



AirTeraSM
Version 1
August 18, 2026

AirTeraSM
Amazon - IDMS

User Guide:
How to Account for Unaccounted Media

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Security.
Safety.
Compliance.



Objective

Learn how to account for a lost or stolen badge after recovery. This guide covers locating the individual in the Workforce Directory, accessing their badge records, and marking the badge as destroyed. The same procedure applies whether the badge was lost or stolen, ensuring accurate tracking and proper destruction of recovered badges.

Process Overview

Log into AirTera IDMS Platform

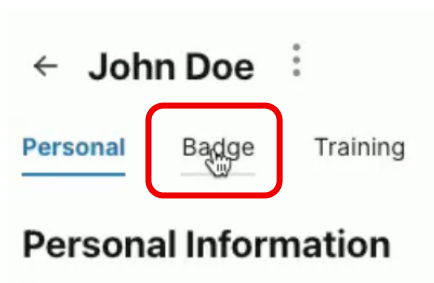
1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

Search the Work Force Directory

2. Enter the name via the search bar at the top of the page
3. Use the status filters to pull up everyone in 1 status
4. Filter down the table to locate the person you need

Accounting for Unaccounted media

5. Select the person in workforce directory
6. Select the badge tab

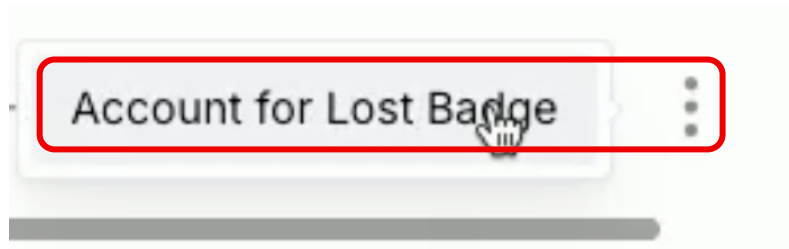


7. Scroll to the badge record showing as 'lost'

Badges				
Photo	Badge Status	Access Areas	Endorsements	Media Type
	Active	STA Only	DRIVER, ESCORT	Amazon Associate STA
	Lost	STA Only	DRIVER, ESCORT	Amazon Associate STA

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8. Click the action menu
9. Select 'Account for Lost Badge' OR 'Account for Stolen Badge'



10. Verify and attest that the badge has been accounted for by checking box

Verify Lost Badge Is Accounted For

☐ I attest I have verified that the Lost badge is accounted for

11. Click 'Next'
12. Scan in the serial number of the badge to be destroyed
13. Attest to badge destruction by checking box

Scan the Serial Number of the Badge To Be Destroyed

SN-369454

Destroy and Confirm Current Badge Destruction

☒ I attest the current badge has been destroyed

14. Click 'Submit'

15. A confirmation will populate in the bottom right that the badge has been accounted for

Verify Badge Status

16. Navigate to the badge tab in the person centric view

17. Verify badge status now shows 'Destroyed'

Badges		
Photo	Badge Status	Access Areas
	Active	STA Only
	Destroyed	STA Only