

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](https://www.saleslink.aa.com)



American Airlines Global Sales Update

January 5, 2021

Technology solutions to support Ticket Validity Extension



American's COVID-19 Policy

- Any ticket purchased on or before September 30, 2020, for travel between March 1, 2020 through **March 31, 2021**, will have the ticket validity extended to December 31, 2021.
- 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 December 31, 2021
- 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/ Business Extra number, or On Business number in the IT box

American's Reservation System

- American will keep all impacted tickets active through the December 31, 2021 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 November 26, 2018 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 >>](#)



American Airlines Global Sales COVID-19 Policies Quick View

Suspension in Service



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

Schedule Change



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)

Tickets Purchased March 1 – **January 31, 2021**



Flexible Fares

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

Tickets Purchased On/Before Sept. 30, 2020



Global Flexibility Waiver

- Details found in [Travel Notices](#) on SalesLink
- **Applies to original or exchanged tickets with Travel Dates:** March 1, 2020 through **March 31, 2021**
OR
- **Unused Tickets Expiring:** March 1, 2020 through **March 31, 2021**
- **Policy:** Penalty waived and ticket validity extended to December 31, 2021
- **Basic Economy:** Tickets are included in this offer



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 the tour code box

- Applies to AA/AA*/OA 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

