



IAG Portal booking

User guide

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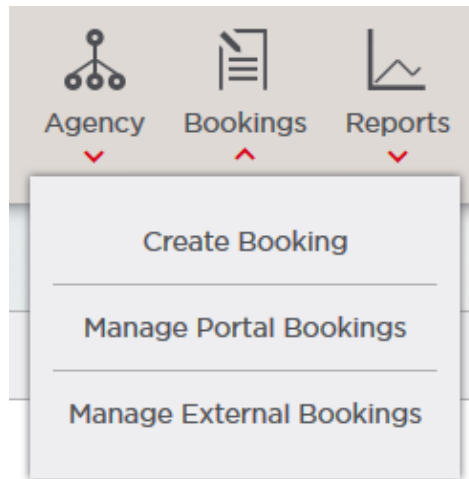
1. How to book?

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:

A screenshot of a flight search form. At the top, there is a navigation bar with the same 'Agency', 'Bookings', and 'Reports' icons and dropdown arrows as the previous image. The main form area contains several fields: 'Round Trip' (selected with a red dot), 'One Way' (unselected), and 'Multi-city/stopovers' (unselected). Below these are 'From' (Madrid (MAD)) and 'To' (Rome (FCO)) dropdowns, separated by a red double-headed arrow. Then 'Depart on' (09-ene.-2019) and 'Return on' (12-ene.-2019) date fields. Next are 'Flight class' (Economy) and 'Ticket type' (Lowest Price) dropdowns, each with a question mark icon. Below these are 'Shopping For' (firstAgency) and 'Consolidator' (None) dropdowns. Then a 'Leisure Fares' dropdown set to 'None'. At the bottom is a 'Passenger Types' dropdown set to 'Adults:1'. A red 'Search' button is located at the bottom center 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 displays a flight selection interface. On the left, a sidebar (labeled A) contains filters for Price, Flight number, Airlines (Iberia), Operating carrier (Iberia), Departure time, Arrival time, and Stops (Direct). The main area (labeled B) shows a table of fare families: Optimal (€111.10), Basic (€111.10), Flexible (€407.10), and Business Promotional (€346.10). Below this, the 'SELECT FLIGHTS' section (labeled C) shows two flight options: IB3230 (Madrid to Rome) and IB3239 (Rome to Madrid), each with a 'Class Optimal' and 'Class (N)' option. At the bottom, there are four buttons for 'Optimal', 'Basic', 'Flexible', and 'Business Promotional', each with a price and a 'Checkout' button.

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](#):

^ 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

3

^ 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**

Send Quote

Select Seats

Book And Hold

Checkout With Cash

1 Click on the blue panel

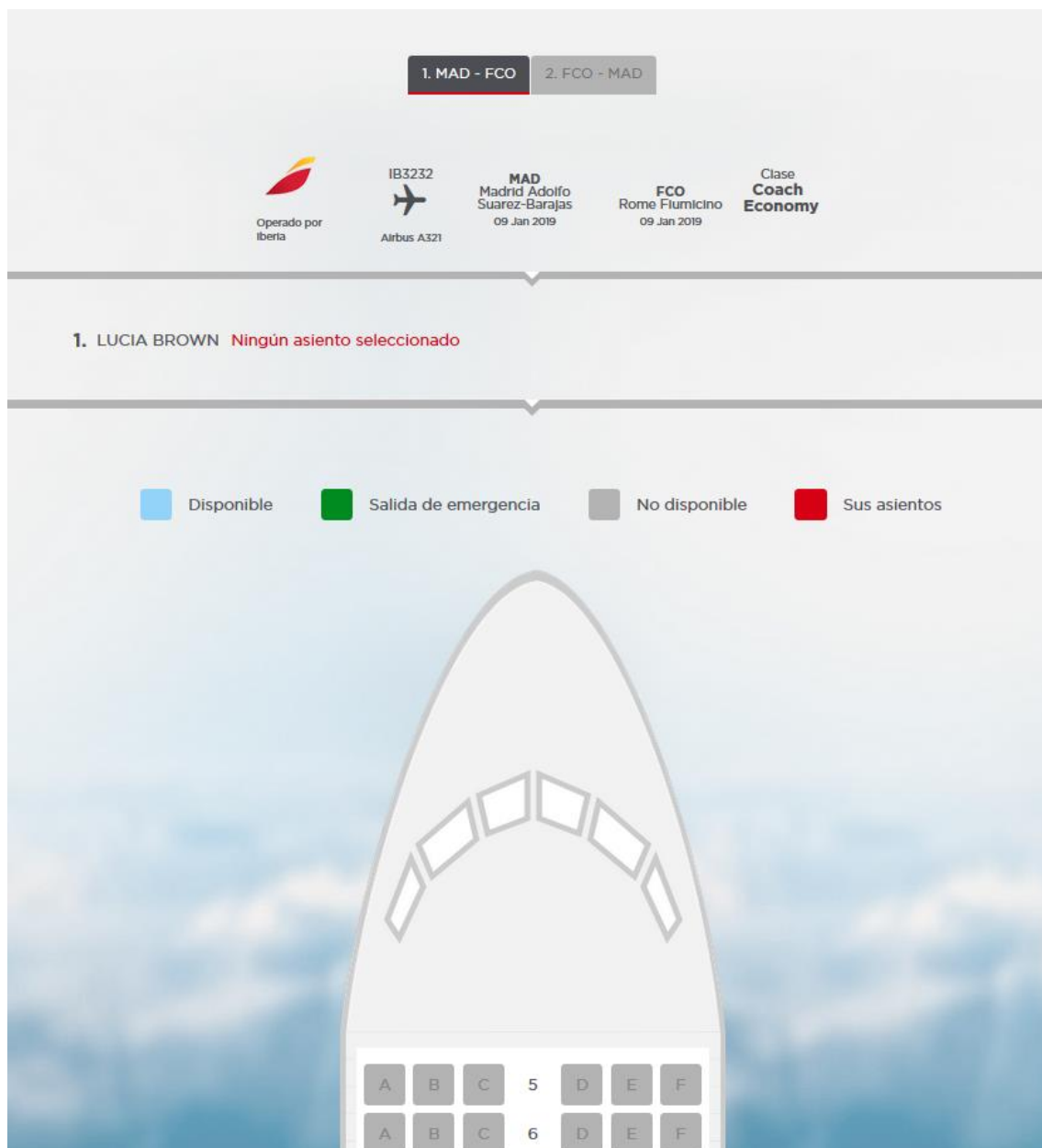
2 A message will be displayed that the seat selection service will be available for each segment.

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.

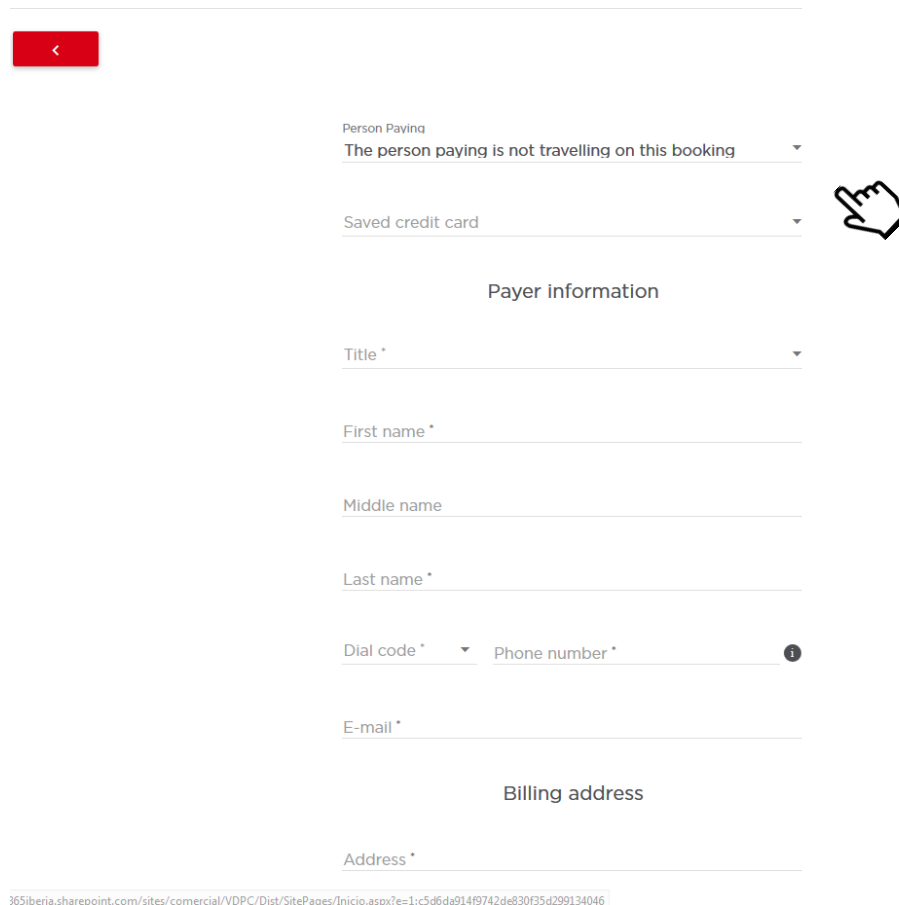
By clicking on the desired one, you can save your selection.



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.



<

Person Paying
The person paying is not travelling on this booking

Saved credit card

Payer information

Title *

First name *

Middle name

Last name *

Dial code * Phone number *

E-mail *

Billing address

Address *

365iberia.sharepoint.com/sites/comercial/VDPC/Dist/SitePages/Inicio.aspx?e=1:c5d6da914f9742de830f35d299134046

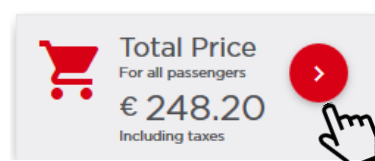
You can click on **Person Paying** to display the passenger information to retrieve the previous data filled during the booking.

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

Invoice request

Payment Information

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
 Operated By Iberia	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:

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


Operated By
Iberia


IB3239

FCO
Rome-
Fiumicino

07:40

12 Jan 2019
Terminal 3

MAD
Madrid

10:15

12 Jan 2019
Terminal 4

Class

Depart on *
09-Jan-2019

Return on *
12-Jan-2019

Flight class *
Economy


Next


Cancel

Confirm Changes

Back

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


Operated By
Iberia


IB3239

FCO
Rome-
Fiumicino

07:40

12 Jan 2019
Terminal 3

MAD
Madrid

10:15

12 Jan 2019
Terminal 4

Class

Depart on *
11-Jan-2019

Return on *
12-Jan-2019

Flight class *
Economy

Next

Cancel


< January 2019 >


Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Confirm Changes

Back

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


Operated By
Iberia


IB3239

FCO
Rome-
Fiumicino

07:40

12 Jan 2019
Terminal 3

MAD
Madrid

10:15

12 Jan 2019
Terminal 4

Class

Depart on *
09-Jan-2019

Return on *
12-Jan-2019

Flight class *
Economy

Next

Cancel

< January 2019 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Confirm Changes

Back


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				
 Operated By Iberia	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

^ PAX1: Mrs. Pppp Brown 


E-mail *

This is required.

Dial code *

+34

Phone number *

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 expiration date

Day

Month

Year

All given names (as shown on passport) *

LUCIA

Last name (as shown on passport) *

BROWN

Gender *

Female

Date of birth*

Day *

Month *

Year *

09

01

2007

Confirm Changes

Back

12

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

Services FCO - MAD

Sub Total

€ 0

Outbound

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

Services FCO - MAD

Sub Total

€ 0

Outbound

Sub Total

€ 0

Inbound

Additional services

€ 0

Change fee

€ 0


Refunded amount

€ 0

Total price

For this trip

€ 0

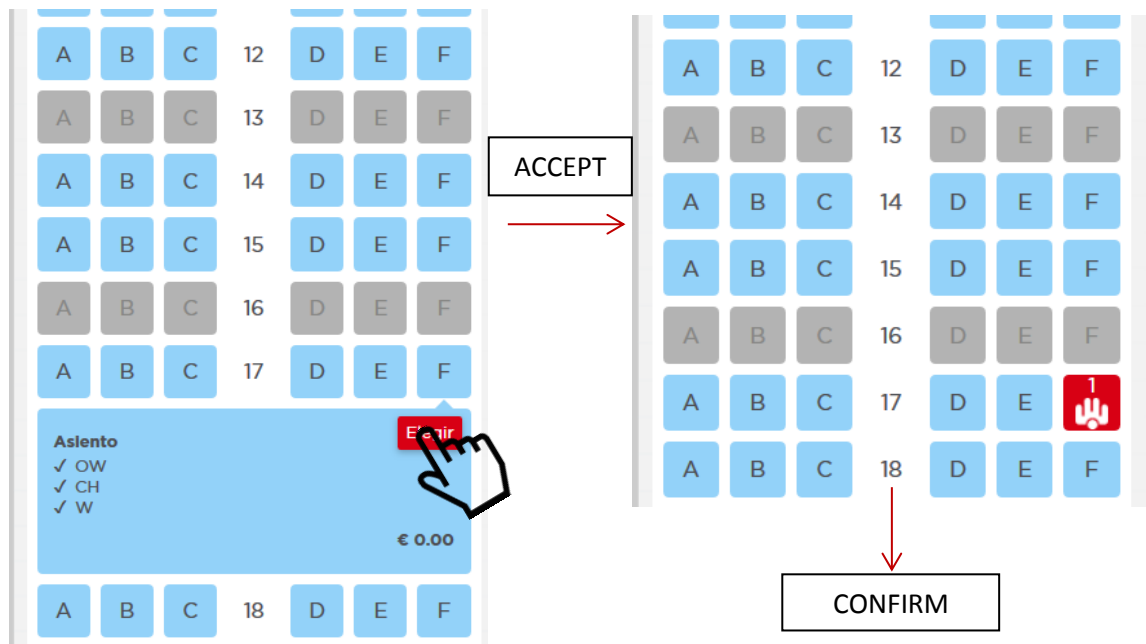


Select Seats

Back

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

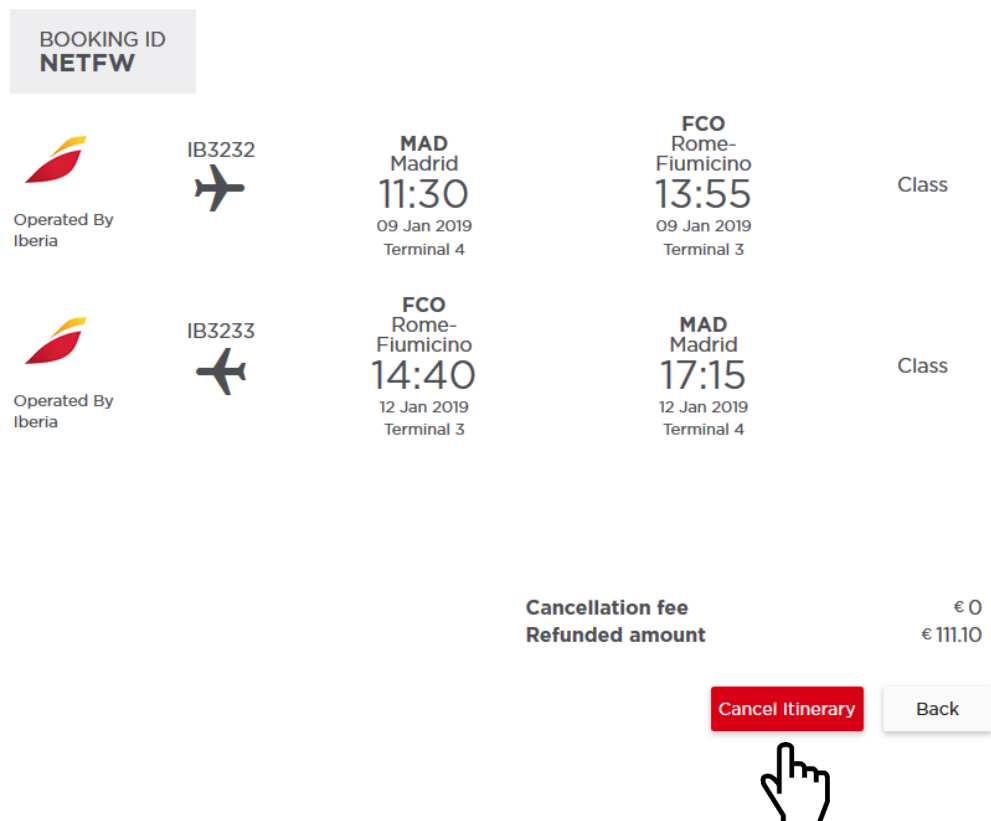
3



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 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>