



IAG Portal booking

User guide

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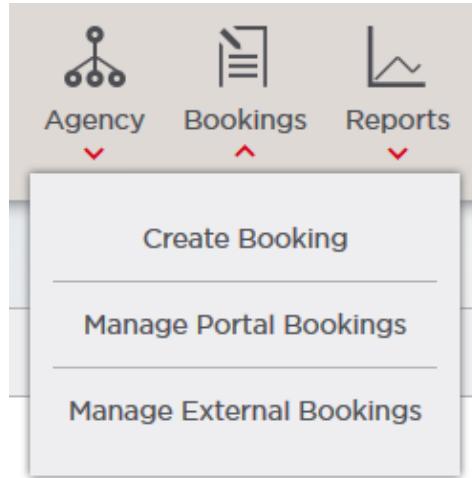
1. How to book?

Step 1: Log in

Identify yourself with your email and your password.

Step 2: Flight search

To create a new booking click on the **Bookings** icon, where 3 options will be displayed.



Select **Create Booking** and the following screen will appear:

The image shows the 'Create Booking' search form. It includes the following fields:

- Trip Type: Round Trip (selected), One Way, Multi-city/stopovers
- From: Madrid (MAD)
- To: Rome (FCO)
- Depart on: 09-ene.-2019
- Return on: 12-ene.-2019
- Flight class: Economy
- Ticket type: Lowest Price
- Shopping For: firstAgency
- Consolidator: None
- Leisure Fares: None
- Passenger Types: Adults:1

A red 'Search' button is located at the bottom of the form.

Enter the city of origin, the destination city, the dates of the trip and the number of passengers (**in Passenger Types**). You can choose between round trip or one way flight.

You can also choose if you work with a consolidator.

Once you have filled in the fields, click on **Search**.

Step 3: Flight selection

In the following step, you will see the available flights list:

The screenshot illustrates the flight selection process across three panels labeled A, B, and C.

- Panel A (Left):** Shows search filters for price (111.10 to 419.10), airline (Iberia), operating carrier (Iberia), departure time (00:00 to 23:59), arrival time (00:00 to 23:59), stops (Stops or Direct), and a flight number input field.
- Panel B (Top Center):** Displays fare options for Madrid (MAD) to Fiumicino (FCO). It shows three economy fare types: Optimal (€111.10), Basic (€111.10), and Flexible (€407.10), each with service inclusions. Below this, a business promotional fare is listed at €346.10.
- Panel C (Bottom Center):** Shows the "SELECT FLIGHTS" section. It lists two flight options from Madrid to Rome (FCO) on January 9, 2019, both operated by Iberia. The first flight is IB3230 (Airbus Industrie A320, 2h 25m) and the second is IB3239 (Airbus Industrie A320, 2h 35m). Below the flights, four fare categories are shown: Optimal (€158.10 Round trip), Basic (€164.10 Round trip), Flexible (€419.10 Round trip), and Business Promotional (€346.10 Round trip). Buttons for "Select This Outbound" and "Select This Inbound" are present.

- A In the left panel you can filter your search by different parameters such as price, airline, time of arrival and departure or direct flights or with stops
- B The most economic options of each fare family appear in the table above.
- C In SELECT FLIGHTS you can see all the available options and choose the one you want.

Checkout → To continue, select the option you want and click on: **Checkout**.

Step 4: Flight details and passenger's information.

Once the flight is selected, in this page you can check your flight details, included services, fare rules and baggage allowance along with the payment time limit.

Total Price
For all passengers
€ 111.10
Including taxes

Payment time limit: November 29th 2018, 10:59 pm (UTC)

 Operated By Iberia	IB3232  2h 25m Airbus A321	MAD Madrid Adolfo Suarez-Barajas 11:30 09 Jan 2019 Terminal 4	FCO Rome Fiumicino 13:55 09 Jan 2019 Terminal 3	Class Optimal (A)
 Operated By Iberia	IB3237  2h 35m Airbus Industrie A320 (Sharklets)	FCO Rome Fiumicino 18:50 12 Jan 2019 Terminal 3	MAD Madrid Adolfo Suarez-Barajas 21:25 12 Jan 2019 Terminal 4	Class Optimal (A)

Included Services

- Hand baggage: 1 piece
- Baggage in hold: 1 piece included
- Seat selection: Included
- Change: Allowed at any time with a penalty of €45, except in the case of not showing up for the flight (no-show), which does not allow change
- refund (in each direction): No refunds

Fare Rules

Baggage Allowance

1: Passenger (Adult)

You can also fill in the passenger's information in Passenger Details:

1: Mrs. LUCIA BROWN (Adult)

Passenger Details

Gender * Female
Title * Mrs.
First name * LUCIA
Middle name _____
Last name * BROWN
Date of birth * Day * 09 Month * 01 Year * 2007

E-mail * This is required.
Dial code * +34 Phone number * This is required.

Frequent Flyer

Frequent flyer program _____
Frequent flyer number _____
On Business Number _____



You can also choose a seat once you have filled in all the information. To do this in Services press on **SEATING SELECTION**.

1

Services MAD - FCO

SEAT SELECTION

Click to select



Services FCO - MAD

SEAT SELECTION

Click to select

2

Seat selection service will be selected for every segment.



Services MAD - FCO

SEAT SELECTION ✓

Click to select

Subtotal
€ 0
Outbound

Services FCO - MAD

SEAT SELECTION ✓

Click to select

Subtotal
€ 0
Inbound

3

FARES

Base fares:	€ 17.00
Taxes & fees:	€ 51.10
Additional services:	€ 0

Total Price
For passenger

€ 68.10

Send Quote



Select Seats

Book And Hold

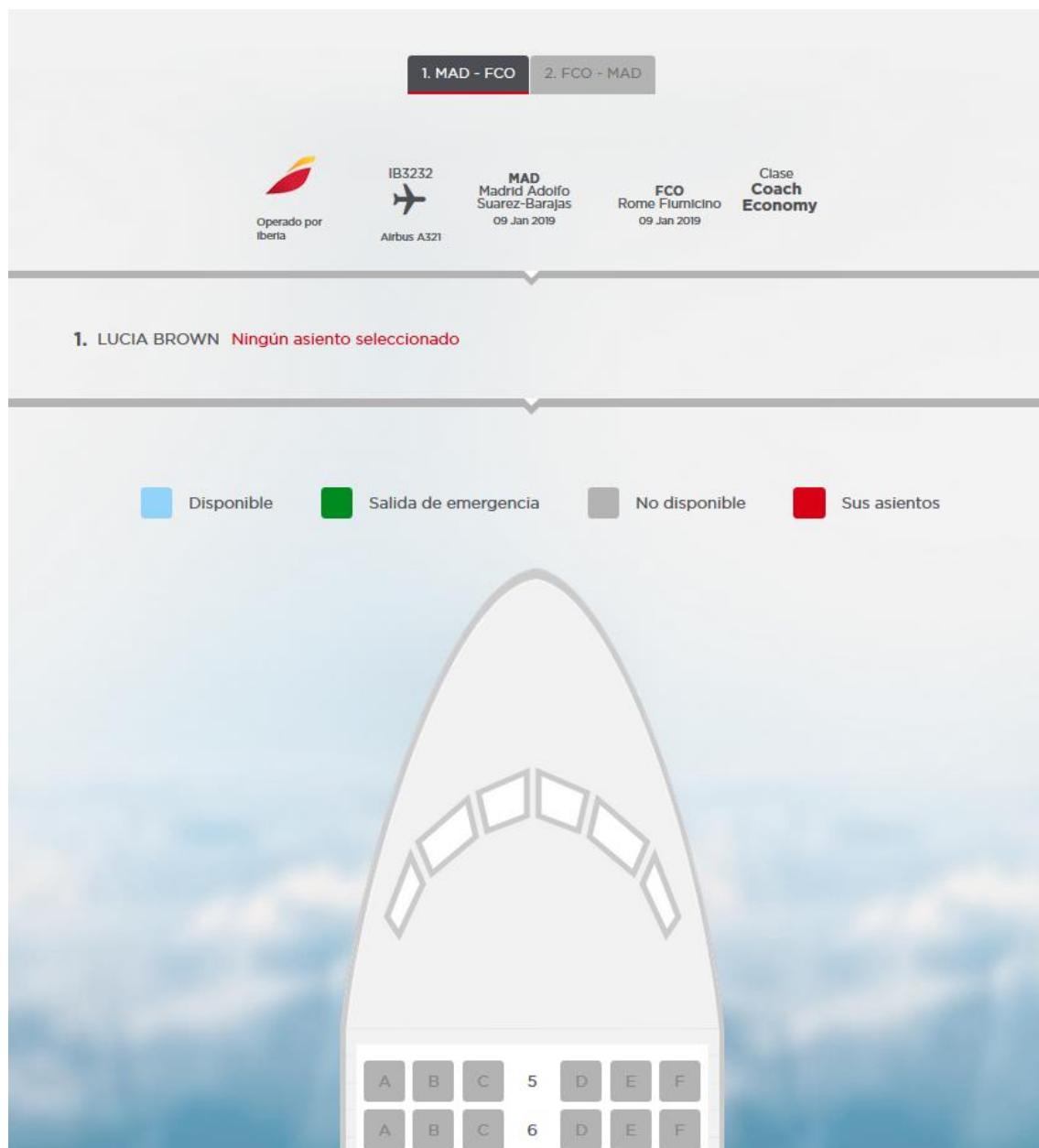
Checkout With Cash

- 1** Click on the blue panel
- 2** A message will be displayed that the seat selection service will be available for each segment.
- 3** The **Select Seats** option will be enabled, which you can click to continue:

Select Seats

The seat map will be displayed showing those available.

By clicking on the desired one, you can save your selection.



Step 5: Payment.

There are two ways:.

1. Cash payment for Iata agencies.
2. Credit card for not Iata agencies.

1. Click on **Checkout With Cash** and confirm the payment.
2. Credit Card:
 - Person information.
 - Billing address.
 - Payment method: Card number, card holder name, expiration date , security code.

The screenshot shows a payment form with the following fields:

- Payer information:**
 - Title *
 - First name *
 - Middle name
 - Last name *
 - Dial code * ▾ Phone number * ⓘ
 - E-mail *
- Billing address:**
 - Address *

A red hand cursor icon is positioned over the "Saved credit card" dropdown menu.

You can click on **Person Paying** to display the passenger information to retrieve the previous data filled during the booking.

The person paying is not travelling on this booking

Mrs. LUCIA WHITE

Mr. NICOLAS BROWN



Also if there is a **Credit Card Saved**.



Click on the red button to continue

Once done, the itinerary information will appear:

Itinerary information

BOOKING ID NCC3N	Date: 21-11-2018	 Print
 Operated By Iberia	IB3230  MAD Madrid 08:45 09 Jan 2019 Terminal 4	FCO Rome-Fiumicino 11:10 09 Jan 2019 Terminal 3 Class
 Operated By Iberia	IB3239  FCO Rome-Fiumicino 07:40 12 Jan 2019 Terminal 3	MAD Madrid 10:15 12 Jan 2019 Terminal 4 Class

^ Mrs LUCIA BROWN

Ticket number
0752100057424 E-mail
awefoiawe@ywef.com Phone number
+34666666666

Payment receipt

Receipt and Invoice details	Payment Information
Invoice request	Adults 1
	Ticket price € 368.00
	Taxes & fees € 51.10
	Total price For all passengers € 419.10
Send Email	E-mail With No Payment  Export To Calendar

2. How to manage Portal Bookings?

You are able to do the following arrangements:

- View Itinerary.
- Edit Itinerary.
- Edit Passengers.
- Edit Services (seat).
- Cancel Booking.

To do so go: **Bookings > Manage Portal Bookings**.

Search for the Booking you want to  manage  and press to edit to view-

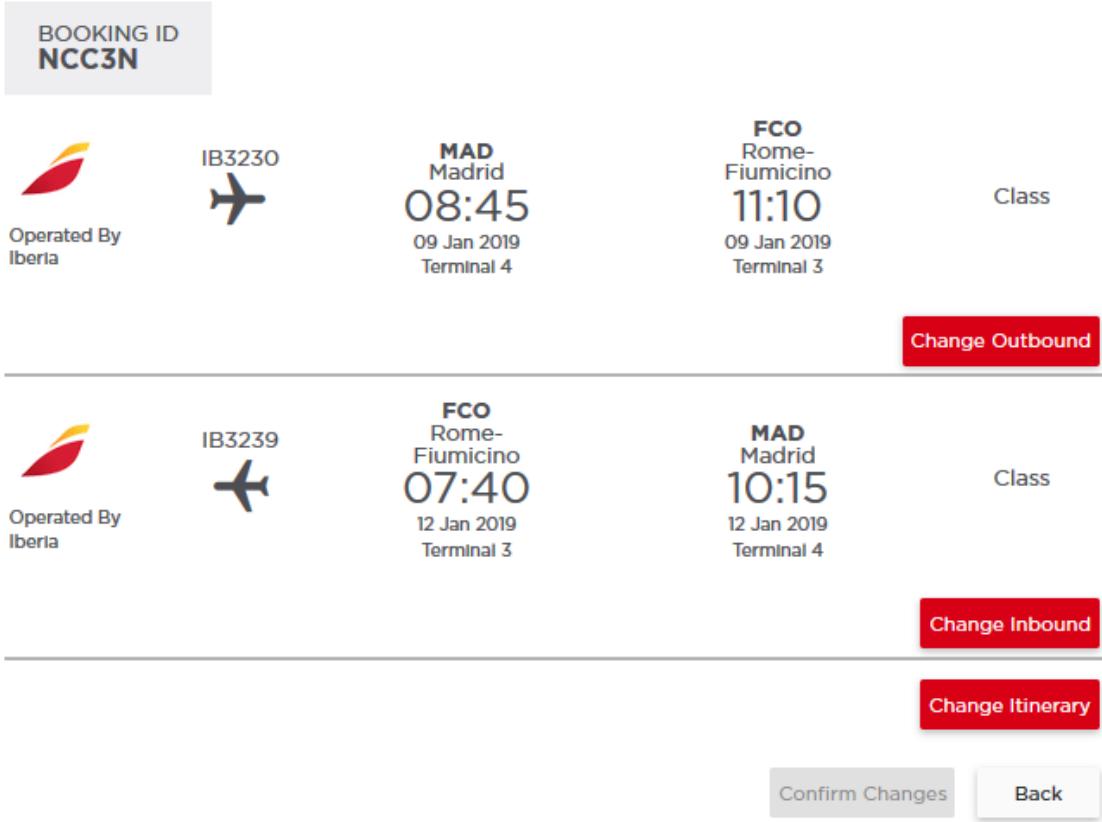
For the search of the reserve there are filters to classify and order bookings.

2.1. How to edit Itinerary?

Step 1: Edit itinerary

Bookings > Manage Portal  **Bookings > Edit Itinerary**

You can change one way, the round trip or round trip, by clicking on the Red buttons: Change Outbound, Change Inbound or Change Itinerary.



BOOKING ID
NCC3N

Operated By Iberia

IB3230  **MAD** Madrid **08:45**
09 Jan 2019 Terminal 4

FCO Rome-Fiumicino **11:10**
09 Jan 2019 Terminal 3

Class

Change Outbound

IB3239  **FCO** Rome-Fiumicino **07:40**
12 Jan 2019 Terminal 3

MAD Madrid **10:15**
12 Jan 2019 Terminal 4

Class

Change Inbound

Change Itinerary

Confirm Changes **Back**

Step 2: Choose new dates and select flights

This case shows how to change both flights date. You can do it directly by clicking on: Change Itinerary:

The screenshot displays a flight booking interface with two flight segments and a date selection dialog.

Flight Segment 1:

- Booking ID: NCC3N
- Operated By: Iberia
- Flight Number: IB3230
- From: MAD Madrid
- To: FCO Rome-Fiumicino
- Date: 09 Jan 2019
- Time: 08:45
- Terminal: Terminal 4
- Class: Economy

Flight Segment 2:

- Flight Number: IB3239
- From: FCO Rome-Fiumicino
- To: MAD Madrid
- Date: 12 Jan 2019
- Time: 07:40
- Terminal: Terminal 3
- Class: Economy

Date Selection Dialog:

Depart on *	Return on *	Flight class *	Next	Cancel
09-Jan-2019	12-Jan-2019	Economy		

Buttons: Confirm Changes, Back

Bottom Navigation: Terms & Conditions

Step 3: Confirm

After selecting the new dates, press next and the flight options will appear. **Select and Confirm changes.**

2.2. How to edit passengers?

Bookings > Manage Portal Bookings >  Edit Passengers

BOOKING ID NETFW			
	IB3232		MAD Madrid 11:30 09 Jan 2019 Terminal 4
Operated By Iberia			FCO Rome- Fiumicino 13:55 09 Jan 2019 Terminal 3
<hr/>			
	IB3233		FCO Rome- Fiumicino 14:40 12 Jan 2019 Terminal 3
Operated By Iberia			MAD Madrid 17:15 12 Jan 2019 Terminal 4
<hr/>			
<p>^ PAX1: Mrs. Pppp Brown 1</p> <p>E-mail * This is required.</p> <p>Dial code * Phone number * +34 6666666666 i</p> <p>! →</p> <p>▼ Frequent Flyer ▼ Advanced Passenger Information</p> <p style="text-align: right;">Confirm Changes Back</p>			

! The phone number goes with the dial code separately.

Changes allowed:

- Email
- Phone number.
- Passenger's first and / or last name up to 3 characters.

2.2.1 How to change the name of the passenger?

Through the portal it is allowed to change up to 3 characters of the name and / or surname.

To do this, the panel must be displayed: **Advanced Passenger Information** (API).

Once finished, click on: **Confirm Changes**.

Advanced Passenger Information

APIs information

If you are looking to make a smooth start to your journey, you need to make sure you have the right documents, such as a valid passport or a relevant ID. Without these essentials, you may not be allowed to travel. In most cases, it should be fairly simple to sort out.

Passport Identity card (ID card)

Passport number

Citizenship

Country of issue

Passport expiration date

All given names (as shown on passport) *

LUCIA

Last name (as shown on passport) *

BROWN

Gender *

Female

Date of birth* 09 Day * 01 Month * 2007 Year *

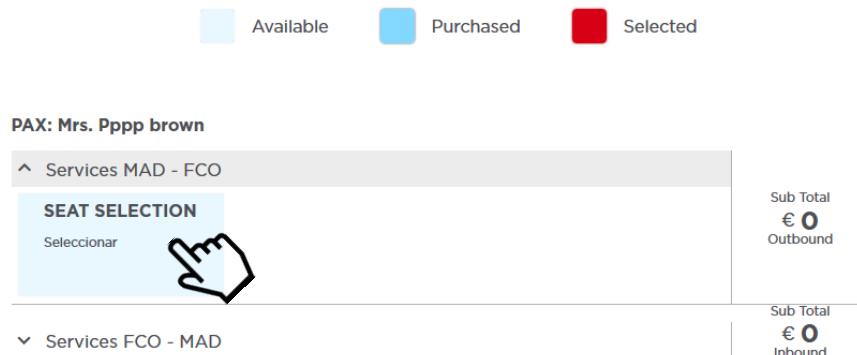
 Confirm Changes Back

2.3 Edit Services

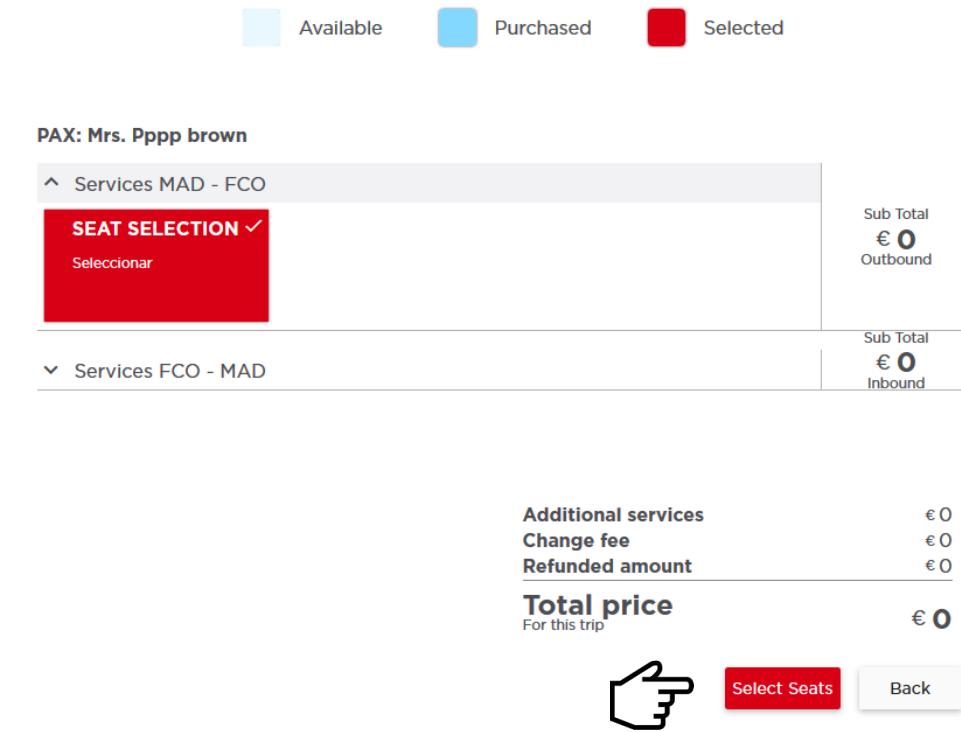
Currently only seat management is available

Bookings > Manage Portal Bookings > Edit Services

1

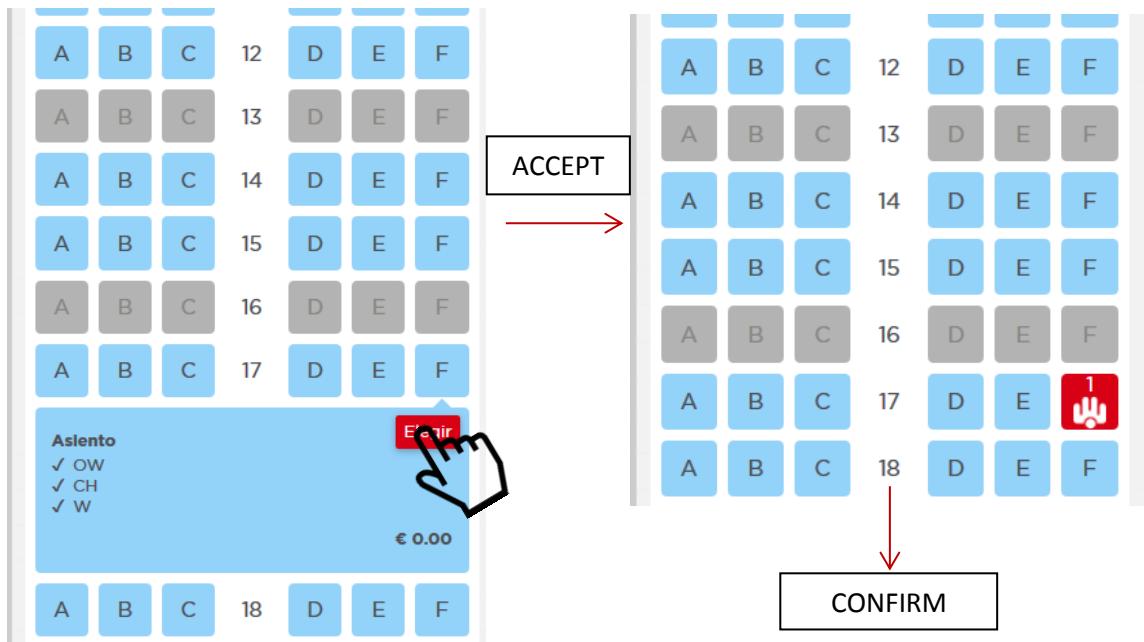


2



By clicking on Select Seats, the seat map will be displayed:

3



2.4 Cancel a Booking

To cancel a Booking made in the portal, access:

Bookings > Manage Portal Bookings > Cancel Booking

BOOKING ID
NETFW

	IB3232	MAD Madrid 11:30 09 Jan 2019 Terminal 4		FCO Rome-Fiumicino 13:55 09 Jan 2019 Terminal 3	Class
	IB3233	FCO Rome-Fiumicino 14:40 12 Jan 2019 Terminal 3		MAD Madrid 17:15 12 Jan 2019 Terminal 4	Class

Cancellation fee
Refunded amount
€ 0
€ 111.10

Cancel Itinerary **Back**

A hand cursor is shown pointing at the 'Cancel Itinerary' button.

3. ¿How to manage External Bookings?

Bookings > Manage External Bookings

Booking Details
All fields are mandatory

Passenger surname	Booking reference	IATA number of creator 11112220
View Booking		

To manage an external booking you need:

- Passenger surname.
- Booking reference.
- Iata number of creator.
- Once the previous fields have been introduced, the same steps can be taken as in [**How to Manage Portal Bookings.**](#)

4. Support and FAQ's

For more information:

<https://agencyportal.iag.cloud/assets/files/faq/en-faq-agency-admin.pdf>