

# American Airlines Portal Web Solution

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User Guide

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# EMD-S Reverse Host: Interim Web Portal

## Introduction

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The purpose of this user guide is to instruct Travel Agents on the web portal that has been developed as an interim solution for collection of change/ penalty fees and group deposits.

For Europe, Middle East and Asia (EMEA) - please contact [refunds.lon@aa.com](mailto:refunds.lon@aa.com) for void, refund or exchange transactions. If you have additional questions, please refer to your local agency reference web pages.

This initiative is to satisfy the IATA mandate referenced below.

## IATA Mandate

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The IATA Mandate states that the use of vMPDs and vMCOs will be sunset in BSP by the end of 2013. Currently Virtual Multi-Purpose Documents and Virtual Miscellaneous Charge Orders are used to collect change/ penalty fees, group deposits and miscellaneous charges.

While the IATA mandate does not stipulate that EMDs should be the replacement solution, it is the intent behind the IATA mandate.

IATA does accept that alternative solutions can be used such as collecting fees as part of a tax during exchange, using a **web portal** or collecting directly through a call center.

We have worked with our host reservations system provider to make an interim solution available to travel agencies.

## Interim Portal Solution

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The portal solution will have limited scope and would only support the capability to collect change/penalty fees and group deposits.

Web access will be by way of the following URL link.

<https://msr-portal.aa.com/>

## **Product Features**

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The Basic Features will allow for the following:

- Allow Travel Agents to collect change/penalty fees and group deposits
- Issue an MSR Miscellaneous Sales Receipt which is an American Airlines internal document

## **Credit Cards**

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Acceptance of Global Credit Cards:

- American Express
- MasterCard
- Visa

Local Credit Cards or other forms of payment will not be supported.

Contact American Airlines for further clarifications.

## **Language Support**

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The web portal will support 4 languages:

- English
- Spanish
- Portuguese
- Russian

## **Four Main Screens**

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Four Main Screens make up the American Airlines Web Portal.

1. Welcome to Payment Portal
2. Document Screen
3. Credit Card Payment Screen
4. Thank You screen

As you proceed through each of the screens, a table will follow with the various items and descriptions that appear or need to be completed by you, the travel agent. Additional information will be given regarding drop down menu options that are available on each screen.

## Welcome Screen

Once you access the [URL](#) for the American Airlines Payment Portal, the Welcome screen will appear. You have the option to select your language before proceeding. From the drop down menu in the upper right side of the screen you can choose one of four languages:

- English
- Spanish
- Portuguese
- Russian

Once you have selected your language, you will add the information to the areas noted below. Take a moment to review the various elements that must be completed for the Welcome page. All areas noted with a red asterisk \* are required elements.

**Note** Airline PNR refers to the Sabre PNR referenced in the agency record's signature line.

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Item	Description
Select Country	Two letter country code. Choose the one appropriate for your country of sale.

<b>Please enter the American Airlines PNR</b>	<b>Note</b> Please use the American Airlines PNR only otherwise you will not be able to access the reservation to process the transaction. If you are unable to locate the American Airlines PNR from your reservation please contact American Airlines directly
<b>Enter passenger last name</b> <b>OR</b>	Passenger Last name as shown in the airline reservation
<b>Enter group's name</b>	Group name as shown in the airline reservation
<b>Please enter your Agency IATA number</b>	Agency IATA number
<b>Agent Sine/ID</b>	Agent Sine
<b>GDS</b>	GDS that the agency uses  Note: input as follows:  1S = Sabre, 1A = Amadeus, 1P = Travel port, 1G = Galileo, 1W = World span, 1V= Apollo, 1B= Abacus
<b>Continue</b>	Continue button to move to next screen

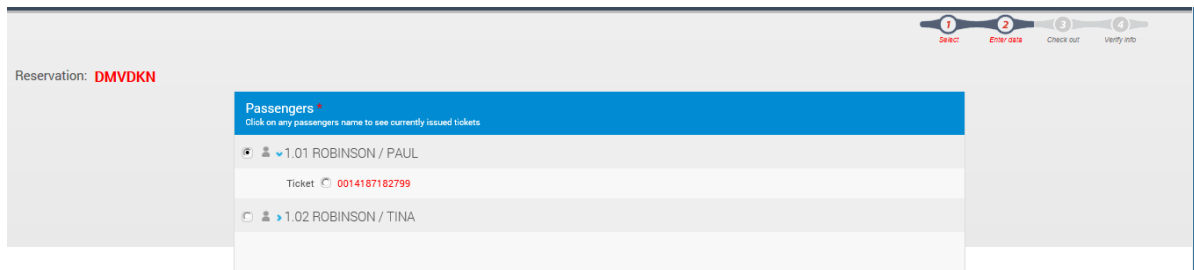
## Documents Screen



There are 3 parts to the document screen.


1. The Passenger Information
2. The Document Information
3. Documents to be Generated

## Passenger Information

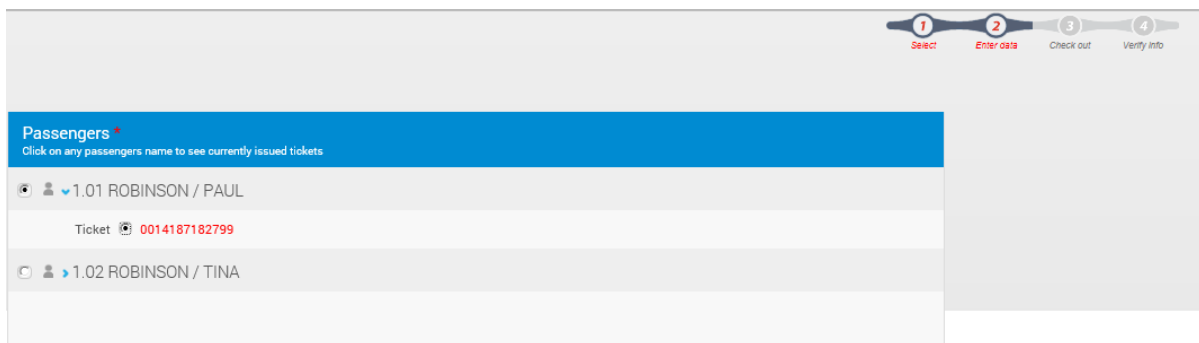
Located directly above the passenger information is the Sabre PNR. This is shown along with the Group Name, if applicable. Please take a moment to review the elements in the area of the document screen.



Item	Description
<b>Reservation:</b>	Passenger Name Record (PNR)
<b>Group Name</b> 	Name of the group. The 3 person icon signifies a group.
<b>Passengers</b> 	The 1 person icon will signify an individual. This will be followed by the name number from the PNR, last name/first

Select the radio button to the left of the passenger  icon. This will allow you to view current ticketing status.

If an electronic ticket is present in the PNR it will display. To associate the ticket to the MSR, select the radio button to the left of the ticket number.



### Document Information

The second section of this screen is the Document Information. When you click on the radio button to the left of the name, the electronic ticket number will be added to the **Associate To Ticket** area. This will create an association of this MSR with the electronic ticket.

The ticket number is mandatory for the collection of Change/Penalty Fees.

**Passengers \***  
Click on any passengers name to see currently issued tickets

1.01 ROBINSON / PAUL

Ticket 0014187182799

1.02 ROBINSON / TINA

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**Document Information - MSR**  
Please enter your passenger and fee information

**Add Multiple Taxes**

CARRIER	COMMERCIAL NAME	CURRENCY	BASE *	TAX	TAX CODE
American Airlines	CHANGE FEE	GBP	35.00	5.00	UB9
SERVICE DATE *		SERVICE CITY *		ASSOCIATE TO TICKET:	TOTAL *
30/12/2013		LHR		0014187182799	40.00

**ADD**

**Document Information - MSR**  
Please enter your passenger and fee information



CARRIER	COMMERCIAL NAME	CURRENCY	BASE *	TAX	TAX CODE
American Airlines	CHANGE FEE	GBP	35.00	5.00	UB9
SERVICE DATE *		SERVICE CITY *		ASSOCIATE TO TICKET:	TOTAL *
30/12/2013		LHR		0014187182799	40.00

**ADD**

Please take a moment to review all elements of the Document Information – MSR section from the 2<sup>nd</sup> screen.

Item	Description
Carrier	American Airlines
Commercial Name	Drop down menu of items that can be paid:



	<b>Group Deposits or Change Fee</b>
<b>Currency</b>	Selling currency defaults to the BSP market selected on the Welcome page. If multiple currencies are accepted, then a drop down will appear with available currencies.
<b>Base</b>	Base Price (Whole amounts decimal plus 2 e.g., 24.00)
<b>Tax</b>	Taxes applicable to base price (Whole amounts decimal plus 2)
<b>Tax Box</b>	Tax box drop down
<b>Total</b>	Combined total of base price and tax. This will auto-populate as Base Price and Taxes are input.
	To add additional tax boxes
	To remove tax box
<b>Service Date</b>	Date service rendered in DD/MM/YYYY
<b>Service City</b>	City from which service will be rendered (Departure City)
<b>Associate to Ticket</b>	If the service/fee purchased is associated to the passenger ticket, add ticket number here if it was not auto-populated.
<b>Add</b>	Select Add to save all the data entered

### **Documents to be Generated Screen**

The 3<sup>rd</sup> section of this screen is the Documents to be Generated Screen. It will review the selection made prior to purchase. It will also give an option to delete/remove all the information. Take a moment to review the elements contained within this third section.

**Documents to be Generated**

	DOCUMENT	TICKET	PASSENGER	BASE	TAX	TOTAL
	CHANGE FEE	0014187182799	PAUL ROBINSON	30.0 GBP	5.0 GBP	35.0 GBP
<div style="background-color: #333; color: white; padding: 5px; display: inline-block; margin-bottom: 10px;">REMOVE ALL</div>						
EMD Present to	<input type="text" value="American Airlines"/>					BASE: <b>30.0 GBP</b>
EMD At	<input type="text" value="LHR"/>					TAX: <b>5.0 GBP</b>
						TOTAL: <b>35.0 GBP</b>
<div style="background-color: #333; color: white; padding: 5px; display: inline-block;">CONTINUE</div>						

Item	Description
	Select the delete icon to remove the passenger indicated.
<b>Remove All</b>	If all passengers are to be removed, select the Remove All button.
<b>Present to</b>	Always AA
<b>At</b>	Location of service to be rendered  (Add the airport code where travel will originate)
<b>Continue</b>	To continue to the next screen

Once you have reviewed your selection, select **Continue** to move to the next screen.

## Credit Card Payment Screen

The Credit Card Payment screen is the third of four screens you'll encounter within the Web Portal. As stated, the payment screen is for global credit card only. Three types of credit cards are accepted:

1. American Express
2. MasterCard
3. Visa

Take a moment to review the elements required on this screen.

Documents to be Generated					
DOCUMENT	TICKET	PASSENGER	BASE	TAX	TOTAL
CHANGE FEE	0014187182799	PAUL ROBINSON	35.00 GBP	5.00 GBP	40.00 GBP

Please write your information as it appears on your Credit Card

Name (as it appears on card)\*:

Last Name (as it appears on card)\*:

Credit Card \*:

Credit Card number\*:

Expiration Date \*:

Email\*:

Item	Description
<b>Name on Card</b>	Cardholder name – First/Last
<b>Credit Card</b>	Credit Card type drop down. Visa, MasterCard and American Express only
<b>Credit Card Number</b>	Card Number
<b>Expiration Date</b>	Drop down menu for month and year

<b>Email Address</b>	Email Address
<b>Pay Now</b>	To process payment select <b>Pay Now</b> .

## Thank You Screen

The Thank You screen is the 4<sup>th</sup> and final page. This will be your confirmation that payment has been received and the MSR is issued. From this screen you can also print the passenger receipt. This is an important step because the MSR document number shown below will not appear in your GDS system, just the airline's Host system.

The transaction will not be reported via BSP either.

Take a moment to review the elements on this screen before we move on to the print option.

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Item	Description
	Checkmark icon preceding verbiage "Your payment has been received"
<b>Passengers PNR</b>	The 6 letter Sabre record locator
<b>Passenger Name</b>	Name of passenger
<b>Document Type/Number/Item</b>	MSR followed by document number and commercial name of what is being paid.
<b>Passenger's Email Address</b>	Where original MSR receipt document is sent.
<b>Resend By Email</b>	To resend MSR receipt document.

**Print**

To print MSR receipt document to your local assigned printer.

## Print Receipt

Once the print option is selected, a printed receipt like the one below will print for you. The receipt will contain the same elements shown on the Thank You screen, including:

1. Passenger PNR
2. Date and Time stamp
3. Name
4. MSR document number
5. Reason for issuance
6. Base Tax and Total
7. Disclaimers

### Sample MSR Receipt

```

                                MISCELLANEOUS SALES RECEIPT
                                AGENT COUPON          0010646712542
                                XXXXXXXXXXXX          C0011          **SOME MISCELLANEOUS *
                                LONSP GB11DEC13          ** CHARGES ARE **
ROBINSON / PAUL          DMVDKN / AA          04          ** NON-REFUNDABLE **
**NOT VALID FOR*****          PSGR TICKET 0014187182799          *****
**TRANSPORTATION*
FP AXXXXXXXXXXXX1007
                                CHANGE FEE          40.00
                                GBP 40.00          NOT VALID FOR TRAVEL
                                35.00          0 001 0646712542 4          0 001 0646712542 4
                                UB9 5.00
                                GBP 40.00          001/SP1
-----
                                AUDITOR COUPON          0010646712542
                                XXXXXXXXXXXX          C0011          **SOME MISCELLANEOUS *
                                LONSP GB11DEC13          ** CHARGES ARE **
ROBINSON / PAUL          DMVDKN / AA          04          ** NON-REFUNDABLE **
**NOT VALID FOR*****          PSGR TICKET 0014187182799          *****
**TRANSPORTATION*
FP AXXXXXXXXXXXX1007
                                CHANGE FEE          40.00
                                GBP 40.00          NOT VALID FOR TRAVEL
                                35.00          0 001 0646712542 4          0 001 0646712542 4
                                UB9 5.00
                                GBP 40.00          001/SP1
-----
```

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PURCHASER RECEIPT          0010646712542
XXXXXXXXXX                  C0011          **SOME MISCELLANEOUS *
                                LONSP GB11DEC13      **  CHARGES ARE  **
ROBINSON / PAUL            DMVDKN / AA          04          **  NON-REFUNDABLE **
**NOT VALID FOR**        PSGR TICKET 0014187182799      *****
**TRANSPORTATION*
FP AXXXXXXXXXX1007
                                CHANGE FEE          40.00
GBP 40.00
  35.00
  UB9 5.00
GBP 40.00

                                0 001 0646712542 4
                                NOT VALID FOR TRAVEL
                                0 001 0646712542 4
                                001/SP1

```



# Frequently Asked Questions – FAQ

## How to Add Additional Taxes

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What if my country has multiple taxes that must be collected? How do I add those to the Web Portal?



### To Add Additional Tax

Document Information - MSR						
Please enter your passenger and fee information						
CARRIER	COMMERCIAL NAME	CURRENCY	BASE *	TAX	TAX CODE	
World Air	GROUP DEPOSIT	MEX: MXN	50.00	5.00	MX	MX 
				5.00	MX	MX 

#### Action:

- Depress the + sign to add a secondary tax box and tax code.
- Add the amount of tax
- Select tax code from drop down

### How do I remove the Additional Tax Box?

Document Information - MSR						
Please enter your passenger and fee information						
CARRIER	COMMERCIAL NAME	CURRENCY	BASE *	TAX	TAX CODE	
World Air	GROUP DEPOSIT	MEX: MXN	50.00	5.00	MX	MX 
				5.00	MX	MX 

#### Action:

- Depress the – sign to remove the secondary tax box and tax code.



## **Void, Refund and Exchange**

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### **VOID**

**So what if I made a mistake. Can I void the transaction?** No, the interim web portal is designed only to complete purchased transactions. If an error is made, contact American Airlines on the same day.

### **REFUND**

**It has been 2 days since I issued the MSR and I realized that a mistake was made. If I can't void the transaction, what options do I have?** While a void transaction is not an option, American Airlines may refund the MSR back to the customers original form of payment.

### **EXCHANGE**

**Can the MSR be exchanged for another document?**

No, the portal does not allow for exchanges.

For Europe, Middle East and Asia (EMEA) - please contact [refunds.lon@aa.com](mailto:refunds.lon@aa.com) for void, refund or exchange transactions. If you have additional questions, please refer to your local agency reference web pages.