## Online Invoice Instructions

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Log Into AACargo.com to Access Your 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 “Sign Up” and follow the instructions to set up your login information.

**Step 2**

1. Click the “Accounting” link on the top menu bar.
2. Click on “Invoice.”

**Step 3**

The accounting system opens a new window with the Home page (Invoices page).
Personal Settings
Updating your settings on aacargo.com couldn't be easier. Just follow these simple steps.

My Profile

1. Click on the Gear icon to go into your profile settings

You can manage:
1. Your Timezone
2. Your Default Language
3. Default Tab

All other settings are managed by you or your SuperAdmin in the Aacargo.com page

Password, Name or Role Change

You can change your password in the Aacargo.com portal

Name changes are managed by your Super Admin at Aacargo.com

There are two roles for the invoice portal: Viewer and Payer. The viewer does not have the ability to pay invoices or manage notifications. If you need a role change, reach out to the Super Admin for your account.
Start Page, Navigation, Sorting and Column Features

Viewing your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Start Page Features:

1. Electronic Invoices Present and Pay
2. Exports of Invoices and AWBs
3. Open Invoices
4. Closed Invoices
5. Payment History
6. Home Screen/Dashboard
7. Administration of Accounts and Notifications
8. Profile Settings

Navigation, Sorting, Column Display

1. Click on the column header to sort fields
2. Columns can be hidden and/or displayed
3. Look for arrows that indicate that there may be additional selections
4. Scroll to the right
5. Scroll up or down to display content that is not visible on the initial screen
6. There may be multiple pages that can be scrolled through
7. Column sort can be saved

Column Arrangement

1. Click and hold down your mouse dragging the column to a new location
2. Column rearrangement can be saved
Home Page Features

Viewing your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Home Page Features:

1. View Last Payment Information
2. Invoice Aging Amounts – when you click on the aging bucket, it will take you to a list of invoices in this payment bucket
3. Direct Payment
4. Search for Open Invoices
5. Manage Payment Methods
6. Contact Supplier (email link to your Account Specialist at AA)
7. If you have more than one account, you need to click to select the account you wish to view on the dashboard
8. If a payment is made from this screen, a browser refresh will need to be done to see the new balances. Click on the top browser bar and select refresh by clicking on F5, selecting refresh from the menu, or click on the refresh icon.
Invoice, Payment, and Administration Page Features

Viewing your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

**Open Bills Page**

1. Invoice columns - click on the column name to sort
2. Select Invoices
3. Export Invoices
4. Save Invoice Grid Layout
5. Save Sort
6. View Line Item AWBs
7. View Invoice PDF and Correspondence
8. Pay Selected Bills
9. Export Selected Bills
10. Advanced Search

**Closed Bills Page**

1. Invoice columns - click on the column name to sort
2. Select Invoices
3. Save Invoice Grid Layout
4. Save Sort
5. Double click on invoice number to see line item AWBs
6. Advanced Search

**Payment History Page**

1. Account Number
2. Save Sort
3. Export Page
4. Export All
5. Cancel Scheduled Payment
6. Save Grid layout
7. Advanced Search

**Administration Page**

1. Manage Bank Accounts
2. Manage Contacts
3. Save Sort
4. Save Grid Layout
5. Subscribe/Unsubscribe to Notifications

Questions? Contact us at aacargo.helpdesk@aa.com or call our Help Desk at 800.334.5299.
Manage, View, Print, and Export Invoices

Viewing your invoices for payment on aacargo.com couldn’t be easier. Just follow these simple steps.

### Step 1
1. On the Open or Closed Bills tabs, click the checkbox to select the invoice you want to view
2. Click on the Invoices dropdown menu and click on view invoice

### Step 2
The Attachment window opens. The invoice opens and can be printed.
1. Click on the Print Icon to print the invoice
2. Click on the Save Icon to save the invoice

### Step 3
1. Export current page of invoices or all invoices

### Step 4
1. The screen will switch from the EIPP tab to the Exports tab
2. Click the Refresh icon until status changes to Success
3. Click on the word download to save the file

Depending on your browser settings, a message will appear for you to open or save the file.
Manage Your Invoices - View Invoice Line Items
Viewing your invoices for payment on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 1
1. On the Open Bills screen click the check box next to the invoice number.
2. Click on View Details

Note: If more than one invoice is selected, the View Details button is not available.

Step 2
1. For Closed invoices, double click on the Invoice Number to view the details.

Step 3
The Invoice Details page opens and displays the Air Waybills on the selected invoice.
1. Click on the column name to sort
2. Search for the AWB in the item number search field.
3. Select one or more AWBs by checking the select box to the left to pay one or more line items.

Step 4
1. User the Asterisk (*) as a wildcard to do a partial search for the AWB in the item number search field.

Use the Asterisk (*) as a wildcard to do partial searches.
Manage Your Invoices - View Air Waybill Facsimile

Viewing your invoices for payment on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 1

1. On the Invoice Details page, double click on the Air Waybill number hyperlink to open the AWB or Line Item facsimile.

Step 2

Depending on your browser settings, the Air Waybill facsimile will open in a new window where it can be

1. Printed or
2. Saved
Step 1

Navigate to the Open or Closed Bills page.

1. Click the select box by the invoice(s) you wish to download.
2. Click on the Export Invoices Line Item Data menu and choose an export option.

Step 2

Click “Yes” to confirm that you want to download the data.

Step 3

1. Type in a name for your file.
2. Pick the separator (delimiter) preferred.

Step 4

1. The screen will switch from the EIPP tab to the Exports tab.
2. Click the Refresh icon until status changes to Success.
3. Click on the word download to save the file.

Depending on your browser settings, a message will appear for you to open or save the file.
Search Features

Searching/Filtering on aacargo.com couldn’t be easier. Just follow these simple steps.

**Step 1**
1. If you have access to multiple accounts, you can search on a single customer.

**Step 2**
1. Navigate to the Open or Closed Bills page under EIPP
2. Click on the Advanced Search button to expand the search window.

**Step 3**
Depending on your browser settings, a message will appear for you to open or save the file:
1. Empty Box = Free Text and use * as a wildcard
2. Calendar Picker = Must pick from a calendar and one date can be picked or date ranges can be picked
3. Pick List = Must pick value(s) from a list
4. Dropdown = Must pick from a dropdown list
5. Numeric = Must be a numeric value and an amount can be typed in for an exact match or a range can be selected

**Step 4**
1. Close or Open Advanced Search by clicking on the expand/close icon.
Step 5

Depending on your browser settings, a message will appear for you to open or save the file.

1. Select a saved search filter or
2. Populate your Advanced Search Criteria and Click on
   - A. Search
   - B. Clear
   - C. Save Filter

Search by Invoice

1. Input the invoice number in the invoice number field using an asterisk (*) as a wildcard for partial invoice number
2. Click search

Search by Payment Status

1. Select Payment Status(es) to view:
   - Failed At The Bank
   - Open
   - Success
   - Failed
   - Cancelled
   - In-Progress
   - Scheduled
2. Once statuses are selected click on search

The results will be listed below the advanced search.
Search List Cont’d
Searching/Filtering on aacargo.com couldn’t be easier. Just follow these simple steps.

Search by Customer Name and/or Account Number Step 1

1. From the EIPP tab, click on Open Bills or on Closed Bills
   
Choose to filter on
2. Customer Number and/or
3. Customer Name

By clicking on the button

Search by Customer Name and/or Account Number Step 2

Choose to search on
1. Customer Name or
2. Customer Number
3. From the Results, check the selection box for the customer(s) to view
4. Click on Select

Search by Customer Name and/or Account Number Step 3

The selection box pop-up will close and your criteria will be populated in the search field

1. Click on Search

The results will be listed below the advanced search.
Search by Invoice/Due Dates Step 1

1. From the EIPP tab, click on Open Bills or on Closed Bills

Choose to filter on:
2. Single Invoice Date
3. Invoice Date Range
4. Single Invoice Due Date
5. Invoice Due Date Range

Search by Invoice/Due Dates Step 2

Click on the tab showing the method of the search.

1. Search Single Date by clicking on the calendar icon

Search on multiple dates by clicking on the multi-select and you can choose:

1. Select Single Values
2. Copy Values
3. Select Ranges
4. Select Dynamic Values

Search by Invoice/Due Dates Option 1 – Multiple Single Values

From the Dates Pop-Up Box

1. Click on the Select Single Values Tab
2. Input up to 8 dates
3. Click Add

The Pop-Up Box will close

1. Click Search

The results will be listed below the advanced search.
Search by Invoice/Due Dates Option 2 – Copy Values

From the Dates Pop-Up Box
1. Click on Copy Values
2. Type in Date
3. Click Add

The Pop-Up Box will close
1. Click Search

The results will be listed below the advanced search.

Search by Invoice/Due Dates Option 3 – Select Ranges

From the Dates Pop-Up Box
1. Click on Select Ranges
2. Pick Date Range 1
3. Pick Date Range 2
4. Pick Date Range 3
5. Pick Date Range 4
6. Click Add

The Pop-Up Box will close
1. Click Search

The results will be listed below the advanced search.

Search by Invoice/Due Dates Option 4 – Select Dynamic Values

From the Dates Pop-Up Box
1. Click on the Select Dynamic Values
2. Select a defined range from the list
3. Click Add

The Pop-Up Box will close
1. Click Search

The results will be listed below the advanced search.
Pay Invoices - Add New Bank Account
Paying your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 1
A saved bank account is not required. This information can be added at payment. If you have complicated banking needs, start with Step 2 in this section.

In addition, the bank account can be setup and saved when the first payment is made by

1. Click on New Bank Account
2. To save it, click the box to save Bank Account for Reuse

You will be prompted for bank information

Step 2

1. Click on the Administration tab
2. Click on Manage Bank Accounts
3. Select Payer (If company has more than one credit account)
4. Click Add

Step 3

1. Select Bank Country
2. Select Currency

Note: At this time, the portal can only accept the US bank and USD Currency

Step 4

1. Enter Bank Name
2. Select Account Type
3. Enter the Account Number
4. Re-enter the Account Number
5. Add Routing Number
6. Add Account Holder’s Name
7. Click Submit
Step 5a for one credit account

If you have only one credit account (Payer) and one bank account, this bank setup is complete.

Step 5b for one credit account

The term “Payer” refers to a credit account, not an individual user.
1. If you have one credit account (Payer) and multiple bank accounts, you need to set up each bank account.
2. Accounts are selected from a drop-down box at time of payment using the last four digits of the account number; be sure to make a note of what each bank account relates to.

Step 5c – For multiple credit/bank accounts

Plan your setup if you have complicated needs for payments.
1. Add your account (Steps 2-4 above)
2. Select the Credit Account (Payer)
3. Mark account as Primary (if applicable)

Repeat for each bank account.

Considerations

Any user that has access to a credit account (Payer) can pay on any credit account the user has access to (does not limit user to use bank accounts set up for that specific credit account (Payer)). This could result in a user selecting the wrong bank account (see Step 5b) to make a payment.

- If company has multiple users who have limited access to accounts, User will only have access to saved bank accounts attached to that credit account (Payer)
- If company has one user who makes payments on all credit accounts (Payer), recommend adding all bank accounts to one credit account (Payer)
- If company has multiple users who have access to multiple credit accounts, consider setting up all bank accounts under one credit account (Payer) if possible.
- If company has multiple credit accounts (Payer) and one bank account. If users have access to only one credit account (Payer) the same bank account will need to be set up one time for each credit account (Payer)
- If multiple bank accounts end with the same last four digits, recommend adding specific bank accounts to specific credit accounts (Payer). See Step 5b.
Pay Invoices
Paying your invoices on aacargo.com couldn't be easier. Just follow these simple steps.

Step 1 Search for Invoices

1. Click on Advanced Search (Optional)
2. Select the Payment Statuses to review
3. Payment Status Definitions

Payment Can Be Made on these if the balance is greater than 0
- Open (Unpaid)
- Success (A Full or Partial Payment has been made)
- Failed – a payment failed to be created

Payments Cannot Be Made on these Statuses:
- In-progress – a payment is in progress
- Failed at the Bank – the ACH payment was returned. AA will add bank fees and rebill the invoice and the status will update to Open.
- Scheduled – A Full or Partial payment has been scheduled – no additional payments can be made on the invoice until the scheduled payment posts

Step 2 Select Invoices to Pay

1. Click on the Open Bills tab
2. Select invoice(s) by clicking on the select button next to the invoice(s) to be paid. Or click on the Select all dropdown to select page or all invoice
3. Click on the Pay Selected Bills dropdown box
4. Click on Pay by ACH

Step 3a Pay Full Invoice

The Pay Selected Bills screen will pop up. Note: Depending on screen resolution, the pop up window may need to be moved in order the be able to click on the x to see it and close.

1. If an invoice needs to be removed from the payment, click on the minus sign
2. Click on Proceed to Pay to Pay entire invoice. This will take you to the Bank account screen.
Step 3b – Pay at Line Item/AWB Level

The Pay Selected Bills screen will pop up.

Note: Depending on screen resolution, the pop up window may need to be moved in order to be able to click on the x to see it and close.

1. If an invoice needs to be removed from the payment, click on the minus sign.
2. Select the invoice(s) you wish to pay at a line item level (unselected invoices will be paid at the invoice level)
3. Click Select Line Item

Remove Line Items from Payment or Change Payment Amount

1. If you do not want to pay a line item, click on the minus sign to remove. Please communicate with your specialist if you wish to dispute a line item.
2. Overpayment is not allowed. To short-pay a line item (these comments are transmitted to AA)
   a) Change the “Payable Amount”
   b) Select the “Partial Payment Reason”
   c) Add “Partial Payment Comment” (these comments are transmitted to AA)
3. Navigate through all line items. If there are more than 20 line items on your invoice, there will be multiple pages. The UI shows 20 line items per page and you many need to use your scroll bars to see all.
4. Once changes have been made, click on Submit.

Pay

Updates from removing line items or changing the payable amount will be reflected in the payable amount.

1. Click Proceed to Pay
Schedule Payment
Paying your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 1
1. Select Pay Now or Pay Later (populate payment date)
2. Select the credit account (Payer) to pay from
3. If a bank account has been setup, select the correct bank account from the dropdown list. If an account has not been setup, you can add the bank account (need routing and account numbers) on the fly with an option to save the account for reuse. See section “Pay Invoices - Add New Bank Account” for additional details.
4. Click Proceed

Step 2
1. Check the box to Accept the Terms of Agreement
2. Click Pay

Step 3
1. Email or Print Receipt
2. Click Close
Dispute Air Waybills
Conveying information about your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 1
Online Disputes can only be made at the time of payment at the line item level. See section titled “Pay Line Items/AWB”

1. From the Open Bills tab, check the box next to the invoice you wish to review
2. Click on View Details (this button is only available if one invoice is selected)

Step 2

1. Check the box beside the line item(s) you wish to dispute
2. Click on Pay Select Bills and select Pay by ACH

Step 3

1. Click on Select Line Item(s)
Dispute Air Waybills
Conveying information about your invoices on aacargo.com couldn’t be easier. Just follow these simple steps.

Step 4

Overpayment is not allowed. Short-pay the line item(s). This dispute will be transmitted to AA.

1. Change the “Payable Amount”
2. Select the “Partial Payment Reason”
3. Add “Partial Payment Comment”

Note: You can do this on multiple line items and multiple invoices. See section titled “Pay Line Items/AWB”

Step 5

To dispute full line item(s), reach out to your Specialist from the dashboard on the Home tab.

1. If you have multiple accounts, select the account with the incorrect invoice
2. Click on Contact Supplier

Step 6

If assigned, your account specialist’s name will be populated in the To: box in the email. If not populated, type in the accounting mailbox Accounting.Cargo@aa.com.

Give detailed information:

a) Line Item(s)

b) Dispute Reason

c) Invoice Number

d) Your name and contact information

e) Attach supporting documentation