American Airlines Group (AAG) – Travel Agency Policy Update

Update: 1200ct/December 4, 2015

Today, American Airlines Group (AAG), the parent of American Airlines and US Airways, released an update to its travel agency policies in the form of a refreshed addendum to the ARC Agency Reporting Agreement and the IATA Passenger Sales Agency Agreement. The ARC Agent Reporting Agreement, the IATA Passenger Sales Agency Agreement and AAG’s addendum serve as the foundational contractual relationship between the AAG airlines and travel agencies.

The addendum can be found at the American Airlines Agency Reference Website, located at Addendum to Governing Travel Agency Agreements. As a reminder, your travel agency’s continued use of American Airlines or US Airways ticket stock as of January 04, 2016 will affirm its agreement to the terms of the addendum.

We recommend that you refer to the Agency Reference Website frequently for policy updates. For inquiries or more information, please contact your Account Manager.

Thank you for your continued support.

Updated: 2015-12-04 18:33:55

Sales Support Thanksgiving Day (Thursday, November 26th company observed) Holiday Operating Hours

U.S. based Sales Support is available on Thursday November 26th to process phone and email requests for the below 24/7 service desks:

- Executive Connections Desk (ECD)
- Preferred Top A and Covered B Agencies
- House or Non-Managed Agencies
- Field Administrative Support Team (FAST)

Our remaining service desks are closed to observe the Thanksgiving Day holiday:

- SalesLink Technical Support
- SalesLink is available 24/7 for our most popular service requests
- Latin Support
- Leisure Support
- Pacific Support
- Electronic Support Desk (ESD)
- Ticket Redemption Center (TAC)
- Business Extra Customer Service
Child in a Separate PNR – Traveling with an Adult

This notification you are receiving is an important reminder regarding PNR remarks required when a child is ticketed in a separate reservation when traveling with an adult.

It is important the child PNR be updated with specific formats to cross-reference the adult and child booking. This will substantiate the child is accompanied by an adult.

When our system is unable to identify a relationship between a child and adult traveling together when booked in separate PNRs, our coding will identify the child booking as an unaccompanied minor. This may result in the itinerary being canceled as the unaccompanied minor rules are very restrictive.

The reservations should be cross-referenced in the special service requirement or OSI field. These specific remarks ignore the restricted travel rules and avoid cancellation of the itinerary, when the child is identified as an unaccompanied minor. Please update both existing and new child bookings traveling in a separate PNR as follows:

4OSI TCP# (XXXXXX)

- # denotes to the total size of family
- X= PNR locator containing the Adult

Example: 4OSI TCP4 ABCDEF

If you have any format questions, please check with your OA GDS help desk.

Approaching one reservation system

Operational Update

We are sending this operational update to notify our travel partners of important information related to our reservations system migration.

On October 17, Sabre will serve as the single reservation system for American. All US Airways ticket information will be migrated to Sabre for travel moving forward. This change results in transitioning all agency support services to American and permanently closing the US Airways More Care Center on Friday, October 16, 2015 at 9 p.m. Central.

Any new bookings made October 17, 2015 will follow American fare rules. All 037 reissues for either active or unused tickets will follow US Airways fare rules and require validation on 037.

Still have questions? We are ready to help.
American and Delta Discontinuation of Interline Agreement Procedures

You are receiving this important update to provide further information to our communications sent on September 14. The discontinuation of our interline agreement with Delta has resulted in many questions from our valued travel partners. We understand your concerns and the fact this may add complexity when servicing your customers ticketed on both American and Delta. We also want to reassure you and your customers that all tickets purchased on or before September 14, 2015 are valid and will be honored by American and US Airways.

To help you during this transition period, we have established specific guidelines to assist you when your customers request either voluntary or involuntary changes. By providing these special procedures this should result in added flexibility to assist you during the reissue process.

As always thank you for your business.

Please see AA DL Discontinuation of Interline Agreement Procedures

Process merger schedule change by October 1, 2015

In preparation for moving all US Airways flights to the Sabre reservation system, we encourage you to process the merger schedule change and reissue tickets on the original ticket stock no later than October 1. This will ensure you maintain control of these tickets.

After October 1, we may reissue any tickets you haven’t processed to ensure all customers are ready for travel on or after October 17. On that day, Sabre will serve as our single reservation system and all flights will use the American Airlines code.

Have questions? Here’s how to get help:

Contact your account manager
Email us directly at sales.integration@aa.com

View our Updated frequently asked questions for more detail.
Update on our interline agreement with Delta

For many years, it's been common practice for airlines to have interline agreements that help reaccommodate passengers during irregular operations, among other things. In fact, earlier this year, participating airlines across the industry agreed to standardize rates for moving customers between carriers in times of disruption.

Since then, Delta Air Lines has decided to go outside of that agreement and negotiate an individual agreement with American. We have been unable to come to terms on an agreement with Delta Air Lines and have mutually agreed to end our interline agreement effective September 15.

We remain committed to taking care of you, our business partners, and of course our mutual travelers. As the world’s largest airline, we're able to provide customers with more options than ever before. And with our joint business and one world® Alliance partners, plus interline agreements with other airlines like United Airlines and Alaska Airlines, we're able to get customers where they need to be.

Preparing for one reservation system

Please see our updated FAQs regarding our reservation systems integration with US Airways. We will continue to add new questions, so please check back periodically for the latest information.

For agencies located outside of the U.S. and Canada, travel agents will continue to utilize their local Agency Reference sites.

Have questions? We’re ready to help. Contact your account manager or email sales.integration@aa.com.

Thank you for your business.

First Class Fare Filing Issue for Prague (PRG) – to Mexico Destinations
Updated: August 31, 2015

This information is to inform you of an important fare filing matter. We have been informed there are some fares Iberia (IB) filed erroneously from Prague to any destination in Mexico last week. We have identified them as first class fares with a fare basis code (FBC) ANN0S0Z1.

American has evaluated the situation and is unable to honor this fare. All PNR’s affected have been cancelled and specific remarks have been updated in the PNR as follows:

5H-FLASH XX CANCELED DUE INVALID FARE

Please review your bookings for this destination and advise your customer accordingly. If you have already ticketed your customer, you will be able to process a full refund to the original form of payment through your GDS – ARC/BSP and indicate the waiver code: PRGMXERR when processing the refund.

If your customer has additional questions please direct them to Customer Relations via aa.com. Under customer service select Contact American and go to Customer Service/complaints
AAdvantage Members Traveling on Flights Operated by US Airways
Update: August 3, 2015

This notification you are receiving today is to notify you of an invalid Amadeus format previously provided in bullet 2 of the notification sent on June 25, 2015. Please make note of the corrected format for Amadeus. We apologize for the inconvenience.

In order to ensure AAdvantage members receive their AAdvantage miles and elite benefits (e.g. seats, upgrades) when flying on US Airways flights, please ensure you are following these steps:

1. Only include the customer’s American Airlines AAdvantage number in the reservation. US Airways Dividend Miles numbers should be removed from customer profiles and should no longer be added to reservations. You may utilize the AAdvantage Integration look-up tool located on SalesLink to cross reference a Dividend Miles number to a customer’s AAdvantage number.

2. When entering an AAdvantage number in a reservation containing one or more US Airways flights, the AAdvantage number must be associated to the US Airways flights. This is the same process you should be following when an AAdvantage frequent flyer number is entered for travel on one of AA’s oneworld alliance partners. See below for the appropriate entry to use for each GDS:

   - **Sabre:** FFAA1234567/US
   - **Worldspan:** 3SSRFQTVUSHK/AA123456789-1.1
   - **Amadeus:** FFFAAC-1234567/US
   - **Apollo:** MP*AA1234567
   - **Galileo:** M.AA1234567/US

3. Ensure the AAdvantage number is always entered with AA as the airline/program code (i.e. AA prior to the account number). US should not be entered as the airline code in conjunction with an AAdvantage number.

Merger Schedule Change Reissue Procedures
Updated: July 23, 2015

On July 10, we notified you that our merger schedule change would occur on July 18 and that US Airways flights would no longer be offered for travel departing on or after October 17. These same flights are now American flights.

Now that we have processed our merger schedule change, we want to remind you how to manage these reservations.

When processing your customer’s schedule change, please be guided by the following:

- Reissue on the original ticket stock
- Input waiver code SCHG in the tour code or endorsement box

Beginning October 1, American may reissue any tickets travel agents haven’t to ensure customers are ready for travel on October 17.
Have questions? We're ready to help.
Contact your account manager or email sales.integration@aa.com.

Approaching one reservation system
July 10, 2015
Here's our latest update on the American reservation system migration. Still have more inquiries? See our Frequently Asked Questions for more information. If you still need to speak with someone, contact your account manager or email sales.integration@aa.com. As always, thank you for your business.

Unaccompanied Minor Booking Invalid Itineraries/Connections
Update: July 6, 2015
You are receiving this notification to share important information on Unaccompanied Minor bookings that may contain invalid itineraries and/or connection cities that will impact the unaccompanied minor's travel.

American and US Airways will be offering a travel exception policy to those affected bookings and allow the Travel Agents to rebook the unaccompanied minor utilizing a specific waiver code.

These invalid itineraries have been identified and queued to your notification queue so you may rebook the unaccompanied minor to valid American and US Airways flights and valid connection cities when permissible per the guidelines.

Sales Support Independence Day (July 3 company observed) Holiday Operating Hours
U.S. based Sales Support is available on Friday July 3rd to process phone and email requests for the below 24/7 service desks:

- Executive Connections Desk (ECD)
- Preferred Top A and Covered B Agencies
- House or Non-Managed Agencies
- Field Administrative Support Team (FAST)

Our remaining service desks are closed to observe the Independence Day holiday:

- SalesLink Technical Support
- SalesLink is available 24/7 for our most popular service requests
- Latin Support
- Leisure Support
- Pacific Support
- Electronic Support Desk (ESD)
- Agency Relations
- Ticket Redemption Center (TAC)
Preparing for one reservation system
July 2, 2015

This notification is to let you know American Airlines has posted the Getting Closer to One Reservation System, Frequently Asked Questions regarding our reservation systems integration with US Airways. We will periodically update this Q&A with new information so please check back.

Have questions? We’re ready to help. Contact your account manager or email sales.integration@aa.com.

We’ll continue to update you as we get closer to the schedule change date.

Thank you for your business.

Unaccompanied Minor Booking Revised Policy
Update: July 1, 2015

On June 17, 2015 we informed you of our policy change to require all unaccompanied minor bookings to be booked by our Reservations department to ensure company procedures were consistently applied.

Since then, we have worked with various stakeholders within American and US Airways to consider implementing additional controls to raise awareness and to accommodate Travel Agency bookings. We are pleased to advise we are rescinding our previously announced unaccompanied minor policy change which required all bookings to be ticketed by Reservations.

Effective immediately, you may resume booking unaccompanied minor travel if you meet company guidelines and restrictions which can be found by clicking on the following link: Unaccompanied Minor

Child in a Separate PNR – Traveling with an Adult
June 30, 2015

You are receiving this notification to share important information on PNR remarks required when a child is ticketed in a separate reservation when traveling with an adult.

When we are unable to identify a relationship between a child and adult traveling together and in separate bookings, our coding will flag the child booking as an unaccompanied minor which is incorrect.

Effective immediately we are requesting you please update the PNR with specific formats to cross-reference the adult
American 001

- 4OSI TCP# (XXXXXX)
  - # - denotes to the total size of family
  - X = PNR locator containing the Adult

US Airways 037

- 3OSI US TCP# (XXXXXX)
  - # - denotes to the total size of family
  - X = PNR locator containing the Adult

If the booking includes both American and US operated flights regardless of ticket stock, we require you update both the 4OSI and 3OSI fields so both airlines receive the message. If you have any format questions, please check with your OA GDS help desk.

As always thanks for your business

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International Block Space Group Travel from North America

Issued: June 29, 2015

American Airlines is pleased to announce that we are making significant improvements to our terms and conditions for block space group travel from North America point of sale to all International destinations (see details below). These changes are effective for all bookings made on or after June 29, 2015 and are in response to feedback from our agency partners.

This aligns our terms for travel to Transatlantic and Latin American destinations with those already in place for travel to Asia and Tel Aviv. We appreciate your continued support and feedback, and look forward to delivering more enhancements in the coming months.

If you have any questions, please contact the group desk at American (800-221-2255 or aagmt.internet@aa.com) or US Airways (877-874-7687) for assistance
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*For tickets purchased outside the US, USVI, and PR the amount will vary by country and currency

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**AAAdvantage Members Traveling on Flights Operated by US Airways**

Revised: June 25, 2015

This notification is to notify you of an invalid Worldspan format previously provided in bullet 2 of the notification sent on June 5, 2015. We apologize for the inconvenience.

In order to ensure AAdvantage members receive their AAdvantage miles and elite benefits (e.g. seats, upgrades) when flying on US Airways flights, please ensure you are following these steps:

1. Only include the customer’s American Airlines AAdvantage number in the reservation. US Airways Dividend Miles numbers should be removed from customer profiles and should no longer be added to reservations. You may utilize the AAdvantage Integration look-up tool located on SalesLink to cross reference a Dividend Miles number to a customer’s AAdvantage number.

2. When entering an AAdvantage number in a reservation containing one or more US Airways flights, the AAdvantage number must be associated to the US Airways flights. This is the same process you should be following when an AAdvantage frequent flyer number is entered for travel on one of AA’s oneworld alliance partners. See below for the appropriate entry to use for each GDS:

   Sabre: FFAA1234567/US
   Worldspan: 3SSRFHTQVTA1234567/US-1.1
3. Ensure the AAdvantage number is always entered with AA as the airline/program code (i.e. AA prior to the account number). US should not be entered as the airline code in conjunction with an AAdvantage number.

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**Ease and Speed through New York JFK**

Great news! Automated Passport Control (APC) has been introduced at American Airlines Terminal 8 at New York’s JFK Airport.

Customers from Visa Waiver Countries, ESTA and Lawful Permanent Residents can speed through the U.S. Customs and Border Protection process by utilizing a self-service kiosk.

The service is free and does not require pre-registration or membership.

**How does the Automated Passport Control program work?**

Customers do not need to fill out a Customs declaration form; they can precede directly to the APC kiosks in the passport control area.

Customers are prompted to scan their passport, take a photograph using the kiosk, and answer a series of questions.

Once customers have completed the series of questions and submitted their Customs declaration form, a receipt will be issued.

The kiosks allow people residing at the same address to be processed together.

Visa Waiver Program visitors must have Electronic System for Travel Authorizations (ESTA) approval prior to travel and have visited the United States on at least one occasion after 2008.

Learn more about how APC will expedite your arrival at cbp.gov.

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**Known Traveler Number Information**

You are receiving this notification to remind you of special requirements for inputting the Known Traveler Number (KTN) for itineraries including codeshare or OA segments.

For domestic itineraries including mixed metals (e.g. AA marketed or OA segments) the SSR field requires two updates:

1. Validating carrier – input 4DOCO with the KTN
2. OA carrier – input 3DOCO with the KTN
The 3DOCO update is required to transmit KTN data to the OA carriers. This is especially important when booking both American and US Airways operated flights in the same itinerary. If only the 4DOCO update is documented, customers will only receive KTN benefits for the validating carrier.

We appreciate your support and as always, thanks for your business.

Unaccompanied Minor Policy Change

Update: June 17, 2015

You are receiving this notification to inform you of an important policy change impacting how you book unaccompanied minor travel.

We are enhancing our youngest travelers experience when flying alone as the safety and efficient handling of our unaccompanied minors traveling to destinations around the world is a commitment we take seriously.

Effective, June 22, 2015, children traveling alone as unaccompanied minors must be booked by directly contacting our Reservations department. This policy change only impacts newly booked reservations and if you are unclear of our policies and restrictions related to unaccompanied minor travel, one of our representatives will be glad to answer any of your questions or even review reservations made prior to this change.

For more information about unaccompanied minor services, Please go to the following link: Unaccompanied Minor Service

Changes to Application of Air Passenger Duty (APD) Tax for Children under 16 Departing the U.K.

As you are aware, the U.K. government recently announced the elimination of the Air Passenger Duty (APD) tax for children under the age of 12, travelling in the Main Cabin (Economy Class) departing the U.K. on or after May 1, 2015.

We are pleased to announce, from March 1, 2016, the APD Tax will no longer apply for young adults up to the age of 16 years, travelling in the Main Cabin (Economy Class) departing the U.K.

For details refer to Tax Exemptions by Country – International Departures and Arrivals

Preparing for one reservation system

Last month, we let you know we would transition US Airways reservations from the Shares system to the American Airlines Sabre system later this year. Since the process may begin as early as July, we want to provide you with our phased approach in advance to ensure a smooth transition.

Please refer to Preparing for one reservation and Migration FAQs
Unaccompanied Minor Services Highlights

Update: April 2015

We wanted to provide you an update regarding the Unaccompanied Minor Service as we continue to align our policies. Effective May 15, 2015, American Airlines and US Airways will follow the same policy for unaccompanied minors ages 5 – 14 as follows:

- Unaccompanied minor (UM) service is required for ages 5-14 traveling alone
- UM may travel on itineraries of wholly American or US Airways directionally (i.e. – AA outbound and US return or vice versa)
- UM is disallowed to travel on any itineraries that include connections to/from other airlines.
- This includes interline connections on US Airways, codeshare partners, oneworld carriers or any of the joint business carriers
- American accepts unaccompanied minors 8 – 14 of age to travel on connecting flights through the following hub cities:
- Effective May 15 2015, US Airways will also accept unaccompanied minors 8 – 14 of age to travel on connection flights through the hub cities
- Connection Hub cities: CLT, DCA, DFW, JFK, LAX, LGA, MIA, ORD, PHL, PHX

UM is ineligible to travel on co-terminal connecting itineraries (such as changing from New York LaGuardia to New York Kennedy) because an unaccompanied child under 15 years may not use ground transportation unescorted

For more information about unaccompanied minor services, please visit Unaccompanied Minor Service

US Marketed ticket validated on AA 001- Void Issue

April 2015

We wanted to update you on a recent notification we sent on March 9, 2015 regarding US Marketed ticket validated on AA/001 for travel beginning October 1, 2015.

We have determined, in limited circumstances, your request to void a non-refundable ticket that contains wholly US marketed flights without American operated flight segments, validated on AA/001 is disallowed even though your request is valid.

Exclusion of American flight segments In the itinerary may result in GDS controls rejecting the request. When this occurs, please contact the American Electronic Support Desk (ESD) at 800-233-3229 during their hours of operation (9am to 5:30pm CST Monday through Friday) or you may email electronic.support@aa.com to receive assistance with these transactions. Please contact ESD by the next business day after the void period.

We appreciate your feedback and attention to this notification
Changes to Application of Air Passenger Duty (APD) Tax for Children under 12 Departing the U.K.

The U.K. government recently announced the elimination of the Air Passenger Duty (APD) tax for children under the age of 12, travelling in the Main Cabin (Economy Class) departing the U.K. on or after May 1, 2015, for tickets issued on or after December 5, 2014.

Consequently, American Airlines is no longer collecting the APD tax on Main Cabin tickets for children under the age of 12, departing the U.K. on or after May 1, 2015.

Customers who have already paid the APD Tax for children under the age of 12, booked to depart the U.K. in the Main Cabin on or after May 1, 2015, for tickets issued before December 5, 2014, are eligible for a refund.

Refund Processing Options

Customers who purchased tickets prior to December 5, 2014 directly through American Airlines Reservations or via aa.com for travel exiting the U.K. on or after May 1, 2015, will be proactively refunded the APD tax.

Travel agencies may refund the APD tax on eligible 001 tickets issued prior to December 5, 2014 using one of the following three options:

1. The issuing agency may issue a new ticket (at the exact same fare without the tax) for the child under the age of 12. Once issued, the agency may then process a refund for the original ticket provided the following required documentation is included:

   Required PNR Documentation:
   - Add the following OSI documentation and original ticket number in the following format: OSI AA APD TAX REFUNDED FOR CHILD TICKET 006 111 222 3333

   Required New Ticket Documentation:
   - The old ticket number must be included in the endorsement box of the new ticket.

2. The issuing agency may contact Sales Support or Reservations to process the APD tax refund.

   Please note:
   - If American processes the refund, American will reissue the ticket resulting in the travel agency losing control of the ticket for any subsequent changes.

3. The issuing agency or the passenger may wait until travel is completed and submit a request for an APD tax refund post travel via BSP link. (U.S. travel agencies may submit a request via aa.com).

GDSs have been programmed for the exemption of APD tax on Economy Class tickets issued on or after December 5, 2014, for children under the age of 12 departing the U.K. in Economy Class on or after May 1, 2015.

Important information from American Airlines
March 9, 2015

Getting ready for upcoming steps in our integration

As part of our merger process, we will consolidate our reservations systems to the Sabre platform later this year. As we prepare for this next integration step, we've identified a way to help ensure your clients have a smooth travel journey.
For new reservations made for travel beginning October 1, 2015 on US Airways flights (US or US*), please validate on American Airlines 001 ticket stock rather than US Airways 037 ticket stock.

This will help make sure reservations are successfully migrated from the US Airways Shares reservation system when we complete the integration of our systems by the end of 2015. This request doesn't change the way you shop and book US Airways flights. Processing voluntary exchanges on the original validating carrier will also work the same as it does today.

Is your contract not under a single agreement?

Please continue to validate on US Airways 037 ticket stock if your contract or the corporate contract is not under a single American agreement. We are working toward consolidating all contracts.

Booking an AAdvantage or Dividend Miles elite status member?

If your client is requesting an upgrade, be sure to book the client as you normally do. (American-marketed and -operated flights for an upgrade on American flights and US Airways-marketed and -operated flights for an upgrade on US Airways flights.)

GDS Instructions

Please follow these instructions to override the validating airline to AA 001 in each GDS.

Sabre:

- Ticketing entry: W¥A(airline code)¥(other ticketing qualifiers)
  Example input: W¥AAA¥S1/3¥N2.1
- Ticket the specified PQ record: W¥PQ(PQ record number)¥A(airline code)
  Example input: W¥PQ1¥AAA
- Insert Future Processing line: (FP or F¥)(optional field)¥(optional field)
  Example input: FPEDNON REF¥AUA

Travelport – Worldspan:

- To store in PNR Ticketing Field, enter: 7TAW/00/19MAY-C(airline code)
- To auto price and store fare, enter: 4P*|C(airline code)
- To append at ticketing, enter: EZ|C(airline code)
- To append to a Document Instruction, enter: 4-DI|C(airline code)

Travelport – Apollo:

- To store in ATFQ field, enter: T:$BC(airline code)
- To store in a Pricing Record, enter: HHPRC(airline code)
- To append to an existing ATFQ or Pricing Record, enter: C:T:/C(airline code)
- To append at ticketing, enter: HB:C(airline code)

Travelport - Galileo:

- To append in the Manual Fare Build screen, enter: FBCC(airline code)
- To append when filing the Manual Fare Build screen, enter: FBFC(airline code) or FBF/C(airline code).
- To auto fare quote with plating carrier, enter: FQC(airline code) or FQBBC(airline code)
Amadeus:

- Validating Carrier - enter FV(airline code) in the PNR to designate AA as the validating carrier (see HEFV)
  Example: FVAA
- Pricing Override - append /R,VC-AA to your pricing entry to automatically designate AA as the validating carrier (see HEOVERRIDE, GPOP4)
  Example: FXP/R,VC-AA
- Ticketing Carrier Override - enter TTP/V*AA at ticketing time (HEOVERRIDE)

Have a question?

Contact your account manager or send an email to Sales.Integration@aa.com.

Thank you for your business.

Through Checked Baggage - When Traveling on Separate Tickets
Updated January 30, 2015

In October 2014, American announced baggage policy revision to align our baggage check-in procedures with US Airways assisting in our efforts to provide a more consistent customer experience. As a refresher, for travel on/after February 1, 2015, for tickets issued on/after October 15, 2014 American will continue to 'through-check' bags when separate tickets have been issued for travel on the following carriers:

- American Airlines and American Eagle
- US Airways and US Airways Express
- oneworld® partner airline and affiliates

The above means American will no longer 'through-check' bags to the customer's final destination when presenting separate tickets at airport check-in for carriers other than referenced above when booked as the other airline prime flight or AA codeshare flight. This results in airport check-in representatives collecting the required baggage fees based on each airline's established policies. Our revised baggage policy revision also aligns our baggage check-in procedures consistent with other airline competitors.

We appreciate you advising your customers the importance of allowing additional time to re-check baggage and presenting the required travel documents. As you know, Minimum Connect Times (MCT) are agreed standards for customers and their baggage to connect between interline partners in a connection city when the customers are traveling on one ticket. When traveling on separate tickets, please take into consideration your customers will require additional above these established standards.

We appreciate your support and commitment to our mutual customers.
Time Change to CUN/CZM effective February 1, 2015  
Updated: January 30, 2015

The Mexico state of Quintana Roo announced the official change of their time zone from Central Standard Time (CST) to Eastern Standard Time (EST). The time change goes into effect this Sunday, February 1, 2015 at 2:00 am.

Effective for flights operating February 1, 2015, arrival and departure times to/from CUN/CZM have been adjusted by 1 hour to reflect the time change. Please note the flight duration was modified to accommodate the time change on short notice. The flight duration will be updated with a schedule change next week.

There are no issues with connections in the U.S. as the departure and arrival times in U.S. are not affected by this change. The time change will remain the same for the rest of the year. The time will not change again in April when the remainder of Mexico moves into Daylight Saving Time.

24/7 Sales Support starts now  
January 20, 2015

We're dedicated to providing you the best support services in the industry, and today we're proud to launch one more way we've got your back.

Our expanded American Airlines 24/7 Sales Support is now live, making it even easier for you to do your job, 24 hours a day, 7 days a week.

Today we are officially the only airline who can offer you 24/7 online support through SalesLink and now 24/7 live agent support. Plus, we're still the only airline that offers 12 specialty support desks and 16 support centers in key business markets worldwide. If you prefer communicating by email we also offer our 24/7 email services at american.support@aa.com.

Business never stops, even at 3 a.m. Offering you industry leading tools to support you whenever you need us is just another way we’re going for great in corporate travel.

As always, thank you for your business.

Ticketing Time Limit/ Expired Fare Waiver Code (24hr)  
Issued: 1130ct/January 2, 2015
Updated: January 21, 2015

Effective January 5, 2015, we aligned our policy with US Airways More Care and implemented a waiver code for issuance on AA/001 tickets in lieu of requesting a waiver authorization by SalesLink or by phone/email contact. This allows the travel agent to self-authorize an exception when the fare rule allows for ticketing by midnight 1 day after the reservation is made and the agent has made no changes to the original itinerary.

Please refer to Ticketing Time Limit/Expired Fare Waiver Code for guidelines and Frequently Asked Questions.
Back in October we advised you that we are approaching another milestone in our integration. On January 17, 2015, American will fully align fare codes (inventory) for all flights and markets operated by American and US Airways.

US Airways trans-border (U.S. to/from Mexico, Canada, Central America and the Caribbean) flights with First Class and Main Cabin fare codes will be aligned to match American Airlines Business Class and Main Cabin fare codes. With this alignment, the First Class Cabin on these flights will be renamed Business Class. Rest assured there are no changes to product offerings - we are simply renaming this class of travel.

Starting January 17, 2015, you will be booking your customers in the new inventory and the new Business Class cabin name will be on their boarding pass for travel on February 1, 2015 and beyond.

The table below illustrates the equivalent current and new fare class alignment.

### US Airways Fare Code Alignment

<table>
<thead>
<tr>
<th>Cabin</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>F, A, P</td>
<td>F, A, P, X</td>
</tr>
<tr>
<td>Business</td>
<td>C, D, Z, J</td>
<td>J, R, D, I, C</td>
</tr>
</tbody>
</table>

### US Airways Redemption Fare Code Alignment

<table>
<thead>
<tr>
<th>Cabin</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>O</td>
<td>Z</td>
</tr>
<tr>
<td>Business</td>
<td>I</td>
<td>U</td>
</tr>
<tr>
<td>Main</td>
<td>X</td>
<td>T</td>
</tr>
</tbody>
</table>

For Frequently Asked Questions refer to Fare Class Realignment - FAQ below

### Fare Class Realignment - FAQ

**Q:** If US Airways is transitioning from First Class to Business Class on international short-haul routes (US to/from Mexico, Canada, Central America and the Caribbean) will there be any changes to the product?

- The completion of our fare class realignment only impacts fare class mapping, there is no change to the product.
Q: How will the schedule changes be implemented?

- Fare class changes will be completed on January 17, 2015. PNRs requiring a fare class change will be rebooked through regular Schedule Change Reaccommodation, i.e., for classes changing cabins and classes with product changes.
- No other changes will be made to flight schedules during the January 17, 2015, Schedule Change, i.e. no flight number changes, no time changes and no schedule changes.

Q: What will happen with tickets issued before January 16, 2015?

- The Adjust Process in SHARES will handle the tickets, keeping the e-ticket and PNR in synch.

Q: Will tickets need to be reissued?

- No, reservations ticketed before January 16, 2015, will remain unaffected.

Q: Will the changes require any manual actions from agency of record?

- Yes. Agencies will need to work their Schedule Change Notification Queue, as normal, to accept the change in class of service. No ticket reissue is required.
- If the change in class of service was not accepted in the passenger’s PNR, it will not affect the online check in process or the check in process at the airport Kiosk for the passenger.

Q: Will seat assignments be affected?

- No. Seat assignments will remain unchanged.

Q: How will this impact published fares and fare basis codes filed?

- New fares will be filed with the First Travel Effective Date of February 1, 2015, reflecting the new hierarchy. Old fare hierarchy fares will have last travel of January 31, 2015.

Q: Does the fare class realignment affect the AAdvantage® class of service bonus for travel on Business Class tickets?

- We recently announced that the AAdvantage class of service bonus for travel on Business Class tickets on American and US Airways flights will increase from 25% to 50% starting on January 1, 2015. The increase to 50% will match what your traveler receives for First Class travel.

Q: Will there be any changes to my contract discounts?

- The contract addendum will only have the purpose affecting a transition of your current corporate discounts to their corresponding new fare classes. Discount levels in the corresponding fare classes will remain the same as those in your current contract.
Q: Can the customer request a refund if this change is unacceptable?

- No. This is only an "Inventory Code Change". There have been no changes to the schedule (flight/flights time/routing/day) for the customer not to accept. This is just a notification to the agency of the Fare Class "Alignment".

Q: Can a customer make changes to his itinerary?

- Yes, they are "voluntary" changes. All rules and restrictions apply.

Updated: March 7, 2017