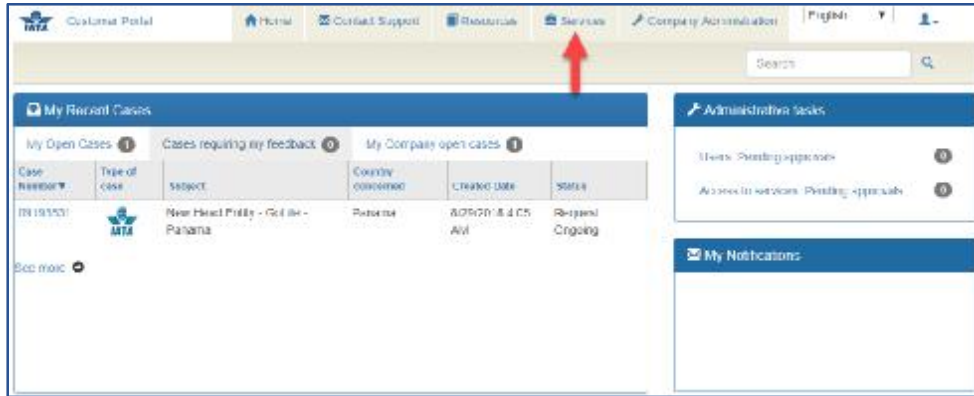
If approved, the user will be able to access the IATA EasyPay Portal in one of two ways:

1) By clicking on the 'IATA EasyPay' link on the IATA Customer Portal, as displayed below:

The screenshot displays the IATA Customer Portal interface. At the top, there is a navigation bar with links for Home, Contact Support, Resources, Services, and Company Administration, along with a language dropdown set to English and a user profile icon. A search bar is located below the navigation bar. The main content area is divided into several sections:

- My Recent Cases:** A table showing open cases. The first row is for Case Number 09193520, Type of case IATA, Subject New Head Entity - GoLite - Panama, Country concerned Panama, Created Date 8/29/2018 2:08 AM, and Status Request Ongoing.
- Administrative tasks:** A section with two items: Users: Pending approvals (0) and Access to services: Pending approvals (0).
- My Notifications:** An empty section.
- My Services:** A list of services including IATA Certificate, IATA Accreditation & Changes, IATA EasyPay (highlighted with a red arrow), External Links, Resource Center, Payment Link, and a New Service Request button.
- News:** A banner for celebrating 70 years of flying with the text "Celebrating 70 years of Flying Better Together." and an image of colorful balloons.
- Panama BSP International:** A calendar for October 2018 showing "No events to show".

2) By clicking on the tab 'Services'



Then the user will access the IATA EasyPay Portal by clicking the link displayed below:



6) Where Can I Find User Access Requests?

Only IEP Admin or the Manager of the Master Wallet can accept or decline user access requests by doing the following:

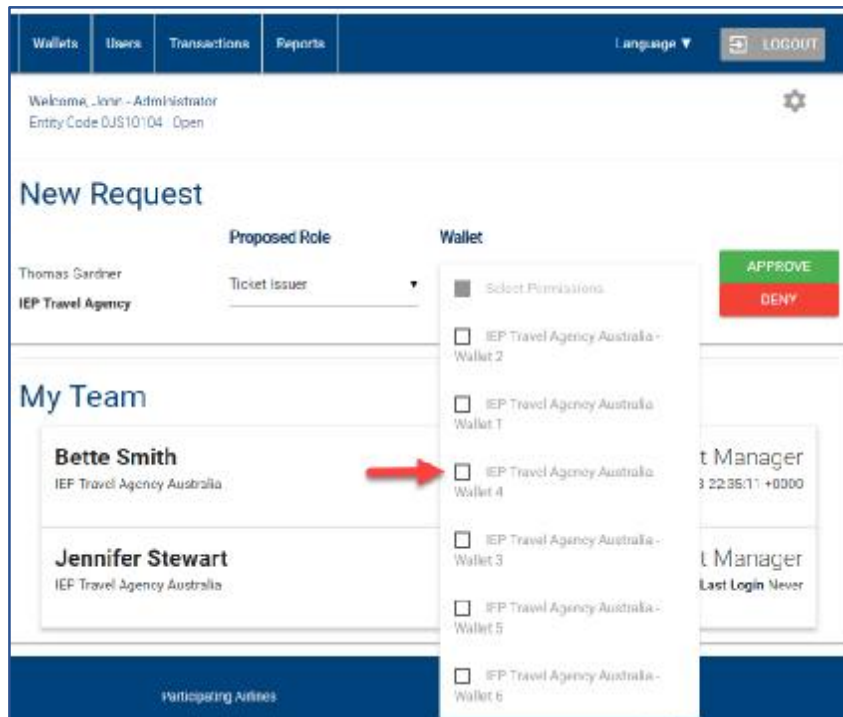
Go to 'Users' tab.



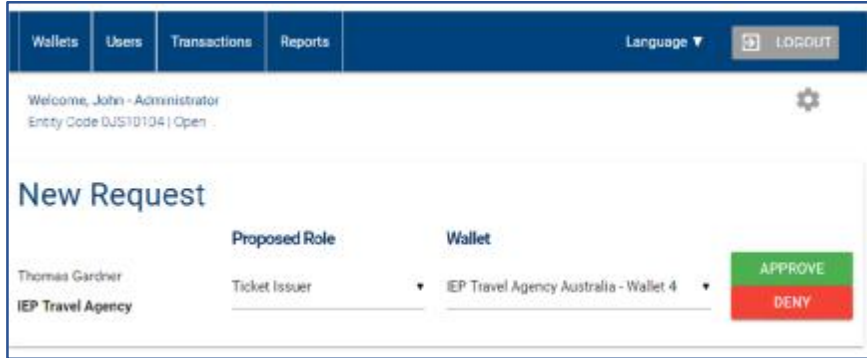
All pending requests will be displayed:



If the Proposed Role is a Wallet Manager or Ticket Issuer, from the drop-down menu under 'Wallet', select the wallet(s) the user should have access.



The IEP Admin or Manager of the Master Wallet will then have to either 'Approve' or 'Deny' the user access request.



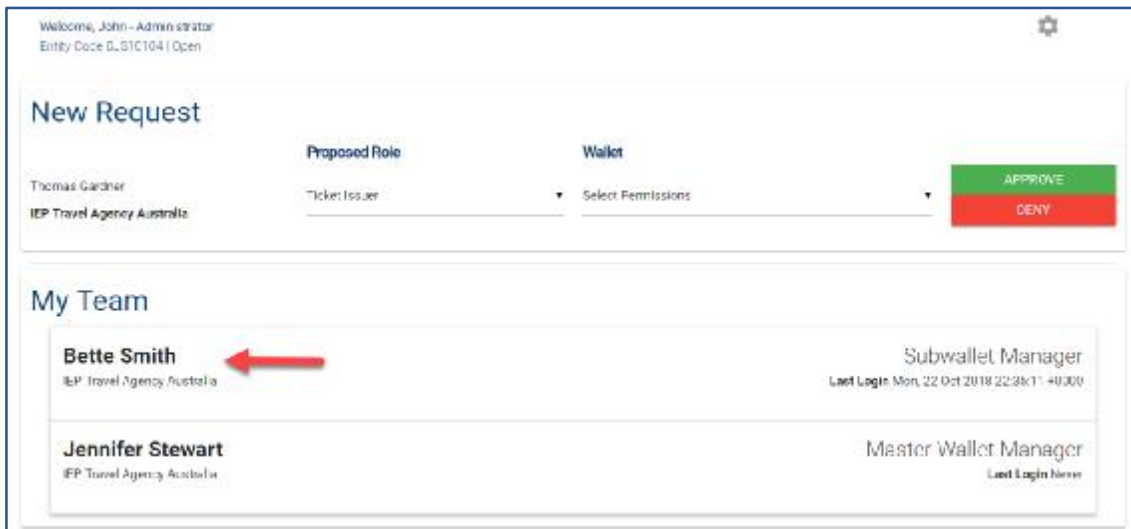
7) How Do I Review Current User Access?

The IEP Admin and Manager of the Master Wallet will be able to review all the active users under the same tab as new user requests are found.

Go to 'Users' tab.



To review an active user, select the user's name to view the details of their access.



The user's access will be displayed as shown below:

My Team

Bette Smith
IEP Travel Agency Australia

Subwallet Manager
Last Login Mon, 22 Oct 2018 22:35:11 +0000

Role

- Administrator
- Master Wallet Manager
- Subwallet Manager
- Ticket Issuer

Permissions

- DJ5T0104 - IEP Travel Agency Australia
- J51C2601 - Australia Travel
- J51C2604 - IEP Canberra

DENY

8) How Can a User be Removed from the IATA EasyPay Portal?

Only the IATA Portal Admin can remove a user from the IATA EasyPay Portal. To do so, please do the following:

Go to the IATA Customer Portal and click on 'Company Administration' > 'Access to services'.

For the selected user, click on 'Edit'.

Action	Application Code	Contact	Portal Service	Service Description	Access Status	Portal Service Role
Edit	IEP-UK	Anders Lervold	IEP-UK	This service facilitates interaction and exchange of information between travel agents and airlines participating in IATA Billing and Settlement Plan (BSP).	Access Granted	
Edit	IEP	Anders Lervold	IEP	This service enables you to fulfil financial assessment requirements including the upload of the financial statement documents requested.	Access Granted	
Edit		Lervold Admin	IATA EasyPay	IATA EasyPay	Access Granted	IEP Admin

Click 'Deny Access'.

Add User to service - IATA EasyPay

Deny Access

Full Name: Lervold Admin
Service: IATA EasyPay
Access Status: Access Granted
Portal Service Role: IEP Admin
Reason:

Denying IATA EasyPay Portal access sets the status to Access Denied so that the next time the selected user logs into the IATA Customer Portal the IATA EasyPay link will not be available.

9) How Do I Register Associated Entities?

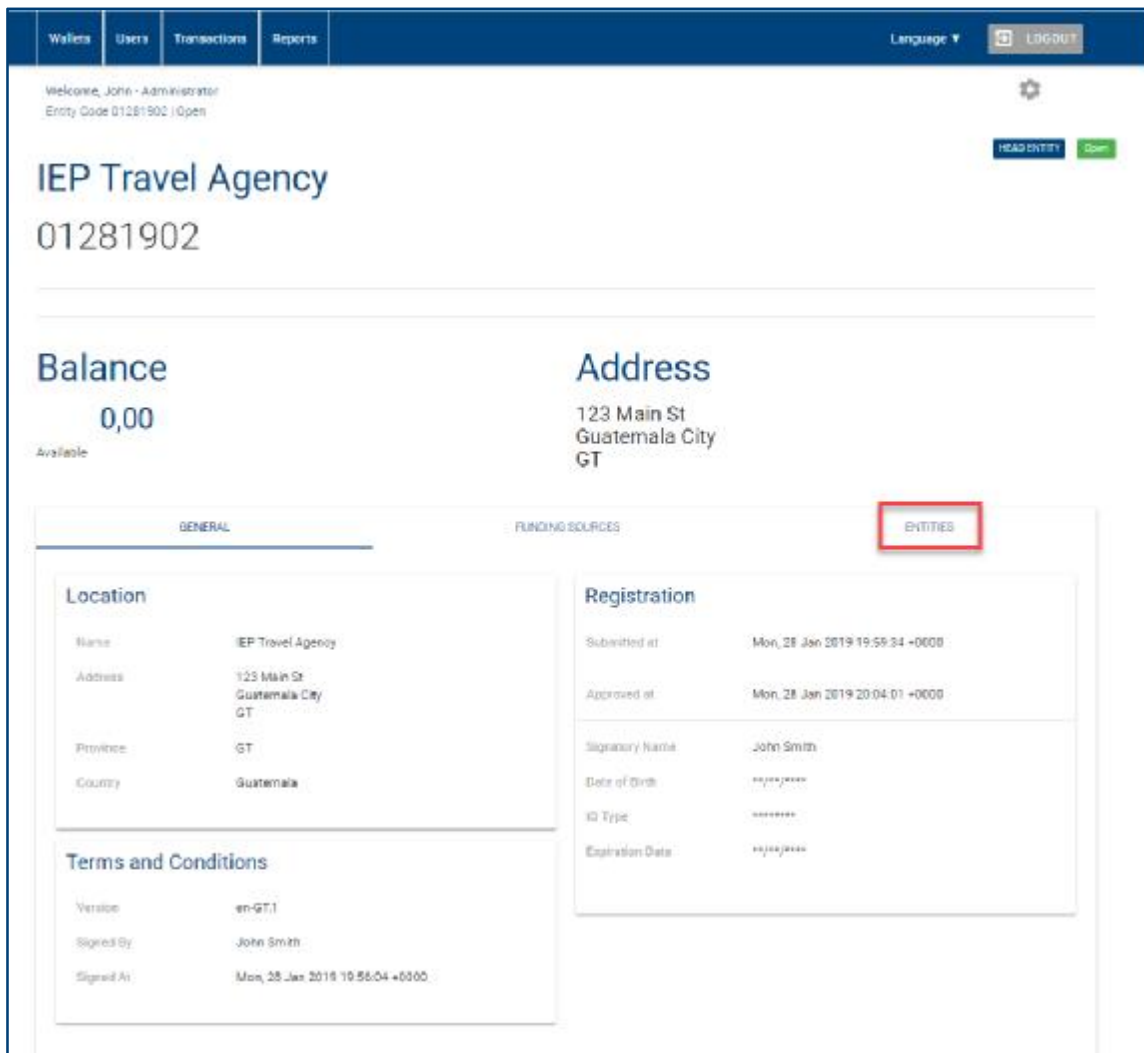
Once the Travel Agency Account is approved in the IEP Portal, Associated Entities accredited and registered with IATA can be registered in the IATA EasyPay Portal.

Go to the 'Settings' Icon.

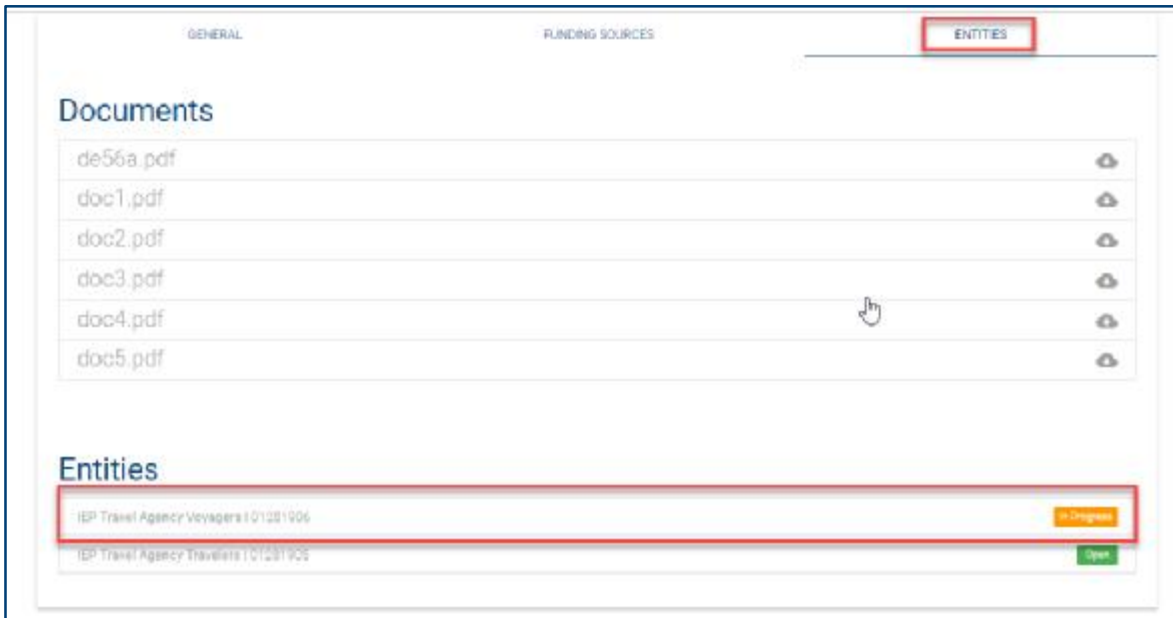


A new window will open with the general information of the Travel Agency Account. Click on the 'Entities' tab.

Note: This tab will only appear if there are Associated Entities accredited and registered in the IATA Customer Portal.



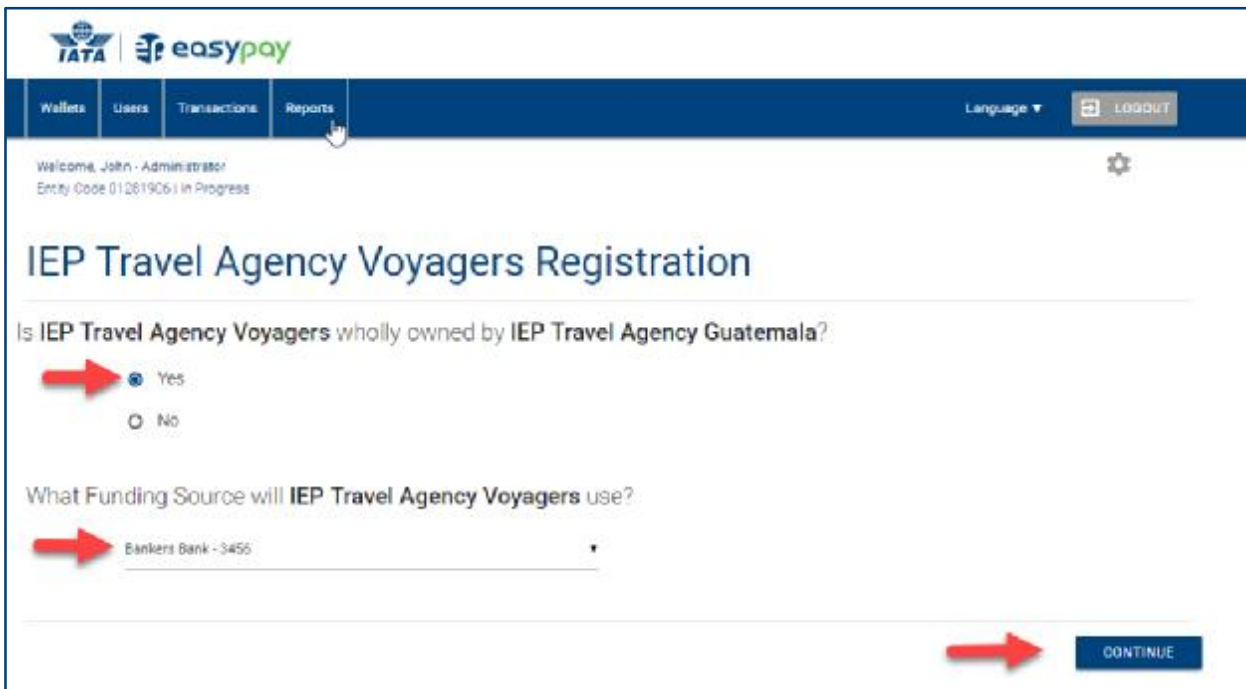
The 'Entities' window will appear with the Associated Entities listed. Click on an Entity to begin registration.



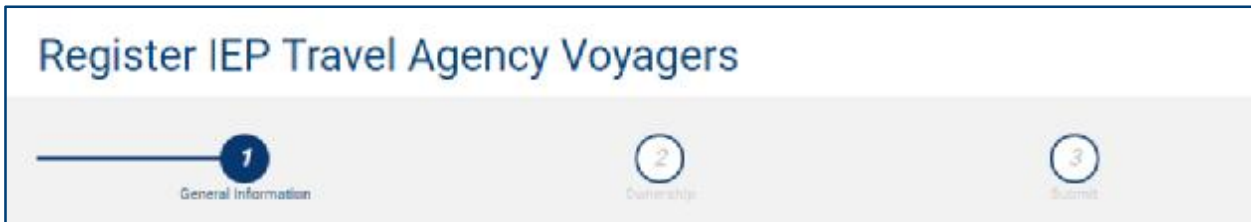
Choose the Associated Entity to register by clicking on the Agency Name.

There are 3 ways to register an Associated Entity:

- 1) If the Associated Entity is wholly owned by the Head Entity and will use the same Funding Source:



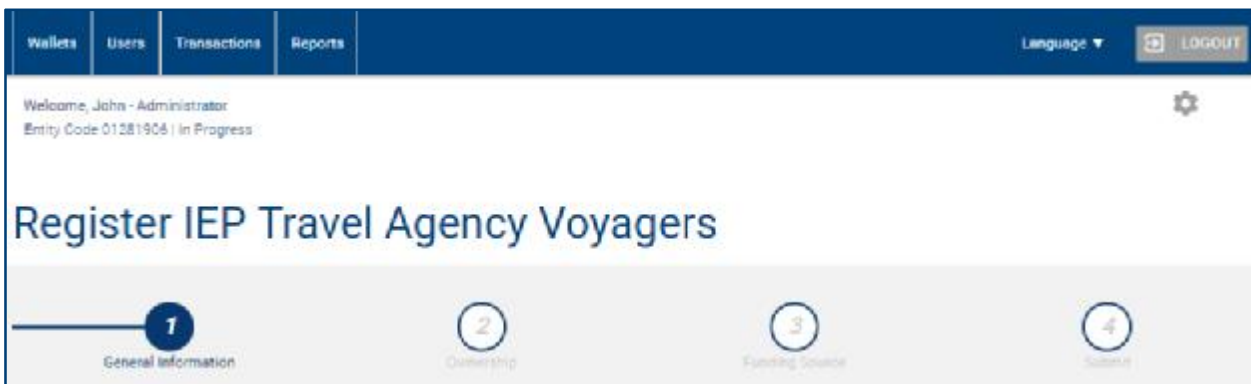
Click 'Continue', to complete the Onboarding General Information and Ownership screens.



2) If Associated Entity is wholly owned by the Head Entity, but will use a different funding source, choose 'Yes' and 'Add a New Funding Source'.



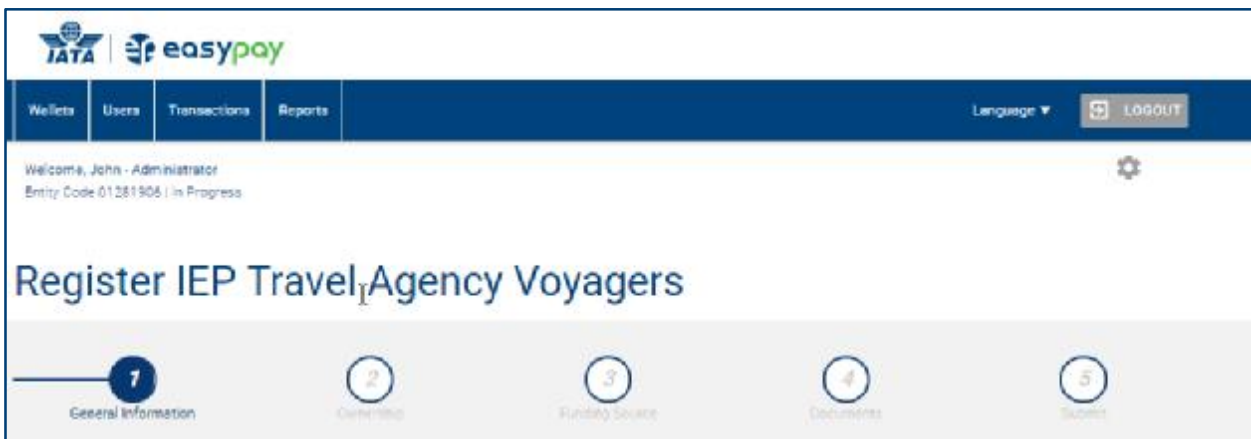
Click 'Continue' to complete the Onboarding General Information, Ownership and Funding Source screens.



3) If Associated Entity is not wholly owned by the Head Entity, choose 'No' and click 'Continue'.



Click 'Continue' and complete the Onboarding screens for General Information, Ownership, Funding Source and upload Agency Documents.



When Onboarding information is completed, the last step for each scenario is to select 'Submit'.

Please be advised that after a successful submission, and all required requested information and documentation are provided, the internal review will take between 1-3 business days.

IATA EasyPay Wallet Management

10) How Can a Bank Account be Registered?

Only the IEP Admin can register a bank account, which is performed during the onboarding or registration process of the Agency when opening the IATA EasyPay Account.

Please see below the information that was requested at that time:

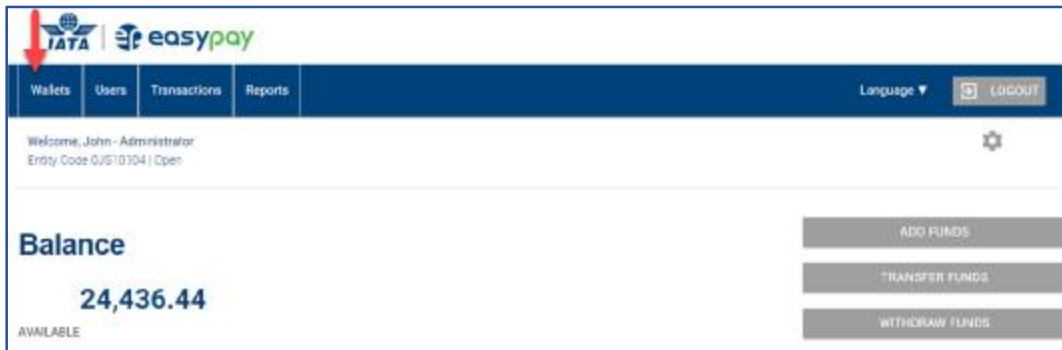
The screenshot shows a web form for registering a bank account. It is divided into two main sections: 'Financial Institution Information' and 'Business Account Information'.
Financial Institution Information: This section asks for the funding source details. It includes fields for 'Bank Name' (filled with 'HSBC Bank Egypt'), 'Bank Address' (filled with 'Cairo, Egypt'), 'IBAN' (filled with '12345678'), and 'Account Type' (filled with 'Current').
Business Account Information: This section asks for the account holder's details. It includes fields for 'Account Holder Name' (filled with 'IEP Travel Agency Egypt'), 'Account Number' (filled with '1234567890234'), and 'Online Account Number' (filled with '1234567890234').
Below these sections, there is a prompt: 'Please upload a bank statement (no more than 90 days old) or voided cheque (no counter cheques) to assist in verifying your bank account.' This is followed by a 'Banking Document' upload area with an 'UPLOAD' button and a file name '0abcdefghijklmnopqrstuvwxyz.docx'.
At the bottom of the form, there are two buttons: a blue 'Back' button on the left and a blue 'Next >' button on the right. A red arrow points to the 'Next >' button.

Note: Only one bank account can be added for an entity, and funds will be transferred from (and withdrawn to) this bank account.

11) How Can a Wallet be Added to an Account with no Associated Entities?

In order to add a wallet to the IATA EasyPay Account, either the IEP Admin, Manager of the Master Wallet, or Sub-Wallet Manager must perform the following:

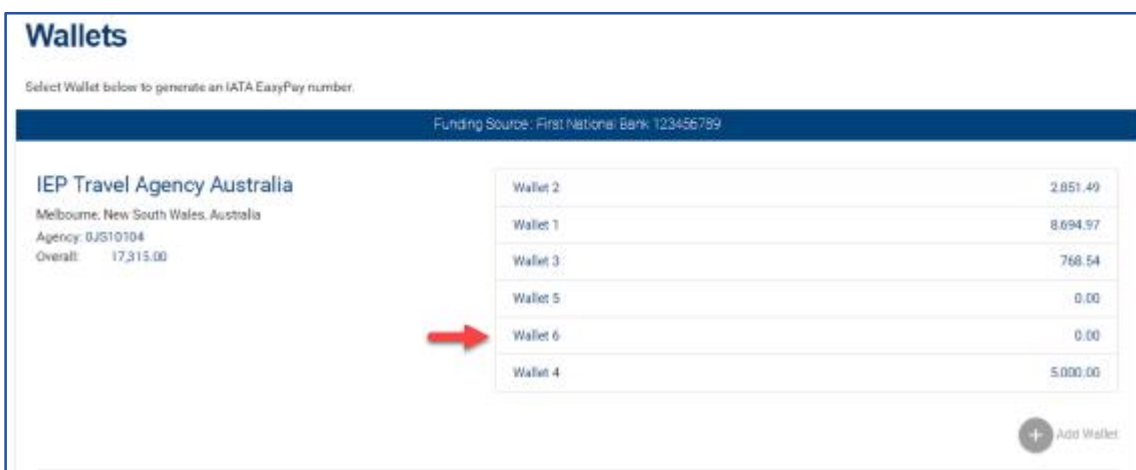
Select the 'Wallets' tab.



If you are a head entity with no associated entities, click on the 'plus' icon button located under the Agency details in the bottom right corner of the wallet.



A new wallet will become available as displayed in the example below:



12) How Can a Wallet be Added to an Account with Associated Entities?

Wallets can also be added to head entities with associated entities. The wallet screen will show each entity the IEP Admin or Manager of the Master Wallet has permissions. The wallet screen will show each entity based on if they are directly or indirectly funded.

Directly Funded Wallets: Wallets that have their own funding sources.

Indirectly Funded Wallets: Wallets that are funded from the same funding source as the head entity. Funds are deposited into the head entities master wallet; then funds are transferred to the master wallet of the associated entity.

Wallets

Select Wallet below to generate an IATA EasyPay number.

Funding Source: First National Bank 123456789

Entity	Wallet	Balance
IEP Travel Agency Australia Melbourne, New South Wales, Australia Agency: 0J510104 Overall: 17,315.00	Wallet 2	2,351.49
	Wallet 1	8,594.97
	Wallet 3	768.54
	Wallet 5	0.00
	Wallet 6	0.00
	Wallet 4	5,000.00

+ Add Wallet

Entity	Wallet	Balance
Australia Travel Sydney, New South Wales, Australia Agency: JS102601 Overall: 2,000.00	Wallet 1	2,000.00

+ Add Wallet

← Associated entity with indirectly funded wallet →

If a head entity is associated with a directly funded associated entity, the wallets page will show a second blue heading with the funding source name and account number. Below this line, the directly funded associated entity will display.

Wallets

Select Wallet below to generate an IATA EasyPay number:

Funding Source: First National Bank 123456789

IEP Travel Agency Australia
 Melbourne, New South Wales, Australia
 Agency: 0J510194
 Overall: 17,315.00

Wallet 2	2,851.49
Wallet 1	8,694.57
Wallet 3	768.54
Wallet 5	0.00
Wallet 6	0.00
Wallet 4	5,000.00

+ Add Wallet

Australia Travel
 Sydney, New South Wales, Australia
 Agency: JS102601
 Overall: 2,000.00

Wallet 1	2,000.00
----------	----------

+ Add Wallet

Funding Source: Waves Bank 123456

IEP Canberra
 Canberra, NSW, Australia
 Agency: JS102604
 Overall: 5,121.44

Associated entity with directly funded wallet.

Wallet 1	5,121.44
----------	----------

+ Add Wallet

A sub-wallet can be created for both directly, and indirectly funded master wallets. To add a sub-wallet, select the 'Plus' icon below the master wallet you would like the sub-wallet created.

Wallets

Select Wallet below to generate an IATA EasyPay number:

Funding Source: First National Bank 123456789

IEP Travel Agency Australia
 Melbourne, New South Wales, Australia
 Agency: 0J510194
 Overall: 17,315.00

Wallet 2	2,851.49
Wallet 1	8,694.57
Wallet 3	768.54
Wallet 5	0.00
Wallet 6	0.00
Wallet 4	5,000.00

+ Add Wallet

Australia Travel
 Sydney, New South Wales, Australia
 Agency: JS102601
 Overall: 2,000.00

Wallet 1	2,000.00
----------	----------

+ Add Wallet

Funding Source: Waves Bank 123456

IEP Canberra
 Canberra, NSW, Australia
 Agency: JS102604
 Overall: 5,121.44

Wallet 1	5,121.44
----------	----------

+ Add Wallet

The newly created sub-wallet will be displayed as shown below:



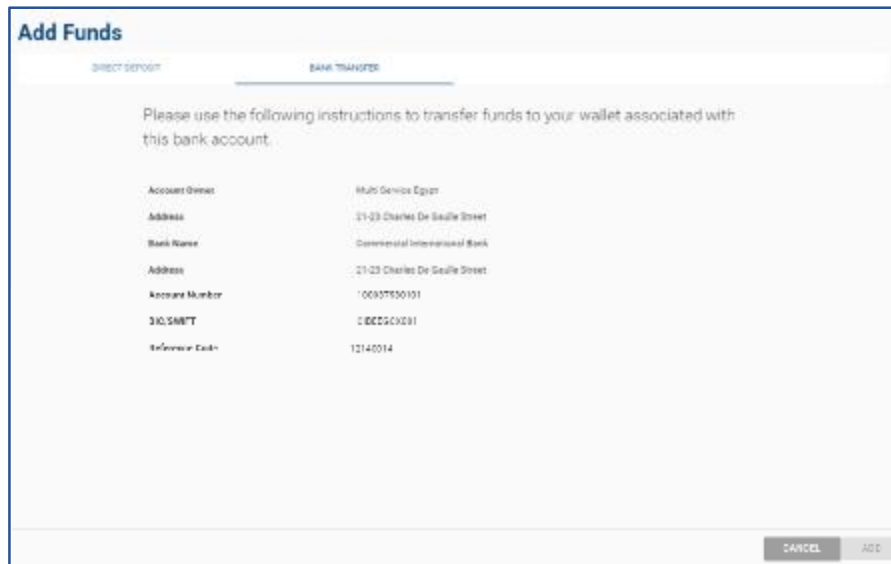
13) How Can Funds be Added?

Only IEP Admin, Manager of the Master Wallet, and Sub-Wallet Manger users can add funds to an IATA EasyPay wallet. These roles need to set up a bank transfer from the source bank account to the IATA EasyPay bank account. The source bank account is the one registered when opening the IATA EasyPay Account.

To obtain the required reference details for the bank transfer, please follow the steps below:

Go to 'Wallets' tab and then click on 'Add Funds'.

Click on the 'Bank Transfer' tab to display the details of a bank account as given below:



Please copy all the details displayed as they may be required from the bank of the Agency to process the transfer of funds.

To exit the screen, click on the 'Cancel' button.

To have funds transferred into your IEP account as a direct debit, select the 'Direct Deposit' tab.



From the drop-down menu in the 'To' section, select the Master Wallet the funds should deposit to. Then enter the amount of funds you would like deposited. Select the checkbox after reviewing the permission statement allowing consent for funds to be debited from your bank account and deposited into the selected IEP account. Finally, click on the 'Add' button.

The screenshot shows the 'Add Funds' interface. At the top, there are two tabs: 'DIRECT DEPOSIT' (selected) and 'BANK TRANSFER'. Below the tabs, there are two main input fields. The first is labeled 'To' and contains a dropdown menu with the selected item 'IEP Travel Agency Australia - Wallet 1' and a balance of '8,694.97'. A red circle with the number '1' is placed over the dropdown. The second field is labeled 'Amount' and contains the value '5,000.00'. A red circle with the number '2' is placed over the amount input. Below these fields is a checkbox that is checked, followed by a permission statement: 'I have the authority and authorize Multi Service Technology Solutions, INC., acting in its capacity as operator of the IATA EasyPay Program, to withdraw funds from this account by means of Electronic Funds Transfer ("EFT") for the payment of goods purchased using an IATA EasyPay Number ("IEPN")'. A red circle with the number '3' is placed over the checkbox. At the bottom right, there are two buttons: 'CANCEL' and 'ADD'. A red circle with the number '4' is placed over the 'ADD' button.

The funds will be reflected in the IATA EasyPay wallet within 3-5 business days, and subsequently, funds can be transferred to existing sub-wallets.

Note: Only directly funded master wallets will display in the 'To' drop-down menu.

14) How is an IEP Number Generated?

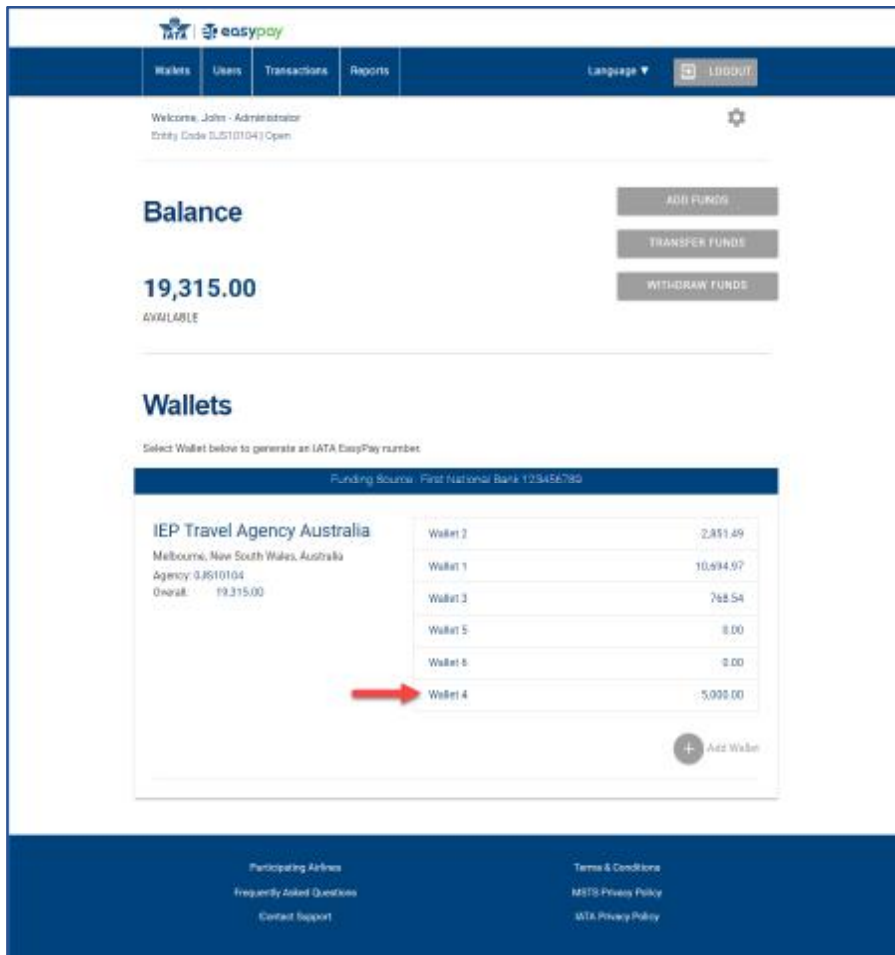
The IATA EasyPay Number (IEP number or IEPN) is a virtual card number that can be used to pay for transactions within the GDS.

The IEP number is linked to the wallet, so the transaction must be made in the currency of the wallet, and there must be an available balance to cover the value of the transaction – this is evaluated at the time the IEP number is used, not at the time it is generated.

Go to the 'Wallets' page by clicking on the button as displayed below:



Click on the Wallet from which you want to generate an IEP number.



A pop-up window will appear and if there are available funds, the IEP number 'Generate' button will be activated. Select the type of IEP number.

A three-month multi-use IEPN will be valid until the end of the month 90 days after it has been active. This number may be used on all transactions during this time if funds are available.



A single-use IEPN will be valid until the end of the month 30 days after it has been generated. This number may only be used for a single transaction.



Once the type of IEP number desired is selected, click the 'Generate' button to create the IEPN number.

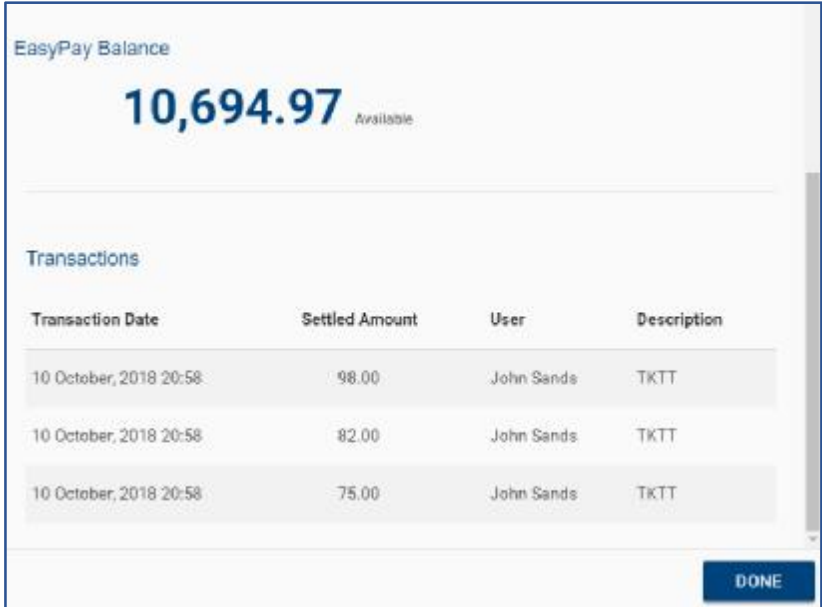


An IEP number will be generated and displayed. This number can be copied to the clipboard as shown below:



If a previously non-used or still valid IEP number was created in the past, the same number will be displayed with only the option to 'Copy' the number to the clipboard is available, where it can be then pasted into the GDS work screen.

Transactions processed against previously generated IEP numbers will be displayed at the bottom of the page.



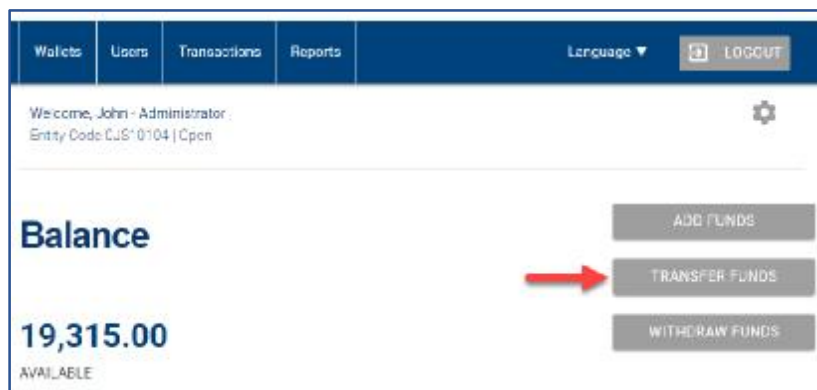
15) How Can Funds be Transferred Among Wallets?

Funds can be transferred among all existing wallets. Only IEP Admin, Manager of the Master Wallet, and Sub-Wallet Manager roles can transfer funds between wallets. To do so, please do the following:

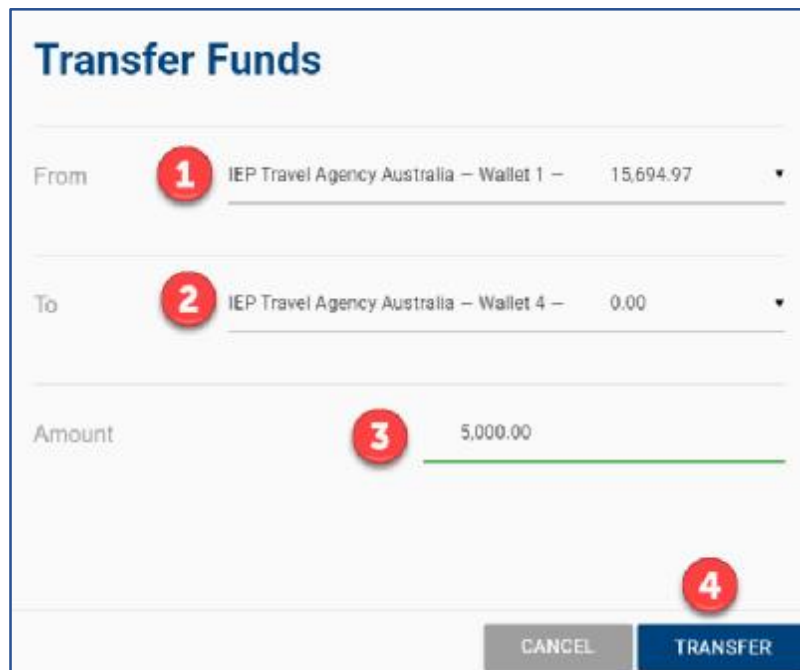
Click on 'Wallets' tab.



Then click on 'Transfer Funds'.



Select the 'From' field and choose the wallet from which funds are to be transferred from the drop-down list, then select the 'To' field and choose the wallet to which funds are to be transferred to from the drop-down list, then enter in the amount to transfer. Finally, click on the 'Transfer' button to complete the transfer of funds. An example is shown below:



The screenshot shows the 'Transfer Funds' form. It has the following fields and actions:

- From:** A dropdown menu with '1' next to it, showing 'IEP Travel Agency Australia – Wallet 1 – 15,694.97'.
- To:** A dropdown menu with '2' next to it, showing 'IEP Travel Agency Australia – Wallet 4 – 0.00'.
- Amount:** A text input field with '3' next to it, containing '5,000.00'.
- Buttons:** 'CANCEL' and 'TRANSFER' buttons at the bottom, with '4' next to the 'TRANSFER' button.

A success pop-up page will be shown, and the transfer will be completed immediately.



Note: Only wallets from the same funding source will be shown in the drop-downs to process transfers. Funding for a wallet can only come from a single source.

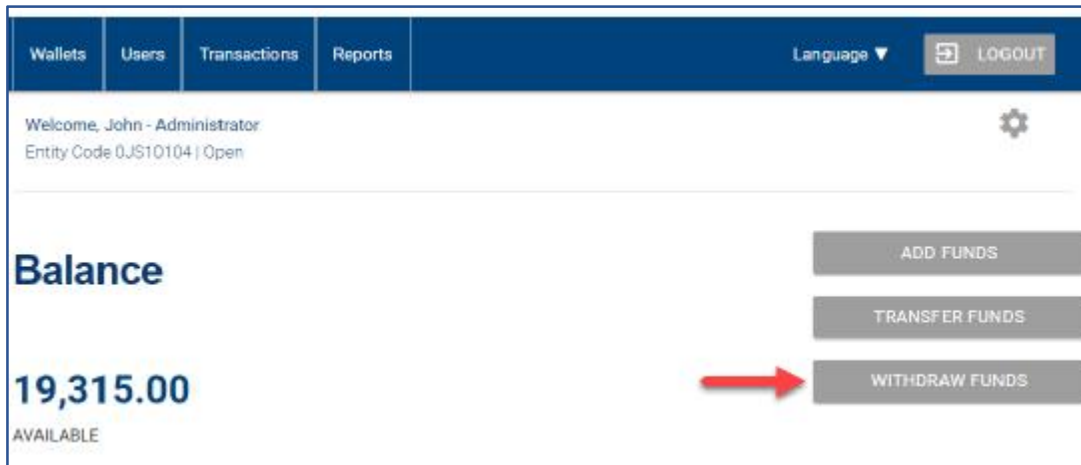
16) How Can Funds be Withdrawn?

Funds can be withdrawn from a wallet back to the original source bank account. Only an IEP Admin, Manager of the Master Wallet or Sub-Wallet Manager roles can perform this action. To withdraw funds, do the following:

Click on the 'Wallet' tab at the top of the screen.



Then click on the 'Withdraw Funds' button.



A pop-up window will appear. From the drop-down list select the wallet from which funds are to be withdrawn, then input the amount to withdraw. Finally, click on the 'Withdraw' button.

The screenshot shows a 'Withdraw Funds' form with the following fields and values:

Field	Value
From	IEP Travel Agency Australia – Wallet 1 – 8,694.97
Amount	5,000.00
Fee	0.00
Net Total	5,000.00

Additional information: Free Withdrawals Remaining: 3, Most Recent Free Withdrawal: --

Buttons: CANCEL, WITHDRAW

Callouts: 1 (From), 2 (Amount), 3 (WITHDRAW button)

The withdrawn Net Total amount will be transferred to the original funding source bank account associated with the Master wallet. The funds will be available in the registered bank account within 3-5 business days.

The first three withdrawals will have no fee in a calendar year. On the fourth, and all subsequent withdrawals, the Fee field will populate and will deduct from the amount provided. The Net Total will be the amount withdrawn and returned to the source bank account.

This is a close-up of the 'Withdraw Funds' form, focusing on the 'From' field and the free withdrawal information:

From: IEP Travel Agency Australia – Wallet 1 – 8,694.97

Free Withdrawals Remaining: 3
Most Recent Free Withdrawal: --

A red arrow points to the 'Most Recent Free Withdrawal' field.

17) How Can Wallet Funding Movements be Reviewed?

Only IEP Admin, Manager of the Master Wallet, and Sub-Wallet Manager roles can review funding movements on the IEP account. To do so, do the following:

Go to the 'Reports' tab at the top of the screen.



Under the tab 'Reports' a detailed listing of funding movements that have already taken place will be displayed:

Funding Events								
Date	Currency	Amount	IATA Code	Funding Source	Type	Status	Wallet	User
2018-10-10	AUD	1128.54	0JS10104	123430	Transfer		Wallet 3	John Sands
2018-10-10	AUD	-1128.54	0JS10104	123433	Transfer		Wallet 1	John Sands
2018-10-10	AUD	2851.49	0JS10104	123433	Transfer		Wallet 2	John Sands
2018-10-10	AUD	-2851.49	0JS10104	123430	Transfer		Wallet 1	John Sands

< 1 > Display Rows 10

Displaying Rows 1 - 4
Page 1 of 1

Note: The currency column will show the currency associated with the country in which the IATA EasyPay account was opened. As such, your currency may display differently than shown above.

Below is a listing of definitions for each of the columns in the Funding Movements report and what they represent.

Date: The date of the transaction

Currency: Currency of the country the IEP account is registered

Amount: The value of the transaction

IATA Code: Travel Agency IATA assigned code

Funding Source: Agency bank name associated with the transaction

Type: Either a transfer or withdrawal

Status: Shows whether the transaction was confirmed, declined, or pending

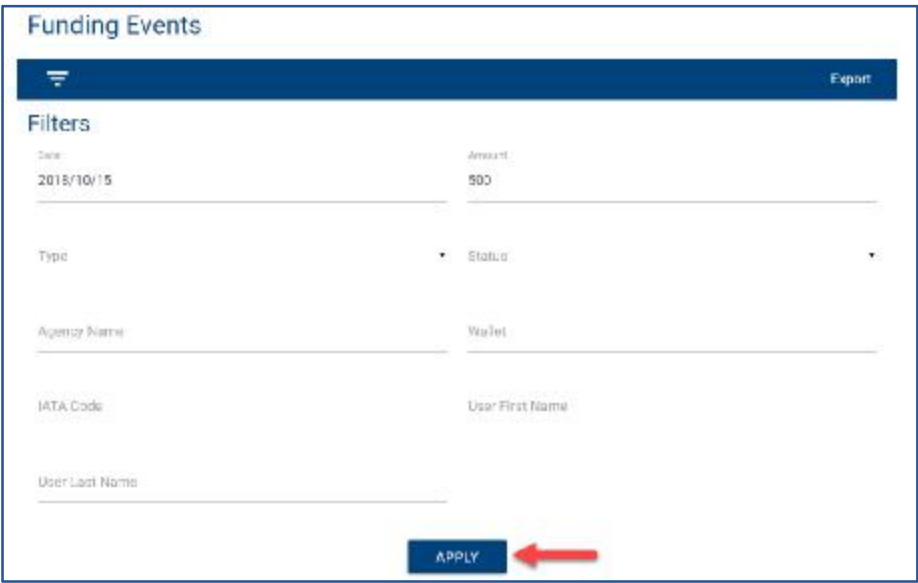
Wallet: Where the funds came from or went to

User: The user who completed the transaction

Filters can be applied by clicking on the filter button:



Enter in the criteria you would like to have the filter search for. Once the desired criteria is completed, select the 'Apply' button at the bottom of the page.



Note: Please be aware that filtering by too many criteria may return no results.

You can also download the funding event listings into a spreadsheet or .csv file by clicking the 'Export' button as shown below:



18) Where Can IATA EasyPay Transactions be Reviewed?

IATA EasyPay transactions can be reviewed by taking the following steps:

Go to the 'Transactions' tab:

The screenshot shows the IATA EasyPay dashboard. The 'Transactions' tab is selected in the navigation menu. Below the navigation, there is a welcome message for 'John - Administrator' and a 'Logout' button. The main content area displays a table titled 'Transactions' with an 'Export' button in the top right corner. The table contains the following data:

Date	Ticket Number	Country	Currency	Amount	IEPN	IATA Code	PNR	Type	Wallet	User
2018-10-10	1234560000001	AU	AUD	98.00	161165206797967	OJS10104	ABC205	Purchase	Wallet 1	John Sando
2018-10-10	1234560000001	AU	AUD	82.00	161165206797967	OJS10104	ABC205	Purchase	Wallet 1	John Sando
2018-10-10	1234560000001	AU	AUD	75.00	161165206797967	OJS10104	ABC204	Purchase	Wallet 1	John Sando
2018-10-10	1234560000001	AU	AUD	210.00	161133008151527	OJS10104	ABC203	Purchase	Wallet 3	John Sando
2018-10-10	1234560000001	AU	AUD	150.00	161133008151527	OJS10104	ABC202	Purchase	Wallet 3	John Sando
2018-10-10	1234560000001	AU	AUD	120.00	161165206797967	OJS10104	ABC201	Purchase	Wallet 1	John Sando
2018-10-10	1234560000001	AU	AUD	50.00	161165206797967	OJS10104	ABC200	Purchase	Wallet 1	John Sando
2018-10-10	1234560000001	AU	AUD	-100.00	161165206797967	OJS10104	ABC200	Refund	Wallet 1	John Sando

At the bottom of the table, there is a pagination control showing '< 1 >' and a 'Display Rows' dropdown set to '10'. The footer indicates 'Displaying Rows 1 - 8' and 'Page 1 of 1'.

Note: The currency column will show the currency associated with the country in which the IATA EasyPay account was opened. As such, your currency may display differently than shown above.

The fields displayed above are:

Date: Date the transaction was made

Ticket Number: Ticket number assigned

Country: Where the operation was made

Currency: Currency of the local BSP

Amount: Amount of the transaction

IEPN: IATA EasyPay number used

IATA Code: IATA assigned code for the Travel Agency

PNR: Passenger Name Record

Type: Ticket, Refund, EMD

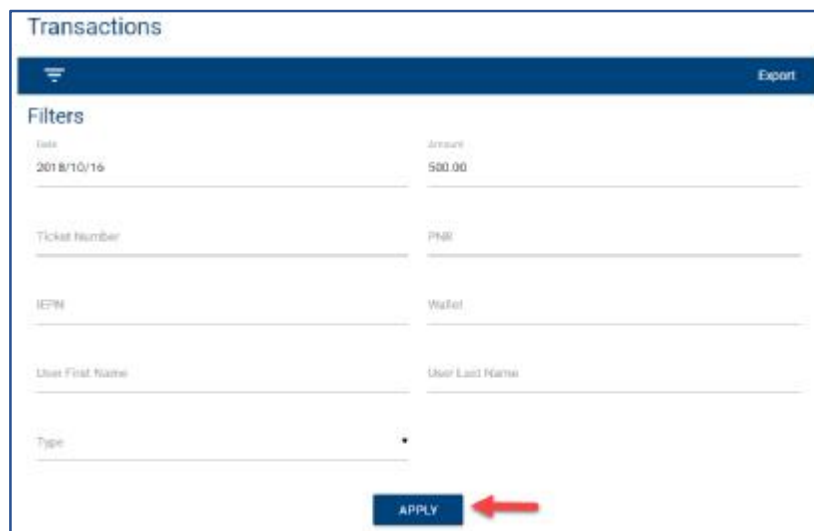
Wallet: Wallet used to purchase ticket with IEPN

User: IEP user that generated the IEPN

Filters can be applied by clicking on the filter button:



Enter in the criteria you would like to have the filter search for. Once the desired criteria are completed, select the 'Apply' button at the bottom of the page.

A screenshot of the "Filters" section in the Transactions interface. The section is titled "Filters" and contains several input fields for filtering transactions. The fields are: "Date" (with the value "2018/10/16"), "Amount" (with the value "500.00"), "Ticket Number", "PNR", "IEPN", "Wallet", "User First Name", "User Last Name", and "Type" (with a dropdown arrow). At the bottom of the filters section, there is a blue button labeled "APPLY" with a red arrow pointing to it.

Note: Please be aware that filtering by too many criteria may return no results.

You can also download the transaction listings into a spreadsheet or .csv file by clicking on the 'Export' button as shown below:



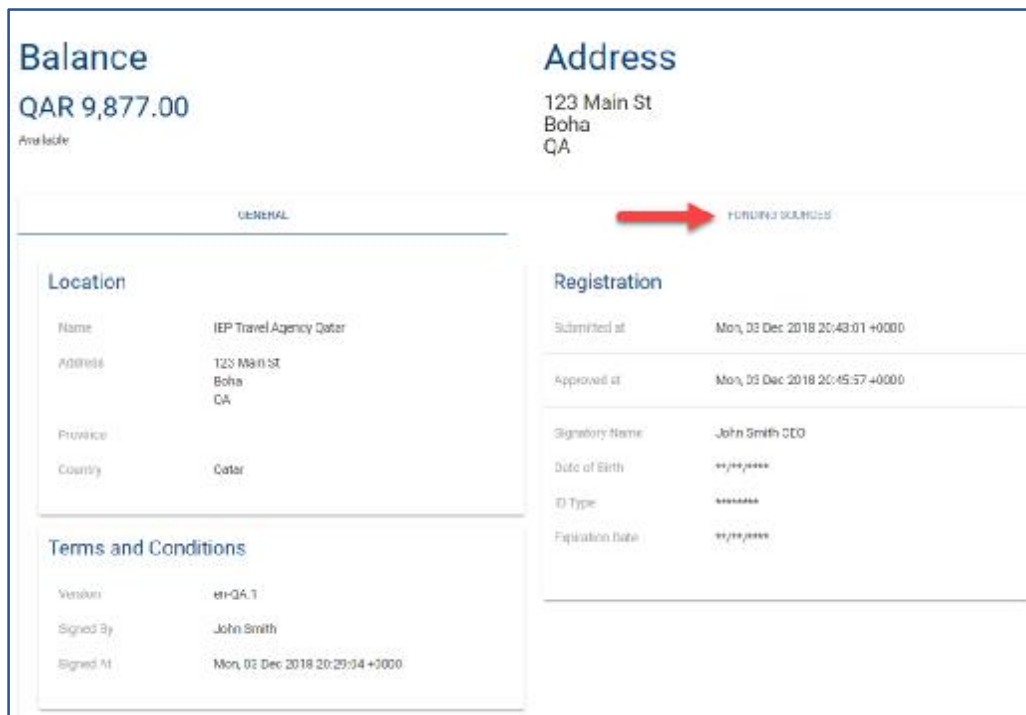
19) How do I Change my Funding Source?

The IEP Admin has access to IATA EasyPay account funding source information. To view the funding source, take the following steps:

Go to the Settings wheel in the upper-right corner and click the icon to view the IEP funding source information as displayed below:

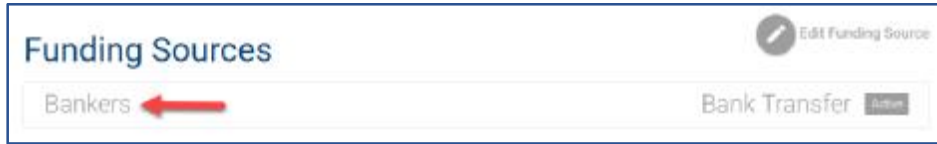


Select the 'Funding Sources' tab.

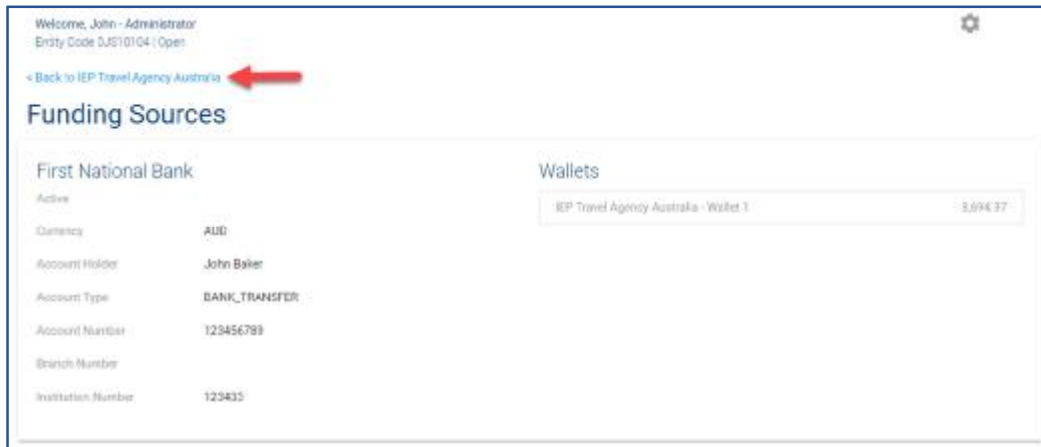


In order to change the funding source, the wallet balance must be at zero. If there are any funds available, withdraw all funds and then change the funding source.

To view the current funding source information, click on the bank name to expand the banking details.



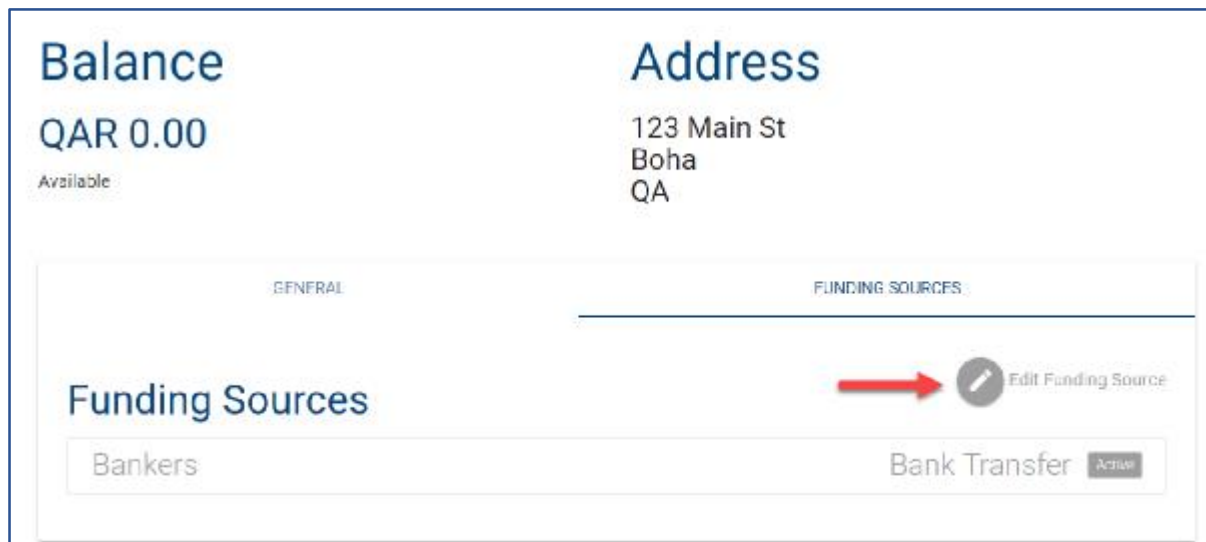
The banking details will display as shown below:



Note: The currency will show the currency associated with the country in which the IATA EasyPay account was opened. As such, your currency may display differently than shown above.

Click on 'Back to IEP' link to go back one screen to the Funding Sources overview screen.

To change the funding source, select the 'Edit Funding Source' pencil on the right side of the screen as shown below:



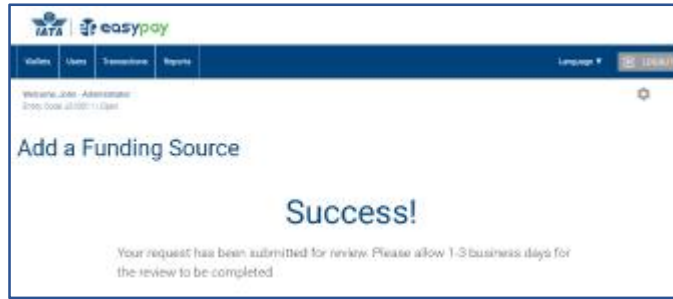
The information required for the new bank account is the same as during onboarding or registration. In addition, you will need first provide the reason to change the funding source.

After you have provided the reason you are changing funding sources, scroll down the screen and provide the following banking information:

- Bank Name
- Bank Address
- SWIFT
- Account Type
- Account Holder Name
- Account Number
- Copy of a Recent Bank Statement or Voided Check (excludes counter checks or starter checks)

Note: Some banks include the Designation number on the check. This is not required to create the funding source for the IATA EasyPay Account.

Once all banking information is entered and the bank statement or voided check is uploaded, select 'Submit' to request the funding source to be added. The new banking source will be reviewed for approval and will take 1-3 business days.



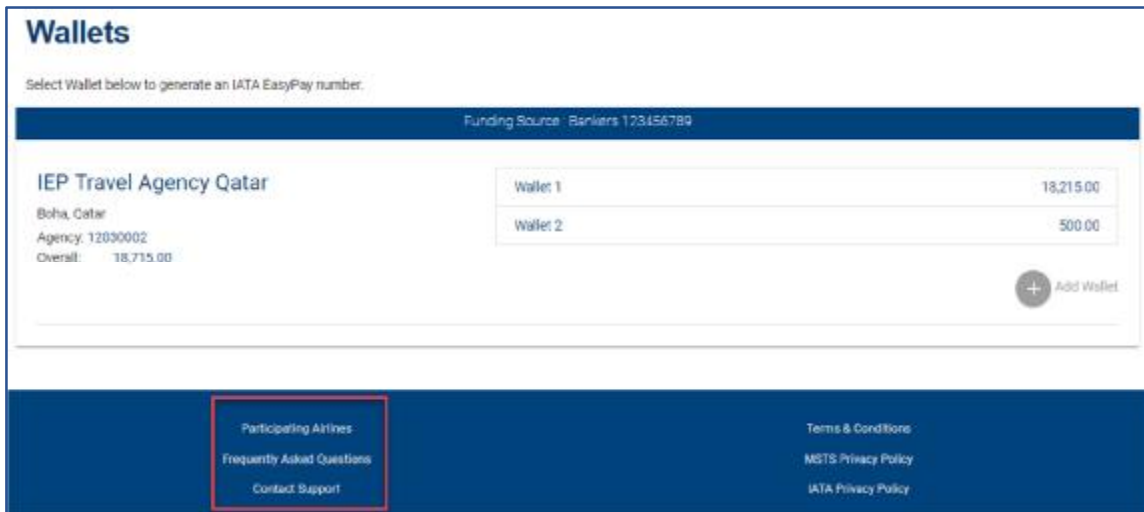
Once the new funding source is approved, you may add funds to the IEP account using the new funding account.

Note: Changing funding sources may cause a delay in the availability of IATA EasyPay as a payment method until funds are withdrawn, the new bank account added, and funds are added with the new bank account.

IATA EasyPay Help and Support

20) Where Can I find Help and Support for the IATA EasyPay Portal?

All users can access help and support for IATA EasyPay. To do so, scroll down to the bottom of any page where the 'Participating Airlines', 'Frequently Asked Questions' and 'Contact Support' links appear:



To verify if an airline can process IATA EasyPay as a payment method, select the 'Participating Airlines' line at the bottom of the page.



A current list of participating airlines will display in alphabetical order.



Airline Name	IATA Designator	3-Digit Code
AAA	01	001
Adria Airways - The Airline of Slovenia	JP	165
Aegean Airlines S.A.	AS	390
Air Baltic Corporation AS	BT	657
Air Burkina	2J	226
Air Canada	AC	014

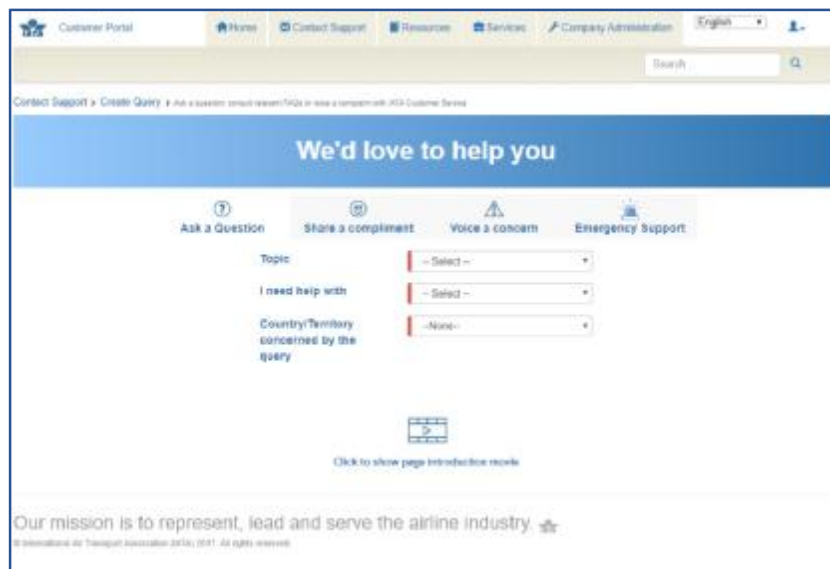
For accessing the FAQs, click on 'Frequently Asked Questions':



If further help is needed, click on 'Contact Support':



You will be redirected to the IATA Customer Portal for requesting support as shown below:



IATA Customer Service will send an automatic notification to the Agency once the query is submitted.

The Agency can view the case details in the IATA Customer Portal.

IATA Customer Service will analyze the query received and take necessary actions to provide the Agency with the corresponding solution within one business day, where the final solution to the query will be raised.