Agency News: January 1, 2017 – March 31, 2017

- For past date travel notices, select Travel Notice Archive from the Agency Reference page
- For more past date Agency News items, select Agency News Archive from the Agency Reference page.

Schedule Change Update – W and P inventories for AA codeshare flights
During February 2017, we notified you of our plans to remove and reinstate W and P inventories from availability in preparation for selling Premium Economy.

We recently reinstated W inventory on March 19, and on Friday March 24, 2017 we will reinstate P inventory. This completes the process of removing and reinstating W and P inventories. This also means we begin using P inventory for booking our new Premium Economy fare.

If your customer ticketed on the AA* codeshare flight in W inventory they are all set and check-in ready for their flight. If they request a voluntary change, rebook the AA* codeshare flight in W inventory and collect any applicable fare difference and/or change during your exchange.

Updated: 2017-03-23 17:39 | Created: 2017-03-23 14:40

Introducing Premium Economy

Premium Economy – our newest class of service – will be available for purchase by the end of March on the new 787-9 Dreamliner (for travel after May 3), on flights between Dallas Fort Worth (DFW) and São Paulo (GRU), Madrid (MAD), Paris (CDG) and Seoul (ICN). It will also be available for a limited time on select flights between Chicago (ORD) and Paris (CDG) for travel after July 4.

Your travelers can now enjoy more options in the Premium Economy cabin - situated between Business and Main Cabin, with wider seats - including expandable foot, leg and head rests, Priority boarding, 1.5 Elite Qualifying Miles (EQMs) per mile flown, an enhanced meal, complimentary drinks, noise-reducing headphones, an amenity kit and more.

- Premium Economy will be booked in W or P inventories
- System-wide and mileage award upgrades from Main Cabin to Premium Economy won’t be available right away, but will be added later
- Mileage award upgrades from both the Main Cabin and Premium Economy will be available to Business Class

We have created an FAQ document especially for you, as help in answering the questions being most asked by our mutual customers.

For Frequently Asked Questions refer to: PE FAQ

Updated: 2017-03-23 17:29 | Created: 2017-03-22 23:31
Changing the way we transport customers needing special assistance at Charlotte (CLT)

You are receiving this important update so you are aware of our planned change in how we transport customers requiring additional assistance at Charlotte Douglas International (CLT).

Beginning on April 3, 2017, wheelchairs instead of motorized carts will be used when transporting customers through CLT airport. This change will result in our customers being transported more efficiently when traveling to airport departure gates or baggage claim.

What do we need from you?

If you have already added the Special Service Request or SSR to your customer’s reservation when traveling through CLT, you are all set. If not, please add the SSR prior to your customer traveling through CLT, which will ensure our airport personnel are available to meet your customer’s special assistance needs.

If you need further assistance on how to add the SSR format in the customer’s reservation, please contact your help desk.

As always, thanks for your business.

Updated: 2017-03-22 21:58 | Created: 2017-03-22 21:58

Basic Economy Frequently Asked Questions (FAQ)
Issued: March 6, 2017

American Airlines is focused on meeting our customers’ needs by introducing Basic Economy fares in addition to the wide range of Main Cabin fares currently offered. These low cost fares provide a simple and affordable way to experience American’s network.

Since our policies surrounding Basic Economy fares are unique in comparison to other types of published fares, we created this document to help provide answers to the questions most frequently being asked by our mutual customers.

For the complete FAQ refer to: BE FAQ

Updated: 2017-03-06 11:55 | Created: 2017-03-06 11:48

Schedule Change Postponed – W and P inventories added to AA codeshare flights
Issued: March 6, 2017

You are receiving this notification to provide an update to our previous email sent on February 27, 2017 advising of our plans to add back W and P inventories to flight availability on AA* codeshare flights.
At that time we communicated a schedule change would be transmitted on March 6, 2017 to add back the inventories. We just received information this change has been postponed and will be scheduled for a later date. We hope to notify you soon of the new schedule change date once it’s finalized. We apologize for any inconvenience this may have caused for planning purposes.

Updated: 2017-03-06 08:29 | Created: 2017-03-06 08:29

**Schedule Change Update – W and P inventories added to AA codeshare flights**  
Issued: February 27, 2017

On February 21, 2017, we communicated the dates to remove W and P inventories for AA* codeshare flights. We have been informed the dates for adding back W and P inventories to flight availability have been postponed.

<table>
<thead>
<tr>
<th>New Date</th>
<th>Previous Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 6, 2017</td>
<td>February 27, 2017</td>
</tr>
<tr>
<td>(For travel March 9, 2017)</td>
<td>(for travel March 2, 2017)</td>
</tr>
</tbody>
</table>

Customers ticketed on the AA*/OA codeshare flights in W and P inventories are check-in ready, no further action required.

**For customers requesting voluntary changes please be guided by the following rebooking policies:**

<table>
<thead>
<tr>
<th>For travel through March 8, 2017</th>
<th>For travel through March 9, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book operating carrier’s prime flight</td>
<td>Book AA*/OA codeshare flight</td>
</tr>
</tbody>
</table>

Reminder, any voluntary changes require collection of any fare difference or applicable change fee.

As always, if you have any questions or concerns, your local Sales Support office is ready to assist!

Updated: 2017-02-27 20:57 | Created: 2017-02-27 20:57

**Basic Economy Seat Selection**  
Issued: February 21, 2017
You are receiving this important notification to share Basic Economy seat policies available for purchase on Feb 21, 2017:

Please note the following Basic Economy seat map information:

Seat selections are only offered within 48 hours prior to departure and require payment of a fee*.

- Seat maps in Sabre may show seats as available outside of 48 hours prior to departure, even though they are unable to be assigned or purchased.
  - This may impact travel agents, booking tools or other systems that use Sabre seat map functionality.
  - If a travel agent using Sabre attempts to select a seat at this time, they will see an error message and will be unable to select the seat.
- Seat maps in other GDSs display seats as unavailable outside of 48 hours prior to departure.

If a Basic Economy customer does not select a seat, then one will be assigned at time of check-in.

- If no seats are available at time of check in or at the Kiosk, the customer will be assigned a seat at the gate.

*Exceptions apply for AAdvantage elite members and eligible AAdvantage credit card members

Updated: 2017-02-21 10:20 | Created: 2017-02-21 10:20

Schedule Change – W and P inventories for AA codeshare flights

You are receiving this important communication in preparation for the launch of our Premium Economy product. We have started our schedule change adjustments on W and P inventories on AA* Codeshare (AA*/OA) flights.

What adjustments were made to AA*/OA flights?

- On February 19, 2017, we removed W and P inventories from availability on AA*/OA flights for travel February 23, 2017 and beyond
- Effective February 27, 2017, we will add-back W and P inventories to availability on AA*/OA flights for travel March 2, 2017 and beyond

Are your customers already ticketed on the AA*/OA Codeshare flights in W and P? If so, no ticket reissuance is required. They are check-in ready!

Please follow the below guidelines for processing exchanges when voluntary changes are requested when ticketed in W and P inventories:

- Customers traveling February 20 through March 2, 2017:
  - The customer may be rebooked on the operating carrier’s prime flight
  - These are voluntary changes, any fare difference or change fee applies
- Customers traveling March 2, 2017 and beyond:
The customer may be rebooked to the AA*/OA flight once W and P inventories have been reinstated in availability on February 27, 2017

As always, if you have any questions or concerns, your local Sales Support office is ready to assist!

Updated: 2017-02-21 08:16 | Created: 2017-02-21 08:16

Basic Economy: further details
Issued: February 14, 2017

Following our previous announcement that we will be launching Basic Economy in late February, we wanted to further clarify immediate steps you can take to inhibit Basic Economy fares before they go on sale. The steps required depend on your booking tool, please see below for examples:

Concur

- For Sabre Branded Fares, Concur has a rule in Travel Policy Administration to “show but hide” Basic Economy fares. Although the lowest available fare will be shown, the user will be unable to select it.

- For Travelport Apollo, Galileo and Worldspan, a setting in Company Configuration allows the customer to inhibit Basic Economy fares from search results. Look for “Exclude Unbundled Economy Fares” (shown below).

![Exclude Unbundled Economy Fares](image)

- For Amadeus, your TMC needs to contact your GDS in order to remove Basic Economy fares from search results. The TMC can block the “B” RBD at the Office ID level from being shown in search results.

GetThere

- For GetThere, your GDS must suppress Basic Economy fares as GetThere currently does not support this functionality. Please contact your GetThere technical support for more information.
With the launch of Basic Economy around the corner, now is the time to start working with your booking tool and/or TMC to inhibit Basic Economy fares.

Updated: 2017-02-14 11:53 | Created: 2017-02-14 10:48

Changes to American Airlines / Qantas Airways AA*/QF Codeshare Flights

Effective February 1, 2017, AA*/QF flights operating in select markets will no longer appear in availability for travel between February 1, 2017 and September 30, 2017.

AA*/QF Flights between:

- DFW and SYD
- JFK and LAX
- LAX and SYD

These flights will continue to operate, however will not appear in availability since we are no longer accepting new reservations on these AA* flights. By removing the flights from availability, you are now able to view additional alternate flights, should voluntary changes be necessary. Please be assured the flights are still being operated by QF and your ticketed customers are still confirmed.

For customers ticketed to travel on these flights for travel October 1, 2017 and beyond, American is in the process of developing protection procedures and will provide additional details in the near future.

Updated: 2017-02-03 14:56 | Created: 2017-02-03 14:56

Introducing Basic Economy: our new, lowest fare

Issued: January 18, 2017

From Flagship® First to our new, lowest fare – Basic Economy – we’re providing travelers with a new option to select a travel experience that best fits their needs.

With Basic Economy, travelers get our lowest Main Cabin fare with the same great onboard experience including free snacks, soft drinks and entertainment. Plus, they will still earn AAdvantage® award miles, and elite qualifying credits (EQM/EQS) at a reduced rate.

Some restrictions will apply:

- One item that fits under seat (*no access to overhead bins)*
- Seats assigned at check-in
- Fees to choose a specific seat
- Not eligible for upgrades
- No flight changes or refunds
- Board in last group*

*Restriction does not apply to AAdvantage® elite status members or eligible AAdvantage® credit cardmembers
Basic Economy goes on sale in late February on select routes.

For further details, please refer to: Basic Economy
This includes information on how to inhibit Basic Economy fares should your company prefer not to sell them. For any questions, please don’t hesitate to contact your American Airlines Account Manager.

As always, thank you for your business.
Updated: 2017-01-18 09:30 | Created: 2017-01-18 09:30

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**Schedule Change - P and W Inventory Conversion**
Issued: January 5, 2017

You are receiving this important communication to ask you to review your notification queue for a recent schedule change transmission that converted the initial “P and W” ticketed inventory to “A and L” inventory. We are making this decision so we can repurpose “P and W” inventories for future sales products in development.

Please be assured that any tickets already issued in “P and W” classes for travel on/after February 18, 2017 will be honored; however, impacted tickets will need to be reissued due to the schedule change.

- Ticket reissuance is required since we are unable to revalidate the flight segment
  - Please add waiver code SCHG in the endorsement box prior to reissuance
  - Reissuance ensures your agency maintains ownership of the ticket and results in your customer being check-in ready prior to departure

- Reservations previously booked in P or W inventory were also converted and require re-pricing for ticket issuance.
- Pre-assigned seat assignments will remain the same.
- International AA*/OA codeshare flight segments are not affected by this schedule change.

As always, if you have any questions or concerns, your local Sales Support office is ready to assist

Updated: 2017-01-05 18:11 | Created: 2017-01-05 17:57