Online Invoice Instructions

Viewing and Printing Online Invoices

Approving Online Invoices

Paying Online Invoices
View & Print Online Invoices
Accessing your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 1
Log in to aacargo.com:
If you don’t have a User ID, click “Don’t have an account? Sign up now!” and follow the instructions to set up your login information.

Step 2
Once you’ve logged in to aacargo.com:
1. Click the “Accounting” link on the top menu bar.
2. Click on “Invoice.”

Step 3
The accounting system opens a new window which displays the Open Invoices:
1. Select account number from dropdown list to view a different account. Then click “Go.”
2. Search Open Invoices by entering a date range, then click “Search.”
3. Sort Open Invoices by “Invoice Date,” “Invoice Number,” “Due Date” or “Amount Due.”
4. Click “Detail” to view more information and to obtain a copy of your invoice.
Step 4

View/Print invoice and AWB detail:

1. Click “View/Print PDF” to display the Invoice Detail.
2. Click on the AWB Number to display the AWB Detail.
Approving Online Invoices

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Step 1

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Step 2

Once you’ve logged in to aacargo.com:
1. Click the “Accounting” link on the top menu bar.
2. Click on “Invoice.”

Step 3

The accounting link opens a new window which displays the Open Invoices that are ready to be approved for payment:
1. Select Account Number from dropdown list to view a different account. Then click the “Go” button. The Invoices for the selected account number will appear.
2. Click “Detail” to view Invoice detail.
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Step 4

Enter approved payment amounts for each AWB by doing one of the following actions:

1. Click “Auto Fill” to automatically populate all of the Payment Amount with the Amount Due.
2. Click “(→)” to automatically populate each Payment Amount with the Amount Due.
3. Manually type in the amount approved for payment.
4. To short pay a disputed AWB, simply enter the amount you believe is owed. A revised invoice will be transmitted to your online invoice account, once it has been audited.
5. Enter 0 for the payment amount if payment has not yet been approved for this AWB.

Save the invoice:

6. Click “Save” once your payment amounts have been entered. All Payment Amounts must have a value before the Invoice can be approved for payment.
7. Click “Clear” to clear all of the payment amounts to start the process over.

Step 5

Verify the information:

1. Click “Change” to modify the amounts.
2. Click “Submit” to submit approved Amount to be paid.

Questions? Contact us at aacargo.helpdesk@aa.com or call our Help Desk at 800.334.5299.
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Step 6

Enter payment discrepancy detail:
If the amount you have submitted for payment is not equal to the amount billed, the following page will appear. You must enter a discrepancy explanation or upload a supporting file explaining the discrepancy before continuing. This information is sent to your Customer Service Representative.

1. Enter the explanation for the discrepancy.
2. Upload a file which explains the discrepancy.
3. Click “Continue.” A page will appear asking you to confirm the information you entered. Click “Submit.” A confirmation page appears.

Step 7

Final step for approval:
Once the amount you are going to pay for each AWB has been entered, the underlined “Approve” button indicates the invoice is ready for final approval.

1. Click “Approve” to view the Confirmation page. Click “Submit” to finalize the approval.

Step 8

The Invoice has been moved from the Open Invoices page to the Approved Invoices page and is ready to be scheduled for payment:

1. Click on the “Approved Invoices” link to view the invoices ready for payment.
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Step 2

Once you’ve logged in to aacargo.com:
1. Click the “Accounting” link on the top menu bar.
2. Click on “Invoice.”

Step 3

The "Invoice" link opens a new window which displays the Open Invoices page:
1. Click the “Approved Invoices” link to display invoices ready to be scheduled for payment.
2. Click "Select All" or click the box to select the invoices you want to schedule for payment.
3. Click “Pay Selected Invoices.”
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Step 4

Add banking information:
If your company’s banking information is not entered, the following page will display asking for that information.

1. Select the Account Type.
2. Enter a description of the account. (This field is optional.)
3. Enter Routing Transit Number.
4. Enter Bank Account Number.
5. Click “Continue.” A confirmation page will appear asking you to re-enter the Routing Transit Number & Account Number for verification purposes. Re-enter the information and click “Submit.” A confirmation message will display that your Payment Account was successfully added.

Step 5

Schedule the payment:
1. Select the Bank Account you want the payment to be remitted from.
2. Select the date for the transaction.
3. Click “Continue.” You will be asked to confirm the payment. Click “Submit.” A confirmation page will appear.
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Step 6

View Payment Activity:
1. Click “View Payment Activity” button to view the payment activity window.

Step 7

View Payment Activity Detail:
1. Click the “Payment Activity” link for payment activity details.