American Airlines

Industry-wide solution for seamless processing of ticket validity extensions

American’s COVID-19 Policy Guide

For more information, please visit SalesLink.aa.com
American Airlines Global Sales Update

Technology solutions to support Ticket Validity Extension

American’s COVID-19 Policies

Global Flexibility Waiver

- Any ticket purchased on or before September 30, 2020, for travel between March 1, 2020, through March 31, 2022, will have the ticket validity extended to March 31, 2022.
- If customers have an unused ticket with an expiration date that is between March 1, 2020, and March 31, 2021, the validity will also be extended to March 31, 2022.
- All corporate customers, including Business Extra or On Business will also get multiple name changes on any tickets falling in the Global Travel Notice Waiver dates. New ticket must contain a valid CART,JBid(IN #)/ Business Extra number, or On Business number in the IT box.

Special Extended Waiver 2021*

- Valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, Great Britain, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa as long as original tickets issued March 1, 2020 – January 31, 2022 and original travel dates March 1, 2020 – January 31, 2022, the ticket validity extended to December 31, 2022*

*NOTE: Restrictions apply for Basic Economy fares, see policy.

American’s Reservation System

- American will keep all impacted tickets active through the March 31, 2022 extended ticket validity
- As long as a ticket is active in the airline reservation system a travel agency can view and action in their GDS

ARC and BSP

- ARC: Updated system to allow up to 39 months validity for any ticket issued January 1, 2019 and beyond Read more >>
- BSP: IATA can process and accept transactions through the BSP in case Airlines decide to extend their ticket validity period up to 24 months. Extending this period to 30 months is currently being investigated Read more >>

ATPCO

- Implemented the ‘Emergency Flexibility for Voluntary Changes and Refunds’ which gives airlines the ability to override existing fare rules and waive change fees
- American’s free change fee for impacted tickets can be automatically priced in the GDS using Sabre Automated Exchanges

Read more >>

Sabre GDS

- As long as a ticket is active in the airline reservation system, Sabre will allow agents to display and action tickets
- Automated process eliminates any manual review of change policies against each ticket
- See a list of all carriers using the automated process here sabre san

Read more >>

Amadeus GDS

- As long as a ticket is active in the airline reservation system, Amadeus will allow agents to display and action tickets
- Amadeus Ticket Changer (ATC) will now process general rule index 0 for ticket reissues
- Extending storage of pricing data by 1 additional year to allow automated exchanges for Amadeus GDS PNRs that were extended

Read more >>

Travelport GDS

- As long as a ticket is active in the airline reservation system, Travelport will allow agents to display and action tickets
- Extending storage of pricing data to 2 years to allow automated exchanges starting with tickets purchased March 26, 2020

Read more >>
Did the ticket go through a schedule change?

- Follow the Schedule Change Policy on SalesLink
- Reservation (PNR) must be in UN, WK, UC or NO status to qualify for schedule change policy, otherwise ticket fare rules or waiver policy applies (depending on purchase and travel dates)

Were flights to the destination suspended?

- Follow the Reduction/Suspension of Service Policy on SalesLink
- Current suspensions: South Pacific, Asia, Europe/Middle East, and Americas/Caribbean

Flexible Fares

- Applies to New Tickets Purchased: March 1, 2020 – March 31, 2021
- With Travel Dates: Travel dates are not a factor
- Policy: free change filed in the penalty fare rules, Category 16
- Basic Economy: tickets are included, however:
  - Tickets purchased June 1 – July 13, 2020 use code RETROCF for a free 1 time change
  - Tickets purchased on/after July 14, 2020 use fare rules

Corporate Customers

- All corporate customers, including Business Extra or On Business will get multiple name changes on any tickets falling under the Global Flexibility Travel Waiver or on a Flexible Fare. New ticket must contain a valid CART/ Business Extra number, On Business number, or JBID (IN #) in the tour code box

Global Flexibility Waiver

- Details found in Travel Notices on SalesLink
- Original or Exch Tkt must have been issued on/before: September 30, 2020
- With travel on impacted dates of: March 1, 2020 to March 31, 2021
  - OR
- Unused Tickets Expiring: March 1, 2020 to March 31, 2021
- Policy: Change fee waived and ticket validity extended to March 31, 2022
- Basic Economy: Tickets are included in this offer

Special Extended Waiver 2021

- Details found in Travel Notices on SalesLink
- Valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, Great Britain, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa
- Ticket validity extended to December 31, 2022
  - NOTE: Restrictions apply to Basic Economy fares, review the policy
- Policy: Applicable Change fee waived, fare difference applies

Corporate Customers

- Applies to AA/AA* flights that are ticketed on 001 stock
- For OA ticket stock, follow the OA policies
- For unticketed bookings, policies will apply effective on the date the ticket is issued
# American Airlines - Global Flexibility Waiver Quick View

**Tickets Purchased On/Before September 30, 2020**

**Qualifying Tickets are Allowed**

- **Validity Extension**
  - New travel to be completed by 31MAR2022

- **Change Fee**
  - Change fee is waived – allowed multiple times

- **Name change for Corporate Customers**
  - Name change fee is waived for Corporate customers – allowed multiple times

**Reissue Types**

- **New Routings? Add Collect or Residual**
  - If the new fare is higher, the difference is paid – if the new fare is lower, residual is allowed – ARC allowed to MCO / BSP to submit via Refund Application (RA)

- **Same Routing**
  - With the same routing (change to connection point allowed within same country) and inventory, even exchange is allowed

**Manual Reissue**

- If a manual reissue is required (possibly for a Name Change), reference waiver code “TNADV2/COVIDCAPLX” in Endorsement Field

**Reissue by Automation**

- Agencies automation will recognize that the Change Fee does not apply – automation will follow the life of the ticket – no waiver code needed

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**Change Fee Waived**

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<thead>
<tr>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
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<tr>
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- OR -

<table>
<thead>
<tr>
<th>03/01/2020</th>
<th>TICKET EXPIRES 3/31/2021</th>
<th>3/31/2022</th>
<th>3/31/22</th>
<th>3/31/22</th>
</tr>
</thead>
</table>

**Change Fee Waived**

- **Original Travel Date**
  - 03/01/2020

- **New Travel Date**
  - 03/31/2021

- **Ticket Expires**
  - 03/31/22

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**December 23, 2021**
American Airlines – Special Extended Waiver 2021 Quick View

Valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, Great Britain, Hong Kong, Australia, New Zealand, Israel Japan or South Africa.

- **The European Union (EU) includes**: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden
- **Schengen Countries include**: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Slovakia, Slovenia, Spain, Sweden, Switzerland
- **Great Britain includes**: England, Scotland, and Wales.

NOTE: Additional restrictions apply to Basic Economy fares, see the policy for details.

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**Qualifying Tickets are Allowed**

- Validity Extension
  - New travel to be completed by 31DEC2022

- Change Fee
  - Change fee is waived – one time

**Reissue Types**

- New Routings? Add Collect or Residual
  - If the new fare is higher, the difference is paid – if the new fare is lower, residual is allowed – ARC allowed to MCO / BSP to submit via Refund Application (RA)

**Reissue Example**

- Manual Reissue
  - If a manual reissue is required (possibly for a Name Change), reference waiver code “TNADV2/CVDEXTND” in Endorsement Field

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**Original Tickets Purchased Between**

March 1, 2020

**Original Travel Dates**

March 1, 2020

**January 31, 2022**