

Online Invoice Instructions

Topic	Page
Access Invoice Portal from AACargo.com	1
Personal Settings	2
Start Page, Navigation, Sorting and Column Features	3
Home Page Features with Contact Supplier Link	4
Invoice, Payment, and Administration Page Features	5
Manage, View, Print, and Export Invoices	6
Manage Your Invoices - View Invoice Line Items	7
Manage Your Invoices - View Air Waybill Facsimile	8
Manage Your Invoices - Download Invoice Details to an Excel File	9
Search Features	10-14
Pay Invoices - Add New Bank Account	15-16
Pay Invoices	17
Pay Line Items/AWB	18
Schedule Payment	19
Dispute Air Waybills	20-21

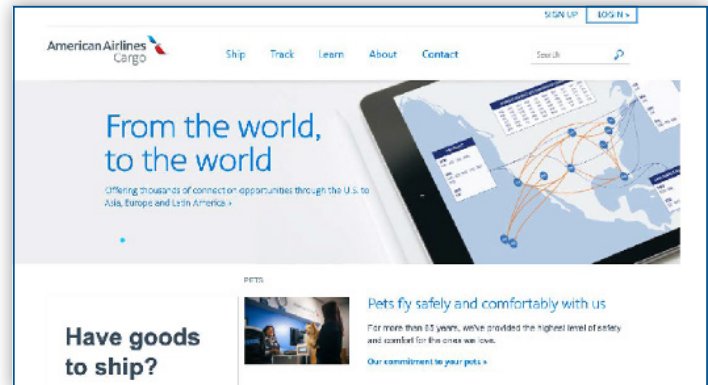
Log Into AACargo.com to Access Your Invoices

Accessing your invoices on aacargo.com couldn't be easier. Just follow these simple steps.

Step 1

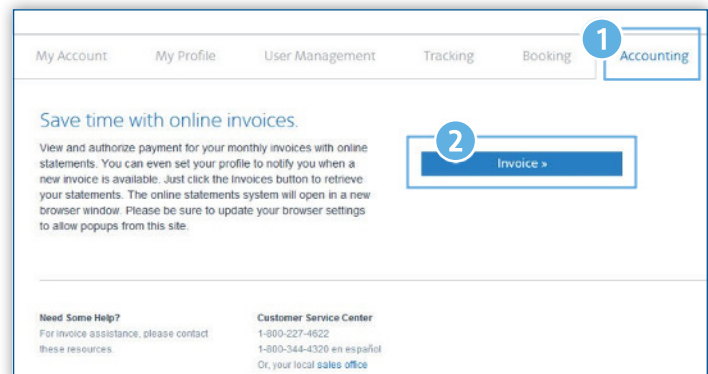
Log in to aacargo.com:

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).

Customer Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Open Amount	Currency	Scheduled Date	Scheduled Amount	Payment Status
AA CARGO S.	738175700	620307289	07/21/2021	556.00	08/05/2021	0.00	556.00	USD			Open
AA CARGO S.	738175700	620307290	07/21/2021	216.00	08/05/2021	0.00	216.00	USD			Open
AA CARGO S.	738175700	620307292	07/21/2021	107.00	08/05/2021	0.00	107.00	USD			Open

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

The screenshot shows the 'My Profile' settings page in the American Airlines Cargo portal. The page has a blue header with the American Airlines Cargo logo and navigation links. The main content area is titled 'My Profile' and contains various fields for user information. Numbered callouts 1, 2, and 3 highlight specific settings: 1 points to the 'Timezone' field, 2 points to the 'Default Language' field, and 3 points to the 'Default Tab' field. The 'Submit' and 'Cancel' buttons are at the bottom right.

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

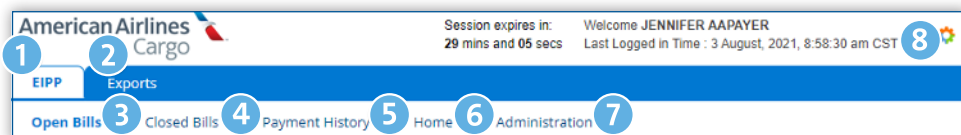
The screenshot shows the 'My Profile' settings page in the American Airlines Cargo portal. The page displays the user's name (AAPAYER, ACCOUNTING), role (User), and company name (AMERICAN AIRLINES). It also shows the user's ID (AAPAYER), first name (ACCOUNTING), and last name (AAPAYER). The 'Approved Access' section lists 'Accounting / Invoices' and 'Credit Account(s) and Access' with details like '00280440: View & Pay' and '00696587: View & Pay'. Numbered callouts 1, 2, and 3 point to the 'Profile', 'Preferences', and 'Password' links respectively.

Start Page, Navigation, Sorting and Column Features

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

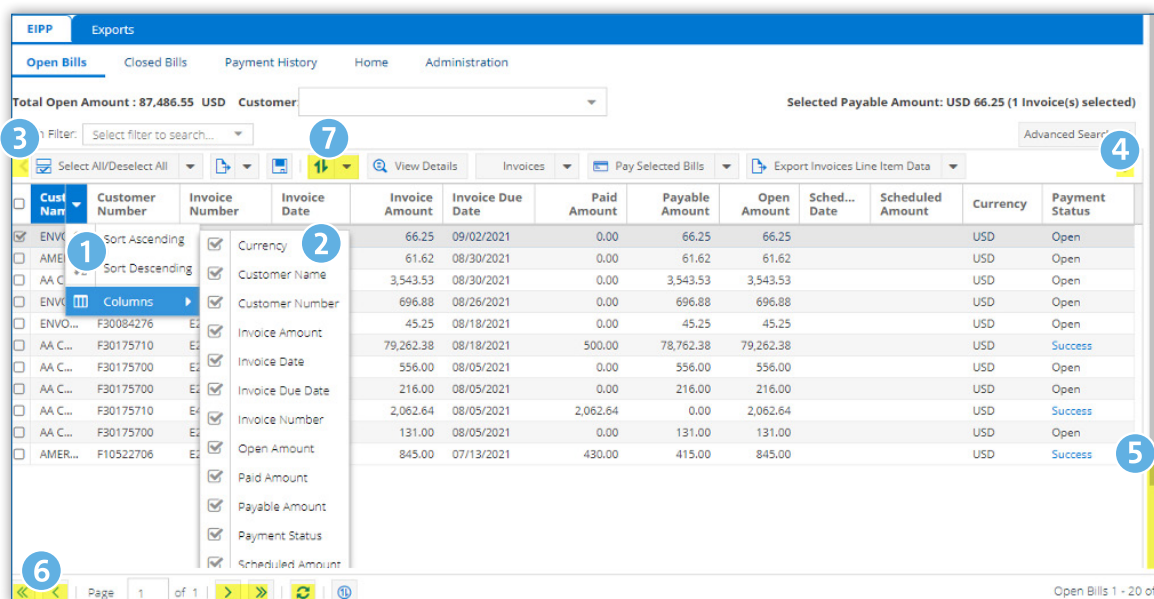
Start Page Features:

- 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



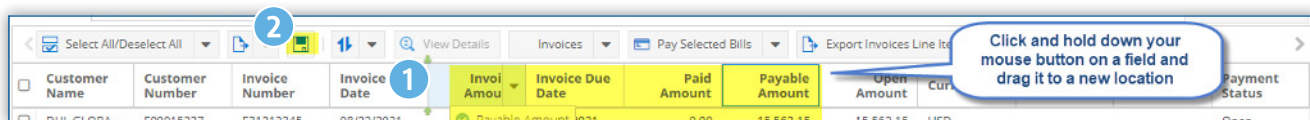
Navigation, Sorting, Column Display

- 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

American Airlines Cargo - Profile 1 - Microsoft Edge
https://citi-turtle2.highradius.com/RRDMSProject/dms/Home.do

American Airlines Cargo
Session expires in: 29 mins and 18 secs
Welcome ACCOUNTING AAPAYER
Last Logged in Time : 13 August, 2021, 2:51:33 pm CST

EIPP Exports
Open Bills Closed Bills Payment History Home Administration

AA CARGO REVENUE ACCOUNTING WEST-F30175710

Amount Due By Aging Buckets

Payable Amount	Current	0-30 days	31-60 days	61-90 days	91-120 days	120+ days
	3,543.53	78,762.38	0.00	0.00	0.00	0.00

Filter by Due Dates Bucket Total Past Due

Bill Amount Due USD 78,762.38
Number of Bills Due 2

Pay above with

1 Last Payment Details

Total Amount Paid : NA
Payment Date : NA
Total No. of Bills Paid : NA
Mode of Payment : NA

4 Search an Open Invoice
Type in here

5 Manage Payment Methods

6 Contact Supplier

7 Change Customer

- 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.

Microsoft Edge Right Click for the menu and select Refresh

8

Chrome or Internet Explorer Click on the Refresh icon

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

- 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 Line Item AWBs
- 10 Advanced Search

- 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

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

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

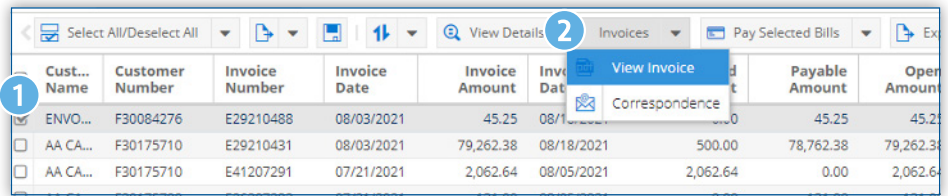
5

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

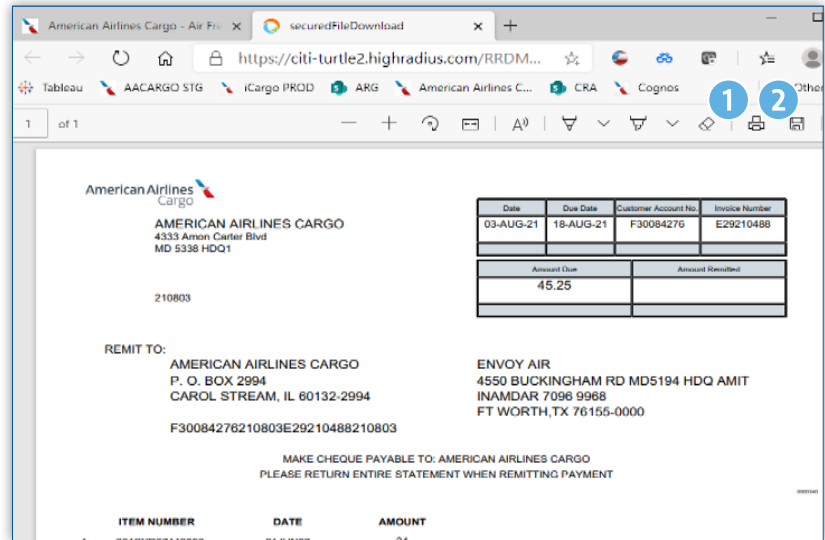


Cust... Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Inv Date	Payable Amount	Open Amount
ENVO...	F30084276	E29210488	08/03/2021	45.25	08/18/2021	45.25	45.25
AA CA...	F30175710	E29210431	08/03/2021	79,262.38	08/18/2021	78,762.38	79,262.38
AA CA...	F30175710	E41207291	07/21/2021	2,062.64	08/05/2021	2,062.64	2,062.64

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



American Airlines Cargo - Air Freight

AMERICAN AIRLINES CARGO
4333 Amon Carter Blvd
MD 5338 HDQ1

210803

REMIT TO:
AMERICAN AIRLINES CARGO
P. O. BOX 2994
CAROL STREAM, IL 60132-2994
F30084276210803E29210488210803

ENVOY AIR
4550 BUCKINGHAM RD MD5194 HDQ AMIT
INAMDAR 7096 9988
FT WORTH, TX 76155-0000

MAKE CHEQUE PAYABLE TO: AMERICAN AIRLINES CARGO
PLEASE RETURN ENTIRE STATEMENT WHEN REMITTING PAYMENT

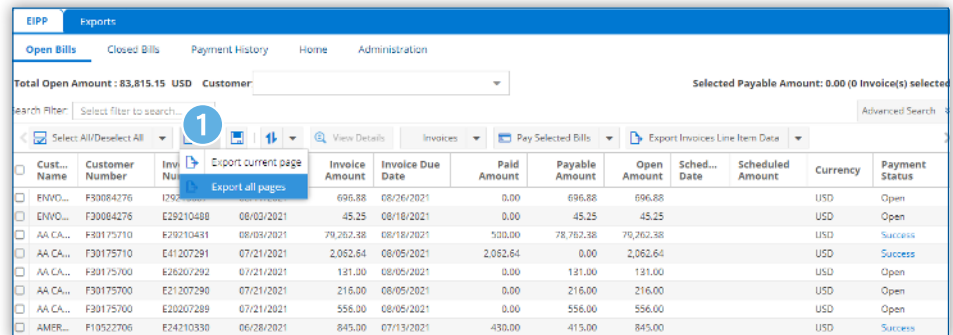
Date	Due Date	Customer Account No.	Invoice Number
03-AUG-21	18-AUG-21	F30084276	E29210488

Amount Due	Amount Received
45.25	

ITEM NUMBER	DATE	AMOUNT
210803	08/03/2021	45.25

Step 3

- 1 Export current page of invoices or all invoices



EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Total Open Amount : 83,815.15 USD Customer: [dropdown]

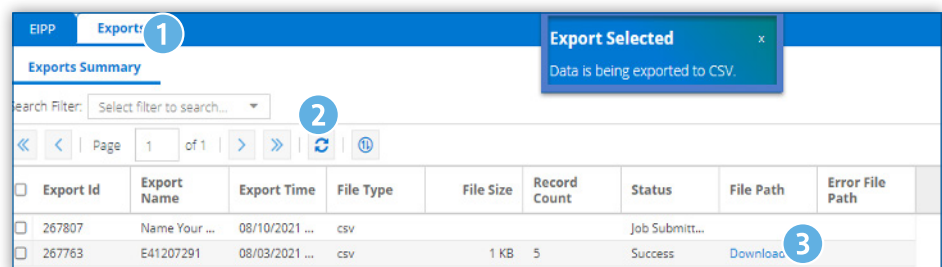
Selected Payable Amount: 0.00 (0 Invoice(s) selected)

Search Filter: Select filter to search...

Cust... Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount	Currency	Payment Status
ENVO...	F30084276	E29210488	08/03/2021	45.25	08/18/2021	0.00	45.25	45.25			USD	Open
ENVO...	F30084276	E29210488	08/03/2021	45.25	08/18/2021	0.00	45.25	45.25			USD	Open
AA CA...	F30175710	E29210431	08/03/2021	79,262.38	08/18/2021	500.00	78,762.38	79,262.38			USD	Success
AA CA...	F30175710	E41207291	07/21/2021	2,062.64	08/05/2021	2,062.64	0.00	2,062.64			USD	Success
AA CA...	F30175700	E26207292	07/21/2021	131.00	08/05/2021	0.00	131.00	131.00			USD	Open
AA CA...	F30175700	E21207290	07/21/2021	216.00	08/05/2021	0.00	216.00	216.00			USD	Open
AA CA...	F30175700	E20207289	07/21/2021	556.00	08/05/2021	0.00	556.00	556.00			USD	Open
AMER...	F19522706	E24210330	06/28/2021	845.00	07/13/2021	430.00	415.00	845.00			USD	Success

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



EIPP Exports

Exports Summary

Search Filter: Select filter to search...

Page 1 of 1

Export Id	Export Name	Export Time	File Type	File Size	Record Count	Status	File Path	Error File Path
267807	Name Your ...	08/10/2021 ...	csv			Job Submitt...		
267763	E41207291	08/03/2021 ...	csv	1 KB	5	Success	Download	

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

American Airlines Cargo - Profile 1 - Microsoft Edge
https://citi-turtle2.highradius.com/RRDMSProject/dms/Home.do

Session expires in: 29 mins and 16 secs | Welcome ACCOUNTING AAPAYER | Last Logged in Time : 10 August, 2021, 11:18:3

EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Total Open Amount : 83,118.27 USD Customer: [Dropdown] Selected Payable Amount: USD 45.25 (1 In

Search Filter: Select filter to search...

Select All/Deselect All [Icons] View Details Invoices Pay Selected Bills Export Invoices Line Item Data

Cust... Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount
ENVO...	F30084276	E29210488	08/03/2021	45.25	08/18/2021	0.00	45.25	45.25		
AA CA...	F30175710	E29210431	08/03/2021	79,262.38	08/18/2021	500.00	78,762.38	79,262.38		
AA CA...	F30175710	E41207291	07/21/2021	2,062.64	08/05/2021	2,062.64	0.00	2,062.64		

Step 2

- 1 For Closed invoices, double click on the Invoice Number to view the details

EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Search Filter: Select filter to search... Advanced Search

Double Click on the Invoice Number to view details

Invoice Number	Invoice Date	Document Number	Document Date	Customer Number	Customer Name	Posting Date	Invoice Amount	Paid Amount	Paid Amount...
E28210915	08/05/2021		08/05/2021	F30084276	ENVOY AIR		30,900.36	0.00	
E43199583	07/21/2021		07/21/2021	F30175710	AA CARGO R...		0.00	0.00	
E24217607	07/05/2021			F30084276	ENVOY AIR		0.00	0.00	

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.

EIPP Exports

Open Bills Closed Bills Payment History Home Administration E29210488 - Invoice Details

Details

Customer Number: F30084276 Open Amount: 45.25
Invoice Date: 08/03/2021 Due Amount: 45.25
Due Date: 08/18/2021 Invoice Amount: 45.25
Invoice Number: E29210488 Currency: USD

Sales Invoice Items

Item Number [Search Field]

Item Number	Curre...	Item Category	Payable Amount	Current Status	Invoice Status	Origin	Destination	AWB Date
001SYD37110850	USD	HH	24.00	Open	Open	SYD	DFW	Jun 2, 2021 ...
001DFW42555704	USD	HH	21.25	Open	Open	DFW	ORD	Jun 18, 2021...

Step 4

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

EIPP Exports

Open Bills Closed Bills Payment History Home Administration E31210634 - Invoice Details

Details

Customer Number: F30084276 Open Amount: 66.25
Invoice Date: 08/18/2021 Due Amount: 66.25
Due Date: 09/02/2021 Invoice Amount: 66.25
Invoice Number: E31210634 Currency: USD

Sales Invoice Items

Item Number [Search Field]

Use the Asterisk (*) as a wildcard to do partial searches

Item Number	Currency	Item Category	Payable Amount	Current Status	Reference3	Invoice Status	Origin	Destination	AWB Date
001DFW42555730	USD	HH	0.00	DR	Open	Open	DFW	LAX	Aug 17, 202...

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.

The screenshot shows the 'EIPP Exports' interface. The 'Invoice Details' section displays the following information:

Customer Number:	F30084276	Open Amount:	45.25
Invoice Date:	08/03/2021	Due Amount:	
Due Date:	08/18/2021	Invoice Amount:	45.25
Invoice Number:	E29210488	Currency:	USD

The 'Sales Invoice Items' section shows a table with the following data:

Item Number	Curre...	Item Category	Payable Amount	Current Status	Invoice Status	Origin	Destination	AWB Date
001SYD37110850	USD	HH	24.00	Open	Open	SYD	DFW	Jun 2, 2021 ...
001DFW42555704	USD	HH	21.25	Open	Open	DFW	ORD	Jun 18, 2021 ...

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

The screenshot shows the 'Air Waybill Facsimile' for American Airlines Cargo. The document is titled '001 SYD 37110850' and 'SYD - 37110850'. It includes the following sections:

- Shipper's Name and Address:** CT TRADING LTD, 24 BISHOP STREET, 2015
- Shipper's Account Number:** F01000225
- Not Negotiable**
- Issued By:** AMERICAN AIRLINES, DFW AIRPORT, TEXAS
- Consignee's Name and Address:** ENVOY AIR INC, 1725 W 20TH ST, DALLAS, 75261
- Consignee's Account Number:** F30084276
- Issuing Carrier's Agent Name and City:** 4550 BUCKINGHAM RD MD5194 HDQ AMIT INAMDAR 7096 9968, FT WORTH, TX 76155-0000, UNITED STATES OF AMERICA
- Accounting Information:** ENVOY AIR, 4550 BUCKINGHAM RD MD5194 HDQ AMIT INAMDAR 7096 9968, FT WORTH, TX 76155-0000
- Agent's IATA Code:** F30084276
- Account Number:** F30084276
- Airport of Departure (Address of First Carrier) and Requested Routing:** KINGSFORD SMITH
- Routing and Destination:** LAX AA DFW AA
- Currency:** AUD
- Declared Value for Carriage:** 0
- Declared Value for Customs:** 0

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

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

The screenshot shows the 'EIPP Exports' interface. At the top, there are tabs for 'Open Bills', 'Closed Bills', 'Payment History', 'Home', and 'Administration'. Below these, a summary bar shows 'Total Open Amount: 903.00 USD' and 'Selected Payable Amount: USD 556.00'. A search filter is available. A table lists invoices with columns: Cust. Name, Customer Number, Invoice Number, Invoice Date, Invoice Amount, Invoice Due Date, Paid Amount, Payable Amount, and Payable Status. Three invoices are listed. A dropdown menu is open next to the first invoice, showing options: 'Export Invoices Line Item Data', 'Export selected invoices Line Item Data', and 'Export all Invoices Line Item Data'.

Step 2

Click "Yes" to confirm that you want to download the data

A 'Confirm' dialog box with a question mark icon. The text inside asks: 'Do you want to download sales invoice headers and items for the selected record(s)?'. There are 'Yes' and 'No' buttons at the bottom.

Step 3

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

An 'Export Line Item' dialog box. It has two input fields: 'Export Name' (with a red circle 1) containing 'Name Your File' and 'File Separator' (with a red circle 2) containing a comma. There are 'Submit' and 'Cancel' buttons at the bottom.

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

The screenshot shows the 'EIPP Exports Summary' page. A notification box at the top right says 'Export Selected Data is being exported to CSV.' Below this is a table with columns: Export Id, Export Name, Export Time, File Type, File Size, Record Count, Status, File Path, and Error File Path. Two records are shown. The second record has a 'Download' button next to it, marked with a red circle 3.

A file download dialog box from a browser. It asks 'What do you want to do with Name Your File.csv?'. There are 'Open', 'Save as', and a three-dot menu button.

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

The screenshot shows the EIPP Exports page with the 'Open Bills' tab selected. A dropdown menu is open for the 'Customer' field, showing a list of American Airlines flight numbers. A red circle with the number '1' is placed over the dropdown menu.

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

The screenshot shows the EIPP Exports page with the 'Open Bills' tab selected. The 'Advanced Search' button is highlighted with a red circle and the number '2'. The page also shows a table of invoices with columns for Customer Name, Customer Number, Invoice Number, Invoice Date, Invoice Amount, Invoice Due Date, Paid Amount, Payable Amount, Open Amount, Scheduled Date, Scheduled Amount, Currency, and Payment Status.

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

The screenshot shows the search form with the following fields and callouts:

- 1 Invoice Number: (Empty box)
- 2 Invoice Date: (Calendar picker)
- 3 Customer Name: (Pick list)
- 4 Payment Status: (Dropdown)
- 5 Invoice Amount: (Numeric field with currency symbol)

Step 4

- 1 Close or Open Advanced Search by clicking on the expand/close icon

The screenshot shows the EIPP Exports page with the 'Open Bills' tab selected. The 'Advanced Search' button is highlighted with a red circle and the number '1'. The page also shows a table of invoices with columns for Customer Name, Customer Number, Invoice Number, Invoice Date, Invoice Amount, Invoice Due Date, Paid Amount, Payable Amount, Open Amount, Scheduled Date, Scheduled Amount, Currency, and Payment Status.

Search List Cont'd

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

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

EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Total Open Amount: 83,118.27 USD Customer: [Dropdown]

1 Search Filter: [Select filter to search...]

2 Advanced Search

Invoice Number: [Text] Invoice Date: [Text] [Calendar] [Clear]

Customer Number: [Text] [Clear] Invoice Due Date: [Text] [Calendar] [Clear]

Customer Name: [Text] [Clear] Invoice Amount: [Text] [Currency]

Payment Status: Open

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

EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Total Open Amount: 845.00 USD Customer: [Dropdown] Selected Payable Amount: 0.00 (0 Invoice(s) selected)

Search Filter: [Select filter to search...]

Advanced Search

1 Invoice Number: E242* Invoice Date: [Text] [Calendar] [Clear] Open Amount: [Text] [Currency]

Customer Number: [Text] [Clear] Invoice Due Date: [Text] [Calendar] [Clear]

Customer Name: [Text] [Clear] Invoice Amount: [Text] [Currency]

Payment Status: [Dropdown]

2 Search Clear Save Filter

Select All/Deselect All [Dropdown] View Details Invoices Pay Selected Bills Export Invoices Line Item Data

Cust... Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount	Currency	Payment Status
AMER...	F10522706	E24210330	06/28/2021	845.00	07/13/2021	430.00	415.00	845.00			USD	Success

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

Advanced Search

Invoice Number: [Text] Invoice Date: [Text] [Calendar] [Clear] Open Amount: [Text] [Currency]

Customer Number: [Text] [Clear] Invoice Due Date: [Text] [Calendar] [Clear]

Customer: [Text] [Clear] Invoice Amount: [Text] [Currency]

1 Payment Status: Open

2 Search Clear Save Filter

Select All/Deselect All [Dropdown] View Details Invoices Pay Selected Bills Export Invoices Line Item Data

Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount	Currency	Payment Status
45.25	08/18/2021	0.00	45.25	45.25			USD	Open
79,262.38	08/18/2021	500.00	78,762.38	79,262.38			USD	Success
2,062.64	08/05/2021	2,062.64	0.00	2,062.64			USD	Success

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 [::]

EIPP Exports

Open Bills 1 Closed Bills Payment History Home Administration

Total Open Amount : 83,118.27 USD Customer: [Dropdown]

Search Filter: Select filter to search...

Advanced Search

Search Clear Save Filter

Customer Number: [Field] [::] 2

Customer Name: [Field] [::] 3

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

Select Customer Number

Records 1 - 15 of 15

Customer Name 1 Customer Number 2

3

Customer Name	Customer Number
<input type="checkbox"/> AMERICAN AIRLINES INC	F30143019
<input type="checkbox"/> AMERICAN AIRLINES CREW RESOURCES	F00840491
<input type="checkbox"/> AMERICAN AIRLINES MIA GSE	F30172272
<input type="checkbox"/> AMERICAN AIRLINES TULJ	F10522560
<input type="checkbox"/> AMERICAN AIRLINES INC DFJ	F10522676
<input type="checkbox"/> AMERICAN AIRLINES LAXJ	F10522617
<input checked="" type="checkbox"/> AMERICAN AIRLINES	F10468728
<input type="checkbox"/> AMERICAN AIRLINES ORDJ	F10522544
<input type="checkbox"/> AMERICAN AIRLINES SFOJ	F10522501

4

Close 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.

EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Search Filter: Select filter to search...

Advanced Search

Invoice Number: [Field] Invoice Date: [Field] [::] Open Amount: [Field] [\$]

Customer Number: F30175710,F30175700 [Field] [::] Invoice Due Date: [Field] [::]

Customer Name: [Field] [::] Invoice Amount: [Field] [\$]

1 Search Clear Save Filter

Cust... Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount	Currency	Payment Status
AA CA...	F30175710	E29210431	08/03/2021	79,262.38	08/18/2021	500.00	78,762.38	79,262.38			USD	Success
AA CA...	F30175710	E41207291	07/21/2021	2,062.64	08/05/2021	2,062.64	0.00	2,062.64			USD	Success
AA CA...	F30175700	E30333388	07/21/2021	555.00	08/05/2021	0.00	555.00	555.00			USD	Success





Search List Cont'd

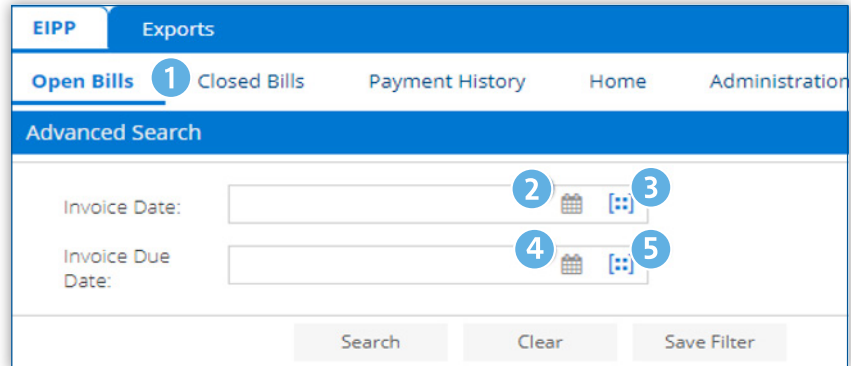
Searching/Filtering on aacargo.com couldn't be easier. Just follow these simple steps.

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 



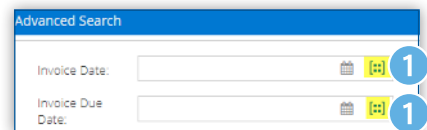
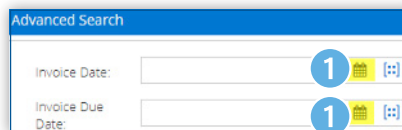
Search by Invoice/Due Dates Step 2

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: 

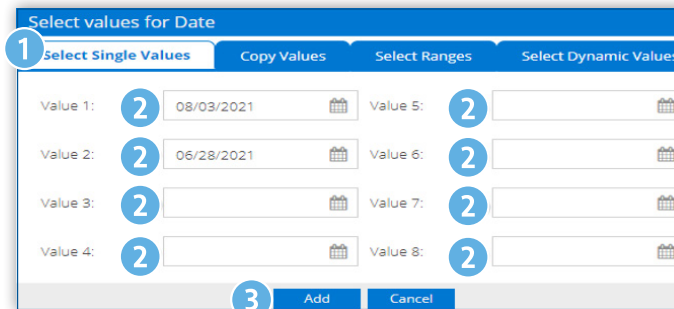
- 1 Select Single Values
- 2 Copy Values
- 3 Select Ranges
- 4 Select Dynamic Values



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

From the Dates Pop-Up Box

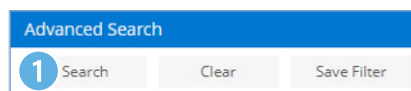
- 1 Click on the Select Single Values Tab
- 2 Input up to 8 dates
- 3 Click Add



The Pop-Up Box will close

- 1 Click Search

The results will be listed below the advanced search.



Search List Cont'd

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

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.

Select values for Date

Select Single Values **Copy Values** Select Ranges Select Dynamic Values

Values : 1/1/1995

Add Cancel

Advanced Search

1 Search Clear Save Filter

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.

Select values for Date

Select Single Values Copy Values **Select Ranges** Select Dynamic Values

Lower Limit 1: 06/01/2021 Upper Limit 1: 06/05/2021

Lower Limit 2: 07/01/2021 Upper Limit 2: 07/05/2021

Lower Limit 3: Upper Limit 3:

Lower Limit 4: Upper Limit 4:

Add Cancel

Advanced Search

1 Search Clear Save Filter

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.

Select values for Date

Select Single Values Copy Values Select Ranges **Select Dynamic Values**

Dynamic Value: Past 30 Days Onwards

Add Cancel

Advanced Search

1 Search Clear Save Filter

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

- 3 Click on New Bank Account
- 4 To save it, click the box to save Bank Account for Reuse

You will be prompted for bank information

Pay Bills

Preview/Edit Invoices

Pay Later Available January 2022

Choose payment option and view summary

Pay Now 1 Pay Later

PAYER: 2 AMERICAN AIRLINES PPS

CHOOSE A BANK ACCOUNT

3 Saved Bank Account Select a Bank Account..

4 New Bank Account

4 Save Bank Account For Reuse

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

Administration

2 Manage Bank Accounts

4 Add

3 Select Payer: MAT AIRLINES-PODS

Customer Number	Account Number	Account Holder's...	Routing Number	Bank Name	Saved On	Bank Country
There are no Records						

Page 0 of 0

No Records to display

Step 3

- 1 Select Bank Country
- 2 Select Currency

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

Add Bank Account

Bank Country *: US 1

Currency*: USD 2

Proceed Cancel

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

Add Bank Account

Bank Country *: US

Currency*: USD

Bank Name: 1 CitiBank

Account Type *: 2 Checking

Account Number *: 3 111122223333

Re-enter Bank Account Number *: 4 111122223333

Routing Number *: 5 111000614

Account Holder's Name *: 6 American Airlines

Fields marked with * are mandatory

7 Submit Cancel

Pay Invoices – Add New Bank Account Cont'd

Paying your invoices on aacargo.com couldn't be easier. Just follow these simple steps.

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 setup 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.

PAYER: 1 COMAT AIRBILLS-F00696

CHOOSE A BANK ACCOUNT

☒ Saved Bank Account XXXXXXXX3333

☐ New Bank Account

☐ Save Bank Account For R XXXXXXXX3333 2

Will only be able to see last 4 digits of the bank accounts

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

EIPP Exports

Open Bills Closed Bills Payment History Home Administration

Manage Bank Accounts

Manage Contacts

1 + Add | Edit | Delete | Select Payer 2 COMAT AIRBILLS-F0 3 Mark as Primary

Customer Number	Account Number	Account Holder's...	Routing Number	Bank Name	Saved On	Bank Country
F00696587	XXXXXXXX33...	American Ai...	111000614	CitiBank	08/11/2021 ...	US

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 setup 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

Advanced Search

Search Filter: Select filter to search...

Search Clear Save Filter

Invoice Number: Invoice Date: Open Amount: (0.01-9999999) [\$]

Customer Number: Invoice Due Date:

Customer Name: Invoice Amount: [\$]

Payment Status: **Failed At The Bank**

☐ Open ☐ Success ☐ Failed ☐ Cancelled ☐ In-Progress ☐ Scheduled

Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount	Currency	Payment Status
696.88	08/26/2021	0.00	696.88	696.88	08/15/2021	696.88	USD	Scheduled
45.25	08/18/2021	0.00	45.25	45.25			USD	Open
79,262.38	08/18/2021	500.00	78,762.38	78,262.38			USD	Success
2,062.64	08/05/2021	2,062.64	0.00	2,062.64			USD	Success
131.00	08/05/2021	0.00	131.00	131.00			USD	Open
216.00	08/05/2021	0.00	216.00	216.00			USD	Open
556.00	08/05/2021	0.00	556.00	556.00			USD	Cancelled
845.00	07/13/2021	430.00	415.00	845.00			USD	Success

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

Open Bills

Total Open Amount: 1,645.13 USD Customer: Selected Payable Amount: USD 347.00 (2 Invoice(s) selected)

Search Filter: Select filter to search...

Search Clear Save Filter

View Details Invoices Pay Selected Bills Export Invoices Line Item Data

Cust... Name	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sch... Date	Scheduled Amount	Currency	Payment Status
ENVO...	F30084276	I29210607	08/11/2021	696.88	08/26/2021	0.00	696.88	696.88			USD	Open
ENVO...	F30084276	E29210488	08/03/2021	45.25	08/18/2021	0.00	45.25	45.25			USD	Open
AA CA...	F30175700	E26207292	07/21/2021	131.00	08/05/2021	0.00	131.00	131.00			USD	Open
AA CA...	F30175700	E21207290	07/21/2021	216.00	08/05/2021	0.00	216.00	216.00			USD	Open
AA CA...	F30175700	E20207289	07/21/2021	556.00	08/05/2021	0.00	556.00	556.00			USD	Open

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 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 Click on Proceed to Pay to Pay entire invoice. This will take you to the Bank account screen.

Pay Selected Bills

Preview/Edit Invoices Select Account to Pay View Payment Status

Preview/Edit Invoices and Payment Amounts

Customer Name	Customer Number	Payable Amount	Net Payment Amount	Payment Comments
AA CARGO RE...	F30175700	216.00	216.00	
AA CARGO RE...	F30175700	131.00	131.00	

Total Net Payable Amount: 347.00 USD Open Bills 1 - 2 of 2

Select Line Item Re-Calculate Proceed to Pay Cancel

Pay Line Items/AWB

Paying your line items on aacargo.com couldn't be easier. Just follow these simple steps.

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

Pay Selected Bills

Preview/Edit Invoices | Select Account to Pay | View Payment Status

Preview/Edit Invoices and Payment Amounts

	Customer Name	Customer Number	Payable Amount	Net Payment Amount	Payment Comments
<input checked="" type="checkbox"/>	AA CARGO RE...	F30175700	216.00	216.00	
<input type="checkbox"/>	AA CARGO RE...	F30175700	131.00	131.00	

Page 1 of 1 | Total Net Payable Amount: 347.00 USD | Open Bills 1 - 2 of 2

Select Line Item | Re-Calculate | Proceed to Pay | Cancel

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 may need to use your scroll bars to see all.
- 4 Once changes have been made, click on Submit.

Line Item Payments

Preview Line Items

Invoice Number | Line Item Number

Line Item Number	Invoice Number	Payable Amount	Partial Payment Reason	Partial Payment Comment	Attachment
001MEM407...	E21207290	41			Upload/View
001MEM409...	E21207290	112	Spot Rate Not Applied	Spot ABC123 Not Applied	Upload/View
001MEM409...	E21207290	63			Upload/View

Page 1 of 1 | Total Net Payable Amount: 216.00 USD | Select Line Items 1 - 3 of 3

Refresh | Submit | Cancel

Pay

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

- 1 Click Proceed to Pay

Pay Selected Bills

Preview/Edit Invoices | Select Account to Pay | View Payment Status

Preview/Edit Invoices and Payment Amounts

	Customer Name	Customer Number	Payable Amount	Net Payment Amount	Payment Comments
<input checked="" type="checkbox"/>	AA CARGO RE...	F30175700	216.00	216.00	
<input type="checkbox"/>	AA CARGO RE...	F30175700	131.00	131.00	

Page 1 of 1 | Total Net Payable Amount: 347.00 USD | Open Bills 1 - 2 of 2

Select Line Item | Re-Calculate | Proceed to Pay | Cancel

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

The 'Pay Bills' form includes a 'Preview/Edit Invoices' button, a 'Select Account to Pay' dropdown, and a 'View Payment Status' button. Below these are radio buttons for 'Pay Now' (selected) and 'Pay Later'. A callout points to the 'Pay Later' option with the text 'Pay Later Available January 2022'. The 'PAYER:' section has a 'Select Payer' dropdown. The 'CHOOSE A BANK ACCOUNT' section has radio buttons for 'Saved Bank Account' (selected) and 'New Bank Account', with a 'Select a Bank Account...' dropdown. A 'Save Bank Account For Reuse' checkbox is also present. The 'PAYMENT SUMMARY' section shows 'Payment Amount : 346.00 USD' and 'Amount Payable : 346.00 USD'. At the bottom are 'Proceed' and 'Cancel' buttons.

Step 2

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

The 'Authorization Page' displays 'ACH Terms and Conditions'. The text states: 'By selecting Accept I am certifying that I am an authorized user of this bank account and I am in agreement with the following:'. The terms listed are:
1. I authorize AA via its agent Citibank to debit my bank account for the specified amount(s).
2. This debit will be processed immediately unless I schedule it for a future date.
3. Scheduled payment cannot be modified any later than one(1) business day prior to the date such payment is scheduled to be processed.
4. Payments may take up five(5) business days to appear on your account records.
5. Payment transactions may be restricted for any of the following reasons, and/or other reasons: security/fraud verification, exceeding allowed number of daily transactions, recent change to bank and/or card information.
Below the terms is a checkbox labeled 'I Accept Terms of Agreement' which is checked. At the bottom are 'Pay' and 'Cancel' buttons.

Step 3

- 1 Email or Print Receipt
- 2 Click Close

The 'Payment Response' window shows a table with payment details. The table has columns: Invoice Number, Paid Amount, Transaction Id, Payment Status, Payment Response..., and Debit Credit Indicator. The data rows are:
E21207290 | 216.00 | 817AG8PJGD | Success | Successfully ... | Debit
E26207292 | 131.00 | 817AG8PJGD | Success | Successfully ... | Debit
Below the table is a 'Payment Summary' section showing 'Net Paid Amount :: 346.00 USD'. At the bottom are 'Email Receipt', 'Print Receipt', and 'Close' buttons.

Invoice Number	Paid Amount	Transaction Id	Payment Status	Payment Response...	Debit Credit Indicator
E21207290	216.00	817AG8PJGD	Success	Successfully ...	Debit
E26207292	131.00	817AG8PJGD	Success	Successfully ...	Debit

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)

Cust...	Customer Number	Invoice Number	Invoice Date	Invoice Amount	Invoice Due Date	Paid Amount	Payable Amount	Open Amount	Sched... Date	Scheduled Amount	Currency	Payment Status
ENVO...	F30084276	I29210607	08/11/2021	696.88	08/26/2021	0.00	696.88	696.88			USD	Open
ENVO...	F30084276	E29210488	08/03/2021	45.25	08/18/2021	0.00	45.25	45.25			USD	Open
AA CA...	F30175710	E29210431	08/03/2021	79,262.38	08/18/2021	500.00	78,762.38	79,262.38			USD	Success
AA CA...	F30175710	E41207291	07/21/2021	2,062.64	08/05/2021	2,062.64	0.00	2,062.64			USD	Success
AA CA...	F30175700	E26207292	07/21/2021	131.00	08/05/2021	0.00	131.00	131.00			USD	Open
AA CA...	F30175700	E21207290	07/21/2021	216.00	08/05/2021	0.00	216.00	216.00			USD	Open
AA CA...	F30175700	E20207289	07/21/2021	556.00	08/05/2021	0.00	556.00	556.00			USD	Open
AMER...	F10522706	E24210330	06/28/2021	845.00	07/13/2021	430.00	415.00	845.00			USD	Success

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

EIPP

Exports

Open Bills

Closed Bills

Payment History

Home

Administration

I29210607 - Invoice Details

Details

Customer Number:

F30084276

Open Amount:

696.88

Invoice Date:

08/11/2021

Due Amount:

Due Date:

08/26/2021

Invoice Amount:

696.88

Invoice Number:

I29210607

Currency:

USD

Sales Invoice Items

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of 1

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Step 3

- 1 Click on Select Line Item(s)

Customer Name	Customer Number	Payable Amount	Net Payment...	Payment Comments
ENVOY AIR	F30084276	696.88	696.88	

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"

Line Item Number	Invoice Number	Payable Amount	Partial Payment Reason	Partial Payment Comments	Attachment
001ORD425...	I29210607	696.88	Others	Paid AWB Fees at station	Upload/View

Total Net Payable Amount: 696.88 USD

Refresh Submit Cancel

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

AA CARGO REVENUE ACCOUNTING EAST-F30175700

Amount Due By Aging Buckets

Filter Payables By Aging Buckets

Filter by Due Dates Bucket: Total Past Due

Bill Amount Due: USD 903.00

Number of Bills Due: 3

Pay above with

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

Raise Ticket on Email

To: elizabeth.gonzalez@aa.com

BCC:

Subject: AA AA CARGO REVENUE ACCOUNTING EAST - F30175700

Body:

For AWB 12345678, the consignee should be charged instead of our account. Attached is a screen shot of the Air Waybill with the correct account highlighted.

Thanks,
Jane Smith
555-555-5555
jane.smith@cargo555.com

Attachment:

Maximum size of the file is 5 MB. In case of multiple files, zip and upload

Send Cancel