



Name of the agency: xxxxx

IATA: 27-2 xxxx

Dear Customer,

We would kindly like to remind you to complete your 2024 Travel Agency Annual Revalidation exercise by **3/17/2024 (MM/DD/YYYY)**. This is an Annual exercise where you, as an IATA accredited Agent, are required to confirm your agency details (including all associated entities-if applicable) to IATA.

How can you complete your Agency's Annual Revalidation?

You can complete your Agency Annual revalidation process, by following below steps:

Step 1: Access to "IATA Accreditation & Changes Service"

1. Log into the [IATA Customer Portal](#)
2. Under the recent cases section, you will find your annual re-validation case: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx. If you cannot view the case under your "Recent Cases", click on "See All" and then, choose "View My Company Cases".
3. Under Services check if you have access to the "IATA Accreditation & Changes" service:
 - If you don't have access to the service > Contact your Travel Agency's IATA Customer Portal Administrator (*can be found under Company profile section*). The administrator users can assign the service to themselves or any other user.

Step 2: Complete the Annual revalidation exercise following these steps:

1. Click on case number xxxxx
2. Go through the form section by section to confirm or update details
 - **If you choose to update details** you will be asked to fill in the form. You will need to fill in every section either confirming legal details are correct **or** notifying IATA of Change & providing updated details.
 - At the end of the form, you will find a section titled "Additional Information" where you will need to choose either "yes" or "no" and fill in the requested information.
All the fields are mandatory.
3. Click on "Submit to IATA" to finalize the exercise.

You can access our detailed English guide by clicking [here](#).

Why is this exercise important for your Agency?

Ensuring your Agency details are up to date will help us serve you better and will support your valid recognition under the Passenger Agency Program as an IATA Accredited Agent. Details about this exercise are available under [Resolution 812 Section 3.2.4.1](#).

We would like to remind you that failure to complete the annual revalidation by **3/17/2024 (MM/DD/YYYY)** will result in:

- A penalty fee (according Resolution 812 Att. H)
- Interruptions to your business including administrative Non-Compliance actions that may lead to removal of your Agency Ticketing authorities & notice of termination([Resolution 812 Section 3.3.](#))

We are here to support you through any questions or doubts you may have, simply reply to this email and we will get back to you accordingly.

Thanks for your cooperation.

Yours sincerely,

Agency Participation

International Air Transport Association

Global Delivery Center

In order to obtain information or assistance from IATA, do not hesitate to access at any time our [Customer Portal](#)