

## Launching soon: our new Groups platform

Update: 10/19/2020

As we strive to become the easiest airline to do business with, American Airlines is making it easier for our travel agency partners to book group travel. We're excited to launch our new online group booking platform on October 26, 2020 for the contiguous 48 United States and Canada points of sale. The platform will continue to be rolled out more broadly across the globe in 2021.

Similar to the initial platform launch in November 2019 for EMEA points of sale, our Reservations agents will use the platform to handle new group bookings. Agency access into the platform is expected to roll out in the first half of 2021. Some of the benefits for agencies will include:

- 24/7 online access to booking group space on American's flights
- Enhanced search to price simple, multi-sector and multi-origin itineraries
- Instant quotes valid for up to 14 days, with the ability to review terms & conditions and accept quotes any time within that period
- Improved process to modify existing bookings, re-quote itineraries where applicable, automatic free seat assignments, claim records into your own global distribution system (GDS) and apply deposits to payments

Any new group bookings made as of October 26, 2020 will be made in the new online group platform. All existing group bookings made prior to October 26 will remain in our existing tool.

Agencies already registered in the platform will receive our new Group Terms and Conditions in a separate note later today. In addition, our current 2020 top group account partners will receive more information on program updates via email prior to the platform launch.

### Registration

Agencies not currently registered for the new platform can do so by going to [groups.aa.com](https://groups.aa.com). Only one Administrator will need to register per ARC location.

### Product Updates

We have also updated the group product offering. Some highlights of the product updates:

Group Product	Old Process	New Platform
Air Only Product (formerly Group Block)	10+ traveling to the same destination on the same day	10+ traveling to the same destination within a 2 day window

	Deviations allowed on return only for up to 50% of the original group	Deviations allowed on return for all passengers within a 7 day window
<b>Packaged Air Product</b>	Bulk ticketing allowed. Ability to package air with other non-air services	Bulk ticketing allowed. Ability to package air with other non-air services
	Entire group must fit in 1 fare inventory	Blended wholesale fare product
	Reserved for agencies that package only	Reserved for agencies that package only
<b>Zone Product</b>	Multi origin	Multi origin
	Refundable with a change fee	Refundable with a change fee
	Bulk ticketing allowed to package air and non-air services	Bulk ticketing allowed to package air and non-air services
	Set Zone fare grid utilizing V or L inventories	Set Zone fare grid blending V/L inventories
	Ability to marry one ways into one PNR	One way itineraries allowed; no marrying into one PNR

### Questions?

For any questions you may have prior to launch on October 26, please reach out to your American Airlines Account Manager. Unmanaged accounts can contact us at [Groups.Questions@aa.com](mailto:Groups.Questions@aa.com). After the launch on October 26, please contact us at 1-800-221-2255 or [AAGMT.internet@aa.com](mailto:AAGMT.internet@aa.com).

We thank you for your business, and appreciate your partnership.