Your guide to updates and next steps for non-rev travel

Learn more about our use of NRTP, the final policy alignment and the ways PSS cutover will affect non-rev travel.
One PSS, one code, one non-rev travel system

The cutover to one reservations system, otherwise known as Passenger Service System (PSS) cutover, is quickly approaching. Just as we’ll make changes for our revenue customers, we’ll also make changes for our non-revenue travelers. We’ve broken down these changes into three topics:

1. **NRTP becomes interim travel system:** All flights are moving to one reservations system. That change will occur on the non-revenue side as well. So, at cutover, we will all use Non-Revenue Travel Planner (NRTP) to book non-revenue travel. The good news is that if you’ve traveled on American flights since dual access, you’re already familiar with the system. If you haven’t, there are a few simple steps you’ll need to take prior to travel. We’ll also transition legacy US Airways, Piedmont and PSA vacation (D1) and guest (D3) pass allotments to NRTP. This won’t be our end-state system, but will tide us over until we have a new one that incorporates the best of both Travel US and NRTP.

2. **Final policy alignment:** There are a handful of policies that need to be harmonized before, at cutover and early next year.

3. **PSS cutover:** Our Reservations and Airport teams are already hard at work preparing for PSS cutover. Legacy US Airways agents are currently training to process non-rev passengers to align with the way legacy American agents process travelers flying on American metal. It’s important you familiarize yourself with these changes to ensure a smooth (and improved) travel experience. There are also a few things to keep in mind on the night of cutover, including a guest pass (D3) travel restriction. We’ll share more in this guide.
As all flights move to one reservations system at PSS cutover on Oct. 17, 2015, non-rev travel will move to one interim system as well. We say interim because the team is hard at work creating an end-state travel system. Travel US will officially go out of service Oct. 17, 2015, and all employees and retirees will begin booking travel through NRTP.

Action required

Before booking travel in NRTP, all legacy US Airways, Piedmont and PSA employees and retirees must take action.

Access NRTP

If you haven’t already completed these steps, please do so immediately. This will allow you to log on to NRTP and book travel.

1. Register your American employee ID number
   1. Go to System Access Manager (SAM)
   2. Select Help (bottom right under log in)
   3. Click on First Time User Registration
   4. Input your American ID number into the User ID field and click submit
   5. Confirm the name associated with the User ID
   6. Confirm user account validation information
      - Hire date
      - Birthdate
      - Location
   7. Choose password reset questions
   8. Set up a password

If you’ve already registered your American employee ID, but forgot your password, you can reset it at sam.aa.com.

2. Update your Secure Flight Information
   1. Log into Secure Flight with your AAID and password.
   2. Select the pencil icon to update your information. Click on blue check mark to save your changes.
New to NRTP?
If you haven’t used NRTP since we launched dual access, we have a number of resources to help you navigate the site. Visit the American Airlines Retiree site or your company’s portal for details.

Registering your guest travelers
Legacy US Airways employees and retirees will now need to register their guest pass riders prior to booking a guest pass in NRTP. You may register up to 12 (D3 boarding priority) guests in your NRTP profile. They may be your extended family members or your personal acquaintances. Once registered, your guest travelers must remain on your list for a minimum of 12 consecutive months. Please note that you do not have to enroll all of your guests at one time; you may add additional guest travelers throughout the year provided you have available slots. You may begin adding your guest travelers to NRTP on Oct. 8, 2015.

Adding guest travelers
1. Log on to the American Airlines Retiree site
2. Select Travel
3. Click Traveler Information
4. Under Add a new traveler, select D3 Guest and click Add
5. Read and agree to the security statement
6. Complete all required fields
All other travelers will automatically transfer from Travel US to NRTP, assuming you’ve updated their Secure Flight information in Travel US.

What’s not changing?
Legacy US Airways employees and retirees will continue to verify travel dependents within the Benefits Service Center at myaa.com. For travel eligibility only, there is no deadline to provide documents. However, please know that it takes 10 to 12 days to review documents and create travel profiles before the dependent may travel. Piedmont and PSA employees and retirees will continue to follow their respective travel dependent enrollment processes.
Next up, we’ll make a few updates on your behalf.

Vacation and guest passes

On Oct. 7, 2015, we will remove all available and unassigned legacy US Airways, Piedmont and PSA vacation and guest pass allotments from Travel US. The very next day, Oct. 8, 2015, they will be visible in NRTP.

Viewing your pass bank summary
1. Log on to the American Airlines Retiree site
2. Select Travel
3. Click Traveler Information

Billing

As we’ve shared before, travel payment within NRTP is a payroll deduction. Once we’re all in NRTP, payroll deduction will be the source of payment for all fees for active employees. For retirees, you will be invoiced and required to submit payment online. You can begin to view your travel and billing history on Oct. 8, 2015.

Viewing your travel and billing history
1. Log on to the American Airlines Retiree site
2. Select Travel
3. Click Travel History

Any unused electronic upgrades purchased in Travel US will be automatically refunded after Oct. 17, 2015. You can expect to see the refund within 30 to 45 business days, depending on your credit card company.

As a reminder, once we move to our end-state travel system, payment will be electronic.
myIDTravel

In March 2015, we announced we were merging our Zonal Employee Discount (ZED) programs. Since then, the team has been hard at work aligning agreements with our interline partners in advance of PSS integration. On Oct. 17, 2015, as the “US” airline and ticketing codes are sunset, all ZED ticketing will be completed through American’s link to myIDTravel and will follow the ZED agreements in place between American and the other airlines.

What does that mean for you?
Beginning Oct. 8, 2015, you’ll book your ZED travel through the American Airlines Retiree site.

Accessing the myIDTravel tool
1. Log on to the American Airlines Retiree site
2. Select Travel
3. Under Other Airline Travel, click myIDTravel tool

The majority of agreements are set up for ticketing by American (tickets that begin with 001). To purchase flights, you may use any form of payment accepted by American for commercial ticketing. Because we’re ticketing you, any refunds will be processed by American through the myIDTravel tool.

As is the case today, instructions for flight listings can be found on each airline’s ID Agreements page of myIDTravel as well as www.flyzed.info.

What does this mean for travel you’ve already booked?
Starting Oct. 8, 2015, you’ll no longer have access to transactions made through the US Airways myIDTravel site. myIDTravel will run a program to refund unused tickets issued by US Airways that are no longer valid for travel. This automatic refund includes tickets beginning with 037 issued for travel on Air Canada, British Airways, Japan Airlines, Malaysian Airlines and United Airlines. Tickets issued by any other airline through myIDTravel will not be automatically refunded. Before Oct. 8, 2015, you will need to submit the refund request for any unused tickets that do not begin with 037.

Requesting a refund
1. Log on to myIDTravel via Wings
2. Select Travel History
3. Select any unused tickets that do not begin with 037
4. Click the refund
Employee travel policies will be aligned. Here’s what you need to know.

Personal Emergency/Bereavement Travel Booking Process

We’ve already aligned our Personal Emergency/Bereavement Travel booking policies. With the use of NRTP, employees and retirees will no longer contact Inventory Services to complete booking. Instead, we’ll adopt the legacy American approach. To book emergency travel, contact your manager who will have a Passenger Name Record (PNR) created for you and secure needed flights. If you are unable to contact your manager, call 1-888-WE-FLY-AA (1-888-933-5922) for emergency travel assistance. In that case, a copy of your PNR will be sent to your manager. You must notify your manager as soon as possible that emergency/bereavement travel has been authorized for you and any eligible travelers.

NEW POLICY IN EFFECT: SEPT. 1, 2015
Baggage liability

As we finalized our non-rev baggage liability policy, we looked internally at the way American and US Airways covered non-rev baggage issues and externally at the way other carriers handle them.

We found that
1. Our two policies for positive space business travel were already aligned.
2. We differed when it came to space available baggage liability.
3. Other carriers vary in their approach — from covering space available baggage like a revenue customer to not covering them at all.

The New Policy

Positive space business travelers
The current American and US Airways policies mirror one another; there will be no change. Should you have issues with your positive space checked baggage, the company will pay for all types of claims and deliveries. To initiate the process, you’ll need to file mishandling claims at the airport and continue to submit claims to Central Baggage for tracing and compensation.

Space available travelers
Should you have issues with your space available checked baggage, the company will pay for certain types of claims, including:
• Loss
• Damage to bag and contents

Space available customers will not be compensated for interim expense claims or those incurred due to a delay in baggage (such as purchasing replacement items).

If your checked bag is mishandled, you’ll continue to file mishandling claims at the airport. The key change for legacy American is that, as a non-rev customer, you will need to pay for delivery of your bags or pick them up from the airport. As you do today, you may continue to submit claims to Central Baggage for tracing.

NEW POLICY IN EFFECT: OCT. 1, 2015
Fare structure alignment

If you’ve traveled on both airlines since we launched dual access, you know that both airlines have different fee structures for non-employee and dependent travel. At a high level, the main difference comes into play when traveling domestically. American charges per segment based largely on mileage and US Airways charges per origin and destination (O&D) zone. For international travel, both carriers charge flat fees — American applying on a segments basis and US Airways on an O&D basis.

As we move to one reservations system, we will use one common fee structure for non-revenue travel:

1. Employee and coach travel will remain free (service charge waived).
2. We will have unified pricing for guests/in-laws, parents and premium cabin upgrade charges for all non-revenue passengers, all based on mileage.

The new fee structure goes into effect no matter which carrier you’re flying on. It applies to travel on American and American Eagle flights operated by our wholly owned and non-wholly owned carriers. You can estimate your travel charges with NRTP. Within the system, under Flight Information, choose NRSA Charges. Simply enter your segments and click View Charges.

POLICY IN EFFECT: OCT. 17, 2015
Consistent travel experience

At PSS cutover, non-rev travelers will notice a few legacy US Airways agent process changes consistent with legacy American non-rev procedures, including:

- Agents will add the through (T) designator for connecting non-revenue travelers from other airlines (OALs) to American flights.
- Agents will have the ability to transfer individual non-rev travelers to the standby list of a flight with a different destination while maintaining the original time of check-in.
- Non-rev travelers will also have the ability to be transferred from the standby list of a canceled flight to a flight with a different destination without changing the original time of check-in.

Additionally, beginning Sept. 15, all mainline and wholly owned employees and retirees will be able to take advantage of the interactive voice response (IVR) system when calling 1-888-WE-FLY-AA (1-888-933-5922). Simply press Option 2, and use your American ID number and pin (which is the last four of your social security number) to purchase or book American flights. This means the legacy US Airways Employee Travel Line IVR (1-800-325-9999) will no longer be active beginning Oct. 17, 2015.

Night of cutover and beyond

Our Reservations and Airport colleagues will be busy the night of PSS cutover and the weeks following as they implement new processes and help our revenue customers through the transition. We will not restrict any employee or retiree non-revenue travel during PSS cutover. We will, however, have a short five-day embargo on D3 guest pass travel, Oct. 16, 2015, through Oct. 20, 2015. While we typically try to avoid embargoing any non-rev travel privileges, we want to make sure we’re supporting our colleagues working in the operation during cutover. This brief restriction will allow them to better focus on our paying customers.

Here's how PNRs will be handled leading up to and at cutover:

<table>
<thead>
<tr>
<th>PNR type</th>
<th>PNR treatment</th>
<th>If LUS flight is canceled Oct. 16</th>
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</thead>
<tbody>
<tr>
<td>Space available leisure</td>
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<td>No re-accommodation</td>
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<tr>
<td>Positive space business</td>
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<tr>
<td>AA20</td>
<td>Migrating to Sabre</td>
<td>Re-accommodated in Sabre</td>
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**Guest Pass Travel Restriction**

To ensure our colleagues can focus on revenue customers during PSS cutover, guest pass (D3) travel will be restricted beginning Friday, Oct. 16, 2015, through Tuesday, Oct. 20, 2015. The exception to this embargo is a guest pass rider traveling with an employee or retiree.
Next steps

This is a lot of information to digest, so we want to be sure you have the resources you need as we make this transition. On this page and the next, you’ll find an overview of the changes discussed in this guide as well as the actions you will need to take as we all get ready for PSS cutover.

If you have any questions, please contact Employee Travel.

Your Transition Checklist

All Employees and Retirees
- Familiarize yourself with our travel policies. As part of this transition, we’re harmonizing a handful of remaining policies.
- Consider ways you can help our operation at PSS cutover and beyond.

Legacy US Airways, Piedmont and PSA Travelers
- Register your American employee ID number and update your Secure Flight information in Travel US.
- Familiarize yourself with NRTP.
- Register your guest travelers (D3) in NRTP.
- Continue to verify your eligible travel dependents through the Benefits Service Center.
- Oct. 8: Begin booking ZED travel through the myIDTravel link on the American Airlines Retiree site.
- Oct. 8: Log on to NRTP to view your vacation (D1) and guest (D3) pass balances.
- Oct. 8: Log on to NRTP to view your travel and billing history.
**YOUR PSS CUTOVER TRANSITION**

**Timeline**

<table>
<thead>
<tr>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td><strong>SEPTEMBER</strong></td>
<td><strong>NOVEMBER</strong></td>
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<td><strong>OCTOBER</strong></td>
<td><strong>DECEMBER</strong></td>
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<td><strong>SEPT. 1</strong></td>
<td>Travel US discontinued/ NRTP continues</td>
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<td>Emergency/ bereavement travel policy aligns</td>
<td>Non-rev fare alignment</td>
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<td><strong>SEPT. 15</strong></td>
<td>Non-rev processing differences for LUS agents</td>
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<td>All mainline and wholly owned employees and retirees can access 1-888-WE-FLY-AA (1-888-933-5922) interactive voice response system</td>
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<tr>
<td><strong>OCT. 1</strong></td>
<td>LUS, PDT and PSA guest pass allotment moves to NRTP</td>
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<tr>
<td>Non-rev bag liability policy aligns</td>
<td>LUS, PDT and PSA guest and vacation pass allotment discontinued in Travel US</td>
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<td><strong>OCT. 7</strong></td>
<td>LUS, PDT and PSA can access NRSA Billing/ Travel History in NRTP</td>
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<td>LUS, PDT and PSA guest traveler registration can begin in NRTP</td>
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