



16 June 2026

Guide to CASS payments in Santander online platform – Argentina

Dear IATA Agent,

We would like to inform you that Santander has recently migrated its online payment platform from **""Plataforma de Santander Comunidades""** to **"Santander Pay"**.

What Key points to note:

- Effective **23rd June 2026**, Non-Santander customers can no longer initiate payments using the former platform.
- Agents who are not Santander clients cannot initiate remittances on the new platform (**Santander Pay**) unless authorized.
- Non-Santander clients must first be authorized by **IATA** before they can create users and register on the platform.
- Agents who are not Santander customers and are not registered on the new platform cannot remit funds to IATA Hinge accounts. To register please refer to the tutorial [here](#).
- Santander customers can access the new platform without issue.

Action required by Non-Santander customer:

- To remit funds to IATA Hinge accounts, non-Santander agents must send us the below information by creating a case on IATA's customer portal by **Friday 19th June 2026**
 - 1) Agency's **Clave Única de Identificación Tributaria (CUIT)**
 - 2) A valid **email address**.
- Only after authorization by IATA and successful registration on the new platform will remittances be possible.

We appreciate your cooperation during this transition and encourage you to complete the necessary steps promptly to avoid disruption.

Kindly take note of this and update all relevant individuals and departments within your organization.

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