

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

Technology solutions to support Ticket Validity Extension



American's COVID-19 Policy

- Any ticket purchased on or before May 31, 2020, for travel between March 1, 2020 through September 30, 2020, will have the **ticket validity extended to December 31, 2021 and will get 1 free change**
- If customers have an **unused ticket** with an expiration date that is between March 1, 2020 and September 30, 2020, the validity will also be extended to December 31, 2021 and will get 1 free change
- All corporate customers, including Business Extra, will also get 1 free name change on any ticket purchased on or before May 31, 2020 (ticket must contain a valid CART/ Business Extra number or JBID in the tour code box, combinable with qualifying waivers)

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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

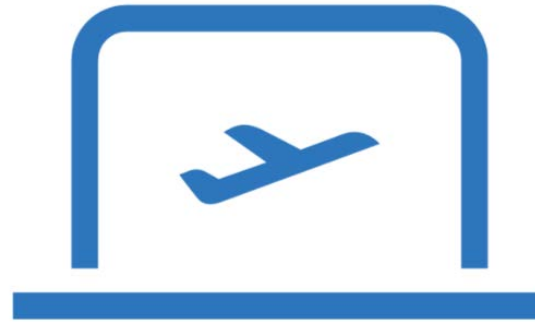
ARC and BSP

- **ARC:** Updated system to allow up to 39 months validity for any ticket issued November 26, 2018 and beyond

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- **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.

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ATPCO

- Implementing 'Emergency Flexibility for Voluntary Changes and Refunds' which gives airlines the ability to override existing fare rules and waive change fees
- All GDSs have committed to incorporating this enhancement and will be ready by **June 7, 2020** (per ATPCO launch date)
- Following the launch, American's free change fee for impacted tickets can be automatically priced in the GDS

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Sabre GDS

- As long as a ticket is active in the airline reservation system, Sabre will allow agents to display and action tickets
- Will engage ATPCO's Emergency Flexibility solution and be ready by June 7, 2020
- Sabre supports 732 days of historical pricing data for exchanges

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Amadeus GDS

- As long as a ticket is active in the airline reservation system, Amadeus will allow agents to display and action tickets
- Will engage ATPCO's Emergency Flexibility solution and be ready by June 7, 2020
- Extending storage of pricing data by 1 additional year to allow automated exchanges for Amadeus GDS PNRs that were extended

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Travelport GDS

- As long as a ticket is active in the airline reservation system, Travelport will allow agents to display and action tickets
- Will engage ATPCO's Emergency Flexibility solution and be ready by June 7, 2020
- Extending storage of pricing data to 2 years to allow automated exchanges starting with tickets purchased March 26, 2020

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American Airlines Global Sales COVID-19 Policies Quick View

May 12, 2020

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 On/Before May 31, 2020



Flexible Fares

- Details found in [Agency News](#) on SalesLink
- **Applies to Tickets Purchased:** March 1, 2020 to May 31, 2020
- **With Travel Dates:** Any (*tickets with original travel Mar 1 to Sep 30, 2020 qualify for the Global Flexibility Waiver*)
- **Policy:** 1 free change filed in the fare rules



Global Flexibility Waiver

- Details found in [Travel Notices](#) on SalesLink
- **Applies to Tickets with Original Travel Dates:** March 1, 2020 through September 30, 2020
- **Or Unused Tickets Expiring:** March 1, 2020 through September 30, 2020
- **Policy:** Ticket Validity extended to December 31, 2021 + 1 waived Change Fee



Corporate Customers

- All corporate customers, including Business Extra, will also get 1 free name change on any ticket purchased on or before May 31, 2020 (ticket must contain a valid CART/Business Extra number or JBID in the tour code box; combinable with qualifying waivers)



Normal Ticket Rules / Policy Applies

- **Applies to tickets purchased** before May 31, 2020 with travel outside the March 1, 2020 through September 30, 2020 window **and tickets purchased** June 1, 2020 and beyond
- Check [Agency Reference](#) on SalesLink for applicable Travel Notices

- Applies to AA and AA marketed bookings ticketed on 001 stock
- For OA ticket stock, follow the OA policies
- For unticketed bookings, policies apply based on ticket issue date

