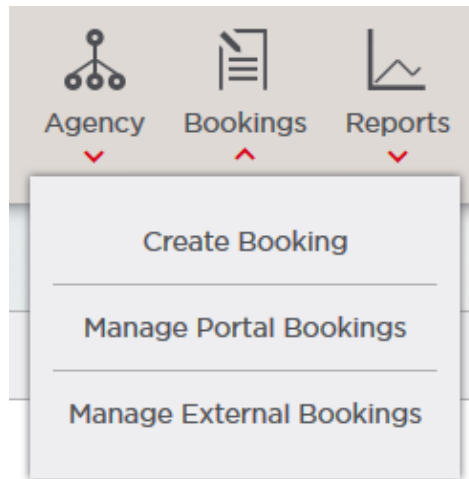# IAG Portal booking

User guide

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:

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:

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.

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.

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.

OK

^ Services MAD - FCO

SEAT SELECTION ✓
Click to select

Subtotal
€ 0
Outbound

^ Services FCO - MAD

SEAT SELECTION ✓
Click to select

Subtotal
€ 0
Inbound

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

Total Price
For passenger

€ 68.10

3

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

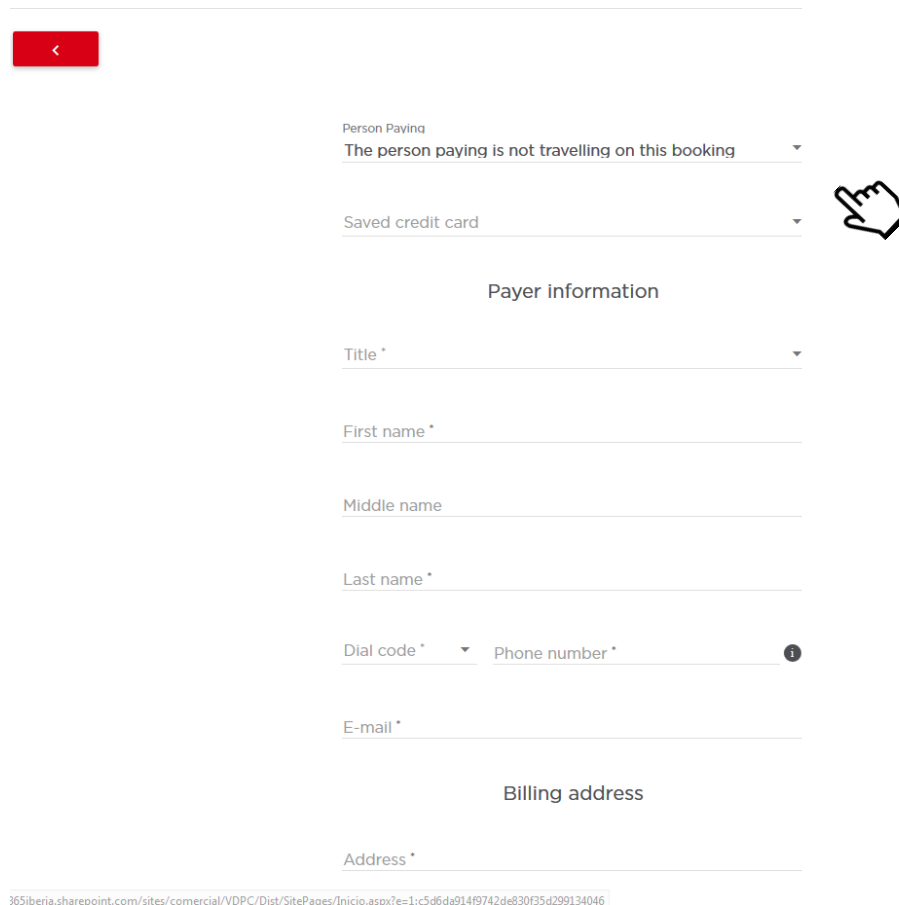The seat map will be displayed showing those available.

By clicking on the desired one, you can save your selection.
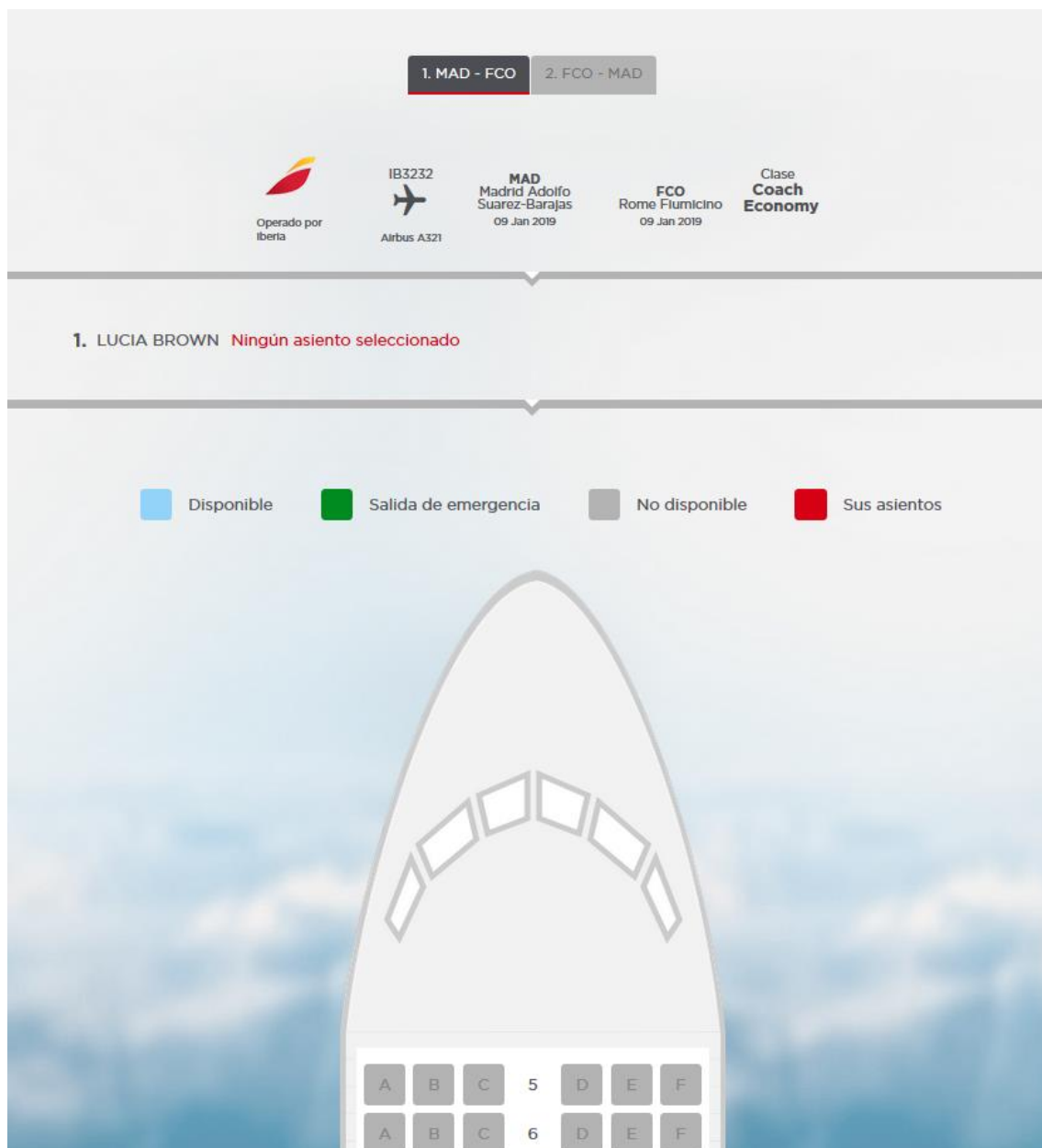
Step 5: Payment.

There are two ways:.

1.Cash payment for Iata agencies.

2. Credit card for not Iata agencies.

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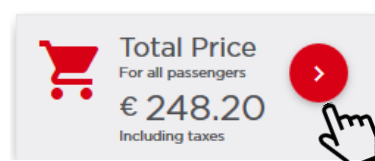   - Payment method: Card number, card holder name, expiration date , security code.

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

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

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:

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 | **FCO** Rome-Fiumicino **13:55** 09 Jan 2019 Terminal 3 | Class |
| Operated By Iberia | | | | |

| | IB3233 ✈ | **FCO** Rome-Fiumicino **14:40** 12 Jan 2019 Terminal 3 | **MAD** Madrid **17:15** 12 Jan 2019 Terminal 4 | Class |
| Operated By Iberia | | | | |

⌃ PAX1: Mrs. Pppp Brown ⓘ

E-mail *
This is required.

Dial code *   Phone number *
+34   ▾   666666666   ⓘ

! →

⌄ Frequent Flyer

⌄ Advanced Passenger Information

[**Confirm Changes**]   [Back]

! 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   Day   ▾   Month   ▾   Year   ▾
expiration
date

All given names (as shown on passport) *
LUCIA

Last name (as shown on passport) *
BROWN

Gender *
Female   ▾

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

☞ **Confirm Changes**   **Back**

2.3 Edit Services

Currently only seat management is available

Bookings > **Manage Portal Bookings** > ✏ **Edit Services**

1

Available   Purchased   Selected

PAX: Mrs. Pppp brown

^ Services MAD - FCO

SEAT SELECTION
Seleccionar

Sub Total
€ **0**
Outbound

⌄ Services FCO - MAD

Sub Total
€ **0**
Inbound

Additional services	€ 0
Change fee	€ 0
Refunded amount	€ 0
Total price For this trip	€ **0**

Checkout With Cash   Back

2

Available   Purchased   Selected

PAX: Mrs. Pppp brown

^ Services MAD - FCO

SEAT SELECTION ✓
Seleccionar

Sub Total
€ **0**
Outbound

⌄ Services FCO - MAD

Sub Total
€ **0**
Inbound

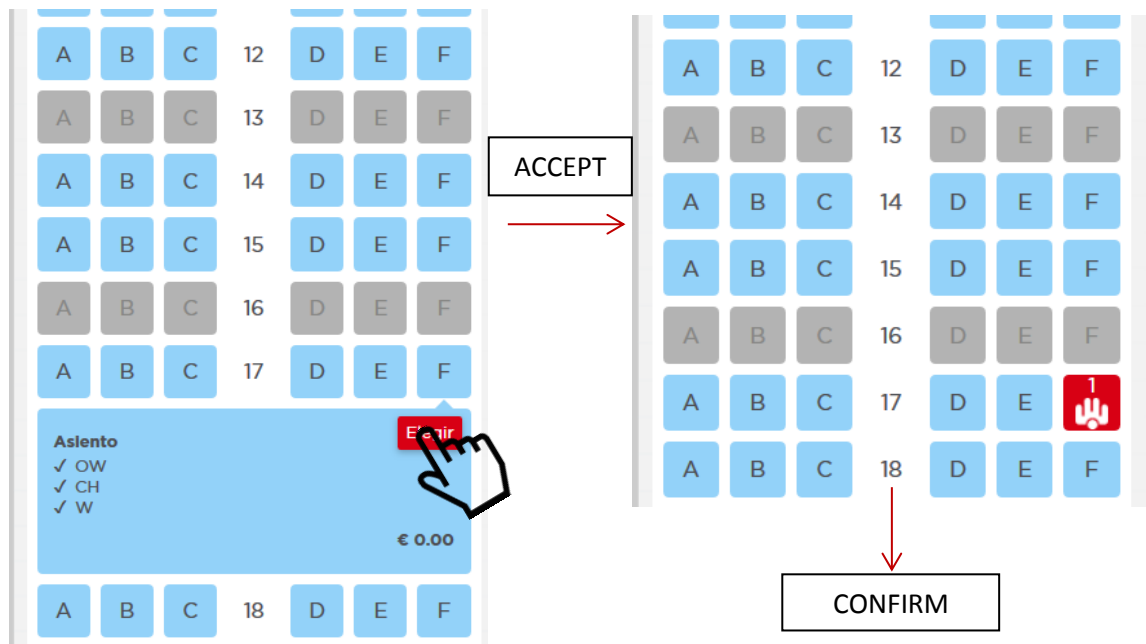|	
Additional services	€ 0
Change fee	€ 0
Refunded amount	€ 0
Total price For this trip	€ **0**

Select Seats   Back

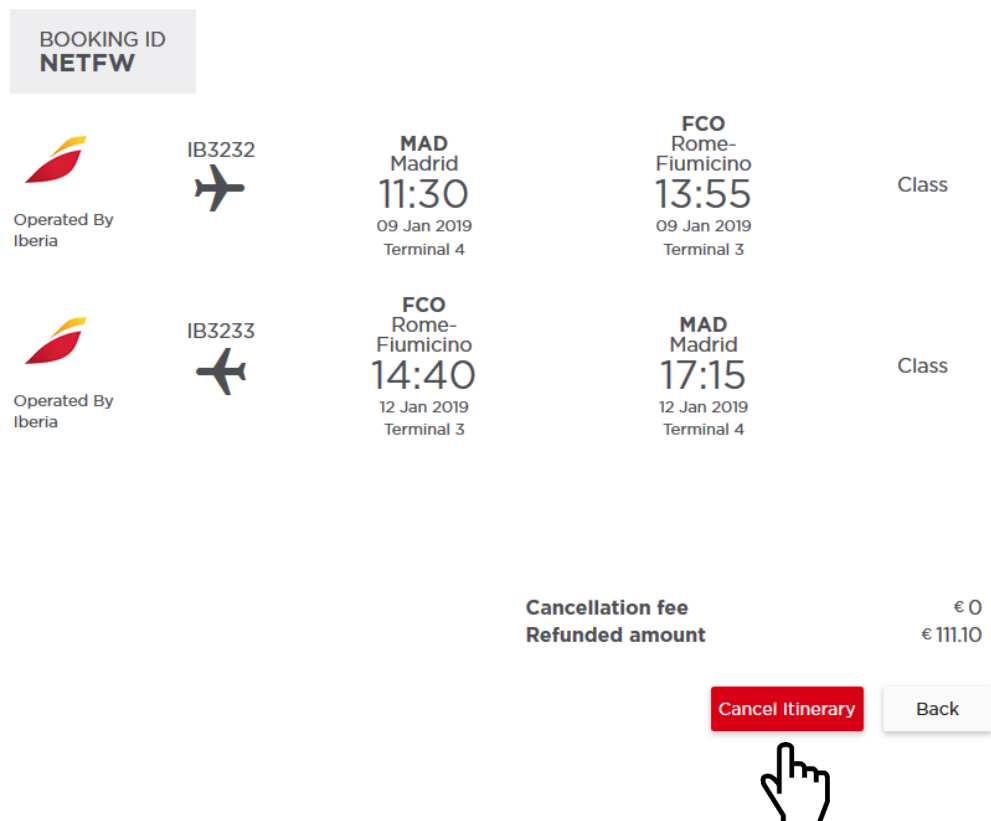By clicking on Select Seats, the seat map will be displayed:

2.4 Cancel a Booking

To cancel a Booking made in the portal, access:

Bookings > **Manage Portal Bookings** > ✏️ **Cancel Booking**

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 surmame.
- 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