

Checklist for travel agencies

Key steps for a successful AirPlus Virtual Cards migration.

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. They will have their own account numbers, therefore, **separate statements will be issued for AirPlus Virtual Cards** in the future.

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 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 file (xls).
3. **If an A.I.D.A. virtual card has not been generated since November 1, 2019**, you will not receive a new AirPlus Virtual Card account number. To migrate an existing account, it is necessary to **generate an A.I.D.A. virtual card on this Travel Agency Account in the [AirPlus Business Travel Portal](#) before March 25, 2021** (Note: It isn't necessary to make any payments). Once an A.I.D.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 Card 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).

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 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" option 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 or service provider** (e.g. GDS, 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., GDS, 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.