Submit a TAC Request for Approval

TAC Management user guide

Updated - September 11, 2017
Getting Started:

- You will need to have a JetNet/AA login to use the TAC Management application.

- You will need to request access to TAC Management – without access you will get an error.
  To request access -
  Click on "How do I Request Access" link – right mid-top of the TAC landing page [https://tac.aa.com/tac/#/home](https://tac.aa.com/tac/#/home) and follow instructions or click [here](https://tac.aa.com/tac/#/home) to request access.

- There are two level of access:
  - Requestor
  - Approver – to be given approver access your level in outlook will need to be a 5 or above.

- Once you have access, you can get to the TAC Management from the Landing page, by clicking on the Log in link on the top right of the page.
  Or directly by entering [https://tac.aa.com/tac_enu/](https://tac.aa.com/tac_enu/) in a browser (chrome or IE).
Reason for giving out a TAC—Travel Authorization Certificate

Based on the Reason selected, the Account field required will be displayed and enabled. The Account is who is using the TAC to book travel. See below for reason definitions and requirements.

- **AGENCY INCENTIVE**
  TACs earned by agencies in an incentive program based on pre-described performance levels.
  ARC/IATA Number

- **BARTER**
  Used for Direct trade of TACs for other goods or services such as, Hotel Rooms, Meals, Meeting Rooms, Rental Cars, etc.
  Event ID  See user guide “Organizations and Events” on how create an Event ID.

- **BSD - AGENT**
  Business Sales Development with a Travel Agency.
  ARC/IATA Number and Program/Function

- **BSD - NON AGENT**
  Business Sales Development for Non Travel Agent.
  ARC/IATA Number or Corp Id (CART) and Program/Function

- **BUSINESS TRAVEL**
  Non AA employee travel for AA business, such as: Consultant/vendors, Business Associates and Recruiting
  Event ID. See user guide “Organizations and Events” on how create an Event ID.

- **CONTRIBUTE TO NON-PROFIT**
  TACs provided to a Non Profit organization where "NO" compensation or promotional is provided in return.
  Program/Function and ARC/IATA Number, Corp Id (CART), or an Event ID. See user guide “Organizations and Events” on how create an Event ID

- **CORPORATE INCENTIVE**
  TACs earned by corporations in an incentive program based on pre-described performance levels.
  Corp Id (CART)
**FAMILIARIZATION TRIP**
FAM trips and site inspections.
Program/Function and ARC/IATA Number or Corp Id (CART)

**GROUP EARNED**
TACs earned by group sponsors/tour conductors based on group size.

- **US** locations (contracted published/discount fares):
  - Will need an AN Number. The Contract Number and Agency/Cart information will pre-populate based on the AN number.
- **PA and LA** locations:
  - Will need an ARC/IATA Number or Event ID. See user guide “Organizations and Events” on how create an Event ID
- **EU** locations:
  - Will need an AN Number or ARC/IATA Number.

**PROMOTION**
TACs provided for Non-Airline Industry promotional event. TACs may be used to transport attendees or used by event planners.
Event ID. See user guide “Organizations and Events” on how create an Event ID

**Reduced Agency**
TACs provided for Non-Airline Industry promotional event. TACs may be used to transport attendees or used by event planners.
Event ID. See user guide “Organizations and Events” on how create an Event ID

**Reduced Cargo** - *(only those will rights to issue this type of TAC will see this option)*
TACs provided for Non-Airline Industry promotional event. TACs may be used to transport attendees or used by event planners.
Event ID. See user guide “Organizations and Events” on how create an Event ID
How to Request Approval

Step 1 – New Request

Once you are in the TAC Management application, select on the [TAC Requests] tab and then click on the New Request button. This will open a page for Step 2.

Note: This page will show any TAC requests started and have not yet been submitted.
Step 2 - Request Information

The fields will be pre-populated based on the Requestor signed-in. At this point you can change/update information displayed in the enabled field or click button to continue.

- Approval Code - Is a unique number created by the system. This will be used through the life cycle of this request
- Requestor Emp Num - Defaults to the employee number of user that is signed in
- Requestor Last Name - Defaults to the last name of user that is signed in
- Tracking Email Id - Defaults to the email address of the user signed in
  
  Note: If the email is blank send an email to TAC Admins, using the link on the landing page.
TAC User Guide – TAC Approval Request

- **Term** - Defaults to 12 which is the number of months the TAC is valid from the issue date
- **Manual Assignment** – It defaults to “Y”, if you change it to “N”, the approver will **not** be notified by email that his/her approval is required
- **Requestor Group** – Is not required
- **Service Type** – defaults to “Round Trip Award”

Clicking on next button will display a new page for step 3.
Step 3 - TAC Request Details –

Enter all required fields starting with the **Reason**. Click on the icon to the right of the field and a popup/applet will be displayed.
Select the Reason and then click on the OK button. Based on the Reason selected will determine what other fields will be displayed and are are required.
On the following example, AGENCY INCENTIVE was selected as the Reason. You will notice an input field on the bottom/left corner is displayed to enter ARC/IATA Number.
You have the option to enter the number manually as we did below or you can search for a valid number by clicking on the search to the right of the field. Fields associated with the account will auto populate.

Note: You can edit any field that is not grayed out.

To reset all the fields, hit the [Esc] key on the keyboard.

Once all the required fields are completed, click on the Next button, taking you to Step 4.
Step 4 - TAC Travel Details (without an Event ID)

If you selected “Sales” as the Requestor Group – a line will auto populate with one NAM COACH request.

Otherwise if select other requestors group the fields will be blank.
Click on the blue line below the field name and then click on the icon to the right of the field.

- Geo Code

Select the destination and the click on the OK button.
Class

The class list displayed is based on the reason selected, this example if for an agency.

<table>
<thead>
<tr>
<th>Geo Code</th>
<th>Class</th>
<th>Quantity</th>
<th>$ Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAM-US48,CA...</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- BUSINESS
- COACH
- FIRST
- **Quantity**

Enter the number of TACs to be redeemed.

You may also access the calculator tool, clicking on the icon and then entering the numbers. Click on the **Use** button to populate the input cell.

To add additional Travel Details, click on the **+** button which adds a line. When finished with the Travel Details click on the **Next** button taking you to Step 5.
Step 4 - TAC Travel Details (using an Event ID)

To add travel details when using an Event ID. The + button is disabled and the Travel details are added by clicking the Update button.
**Step 5 - Review Request Summary**

Click the **Next** button to complete the request or the **Back** button to edit.
When the request is completed you will receive a response with your approval code. Click OK.

Taking you TAC Request form.
For those **without** an Event ID - your approver will receive an email with the TAC Request Approval Code.

<table>
<thead>
<tr>
<th></th>
<th><a href="mailto:TAC-Do-Not-Reply@aa.com">TAC-Do-Not-Reply@aa.com</a></th>
<th>TAC Request Approval Code: 1-24858578501</th>
</tr>
</thead>
</table>

Subject: TAC Request Approval Code: 1-24858578501

A new TAC Request with Approval Code: 1-24858578501 has been submitted and is pending your approval.

Please login to the [TAC Management System](#) to respond.

Thank you,

TAC Team

When the approver clicks on the link in the email, they will be taken to the **My Pending Approvals**.

*Note: Not receiving the email doesn’t mean they can’t go directly to the page to approve the request.*
Approved/Rejected TAC Request
For those without an Event ID Once the request is approved or rejected the requestor will receive an email – see examples below.

<table>
<thead>
<tr>
<th>Subject</th>
<th>TAC Request Approval Code : 1-24858578501</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Your TAC Request with Approval Code : 1-24858578501 has been acted upon.</td>
</tr>
<tr>
<td></td>
<td>Please login to the <a href="#">TAC Management System</a> to check the details and request the Award Letter or TAC with PNR.</td>
</tr>
<tr>
<td></td>
<td>Thank you, TAC Team</td>
</tr>
</tbody>
</table>

The next step once you have the approval is to request an Award letter/s or TAC with PNR. See user guide [Generate Award](#) for these steps.
Button definitions:

- Forward one Page
- Back one Page
- Search
- Add/New
- Run/Go
- Cancel
- Move to the Right
- Move to the Left
- Save
- Revert