



**AirTera<sup>SM</sup>**  
Version 1  
August 19, 2026

---

**AirTera<sup>SM</sup>**  
Amazon - IDMS

---

**User Guide:**  
How to perform document collection on an application (STA Only  
locations) User Guide

Copyright © AirTera. All rights reserved.

---

+1.703.842.5317 voice | +1.866.768.2881 fax  
AirTera.com

*Security.*  
*Safety.*  
*Compliance.*



## Objective

Learn how to perform document collection on an application at STA-only locations. This guide provides a step-by-step demonstration covering navigation to the application, starting the collection process, reviewing and editing applicant information, managing endorsements, and uploading or scanning required documents. Handling document errors and finalizing the collection with a sign-off are also addressed.

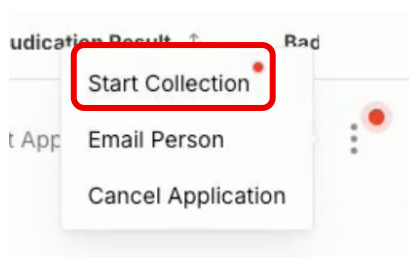
## Process Overview

### Log into AirTera IDMS Platform

1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

### Document Collection

2. Navigate to the Applications table
3. Select application filter 'collection needed'
4. Select the action menu
5. Select 'Start Collection'



6. Review applications information
  - a. If anything needs updated, click edit on this page
7. Click 'Next'
8. Review Badge details
  - a. For those with correct permissions click edit to update endorsements

Copyright © AirTera. All rights reserved.



**Edit**

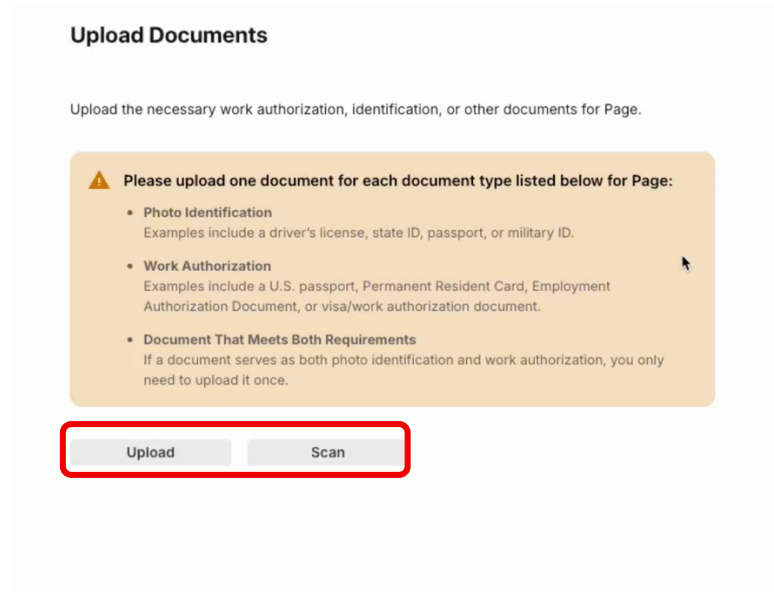
Access Areas

STA Only

Endorsements

DRIVER ESCORT

9. Click 'Next'
10. Review application PDF
11. Click 'Next'
12. Upload OR Scan applicant's required documentation



**Upload Documents**

Upload the necessary work authorization, identification, or other documents for Page.

**⚠ Please upload one document for each document type listed below for Page:**

- **Photo Identification**  
Examples include a driver's license, state ID, passport, or military ID.
- **Work Authorization**  
Examples include a U.S. passport, Permanent Resident Card, Employment Authorization Document, or visa/work authorization document.
- **Document That Meets Both Requirements**  
If a document serves as both photo identification and work authorization, you only need to upload it once.

**Upload** **Scan**

13. Select document type from drop down
14. Enter document number
15. Select the expiration date
16. Add any applicable comments



**Document Type \***

U.S. Passport Book or Card

**Document Number \***

123123123213

**Expiration Date**

09/25/2026

**Comments**

Enter comments here

[Remove](#)

17. Click 'Next'
18. Sign-off
  - a. Type full legal name
  - b. Click 'Sign'
19. Person is now in Processing status