

# Important Information for Travel Agencies and Partners

## Key steps for a successful AirPlus Virtual Cards migration.

On April 12, our virtual payment solution AirPlus Virtual Cards, formerly known as A.I.D.A., is moving to a new, state-of-the-art IT platform. We informed you by email in February about the most important points to consider.

The move will result in a few critical changes.

- AirPlus Virtual Cards will be a **separate product from the AirPlus Company Account (as well as the AirPlus Travel Agency Account)**
- That means you will receive a **separate statement**
- Your **15-digit Account Number** will **turn into a 12-digit Account Number without expiry date**

# Travel Agency

You use AirPlus Virtual Cards  
on behalf of your corporate  
customers.

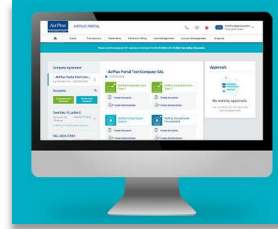
## 1. AirPlus Portal

During a transition period, you will temporarily have access to two portals:



### Former AirPlus Business Travel Portal

AirPlus Company Account  
AirPlus Travel Agency Account



### New AirPlus Portal:

AirPlus Virtual Cards  
as of April 12

## 2. Card Generation

### 2.1 Via the AirPlus Portal

The person selected to act as Travel Agency Portal Administrator at your company received an email from us on February 9, 2021 containing an activation link for the new portal. This link was valid for 48 hours. Please ensure that your administrator used this link to register for the new AirPlus Portal. This is especially important because the Travel Agency Administrator is responsible for creating all other portal users.

**If the link has expired or the email was lost, please visit the new AirPlus Portal** and use the "Forgot Password" function to have a new link sent to you.

#### Why is pre-registration important?

We are granting you as a travel agency or travel service provider access to the new portal earlier than our corporate customers to enable your teams to familiarize themselves with the new system and the new AirPlus Virtual Cards.

Your access is essential as the Travel Agency Administrator is responsible for creating all other AirPlus Portal users within your travel agency.

## 1.1 Via technical interface

If you use a service provider (e.g. Mid-Office) or an online booking engine to generate Virtual Cards, please ensure the following with your service partner:

- The new account number (12-digit and without expiry date) is available and ready for use as of the go-live date (April 12, 2021)
- The account number can be stored in customer profiles, if required

You may also continue using the existing AirPlus Company Account to generate Virtual Cards for a short transition period.

## 1.2 Urgent points to consider:

- a) On April 12, you will need the new 12-digit account number to generate AirPlus Virtual Cards on the new AirPlus Portal.

If you do not have these, it is urgent that you contact your customer or AirPlus partner management at [partnernmigration@airplus.com](mailto:partnernmigration@airplus.com) to obtain them.

**Please note: As of April 12, changes to preexisting Virtual Cards (A.I.D.A. cards from the former AirPlus Business Travel Portal) will no longer be possible.** Please make any necessary changes, such as renewal, validity, or transaction limit, by this date!

- b) Before the April 12 migration date, Virtual Cards for corporate customers can only be generated using the former AirPlus Business Travel Portal or from the technical interface.
- c) During a transitional period, generating Virtual Cards requires having access to both portals.
- d) **As of July 12, all preexisting Virtual Cards (A.I.D.A. cards from the former AirPlus Business Travel Portal) will cease to be valid and can no longer be used for payment,** regardless of the cards' initial validity.

## 2. Transmission of transaction fees (TAF) by travel agencies

Since the product is separating from the AirPlus Company Account and AirPlus Travel Agency Account, customers will receive a separate invoice for their AirPlus Virtual Cards transactions in the future.

### Important:

Please note that the TAF will continue to appear on your corporate customers' statements for their associated AirPlus Company Account.



Please continue to book the TAF via the usual central channel (our TAMARA data format), with the customer's associated AirPlus Company Account number (including a reference to the newly created 16-digit AirPlus Virtual Card Mastercard number).

## Your Checklist

If you use AirPlus Virtual Cards on behalf of your corporate customers:

1. Contact your customers and ask them to provide you with **their new AirPlus Virtual Card account numbers before the April 12 migration.**
2. You received our notification and registration emails because you are the designated **Travel Agency Administrator**. As an administrator, you can manage access and roles for your colleagues.
3. As Travel Agency Administrator, you **received an activation link** that was valid for 48 hours **before February 10, 2021**. This link should have been used to register on the new AirPlus Portal. **If the link has expired or you cannot locate the email, please visit the new AirPlus Portal** and use the "Forgot Password" function to have a new link sent to you. Access is essential as the Travel Agency Administrator is responsible for creating all other AirPlus Portal users within your travel agency.
4. If you use a **reservation system** (e.g. GDS) **or service provider** (e.g. mid-office tool, payment service provider) to generate AirPlus Virtual Cards, then please **update your customer profiles in these systems** with the new AirPlus Virtual Card account numbers (now a 12-digit account number vs. the previous 15-digit one). The new accounts no longer have an expiry date.  
  
*Note: Please only update the new account number and do not replace it. There is no need to enter an expiry date.*
5. Please communicate **the new account numbers to all service providers that generate AirPlus Virtual Cards for you** (e.g. self-booking tools, booking platforms).
6. On our migration landing page, you will find tutorials and current information on the most important changes. Our **migration mailings** also offer guidance on how to access the new AirPlus Portal and other important information. We advise you to refer to these resources for any information on the AirPlus Virtual Cards migration.

# Tour operator

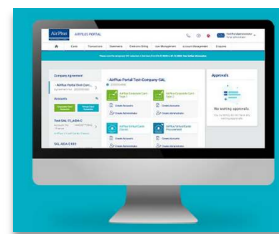
You use AirPlus Virtual Cards  
for your own travel agency.

You will have temporary access to **two portals**:



### **Former AirPlus Business Travel Portal**

AirPlus Company Account  
AirPlus Travel Agency Account



### **New AirPlus Portal:**

AirPlus Virtual Cards  
as of April 12

**On April 12, the go-live date for migration, all affected portal users will receive a notification, including a link** which they can use to register for the new AirPlus Portal and its new AirPlus Virtual Cards.

**Please note: As of April 12, changes to preexisting Virtual Cards** (A.I.D.A. cards from the former AirPlus Business Travel Portal) **will no longer be possible**. Please make any necessary changes, such as renewal, validity, or transaction limit, by this date!

**As of July 12, all preexisting Virtual Cards** (A.I.D.A. cards from the former AirPlus Business Travel Portal) **will cease to be valid and can no longer be used for payment**, regardless of the cards' initial validity.

If the portal user's email address has already been created in the new AirPlus Portal (e.g. by a Travel Agency Administrator), the one-time registration process for the new AirPlus Portal must still be completed.

Using the same email address for both portal registrations triggers a process that merges the accounts. After merging, the user has only one portal login for all roles and rights.

**You can already access your new AirPlus Virtual Cards account number(s) on the former AirPlus Business Travel Portal.**



## Your Checklist

If you use AirPlus Virtual Cards for your own travel agency:

1. Once the migration is complete, AirPlus Virtual Cards will be an independent product from the Travel Agency Account and Company Account. It will have its own account number and separate statements will be issued for AirPlus Virtual Cards in the future. Therefore, in **addition to the customer's existing AirPlus Company Account number (15 digits), there will be a new AirPlus Virtual Card Account number (12 digits)**. This new account number will be used to settle future AirPlus Virtual Cards transactions.

The Travel Agency Account on the UATP network will continue to be used by suppliers who accept AirPlus as a payment solution, e.g. airlines, railroads, and car rental companies.

2. You can access an overview of the old account numbers assignment and the new 12-digit account numbers ahead of the migration. **You can do so by visiting the [AirPlus Business Travel Portal](#)** and by going to the service area "Your new AirPlus Virtual Card account numbers." From there, you can export the **list of new AirPlus Virtual Cards account numbers** as an Excel (xls) file.

3. **If you have not generated an AirPlus Virtual Card (formerly known as A.I.D.A.) since November 1, 2019**, you will not receive a new AirPlus Virtual Card account number. As soon as a card has been created, the respective Travel Agency Account will automatically be flagged for migration. Your new AirPlus Virtual Card account number will then be available in the AirPlus Business Travel Portal as of March 31, 2021.

4. **Save your new AirPlus Virtual Cards account number(s) in all systems** where you previously also saved your Travel Agency account number(s) for billing purposes (e.g. booking engines and hotel reservation platforms).