



AirTeraSM
Version 1
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AirTeraSM
Amazon - IDMS

User Guide:
How to Process an Information Change User Guide

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+1.703.842.5317 voice | +1.866.768.2881 fax
AirTera.com

Security.
Safety.
Compliance.



Objective

Learn how to update personal information in the Workforce Directory, including name changes. This guide covers eligibility requirements such as having an active badge and completed applications, steps for editing information, specifying reasons for changes, and uploading documentation for name changes. Updates are tracked in the History tab. Changes are only allowed the applicant has only completed applications and they have a current active badge.

Process Overview

Log into AirTera IDMS Platform

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

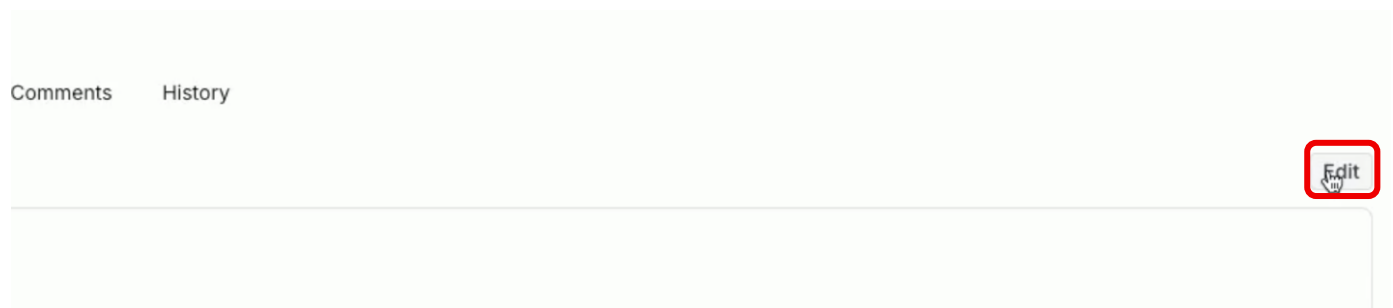
Locate the Person needing change

2. Navigate to the 'Workforce' Directory
3. Select record from the table



☐	Name ↕	Email ↕	Badge Status	Location	Division	Access	Person Status
☐	Jake Grant Jr.	becky.altavilla+90@airtera.com	Active	SIDA Test	Amazon Associate Division	SIDA	Active

4. Select the 'Edit' button



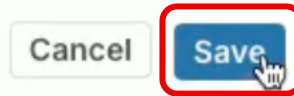
Comments History

Edit

Making Changes

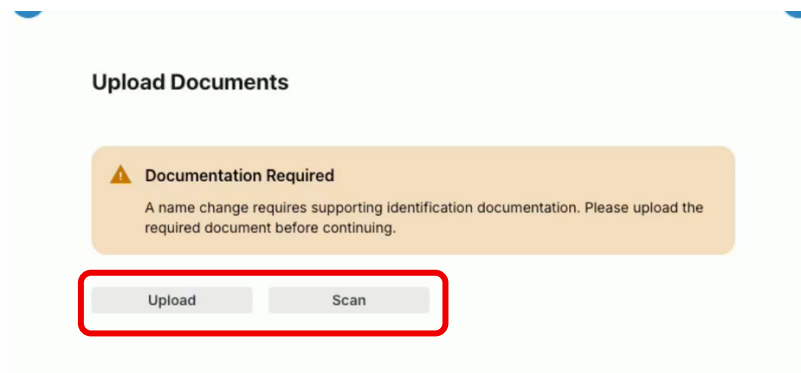
5. You can edit the fillable fields listed
6. Once edits are made click 'Save'

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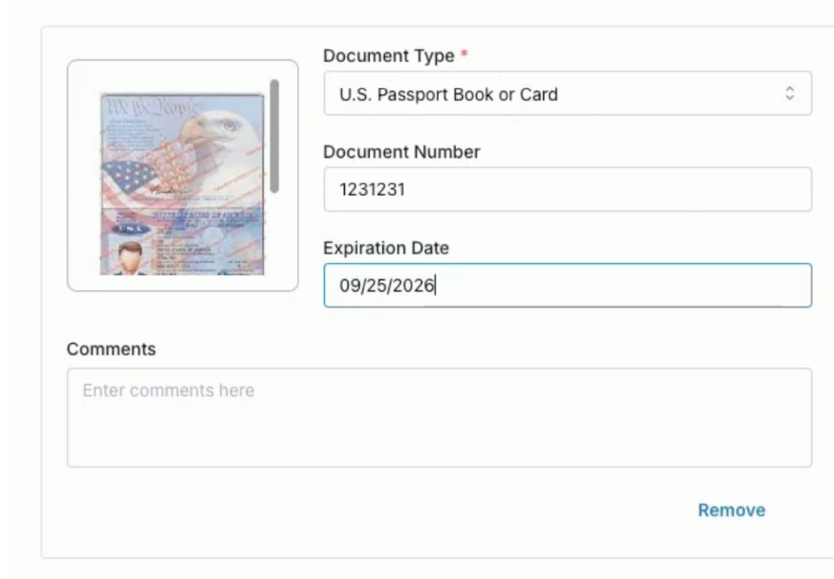


7. Check box for reason for change

- a. Correction due to mistake in entry prior. No documents required for corrections
- b. Correction due to new or updated information. Documentation may be required based on changes made
 - i. If documentation is required, you will upload OR scan in those documents

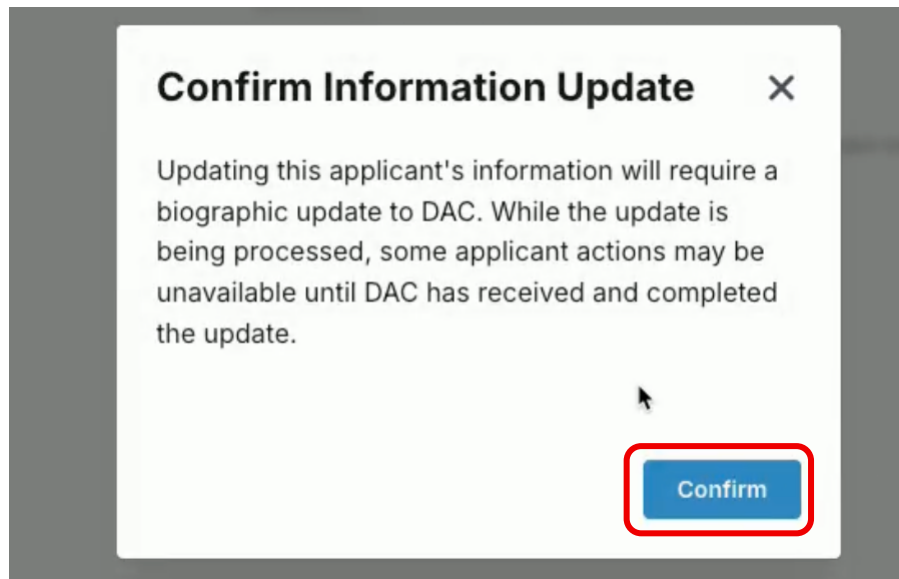


- ii. Select document type
- iii. Document number
- iv. Expiration date
- v. Applicable comments



The screenshot shows a web form for updating document information. On the left, there is a thumbnail image of a U.S. Passport Book or Card. To the right of the image, there are three input fields: 'Document Type' with a dropdown menu showing 'U.S. Passport Book or Card', 'Document Number' with the value '1231231', and 'Expiration Date' with the value '09/25/2026'. Below these fields is a 'Comments' section with a text area containing the placeholder 'Enter comments here'. At the bottom right of the form, there is a blue 'Remove' button.

8. Click 'next'
9. Read notice and click 'confirm'



10. History tab reflects information changed, update sent to DAC (initiated) and when the update is completed
 - a. You can only process 1 update at a time, if you try to process a second before the completed status is reflected there will be an error