

 Coronavirus update

- Team members, retirees and guest travelers must comply with any health directives, including the use of face coverings. Failure to comply will result in the suspension of travel privileges.
- Entry to int'l locations is continually evolving due to COVID-19. After checking-in for certain int'l destinations, you will be added to the priority list, but you may be required to see a ticket counter agent to review your documentation and receive your verification card to pass through security. If required, be sure to plan time for this.

Travel Guide



Overview

As a team member or retiree with travel privileges of American Airlines or one of our regional affiliated subsidiaries (Envoy, Piedmont and PSA), you enjoy some of the best travel privileges in the industry for you, your family and your friends. This Travel Guide will help you better understand this privilege and the programs associated with it.

In addition to the online travel privileges (which refers to travel on American and American Eagle), you and your eligible family members receive reduced-rate space available interline travel on many domestic and international airlines through reciprocal agreements. You're eligible for interline travel (sometimes called OAL) after six months plus one full day with the company.

There are a few legalities we should get out of the way. The Travel Guide is not a contract. The privileges, guidelines and programs contained herein (or in any other American Airlines publication or information source) may be reviewed and revised by the company at any time. The privileges, guidelines and programs discussed in this Guide apply to all team members and retirees unless otherwise specified in an applicable collective bargaining agreement or other negotiated agreement. You are responsible for reading and understanding the contents of this Guide. If you have any questions regarding anything addressed within this Guide, please contact the [Team Member Service Center](#).

Travel expectations and procedures

Anyone with travel privileges is responsible for understanding the following:

- Anyone you authorize for travel:
- Are persons with whom you have an established personal relationship.
- Are persons who do not pose a safety or security risk to the company.
- Are persons who understand all non-revenue travel guidelines as outlined in the Travel Guide.
- Are not former team members who were discharged for any type of misconduct or who resigned in lieu of discharge or any type of misconduct.
- Are not any employee whose travel privileges have been revoked/restricted or any employee on a leave of absence, which does not allow non-revenue travel

Additionally, you acknowledge that:

- The company reserves the right to remove travelers who the company believes may pose a safety or security risk.
- The company reserves the right to remove travelers who do not follow the non-revenue travel guidelines as outlined in the Travel Guide.
- You will be held responsible for persons who misuse travel privileges and for the conduct of the traveler, which may include suspension or permanent loss of my travel privileges.
- Abuse of this system may result in suspension or permanent loss of travel privileges or further disciplinary action up to and including termination of employment and where warranted criminal prosecution.

Travel is a "privilege" that comes with responsibilities. Travel is not a right of employment or a form of compensation. The company reserves the right to change, suspend, revoke, or modify these privileges, in any way, with or without cause or notice, at any time if the company deems it is in the best interest of the organization or the team members and retirees.

In exchange for the privilege of team member travel, you should understand and agree that:

- All travel privileges provided to team members, retirees, family members, and others are strictly for personal use only.
- Team member travel cannot be sold, purchased, bartered, traded, donated or used for business purposes, including anyway that would deny revenue to American or any other carrier.
- You must be truthful when obtaining travel privileges for family members.
- While traveling, you will conduct yourself in a safe and respectful manner.

- Family members and others using your team member travel privileges will demonstrate respect for our team members and customers when traveling.
- Travel privileges are subject to suspension for non-payment of travel charges.
- It is a violation of company policy to obtain, or attempt to obtain travel privileges from the company or other airlines for another person by deceitful or fraudulent means. This includes, but is not limited to, falsifying marriage, divorce, and birth or adoption documents for the purpose of meeting the travel eligibility requirements or imputing false information into the system.

Misuse or dishonest use of travel privileges, or any other violation of travel privileges by yourself as a team member or retiree, your family member or others traveling on your travel privileges can result in various company actions, up to and including termination. Other actions as determined by the company may include but is not limited to: suspension of all travel privileges for a period of time, revocation of all travel privileges permanently, legal action including criminal prosecution, and/or full-fare reimbursement.

Additionally, violations of the Conditions of Carriage, aa.com site usage policy, fraud, misrepresentation, abuse, or violation of application rules may subject participants to termination of their AAdvantage Program eligibility. Such action may include, without limitation, the forfeiture of all award tickets and any accrued mileage in a member's account, as well as cancellation of the account and the member's future participation in the AAdvantage program.

Termination of employment for reasons related to, but not limited to, egregious violation of the Work Environment Policy, illegal transport of contraband, theft or any termination resulting from travel infractions will result in the permanent removal of all travel privileges, including retiree travel privileges.

Privacy Requirements for travelers living outside the US

Those who live outside the United States have certain rights regarding the collection, transfer and use of their personal information. You must obtain a written copy of the "Travel Consent" for person you register as a traveler who lives outside the United States.

Travelers under 18 years of age who reside outside the US, except for your own child or legal dependent, must have the Travel Consent form completed by the parent or legal guardian of that child to authorize permission and legal authority to travel.

You are required to keep a copy with your own personal records of the travel consents completed by your travelers for as long as they are registered for travel, and agree to provide copies of these consents to American upon request, if audited. Failure to provide American with travel consent for your travelers living outside of the United States will result in termination of your travel privileges. Here is the link to the [travel consent form](#).

Team members travel contacts

We want to be sure you have the information you need to enjoy your travel. That's why we have a number of resources available to help.

Team member websites

Mainline American: newjetnet.aa.com

Envoy: my.envoyair.com

Piedmont: mypiedmont.aa.com

PSA: mysaaairlines.com

Retired mainline American: retirees.aa.com

Retired Envoy/Piedmont/PSA: fly.aa.com

Team Members Services

When to contact:

If you have general questions about non-rev travel

Where to reach us: [Team Member Service Center](#) or employeeservices@aa.com

American Airlines non-rev travel voice recognition system (WE FLY AA)

When to contact:

If you need to list for non-rev travel and don't have access to a computer or need to price and purchase an AA20 ticket or Discounted Employee Mileage Award

Where to reach us:

1-888-WE-FLY-AA (1-888-933-5922)

Interline Pass Bureau for business travel on and by other airlines

When to contact:

If you need assistance with business travel on other airlines (when online travel isn't available) Where to reach us:

interline.travel@aa.com

Interline personal travel on and by other airlines

When to contact:

If you need assistance with personal travel on other airlines

Where to reach us: myidtravel@aa.com

Non-Revenue Space Available (NRSA) department

When to contact:

If you have questions related to billing or refunds for pass travel. For additional information, see the Trips tab in the Travel Planner to open a case or dispute charges associated with non-revenue travel.

Where to reach us:

Regular mail:

American Airlines PHX-RWE-ACR Attn: NRSA
4000 E. Sky Harbor Blvd Phoenix AZ 85034

Be sure to add your AA id on all

correspondence; including check payments

Email: NRSA.refunds@aa.com

Travel tools

Tool	Location	Description
Travel Planner	Access via Jetnet, retirees.aa.com , fly.aa.com or the Piedmont/PSA employee websites on any device (desktop, tablet or mobile).	Used for non-revenue travel planning on American and American Eagle including flight listing, flight check-in, viewing priority lists, checking gates/times, and estimating applicable service charges. May also be used to book business travel (must have the ability to self- authorize business travel).
myIDTravel	Access via Jetnet, retirees.aa.com , fly.aa.com or the Piedmont/PSA employee websites.	Used for ZED ticketing transactions for travel on other airlines including checking flight loads, flight listing, ticketing, refunds and agreement details. You must have a minimum of six (6) months + 2 days of continuous service to be eligible to access the myIDTravel site.
Global Entry	globalentryprogram.com/	Known Traveler Number (KTN) is a TSA designated number to allow low-risk travelers the TSA Pre-check option.

Eligible travelers

As a team member or retiree of American Airlines, Envoy, Piedmont or PSA, you are eligible for travel and the extent of these privileges is based on your employment status (e.g., active team member, retiree, etc.). We also extend travel privileges to certain former team members of authorized subsidiaries and companies that have been directly affiliated with the company. These privileges may differ from those extended to active team members or retirees of the company.

Eligible travelers include team members, retirees, spouses, domestic partners (DPs) or registered companions (RCs), qualified children, and parents. You also have the opportunity to add D3 guests to your travel list.

Spouse, DP, or RC	Qualified Children under the age of 24	Parents	Parents-in-law	Guests
<ul style="list-style-type: none"> Married=Spouse or Registered Companion (RC) Single, Divorced, or Widowed = Domestic Partner (DP) or RC 	Children of team member/retiree, spouse, or DP (For progression of travel for children, see table below)	Parents or step-parents of team member/retiree	Parents of Spouse or DP	Extended family and friends
Dependent verification process (DV) Spouse/DP-DV* RC-No DV	DV*	DV*	DV*	No DV*

*When adding a dependent traveler (Spouse, Domestic Partner (DP), qualified child or designated parents), you will be asked to provide documentation, and your dependent traveler must be verified before they are allowed to travel. If documentation is needed, you'll be notified via your email, phone or home address on file with the company. For more information, see the [Dependent Verification](#) section.

Retirees will not be prompted to submit verification documentation; however, travel profiles are still subject to audits and disciplinary action.

If you are not able to verify your dependent travelers, they are subject to be removed from your travel list, and profiles are subject to random audits for dependent verification. However, it is the responsibility of the team member/retiree to understand who is allowed and not allowed to be listed as a dependent. Falsifying anyone who does not qualify for dependent travel privileges could result in disciplinary action, including but not limited to suspension; termination of employment; revocation of or limitations on the travel privileges; and/or the obligation to pay the full fare of certain travel expenses or fines.

For more explanation about your travel privileges (pass types, who can utilize, etc.), refer to [Overview of travel privileges](#).

Team member

To qualify as a team member if you are currently on the company's payroll, or on a leave of absence.

Retiree

To qualify for retiree travel, you must have retired under a previous retirement plan or meet the 65 Point Plan criteria. You are eligible for the 65 Point Plan if meet all the requirements below:

General requirements:

- Your years of service + your age = at least 65
- You have at least 10 years of continuous active service at the time of separation(see notes below)
- You leave the company in good standing
- You give appropriate notice to your department

Notes:

- If a team member resigns from a wholly owned subsidiary and is hired by AA (or vice versa) within thirty days of their resignation date, their time with the subsidiary/mainline will be used to determine eligibility (continuous service) toward retiree travel calculation ("65 point rule").
- If you are involuntarily separated from the Company due to a Reduction in Force (RIF), but fall short of the time required for the 65-Point Travel Plan at the time of separation, your severance period can be used in the eligibility calculation for the 65 Point Travel Plan. However, you must have reached a minimum of at least 10 years of service at the time of separation (plus qualifying subsidiary or wholly-owned company seniority). The severance period cannot be used to reach the 10 year minimum.
- For AA mainline union-represented team members, active service does not include time spent on furlough.
- If you received an early out travel package, then you may have different privileges than a qualifying retiree. If you leave the company under a separation package and are rehired at a future date, you may be required to waive your rights to any previous travel privileges as a condition of re-employment.

Spouse

A qualifying spouse is defined as a person who is currently and legally married to the team member, retiree or former team member with travel privileges. Once you add a Spouse, they must remain on your traveler list for a minimum of 12 months prior to deletion or replacement, unless you have completed a life event, such as divorce.

Notes:

- As of May 1, 2019, for travel purposes, you can add a Registered Companion (RC) in lieu of a Spouse, but they must remain as your RC for at least one calendar year before you can choose to delete or replace them with another RC or your Spouse.
- Certain early out packages do not allow adding a RC in lieu of a Spouse.
- If you choose to replace your spouse with a RC, note that unlike the spouse who is eligible for travel on all of American's ZED partners, the RC is only eligible for travel on American's oneworld Alliance partners. For more information, refer to [Registered Companion](#) section below.

Domestic partner (DP)

If you are single, divorced or widowed, you may designate a same or opposite gender DP. A qualifying DP is defined as two people in a spouse like relationship for at least six (6) consecutive months, reside in the same permanent residence, and have evidence of joint financial responsibility. For more information, see the [verification documentation](#) Guide. Once you add a DP, they must remain on your traveler list for a minimum of 12 months prior to deletion or replacement.

Notes:

- As of May 1, 2019, for travel purposes, you can add a Registered Companion (RC) in lieu of a DP, but they must remain as your RC for at least one calendar year before you can choose to delete or replace them with another RC or your DP.
- If you choose to replace your DP with a RC, note that unlike the DP who is eligible for travel on all of American's ZED partners, the RC is only eligible for travel on American's oneworld Alliance partners. For more information, refer to [Registered Companion](#) section below.
- It is your responsibility to verify DP qualifications prior to adding them to your travel list.
- If traveler does not qualify or if you are not able to provide the appropriate documentation, then they will need to be added as a Registered Companion (RC).
- Domestic partners are considered equivalent to a spouse for travel on other airlines.

Travel by a Domestic Partner is subject to imputed income, and you will be taxed on the value of their travel. For more information regarding taxable income, please refer to the [Imputed income](#) section.

Registered companion (RC)

A Registered Companion is defined as anyone with whom you have a personal relationship, such as an aunt, best friend, sibling, etc. Once you add a RC, they must remain on your traveler list for a minimum of 12 months prior to deletion or replacement. Registered Companions will not require any verification to remain on your travel list.

Notes:

- You can add a Registered Companion (RC) in lieu of a Spouse or Domestic Partner (DP), but they must remain as your RC for at least one calendar year before you can choose to either delete or replace. **Reminder:** Certain early out packages do not allow adding a RC in lieu of a Spouse/DP.
- Non-rev travel on other airlines for a RC is limited to members of our oneworld alliance.
- If you choose to register a qualified parent (except parent-in-law) as your RC, that individual must also be registered as a Parent if you wish them to have full OAL/ZED privileges. Otherwise, they will only be able to travel on **oneworld** partners.

Travel by a Registered Companion is subject to imputed income, and you will be taxed on the value of their travel. For more information regarding taxable income, please refer to the [Imputed income](#) section.

Qualified children

The following qualified children may be added to your travel profile:	
<ul style="list-style-type: none"> • Your natural-born or adopted child(ren) • Your stepchild(ren) • Your domestic partner's child(ren) • Your exchange student (**see note below) • Your foster child or court-appointed ward/dependent currently placed in your home for which you, jointly or individually, are the legal guardian or legal custodian. 	
For more information, refer to the Dependent verification section.	

These children mentioned above generally fall into three (3) different classifications:

Dependent Child	Your children under age 19	D1/D2/AA20/OAL –For children less than 2 years old, refer to Child and UMNR travel section.
Dependent Student	Your children age 19 -22	D1/D2/AA20/OAL - Once they turn 19, they will automatically change to Student regardless of student status. If child is not attending or enrolled in college, school or other classes, it is your responsibility to re-add them as Non-Dependent Child.

Non Dependent Child	Your children age 23	<p>D1/D2/AA20/OAL - Once they turn 23, they automatically change to Non-Dependent Child in the system regardless of student status.</p> <p>If your child is listed as a Non Dependent Child, either from being a non-student between ages 19-22 or turning 23 years of age, their travel is subject to imputed income to comply with IRS guidelines. You will then be taxed on the value of their travel during that time.</p> <p>Note: Travel by your Domestic Partner's Child(ren) is always subject to imputed income regardless of age. For more information, see Imputed Income.</p>
	Your children age 24 or older	<p>Your qualified children will receive travel privileges until their 24th birthday (at the end of that day to be exact), regardless of whether they are enrolled in college, school or other classes. Once they turn 24, they will automatically be deleted from your dependent travel list. You may then add adult children as a D3 guest.</p>

It is the responsibility of the team members/retiree to verify that the status of your child(ren) is updated accordingly.

In addition to the three classifications listed above, your qualified dependents age 24 or older with a **disability or who meet special needs** requirements may be eligible for travel privileges on American Airlines and American Eagle flights. To verify your dependents disability, please [complete these forms](#), which outlines the requirements. You will submit this form by fax or email along with copy of your federal tax form to Human Resources. If approved, they will manually add the Disabled Dependent profile to your travel list. Disabled dependents may not travel without an accompanying adult. Additionally, because they are 24 years and older, disabled dependents are not eligible for travel on other airlines (OAL/ZED).

****You are eligible to add your exchange student to your travel profile if the high school student from another country is placed in a team member's or retiree's home by American Field Services, Youth for Understanding or a similar organization. You will go through the Dependent Verification process to add an exchange student. Supporting verification documentation for an exchange student includes a birth certificate and the exchange paperwork that list you as the host. Additionally, U.S.-based team members and retirees must qualify to claim the student's expenses as a charitable deduction under Section 170 of the IRS code (Section 1064, U.S. Master Tax Guide).**

Parents and parents-in-law

<p>You have two (2) D2P designated slots, and you may choose any combination from:</p>
<ul style="list-style-type: none"> • Your mother/father • Your stepparents • Parents-in-law (parents of your Spouse or Domestic Partner) • Stepparents-in-law (stepparents of your Spouse or DP) • Your legal guardian (*see note below)

Notes regarding parents:

- Once you have registered your two (2) D2P travelers, any other(s) can or must be listed as a D3 guest, and guest passes will be deducted from your annual guest pass allotment.
- Your D2P travelers need to remain on your traveler list for a minimum of 12 months prior to deletion or replacement.
- D2P parent travel is subject to a service charge in addition to applicable segment taxes and fees.
- However, parents-in-law and parents of DP's will pay the same service charges as a D3 guest, but this will not affect your guest pass allotment.
- Your parents or stepparents are eligible for travel on most other airlines. However, parents-in-law and parents of DPs are not eligible for travel on other airlines.
- If you add your parent as your RC, he/she will not be eligible for non-revenue travel on other airlines except for **oneworld** partners, unless they are also listed as your parent.

*If adding a **legal guardian** to your travel profile, you must present verification documentation to support the legal guardian relationship. Supporting documentation includes a copy of the court order to qualify your legal guardian for travel.

Surviving Spouse/Surviving Domestic partner (DP)

In the event of the death of a retiree or a team member who has met the eligibility requirements of the 65 Point Plan, the company will extend retiree travel privileges to the spouse or company-recognized DP, as the retiree's or team member's travel profile will be deactivated. For a Surviving DP, they must be verified in the team member's travel profile prior to the death for these travel privileges to be extended (refer to [Dependent Verification](#) section).

Reminder: There are certain early out packages where a surviving spouse/DP may not be eligible to receive travel privileges upon the death of the former team member. Also, if an early out package included a bridge to obtain the 65 Point Plan, then the surviving spouse/DP is not eligible to receive travel privileges.

In the event of the death of a team member who does not meet the eligibility of the 65 point plan, the company will extend retiree travel privileges for one year from the date of the team member's death to the Surviving Spouse or Surviving Domestic Partner.

The team member's/retiree's travel profile will remain active for a 30-day period to allow bereavement travel for qualified family members (see [Emergency/Bereavement Travel](#) section). After the 30-day period, the travel profile will be deactivated.

Travel privileges for the Surviving Spouse or Surviving DP are the same as a retiree except for the following:

- Travel on other airlines (OAL/ZED) is not included for Surviving Spouse/Surviving DP and eligible dependents.
- Surviving Spouse/Surviving DP is not eligible to have a Spouse, Domestic Partner, or Registered Companion.

As long as the team member was eligible for the 65 Point Plan or was already a retiree, then travel is valid for the lifetime of the spouse or verified DP. Travel privileges will cease and be deactivated for the surviving spouse/surviving DP and surviving family members when any of the following events occur:

- Surviving spouse/surviving DP is incapable of authorizing travel
- Surviving spouse/surviving DP remarries or enters into another domestic partner relationship
- Death of surviving spouse/surviving DP

Note: If a surviving spouse is also a retiree or active team member, they are not eligible for surviving spouse privileges as they would have their own travel privileges.

D3 Guests

Once you have been with the company for six (6) months and two days, you can elect to add up to twelve (12) D3 guests to your travel list at one time, and these guests will share a separate pass bank. These guests are your family and friends that you know personally who do not qualify as a dependent traveler. Your D3 guests must be listed on your traveler list for a minimum of 12 months prior to deletion or replacement.

Only register guests with whom you have a personal relationship, as you will be responsible for their travel and how they conduct themselves while traveling.

D3 guests will not require any verification to remain on your travel list.

Travelers who reside outside the US

If you are adding any travelers who reside outside the US, be sure to refer to the [Privacy requirements for travelers living outside the US](#) section.

Former team members

You may register a former team member under your travel privileges provided the former team member separated from the company in good standing and were not separated for any misconduct. For more information, please refer to [Travel Expectations and Procedure](#) section.

For instructions how to add travelers to your list, here is link to the [How to Guides](#).

See [FAQ's](#) for more information.

Overview to personal travel privileges

We realize there are several options to inquire about travel guidelines and procedures, such as your co-workers, friends and social media. However, this guide should be your first point of orientation and continuing reference. If you still have questions, contact the Team Member Service Center.

If you have not yet already, be sure and read the [Travel Expectations and Procedure](#) section before continuing further.

As the team member or retiree, your personal travel privileges are described below:

Pass type	Active / Retiree?	How many?	Who qualifies?	When?
D1 (vacation pass) Highest space available travel status	Both	6 one-way passes per calendar year You and your dependents will each receive 6 one-way passes per year	<ul style="list-style-type: none"> You Your Spouse or Domestic Partner (DP) or Registered Companion (RC) Your children under the age of 24 	Upon hire date
D2	Active	Unlimited	<ul style="list-style-type: none"> You Your Spouse or DP or RC Your children under the age of 24 	Upon hire date
D2R	Retiree	Unlimited	<ul style="list-style-type: none"> You Your Spouse or DP or RC Your children under the age of 24 	Upon retirement date
D2P (Parent)	Both	Unlimited	Two (2) designated D2P parents chosen from: <ul style="list-style-type: none"> Your mother/father Your step-parent Your parents-in-law (if married) Your Domestic Partner's parents (if DP is verified) Designated parents may only travel as a D2/D2R priority when travelling	Upon hire date

			with the team member/retiree in the same PNR. The team member/retiree may not use a D1 while their parent travels D2/D2R.	
D3 (Guest)	Both	<p>Active: Sixteen (16) one-way passes per calendar year shared among all D3 guests</p> <p>Retiree: Eight (8) one-way passes per year shared among all D3 guests</p> <ul style="list-style-type: none"> • If you retire mid-year, you'll keep your original sixteen (16) D3 allotment for the rest of that year. • Your new allotment of eight (8) D3 one-way passes will take effect on January 1st of the following year. 	<p>Your extended family and friends that you personally know</p> <p>Up to twelve (12) D3 guests can be listed at one time</p>	Six months + 2 days after the date of hire
A9	Both	Emergency/Bereavement	You and your eligible travelers (check Emergency/Bereavement section)	Upon hire date
AA20/AAdvantage Award Promotion	Both	Unlimited 20% off the published base fare or miles in aa.com	<ul style="list-style-type: none"> • You • Your Spouse or DP or RC • Your children under the age of 24 • Your designated D2P parents 	Upon hire date
OAL/ZED (Travel on other airlines)	Both	<p>Based on OAL policy</p> <p>For more information, refer to Travel on other airlines section.</p>	<ul style="list-style-type: none"> • You • Your Spouse or DP or RC (*see below) • Your children under the age of 24 	Six months + 2 days after date of hire

		<p>Questions:</p> <p>myidtravel@aa.com</p>	<ul style="list-style-type: none"> Your parents <p>OAL/ZED does not include parents-in-law and parents of DP</p> <p>*RC can only travel on oneworld partners</p>	
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To see who is eligible for these travel privileges, refer to the [Eligible travelers](#) section.

To see how the [Service charges and Methods of payment](#) section.

These travel privileges are based upon being an active team member or qualifying retiree. If you received an early out travel package, then you may have different privileges than described above. For retiree travel requirements (65 Point Plan), refer to [Eligible travelers - Retiree](#) section. If you leave the company under a separation package and are rehired at a future date, you may be required to waive your rights to any previous travel privileges as a condition of re-employment.

The standard **furlough** travel package includes online travel at the D2R classification as well as D1, D2P, D3, A9 travel and AA20 discounts. Furlough travel does not include OAL/ZED interline travel. After separation, travel is for one year unless stated otherwise by your collective bargaining agreement.

Notes:

- Space available/non-revenue travel can be booked in any class of service.
- Once you register a Spouse, DP, RC, parent, or D3 guest to your list, they must remain on your list for one full year before you may remove and/or replace them.
- All D3's will share the guest pass bank, regardless of how many guests you list.
- You may register former team members under your travel privileges provided the team member separated from the company in good standing and was not separated for any misconduct. For more information, please refer to [Travel Expectations and Procedure](#) section.
- If you leave the company and return at a later date, or are rehired by the company or a subsidiary in the same calendar year, you will not receive a new allotment of vacation and guest passes. Instead, your remaining pass bank balance will be reactivated for use throughout the rest of the year. This would be the same for your travelers and their passes; also, they still must remain on your list for one full year before you may remove and/or replace them.
- If a team member resigns from a wholly owned subsidiary and is hired by AA (or vice versa) within thirty days of their resignation date, their OAL and D3 travel will still remain active. Otherwise, their OAL/D3 travel will be reset to be active after 6 months + 2 days after the new hire date.

How to Activate Travel

If you are a new team member or have never initiated your travel, you'll need to "activate" your travel privileges by reading and accepting the terms and conditions of travel otherwise known as the Authorization and Consent agreement. Completing this task confirms that you've read through and understand our travel policies and guidelines. The Authorization and Consent agreement can be found on the Travel Planner page of Jetnet or company portal upon sign in. Once you complete the Authorization and Consent, it can take up to 24 hours for your travel to become active.

Travel/Trips History

There is a great tool in Travel Planner that will help you monitor all your non rev flight activity (including both personal and business). To view, access the Trips tab in Travel Planner, which shows your current and previous trips (History). You'll have access to:

- Dates of travel
- Traveler names
- Priority status (D1, D2, etc.)
- Class of service flown (First, Business, Main, etc.)
- Flight number/city pairs
- Service charges/international taxes/airport fees
- Imputed income, if applicable
- Payment details/status
- Dispute status, if applicable

Pass bank overview

One-way definition for vacation and guest passes

Each one-way pass (D1/D3) is active for a maximum of four (4) nonstop segments in a 14-day period. Once a traveler begins a fifth segment or travels after the 14th day since the one-way trip commenced, a second one-way pass automatically begins and is deducted from your pass bank. In addition, if the traveler returns to their origin city, or to a city within 100 miles of their origin city, a second one-way pass is deducted, and any further travel from the origin city will begin a new one-way pass/trip*. This is true even if the return to the origin city is outside of the 14-day window.

Therefore, an additional pass will be deducted for any one of the following reasons:

- Commence travel on the 5th flight segment
- Commence travel on the 15th day
- Return to origin city or within 100 miles of origin city (Note: Any further travel from the origin city will begin a new one-way pass)

Notes:

- Even if flights are booked in the same or a separate PNR, if you return to your origin city or within 100 miles of that city, an additional one-way pass will be deducted.
- When calculating the 14 days, the first day of travel is "day one."
- *A "trip" is completed or closed out when you return to your origin city.

Here are some examples:

Total passes: 2	Total passes: 2
Jun 5 OKC-PHX (Pass #1, origin city OKC)	Feb 8 ORD-LHR (Pass #1, origin city ORD)
Jun 8 PHX-OGG (Pass #1 continued, 2nd segment)	Feb 14 LHR-DFW (Pass #1 continued, 2nd segment)
Jun 13 OGG-LAX (Pass #1 continued, 3rd segment)	Feb 14 DFW-MKE (Pass #2, return to within 100 miles of ORD-confirmed air miles are within 100 miles)
Jun 19 LAX-PHX (Pass #2, travel on 15th day)	
Total passes: 2	Total passes: 4
Oct 1 ELP-PHX (Pass #1, origin city ELP)	Apr 5 MIA-CLT (Pass #1, origin city MIA)
Oct 1 PHX-LAX (Pass #1 continued, 2nd segment)	Apr 8 CLT-FLL (Pass #2, return to within 100 miles of MIA)
Oct 2 LAX-SYD (Pass #1 continued, 3rd segment)	Apr 12 FLL-PHL (Pass #3, new trip from origin city FLL)
Oct 11 SYD-LAX (Pass #1 continued, 4th segment)	Apr 14 PHL-SFO (Pass #3 continued, 2nd segment)
Oct 11 LAX-PHX (Pass #2, 5th segment)	Apr 16 SFO-MIA (Pass #4, return to within 100 miles of FLL)
Oct 11 PHX-ELP (Pass #2 continued, 2nd segment)	

Note: Even if flights are booked in the same or separate PNR's, the system is programmed to recognize origin cities, dates flown, and segments—not the PNR's themselves. This is the case except for the last D1/D3 pass—Due to current system limitations, if you plan to utilize up to four (4) segments, then the last pass must include all segments in the same PNR.

If travel begins as a one-way at year end and the continuation of that same one-way goes into January of the next year, a pass will be deducted from your pass bank from the previous year. For example:

Total passes: 1	Total passes: 2
Dec 24 MIA-CLT (First pass, 1st segment, origin city MIA)	Dec 24 MIA-CLT (First pass, 1st segment, origin city MIA)
Dec 27 CLT-DFW (Pass continued, 2nd segment)	Dec 27 CLT-DFW (Pass continued, 2nd segment)
Jan 2 DFW-LAX (Pass continued, 3rd segment)	Jan 2 DFW-LAX (Pass continued, 3rd segment)
Jan 4 LAX-DFW (Pass continued, 4th segment)	Jan 4 LAX-MIA (Next pass, return to origin city MIA)

Even if you are booking a round trip in one PNR at end of the year and your return flight(s) is on or after January 1st, the pass(es) will be deducted from the new year's pass bank. Also, transitioning from one year to the next does not negate the establishment of an origin city in deducting a pass. As a reminder, pass calculations are based on origin cities, dates flown, and segments—not the PNR's themselves.

Total passes: 2
Dec 27 DFW-LGA (First pass, origin city DFW—pass deducted from current year)
Jan 3 LGA-DFW (Second pass, return to origin city DFW—pass deducted from next year's bank)
Total passes: 4
Dec 30 MIA-CLT (First pass, origin city MIA—pass deducted from current year)
Jan 4 CLT-MIA (Second pass, return to origin city MIA—passes deducted from next year's bank)
Jan 7 MIA-DFW (Third pass, origin city MIA)
Jan 10 DFW-MIA (Fourth pass, return to origin city MIA)

If you return to your origin city and connect onto another segment(s) on the same day, the same D1/D3 pass will still continue as long as you have not exceeded four (4) segments.

Total passes: 2	Total passes: 3
June 1 MIA-STT (First pass, 1st segment, origin city MIA)	June 1 MIA-STT (First pass, 1st segment, origin city MIA)
June 9 STT-MIA (Second pass, returning to origin city MIA)	June 9 STT-MIA (Second pass, returning to origin city MIA)
June 9 MIA-CLT (Pass continued, 2nd segment on same day)	June 10 MIA-CLT (Third pass, 1st segment, origin city MIA)
June 9 CLT-AVL (Pass continued, 3rd segment on same day)	June 10 CLT-AVL (Third pass continued, 2nd segment)

Pass bank summary

The pass bank summary tool can be found in the Travel Planner. Keep in mind it is your responsibility to monitor the number of guest passes used in a calendar year. Don't worry; Travel Planner will give you an estimate of the number of passes that will be used for your flight listing. These tools will help you stay on track.

Pass bank summary
<p>Travel Planner</p> <ul style="list-style-type: none"> • Through Jetnet or your company portal access Travel Planner → Travelers • D1 passes are identified next to your profile name and next to each eligible dependent • D3 passes are identified next to your name

Pass bank guidelines

- Passes will indicate as “used” during the booking/listing process, but they will not show deducted from your pass bank until after travel is complete.
- Pass bank balances do not carry over from one year to the next.
- Your vacation (D1) and guest pass (D3) banks will be replenished during the first week of January. Pass banks are not replenished each time the eligible traveler's status or relationship changes. For example, your RC used two D1 passes at the beginning of the year and you replace your RC with another person, the new RC has four D1 passes remaining for that calendar year. The example also applies to changing a RC to Spouse, RC to DP, Spouse to RC, Child to Student, etc.
- If you leave the company and return at a later date, retiree, or are rehired by the company or a subsidiary in the same calendar year, you will not get a new allotment of vacation and guest passes. Instead, your remaining pass bank balance will be reactivated for use throughout the rest of the year. This would be the same for your travelers and their passes; also, they still must remain on your list for one full year before you may remove and/or replace them.
- If you or any of your D1-eligible travelers exceed their annual vacation pass allotment, D1 travel will be deactivated for all eligible travelers. On or about December 28 of each year, you will have the opportunity to list your D1 travelers for flights beginning in the next calendar year; however, D1 travel may not resume until January 1 of the following year.
- When the final D3 guest pass has been deducted, all of your guest travelers will be deactivated until December 28 of that year; however, you will have the opportunity to list them for flights beginning in the next calendar year. Although they will be activated, these travelers are only eligible to travel starting January 1 of the next year.
- If you are an active team member or retiree and married to another active team member or retiree of the company, you are both eligible to travel on each other's annual vacation pass allotment. However, passes must be booked under each of your respective profiles.
- If you are authorized to sit in the jumpseat, you must use your own travel privileges to be eligible for the jumpseat. For more information, see the [Travel Guidelines—Jumpseat guideline](#).
- Those authorized to sit in the jumpseat are eligible to use their jumpseat privileges for personal travel. If listed with D1 travel classification, the D1 pass will still be deducted if the team member is accommodated in either the Flight Deck (FDJ) or Cabin (CJ) Jumpseat. Also, if occupying the jumpseat, team members are still responsible for any int'l taxes/fees associated with non rev travel.
- See [FAQ's](#) for more information

Dependent verification

You may add eligible dependents and guest pass travelers to your traveler list in Jetnet or your company portal. See the [Eligible Traveler](#) section for traveler qualifications. Instructions to add travelers may be found on the travel page of your company's website.

Once a new dependent (see list below) is added to your traveler list, active team members may be required to provide additional verification documentation. Dependents will not be able to list for travel until after their status has been verified. If you are required to submit documentation for your newly added dependent, you will receive a verification request via email, phone or home address on file with the company.

If you added travelers prior to the verification process, you may still be required to provide verification documentation, and you will receive an email and/or letter requesting this information. To ensure your travel privileges are not negatively impacted, follow the instructions by submitting the required documentation.

If you are not able to verify your dependent travelers, then they are subject to be removed from your travel list. Profiles are subject to random audits for dependent verification.

Falsifying anyone who does not qualify for dependent travel privileges could result in disciplinary action, including but not limited to suspension; termination of employment; revocation of or limitations on the travel privileges; and/or the obligation to pay the full fare of certain travel expenses or fines.

Retirees will not be prompted to submit verification documentation; however, travel profiles are still subject to audits and disciplinary action for any abuse.

Travelers requiring dependent verification	Travelers not requiring dependent verification
<ul style="list-style-type: none"> • You • Your domestic partner (DP) • Your natural, step or adopted child(ren) under the age of 24* • Your disabled dependent • Your foster child(ren) or court-appointed ward/dependent • Your exchange student • Your parents/stepparents • Your parents-in-law or DP's parents • Your legal guardian <p>*If initially adding a child as a Student between the ages of 19-22, you will also be asked to provide a copy of their full-time enrollment for verification.</p>	<ul style="list-style-type: none"> • You • Your Registered Companion (RC) • Your D3 guests

For a complete list of the documentation that is required for verification, please refer to the [Verification Documentation](#).

Registration considerations:

- Marriage and/or divorce requires a life event to be processed and status updated in the system prior to making any changes to your travel profile.
- Common law marriage is only recognized in certain states. If your state does not recognize common law, then the company considers your status as Single. Therefore, you can add either a Domestic Partner.
- For travel purposes, the company does not recognize legal separation to add a Domestic Partner. Your marital status is still recognized as Married.

Verification process

The chart below outlines what you can expect during the review/verification process:

<u>Step 1</u>	Registration	Register your dependent (Spouse, DP, Child, or Parent/Parent-in-law) through Travel Planner—Travelers—Add new traveler
<u>Step 2</u>	Notification	Once notified by Dependent Verification by email or letter, submit documentation Reminders: <ul style="list-style-type: none"> • Do not submit documentation beforehand, or it might disrupt process • After submitting documentation, it may take up to 10 business days to process/verify
<u>Step 3</u>	Verification	Once dependent is verified, they are able to travel

Any dependent travelers added to your traveler list will have a blank space next to the "Date added" field until you register a dependent. To see this, go to Travel Planner - Travelers - click on their profile. Once added, you'll see a "Verified" field appear, which will indicate:

Pending	Dependent has been added and is in the process to be verified
Yes	Dependent has been verified and process is complete
No	Additional action/documentation is required.

Team member	Who will notify you?	How will you be notified?	Where/who do you send documentation?	Questions during the verification process?
Mainline Domestic	Dependent Verification Center	Company email or mailing address on file	Dependent Verification Center	American Airlines Benefits Service Center at 1-888-860- 6178, and when prompted say or choose “Dependent Verification” Contact your local HR/ People Assistant
Mainline International	Local HR/People assistant	Company email or mailing address on file	Local HR/People assistant	Contact your local HR/People Assistant at International.Travel@aa.com
Envoy Domestic	Dependent Verification Center	Company email or mailing address on file	Dependent Verification Center	Contact Dependent Verification Center at 1-844-84ENVOY
Envoy International	Envoy People Services Department	Company email or mailing address on file	Envoy People Services Department	Contact Envoy People Service Dept. Envoy.DVtravel@aa.com
Piedmont	Piedmont Team Member Travel	Company email or mailing address on file	Piedmont Team Member Travel	Contact Piedmont Team member Piedmont.travel@aa.com
PSA	PSA Team Member Travel	Company email or mailing address on file	PSA Team Member Travel	PSA.TravelRequest@PSAAirlines.com

See [FAQ's](#) for additional information.

Service charges and methods of payment

Overview of travel service charges

Team members, retirees and former team member's with travel privileges and their eligible travelers travel for free in all cabins on American and American Eagle flights. Government taxes and airport fees associated with the itinerary may apply.

Traveler	How much?		OAL/ZED charges for more information see Travel on other airlines
<ul style="list-style-type: none"> You Your spouse Your dependent children under age of 23 	<ul style="list-style-type: none"> Domestic travel is free in any class of service All travelers are still responsible for international taxes/fees 		Service charges based on zone
<ul style="list-style-type: none"> Your Domestic Partner (DP) Your Registered Companion (RC) Your Non-Dependent Child(ren) age 19-23 Child(ren) of your DP (regardless of age under 24) 	<ul style="list-style-type: none"> Domestic travel is free in any class of service All travelers are still responsible for international taxes/fees 	<ul style="list-style-type: none"> All travel is subject to imputed income, *see Imputed income Team Member/Retiree will be taxed on the value of their travel 	<ul style="list-style-type: none"> Service charges based on zone RC only allowed to travel on oneworld partners
D2P Parents/Parents-in-law	<ul style="list-style-type: none"> Parents are subject to a nominal service charge based on mileage, market and cabin Parents-in-law and DP's Parents are charged the same as a D3 guest 		<ul style="list-style-type: none"> Parents are subject to service charges based on zone Parents-in-laws and DP's parents do not have OAL/ZED privileges
D3 guests	Service charges based on mileage, market and cabin		No OAL/ZED Privileges

Parents, in-laws and guest pass travelers will pay a service charge for main cabin and premium cabins in addition to any applicable government taxes and airport fees associated with the itinerary.

Service charges (including taxes and airport fees) associated with non-revenue travel will be paid by electronic form of payment (eFOP). See the [Methods of payment](#) section below.

International taxes

In addition to international taxes, fees and charges for travel to and from international locations, some governmental entities and/or airport authorities may assess fees/taxes that are paid at the time of departure from that country. NRSA is unable to refund such departure taxes.

Reminders:

- If occupying the jumpseat, team members are still responsible for any international taxes/fees associated with non rev travel.
- When connecting through international cities from another airline (OAL) back to the US and qualify for through (T) status, this will inhibit specific departure taxes from being assessed (e.g., UK departure tax). If the through indicator does not appear on the priority list, you will automatically be charged the same taxes as an originating traveler. For more information regarding [Through status requirements](#), refer to that section.

Determining non-revenue space-available Travel service charges

The Travel Planner will display mileage-based service charges, estimated applicable government taxes and airport/user fees for each class of service. Travel charges are based on the mileage of each nonstop segment and class of service flown (Main, Premium Economy, Business and First) for parents, parents-in-law and guest pass travelers.

Estimates for travel charges can be found in the Travel Planner—Tools—Travel Charges. For more information, see the Estimating the cost of travel user guide available on your company's travel page.

Note: Charges will reflect the cabin in which the traveler has actually flown no matter what cabin was originally listed.

See [FAQ's](#) for more information.

Methods of payment

Stored Payment or One-Time Use Credit/Debit Card

All travel charges are subject to electronic form of payment (eFOP) for travel by you and your travelers. At the time of booking, team members/retirees will have two options to pay for travel:

1. Credit or debit card stored in your traveler profile.
2. Enter a one-time use credit or debit card at the time of booking. If you choose the one-time use card option, you will need to re-enter a card each time you create a new flight listing.

Reminder: There are no charges until after travel is complete. When creating a listing where there are charges, it will store what credit/debit card you choose within the listing/PNR. The card will be charged once travel is complete, usually within 2-3 days.

Once the flight listing or booking is complete, you will be provided with details of the service charges, including the routing, passenger name, pass type, class of service and date of travel in Travel Planner - Trips. The credit or debit card will be billed for applicable service charges, international taxes and/or airport fees.

Selecting Currency

You can choose to pay travel charges from one of several different currencies. To make sure your travel charges are billed in the currency of your choice, choose the appropriate currency in your Travel Profile. Access Travel Planner, select Travelers, click on your name and scroll down to Payment Information. Choose the currency in the drop down. All flown segments will be charged to your card using this currency. If the currency selected is not your card's billing currency your bank may charge additional fees above the estimated/actual fees provided by American Airlines. If you do not select a currency, all charges will automatically be billed in US dollars (USD).

Pay Now option

A Pay Now link means you have an outstanding charge(s) that has not been paid. Payment for past-due travel charges will show in the Travel Planner—Trips—History with a Pay Now link(s). To reconcile past-due charges, select the Pay Now button and manually input the credit/debit card information.

Below are some possible examples of why you may receive a Pay Now link:

- Payment was declined due to insufficient funds/credit limit after travel was completed.
- Credit/debit card expired before travel was complete.
- Travelers were accommodated in different cabins. For example, two passengers traveling together in the same PNR. One passenger was seated in Business while the other remained in Main Cabin. When this occurs, they cannot remain in the same PNR, so the system will split the reservation. Because the split PNR does not retain the credit/debit card information, it will create Pay Now link(s) for that particular traveler after travel is complete.
- Listing was created by 1-888-WE-FLY-AA (Non Rev Travel Desk), because team member/retiree did not have access to computer/phone. The Non Rev Travel Desk is not able to store credit/debit card information of there are charges, which will create Pay Now links once travel is complete.

Important Notes:

- If your travel privileges have been suspended for nonpayment of travel charges, payment along with any late fees must be paid and processed before travel is reinstated. A \$40 late fee could be assessed and added to the Pay Now portion of Trips history. If your travel was suspended due to salary overpayment, contact employee.receivables@aa.com.
- Paying your travel charges on time will ensure there is no interruption or suspension to your travel privileges. For this reason, it is especially important to keep your primary travel email current. You can check/update this in the Travel Planner—Travelers—click on your name—Under Employee Information—Check Primary travel email field. If you make any changes, be sure to click Save at the bottom of page.
- If you have a non-rev travel charge dispute, your first point of resolution should be submitting a dispute via the Travel Planner, for either yourself or on behalf of your travelers.
- Non-payment of non rev travel charges (insufficient funds, fraudulent cards, etc.) could result in disciplinary action including but not limited to suspension of travel privileges and up to termination.

Disabling non-rev travel for outstanding travel charges

An automated process will deactivate non-rev travel for team members and retirees if their outstanding travel charges are significantly past due. Specifically, if a team member or retiree is 45 days past due or more, the automated process will disable their non-rev travel.

Here's how it works:

- **At 30 days past due:** Email reminder of the outstanding travel charge(s)
- **At 45 days past due:** No access to D3 guest passes until all outstanding travel charges are paid
- **At 60 days past due:** No access to all travel privileges, including personal travel on other airlines (ZED), until all outstanding travel charges are paid

Reminders:

- A notification email is sent two to three days after travel is completed if their card is not successfully charged for travel and a notification icon will appear at the top of the Travel Planner site. Weekly reminder emails are sent if travel charges remain outstanding.
- To pay outstanding travel charges, go to Travel Planner—Trips—Payment Due and then click on the blue Pay Now button to pay any outstanding charges.
- Travel for company business (on American and other airlines) or an emergency (A9) is not affected by outstanding non-rev travel charges.
- All outstanding charges for travel to be reinstated must be paid, not just the charges that are 45 days or older
- Team members or retirees who no longer have travel privileges will not be able to create new listings or check in for existing listings.
- Once outstanding travel charges are paid through the Travel Planner, travel is automatically turned back on, usually within 10 to 15 minutes.

For more information and “How To” help, refer to Travel Planner—Tools--Help.

Imputed income/taxable travel

In the U.S., travel by certain non-revenue travelers is considered taxable income (imputed income) when the service charges collected are less than the “fair market value” of the trip. Imputed income is the estimated value of a trip that is added to your taxable income to comply with Internal Revenue Service (IRS) guidelines. The IRS uses the term imputed income to describe the value of any benefit or service that is considered income when calculating your federal taxes. In other words, you will be taxed on the value of the travel.

Note: Imputed income may apply to team members outside the U.S. For more information, refer to your country tax code or tax professional.

Trips are valued for imputed-income purposes based on mileage for each segment flown and the value is reflected as such on the team member’s pay statement when the non-revenue charges are collected. If applicable, the total imputed income will be listed on your pay statement as “NRSA Tax Val or RG Travel”. Imputed income is not deducted from your net or gross pay; instead, it is added to your Gross Taxable Earnings on your pay statement and year-end W2 statement.

Former team members with travel privileges only for which imputed income applies will also receive a year-end W2 with your imputed-income.

Travelers subject to imputed income includes:

- Your Domestic Partner
- Your Registered Companion*
- Your Non-dependent child
- Your Domestic Partner’s child(ren)—regardless of age under 24

If you received travel privileges based on an early out agreement, all travel by you, your dependent travelers and your parents may be subject to imputed income. Guest travelers (D3) and parents-in-law listed as your designated D2P travelers are not subject to imputed income.

Estimating imputed income

The chart below gives you an estimate of the imputed income you can expect for leisure travel. Imputed income calculation formulas are reviewed and/or updated annually.

Distance of segments flown	Imputed income space available (in cents/miles)
0-500 miles	\$0.121 per mile
501-1000 miles	\$0.0715 per mile
1001-2500 miles	\$0.044 per mile
2501-4999 miles	\$0.033 per mile
5000 + miles	\$0.0275 per mile

Example DFW to PHX = 867 miles

Segment mileage 867miles X .07 (cents per mile) = \$61.99 (the estimated amount of imputed income for this segment)

Paycheck amount for pay period	\$1000.00
+ Value of travel	\$61.99
Amount taxed for that pay period	\$1061.99

Imputed income will vary among team members and retirees as it is based on your individual effective tax rate, which is the average rate at which an individual is taxed on earned income. The formula for effective tax for an individual is total tax expense divided by taxable income.

If you have any questions regarding the tax impact of imputed income on leisure travel, please contact your individual tax advisor.

See [FAQs](#) for more information.

Boarding Priority

Non-revenue Boarding Priority

Non-revenue boarding priority, or the process of who is accommodated on a flight first from the priority list, is determined by boarding priority code and the time of check-in within that priority code/category for your flight. Additionally, the desired class of service (First, Business, Premium Economy and Main) is offered to travelers in order of their boarding priority and subject to availability after revenue demand.

In all cases, revenue customers and team members traveling on company business will be accommodated before non-revenue travelers.

The chart below represents the boarding priority of **non-revenue space-available** travelers based on the order of how they are accommodated:

Boarding Priority	Traveler
D1	"Vacation passes" - Team member/retiree and eligible travelers 6 per traveler
D2*	<ul style="list-style-type: none"> • Team members and eligible travelers • Designated parents when traveling with a team members in the same PNR
D2R	<ul style="list-style-type: none"> • Retirees and eligible travelers • Designated D2P parents when traveling with retiree in the same PNR
D2P	Designated parents or parents-in-law traveling without the team member or retiree
AAC**	<ul style="list-style-type: none"> • Team members of American's regional affiliates (non-wholly owned) and their eligible travelers • Note: Non-wholly owned team members will be prioritized above D1s when traveling on their own metal (aircraft)
D3	"Buddy passes" - Extended family members, and friends
ONE	oneworld airline team members, retirees and eligible travelers flying on space-available tickets
ZED	Other airline team members, retirees and eligible travelers flying on space-available tickets
D6/D7	Other airline cockpit crew members (D6) or other airline flight attendants (D7)

*D2WP and D2WA codes indicate a pilot who has reserved the flight deck jumpseat (FDJ) pursuant to their

Note: Any time you see a "T" after any of the boarding priority codes above, it indicates the non rev is a through (T) passenger. Remember, they will not appear on the priority list until they have been assigned a seat on their initial flight. For more information, refer to the [Through passengers and status](#) section.

* With other D2's, you may see * D2WP and D2WA which are codes indicating a pilot who has reserved the flight deck jumpseat (FDJ) pursuant to their CBA. If they are not cleared to the FDJ, they will be cleared in priority order amongst all other D2s.

**AAC - Regional affiliated team members and accompanying eligible travelers traveling on their own company-owned aircraft (or metal) operated as American Eagle will be cleared prior to any mainline, regional affiliated subsidiary or other regional affiliated team members and family, regardless of boarding priority level (e.g., a Republic team member and accompanying eligible travelers traveling on a Republic-operated aircraft operating as American Eagle will board before any other non-revenue travelers, including D1s). This means that if an AAC dependent(s) is traveling without the AAC team member, the dependent(s) should only be accommodated in the order in which they appear on the priority list.

Complete Boarding Priority List

The chart below represents the boarding priority of both revenue and non-revenue travelers based on the order of how they are accommodated. It will assist with explaining more about upgrade and standby codes.

Oversales	
Long story short on these customers, they're already included in the confirmed passenger count. They just don't have a seat. You'll see them two ways, OS or VOL. VOL is code for a customer that has offered to give up their seat on the flight. You may also see RF. In this case, the customer holds a First class ticket but does not have a confirmed seat in any class on a flight.	
Upgrades	
These are passengers who are confirmed in the Main Cabin (or Business in a three cabin aircraft), but are looking to upgrade to the next highest premium cabin. For example, in a three cabin aircraft, a passenger in Main Cabin can only upgrade to Business/Premium Economy. Customers can upgrade on revenue tickets and select elite customers can upgrade on award tickets. They're prioritized by their elite level and within each elite level, by upgrade type and then by their 12-month rolling Elite Qualifying Dollars. Here are the different upgrade types:	
VIP	System-wide upgrades that are given primarily to Concierge Key and Executive Platinum members (*Same priority as MLG)
MLG	Mileage award upgrades, so the customer is paying for the upgrade with miles and, in some cases, a cash co-payment (*Same priority as VIP)
UPG	Upgrade for an elite member (and up to one companion) (*Same priority as BEX and PSU)
BEX	Upgrades for customers who have redeemed Business Extra points (a program designed for small business customers) (*Same priority as UPG and PSU)
PSU	Upgrade offered by Passenger Sales to select clients (*Same priority as UPG and BEX)
UPGA	Upgrade on an award ticket for a Concierge Key or Executive Platinum member (and up to one companion)
UPGC	Complimentary upgrade
UPGE	Upgrade for a team member
UPGM	Upgrade for military personnel

Revenue Standbys

There are several codes for revenue passengers who are standing by for a flight:

DSR	Customer who has a First or Business class ticket but has a confirmed seat in Main cabin
DG	Customer that is being involuntarily downgraded for the flight
RI	"I" stands for involuntary. This typically means their original flight had an issue or was delayed and they're standing by for an earlier flight.
RIT	"I" still stands for involuntary and the "T" stands for through, just like our non-REV codes. Passenger has likely missed their connection because of issues with their previous flight.
RV	"V" stands for voluntary. This passenger is voluntarily standing by for an earlier flight, and in most cases has a confirmed seat on a later flight. You'll also show up as RV if you're a team member who is waitlisted for a business flight.
RL	"L" stands for late. Passenger has missed their original flight and is now standing by for a later flight. You may also see "RLT", which means the passenger was late and is now standing by for their connection.
OPUP	Operational upgrade. Complimentary upgrades to revenue passengers if main cabin is oversold and only higher cabins are available.

Status

You'll usually see a number after these codes, and those stand for the passenger's status:

- 1 = Concierge Key
- 2 = Executive Platinum
- 3 = Platinum Pro
- 4 = Platinum
- 5 = Gold
- E = Team member

Non-Revenue Standby

Again, here's where you come in:

D1	Team members and their dependents using a vacation pass
D2	Team members and their dependents
D2R	Retirees and their dependents
D2P	Parents of team members and retirees
AAC	Non-wholly owned team members
D3	Guests
ONE	oneworld airline team members, retirees and eligible travelers
ZED	Other airline team members
D6/D7	Other airline cockpit crew members (D6) or other airline flight attendants (D7)

See [Boarding priority FAQs](#), for more information

Through passengers and status - Co-terminals

Non-revenue passengers who are not locally boarded (not originating in that city) are granted through (T) status and will be boarded ahead of locally boarding non-revenue passengers with the same boarding priority group.

For example, if you were a D1 traveling from OKC-DFW-MIA, for the segment of OKC-DFW, you would be a D1. But, for the connection DFW-MIA, there would be a "T" added (D1T). This gives you a priority over all other D1's who are just originating at DFW. The check-in time would then still define who is first, second, third, etc. among the D1T's from DFW-MIA.

Another example, if it was a D2RT, then they would have priority over other D2R's and any priority group below, but they would still be accommodated after any D1's and D2's on the priority list.

If your flight listing (PNR) contains connecting segments, the same priority will be applied automatically to the connecting flight priority list once you are accommodated at the originating city.

Note: Your name will not appear on the priority list for your connecting flight until you are accommodated on your original flight.

Through status requirements

The system will automatically add the through (T) status if **ALL** the qualifications are met below:

- Segments are in the same PNR
- Connecting flight is scheduled less than 12 hours between scheduled arrival and scheduled departure time
- You have been cleared/given seat assignment on initial flight

An airport agent at the connecting/intermediate city will need to manually add the through (T) status for **EITHER** one of the following reasons:

- Connecting flights are not in the same PNR*
- First connecting flight to your destination is more than 12 hours between scheduled arrival and scheduled departure time*

*To qualify for through (T) status to be manually added, you must arrive at the intermediate city by one of the options below and check in for the first connecting flight to your destination:

- Arrive as a non-revenue passenger on either AA or another airline (OAL/ZED)
- Arrive as a commercial passenger on either AA (including AA20 or Employee Discount Mileage Award ticket) or another airline
- Arrive in/out of the same intermediate city but different co-terminal. For example, you travel LHR-JFK and then depart later that same day LGA-ORD. For more information, see [Co-terminal](#) section below.

Guidelines regarding connections not in the same PNR or more than 12 hours

- You will need to check in with an agent at the connecting/intermediate city and present your inbound boarding pass from your inbound flight for an agent to manually add the through indicator (T) to your priority.
- If the time between your connecting flights is more than 12 hours, your check-in time defaults to the time you are placed on the list as a “through” (T) traveler.
- If you elect not to standby for the next flight to your destination, then you will not be given through (T) status.
- If you have exhausted all non-stop options for that day to your destination, you can retain your through (T) status for the next scheduled non-stop to your destination the following day.
- It is important to keep all the original boarding passes, especially if arriving on another airline, in order to validate information and be able to be manually added as through (T) passenger on the priority list. Paper receipts and/or emails from myIDtravel are not acceptable for validation.
- Flights must be under the same pass type/priority on a connecting flight to obtain through (T) status, even if listings are in separate PNR’s. Also, if you change your priority in the connecting city, you will lose your through (T) status. For example, if your original listing is for D2 travel from LAX-PHL-MUC and you travel D2 from LAX to PHL and want to change to D1 from PHL to MUC, you will need to cancel the segment and re-book as a D1, thus establishing a new check-in time and losing your through (T) status.

Examples:

<p>Connection more than 12 hours (AA)</p> <p>CLT-LAX (scheduled to arrive in LAX at 10:10 am)</p> <p>LAX-SYD (flight departs at 11:20 pm)</p> <ul style="list-style-type: none"> • Must see agent after arriving in LAX • LAX agent will need to check you in for the LAX-SYD flight and then manually add the through (T) status • This will establish new check-in time for LAX-SYD segment 	<p>Connecting from another airline</p> <p>VIE-LHR (On British Airways—scheduled to arrive in LHR at 1:25 pm)</p> <p>LHR-LAX (On AA flight—departs at 3:15 pm)</p> <ul style="list-style-type: none"> • Non rev can check-in for AA flight 24 hours prior for 3:15 pm flight and keep this check-in time • Must see agent after arriving in LHR • LHR agent will manually add through (T) status to AA flight
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Additional through (T) status reminders and guidelines:

- Traveling to and from the same city does not constitute through status, since it is not an intermediary city and passenger is not connecting to another destination. It would be considered a round trip, and the appropriate number of passes will be deducted.
- Team members, including Flight Crew members, traveling on company business (e.g., A12 connecting to D2 or D1) will not be given through status if they continue their travel for pleasure.
- When connecting through international cities from another airline (OAL) back to the US and qualify for through (T) status, this will inhibit specific departure taxes from being assessed (e.g., UK departure tax). If the through indicator does not appear on the priority list, you will automatically be charged the same taxes as an originating traveler. For additional information, see [Difference between through \(T\) status and waiver of int'l taxes/fees](#) below.
- Through status and waivers do not apply on other airlines.

- Traveling to an intermediate/connecting city by any other means other than a commercial airline/flight will not allow through (T) status.
- Do not list and check-in for a flight in an outlying city for the sole purpose of obtaining through status. For other travel guidelines, see [Travel guidelines](#) section.
- See [FAQ's](#) for more information

Difference between through (T) status and waiver of international taxes/fees

Even though you may obtain through (T) status while traveling through an international city, this does not automatically apply the waiver of the international taxes/fees, if applicable. To obtain a possible waiver, a third country must be involved, such as traveling Germany—UK—USA. A waiver of the taxes/fees will not be applied if involving only two (2) countries, such as traveling USA—Mexico—USA, USA—UK—USA, etc.

Difference between through (T) status and pass deduction

Through (T) status and deduction of a D1/D3 pass are two separate issues. Pass deduction is based on origin cities, dates, and flown segments. Just because you obtain through (T) status, it will not keep the system from deducting passes, if you exceed any of the conditions. To review these conditions, see [Pass Bank Overview](#)—One way definition for vacation and guest passes.

Through-flight removal policy

Generally, a through flight is two segments that are flown on the same equipment (aircraft) with the same flight number.

If you are a connecting space-available traveler on a through flight, usually the same flight number, aircraft and gate is used in most instances. But, you will not be removed for the connecting flight except due to either a change of equipment or to accommodate revenue customers or positive-space travelers using an A pass travel classification (A1, A3, A10, A11, A12, etc).

If removal does take place, it will be accomplished in reverse boarding priority order as established by the original check-in time.

Example #1	Example #2
<p>Flight 1234 City A - City B—D3 is accommodated</p> <p>Flight 1234 City B - City C</p> <ul style="list-style-type: none"> • D2 flight lists for Flight 1234 (City B-City C) segment, but will not go above D3 already accommodated, since it is a through flight. • D2 will only be accommodated only if a seat becomes available. 	<p>Flight 8765 City A - City B—D2 is accommodated</p> <p>Flight 8765 City B - City C</p> <ul style="list-style-type: none"> • Revenue passengers missed connection and have been re-accommodated on Flight 8765 (City B-City C), and also a D1 has listed. • D2 will only be removed if seats have to accommodate revenue passengers, but not for the D1. • D1 will only be accommodated if a seat becomes available.

Co-Terminal / Multi-City Airports

Co-Terminals or Multi-City Airports serve the same area and are considered to be the same city for purposes of using one-way passes, being rolled over to the next scheduled flight, and obtaining through status. Co-terminal/multi-city airport locations are:

Domestic		International	
BWI - DCA - IAD	Washington, DC	CDG - ORY*	Paris, France
FLL - MIA	Miami, FL	SLU* - UVF	St. Lucia (Caribbean)
SFO - SJC - OAK	San Francisco, CA	HND - NRT	Tokyo, Japan
LAX - ONT - BUR - LGB - SNA	Los Angeles, CA	LHR - LGW* - STN* - LTN* - LCY* - SEN*	London, UK
EWR - HPN - JFK - LGA	New York, NY		
HOU - IAH	Houston, TX		
DFW - DAL*	Dallas, TX		

*Not currently served by AA

Listing and checking in for personal travel

Before you're eligible to be added to a Standby/Priority list, you'll need to take two steps:

- First, create a flight listing or PNR (Personal Name Record), which lets us know the details of your desired trip. Of course, this doesn't necessarily guarantee that you or your pass travelers will be accommodated on the flight.
- Next, check in for your flight within 24 hours of departure, which will determine your position on the standby list.

Only you, as the team member, should access the Travel Planner to check in yourself and your registered travelers for a flight.

When checking in, you will either receive a verification card or boarding pass with a seat assignment. If you have not been assigned a seat, which will be the majority of the time, you may proceed to the gate with your verification card and wait to be accommodated at the gate. You may wish to check the priority list to see if you have been assigned a seat prior to leaving for the airport. If you have been assigned a seat, you may stop by the self-service machine to reprint your boarding pass. If traveling from an international airport, check Airport security under [International travel](#) section about the process from certain airports.

If you or your travelers are flying to, through or from a country that requires documents other than a valid passport (e.g., a visa), you may be able to check in online for the flight and be added to the priority list. If a visa/LPR is required, you will need to add this information during the listing process. Travelers will not be issued a verification card or boarding pass until the travel documents have been physically verified by an airport agent.

When you arrive at the airport before the first leg of your trip, you must verify those documents by scanning your passport at a kiosk or with an agent before going through security. If your documents haven't been

verified, you will not be automatically added onto the priority list for a connecting flight to an international location, which will jeopardize your time of check-in and through status. By verifying your documents at the beginning of your trip, your check-in time will be maintained.

Below are the tools to assist with listing and checking-in for flights:

Tool	List for flight	Check-in for flight
Travel Planner	✓	✓
1-888-WE-FLY-AA	✓	
Self Service Kiosk at Airport		✓
Airport Ticket Counter	(*see note below)	✓
Jetaway App		✓

*The airport agent should only be creating a flight listing for a non rev in an unusual or extreme circumstance. Travelers should not expect the agent to list them on a regular or continual basis; they should be using the appropriate options.

For all non rev travel (both personal and business), the Travel Planner should always be the first option when listing and checking-in for you and your travelers. By making the Travel Planner as the first option, it will allow our frontline team members to focus on our customers. For other options, refer to the information below.

Travel Planner

The Travel Planner tool is accessed through Jetnet, retirees.aa.com, the regional affiliated team member's company portal or fly.aa.com. Through the tool, you can view flight loads, list and check-in yourself and all of your registered travelers. Also, the Travel Planner adapts to any device you are using, such as a computer, phone, or tablet. For personal travel instructions, see the booking personal travel user guide on your company's travel page.

1-888-WE-FLY-AA (Non Rev Travel Desk)

If you have travel privileges but do not have access to Travel Planner, you may contact 1-888-WE-FLY-AA (1-888-933-5922) to assist with booking your reservation. WE-FLY-AA may assist with the following:

- Check flight availability by providing airport codes (including connections, if applicable)
- Check flight seat counts and the number of space available travelers listed in each cabin (**Note:** traveler counts are subject to change based on flight loads and passenger bookings.)
- Create or cancel flight listings for personal travel
- Create or cancel positive space bookings for A pass travel

Note: 888-WE-FLY-AA (Non Rev Travel Desk) will not be able to check you in for your flight. This must be done either through Travel Planner, Jetaway app, airport kiosk or airport agent.

The toll-free number is valid from the U.S., Canada, Puerto Rico, the U.S. Virgin Islands, Bahamas, Bermuda, British Virgin Isles, Cayman Islands, Turks and Caicos, Dominica and Panama. (Non-U.S.-based team members use the last four digits of their American ID number as their PIN.)

The local number for the Non Rev Travel Desk is 1-817-786-4314 (Team Member Service Center), choose prompt for Travel—then Non Rev Travel Desk (booking travel).

1-888-WE-FLY-AA uses your travel profile. Before using the system, please make certain your traveler information is complete and correct.

[Self-service kiosk](#)

Kiosks are available for use by team members and eligible travelers at most airports and some work locations. Once you have flight listed for your trip, go to any kiosk and swipe a major credit/debit card, your passport or enter your record locator, and follow the on-screen prompts. The credit/debit card is used solely for purposes of name verification.

The kiosk may not check you in for international segments to countries that require more than a valid passport or even for domestic segments that are connecting to an international flight. You must physically see an agent at the ticket counter to have your international documentation (e.g., passports, visa) checked. This must be done at the originating city.

[Airport ticket counter](#)

Ticket-counter check-in is permitted only at the originating city. You must check-in in person when traveling to/ from/through a country that requires more than a valid passport. Have your government-issued photo ID and any other required travel documents available to give to the ticket counter agent.

First and Business class check-in positions at the ticket counter are for revenue customers. Travelers may use Main Cabin check-in positions, even if you are listed in First or Business class or have AAdvantage top tier status (e.g. AADV Platinum, etc.).

[Jetaway](#)

Jetaway is an app that can be downloaded on IOS/Android devices that will allow you to check-in for flights, cancel flights, view flights loads/priority lists, etc. However, you will not be able to list or change flights within this app. Log onto your portal for instructions on how to download the app.

See [Travel guidelines](#) for more information.

For questions regarding [Baggage](#), see that section

Travel guidelines and standards

Travel is a unique and special privilege we offer to you, your eligible travelers and your guests. As with any privilege, it's important everyone follow the standards and guidelines outlined below. Our revenue customers always come first. Be sure you, your eligible travelers and your guests observe the highest standards of courtesy and conduct toward everyone with whom you come in contact. Our team members working the flights are extremely busy serving our customers, so it's important to cooperate fully with instructions and decisions given to you by team members on duty. As the sponsoring team member or retiree, we look to you to ensure your guests are ready to travel and understand our guidelines. Ultimately, team members and retirees will be held accountable for the actions of anyone traveling on their travel privileges.

If you have not yet already, be sure and read the [Overview and Travel Expectations and Procedure](#) section before continuing further.

Reminders:

- The guidelines outlined below apply to all of your travel privileges, including discount travel on other airlines (business or personal), unless otherwise specified by American's ZED Agreements or the ticketed airline's policy.
- Violating any of the following guidelines could result in disciplinary action including but not limited to suspension of travel privileges and up to termination.

Flight listing guidelines

- You are **responsible for all flight listings** for you and your travelers. Eligible travelers and guest pass travelers should not call Reservations for flight availability or gate and time information; you should provide this information to your travelers
- Only list for flights for which you **plan to check-in and travel** as a non-revenue passenger. If you do not plan to travel, then you must cancel your listing/PNR.
- Do not list and/or check-in for **multiple AA flights** out of the same departure city or co-terminal within a 24 hour period.
- Do not list for the same flight under two **different priority types**, such as both a D1 and D2.
- If you are not accommodated on the desired flight, you can be **rolled over to the next scheduled flight** while keeping your original check-in time, as long as you are present at the gate.
- If you or any of your eligible travelers **hold a confirmed reservation**, have purchased a revenue ticket or redeemed miles for a flight, you are not allowed to also list as a non-revenue pass traveler on that flight or any other flights with that same routing within 24 hours from the departure time of the flight a revenue ticket has been booked or purchased. Even if you cancel your confirmed reservation before departure, you are still not able to list as a non rev within 24 hours from the original departure time, since you held revenue space, and this could be a potential loss of revenue for the company. If you cancel a revenue ticket, all fare rules apply, if applicable (penalties, change fees, etc.)
 - o The same routing would be the same departure and destination cities within a 24 hour period (including co-terminals or within 100 miles of confirmed departure and/or destination cities). Here are some examples:
 - DFW-OGG and DFW-LAX-OGG (same departure and destination)
 - DFW-NRT and DFW-LAX-HND (NRT/HND are co-terminals)
 - DFW-DEN and DFW-COS (destination cities within a 100 miles)
 - o For a list of co-terminals, refer to [Through passengers and status—Co-terminals](#) section.
- If you are listed as space available/non-revenue and want to **purchase a revenue ticket** out of the same departure city within a 24 hour period, you are allowed to do this. However, it is imperative that you cancel the non-revenue listing/PNR, and make sure your name is deleted from the standby list.
- **Online check-in** can only be done prior to one hour from departure for domestic flights and two hours for international flights.

- When traveling with your **designated parent(s)**, you, as the employee/retiree, must travel in the same PNR for them to qualify as a D2 (or D2R for retirees). You may not use a D1 while your parents travel D2 or D2R. As reminder, parents will still be subject to D2P charges..
- If creating a flight listing with someone traveling with a different boarding priority, the Travel Planner will automatically create **separate PNRs** at the end for each travel classification (e.g., D2, D2R, D3). It is not possible to have different priority types in the same PNR.
- Children must be a minimum of **six (6) years old** to be able to travel in a premium including Premium Economy.
- For **travelers with disabilities** requiring special assistance, complete the reservation flight listing for you and/or your guest(s). Call 1-888-WE-FLY-AA (1-888-933-5922) to speak with a representative. Provide the representative with your flight listing information and advise your special assistance needs. If based outside the US, then you can call your local reservations office.
- **For international travel**, you and all your travelers must be in possession of valid travel documents (passport, visa, etc.) required for entry into or to transit through a country before travel begins. If you do not, it can result in inadmissibility as well as substantial fines for the company and in some cases, to you and your eligible travelers. For verification on required docs, please see the Travel Planner—Tools—International Docs.
- For all non rev travel (both personal and business), the Travel Planner should always be the first option when listing and checking-in for you and your travelers. By making the Travel Planner as the first option, it will allow our frontline team members to focus on our customers. For other options, refer to [Listing and checking-in for personal travel](#) section.

Jumpseats guidelines

If anyone authorized to sit in the jumpseat is traveling under travel privileges of another team member/retiree, they may not be assigned a jumpseat (cabin or flight deck). Agents may not manually add the CJ or FDJ indicator to the priority list in this instance. If an active team member wishes to be assigned a jumpseat (CJ or FDJ) they will need to list themselves using their own employee profile and check-in again.

Check-in guidelines

- You may check in for travel as early as **24 hours before departure** based on the time zone where that flight departs.
- All **travel documents** must be verified by scanning your passport at a kiosk or with an agent at the airport before going through security.
- Once you have checked in and are on the priority list, you may only **change your boarding priority** (D1 to D2 or vice versa) by canceling your original listing and creating a new PNR, thus receiving a new check-in time. Do not ask airport personnel to change your boarding priority. Again, online check-in can only be done prior to **one hour** from departure for domestic flights and **two hours** for international flights.
- If you and your travelers do not intend to travel on a specific flight, do not check in for that flight in order to be rolled to a later flight for the purpose of obtaining an **earlier check-in time**. All parties in your group must be present at the gate for the original flight to be rolled over to the next flight.
- Do not list, check-in, or travel to an outlying city for the sole purpose of obtaining **through status**.
- No other check-in options or applications may be used to check-in for a flight or to be **placed on a standby list**. You may not use Sabre (or programs that are similar to Sabre) at work or at home to check- in yourself or place yourself or guest travelers on the priority list.
- You may not call the airport and ask to be placed on the priority list. Airport check-in may only be done locally at the originating airport. Also, through (T) status may only be manually added at the connecting airport.

- In most airports, the **cutoff time** to check-in using a kiosk with no checked bags is 30 minutes before flight departure, but it can range up to 60 minutes in some airports. See AA.com for more information.
- Non revs should use the **main security lane or TSA Pre-check** if eligible.
- When checking in via Travel Planner or web-enabled mobile devices, please remember your **American ID and password are secure**; do not share this information.

Gate procedures

- For domestic U.S. airports, you should plan to arrive at the gate at least **45-60 minutes prior** to departure. For international flights and non-U.S. airports, you should plan to arrive at the gate at least **90 minutes prior** to departure. Arriving at the gate within these timeframes allows you to hear any and all announcements before and during the boarding process.
- Pre-reserved seats may be released 30 minutes before departure to accommodate confirmed passengers.
- Confirmed reservations may be canceled 15 minutes prior to departure to accommodate **standby passengers**.
- **Jet bridge doors** close 10 minutes prior to departure (D-10); American Eagle operations may close their doors up to 15 minutes prior to departure.
- At the airport, remain clear of the **gate area** until you are called by name to receive a boarding pass. When given a boarding pass, board as soon as directed and take your assigned seat.
- Do not ask other passengers to move to **improve your seating**. If asked to change your seat, change your cabin, or deplane, do so quickly and quietly.
- Non rev travelers may possibly be **removed from the aircraft** if a revenue passenger arrives before boarding has ended. Removal would be in reverse boarding priority order as established by the original check-in time. Again, if asked to deplane, do so quickly and quietly.
- Do not wear your **company or security badges** when traveling on a non-rev space available pass or on a confirmed space business ticket, unless it is required to be worn, for example, when occupying the jumpseat.
- If you cannot be accommodated on your desired flight, you will be **rolled over** to the priority list of the next scheduled flight, only if you are present at the gate. You will maintain priority within the same priority group (D1, D2, etc.) based on your original check-in time. It is possible to be rolled over to the next scheduled flight at a co-terminal—see [Co-Terminal](#) section for more information.
- If it doesn't seem likely you will be accommodated on your current flight, it may not be possible to be rolled over, re-routed, or accommodated on the next flight if the flight **departure times are too close together**, especially if the flight has been closed for check-in, boarding has begun or if seats have already been assigned.
- Agents work the list in order based on what seats are available at the moment, so other seats may possibly become available after your **seat is assigned**. Agents may try to re-assign for a different seat, but only if time permits. Otherwise, accept the seat that is assigned.
- **Refusing a seat assignment**, one decline within a 24 hour time period, to be transferred/rolled over to an alternate flight for a higher class of service is permitted on domestic flights, whether you have checked bags or not. For international flights, it is only allowed if the non-revenue has no checked bags because of security restrictions. However, for either domestic or international, it must be the next scheduled flight. See the [Baggage section](#) for specific limitations for international travel.
- On flights when there are **insufficient meals** in the premium class, you and/or your eligible travelers may be accommodated on the flight but not offered a premium-service meal. This also applies to travel in Main Cabin on flights offering International Flagship Service. Regardless of whether you receive a meal, normal service charges will apply for the cabin in which you are accommodated. It is important you advise your travelers not to request a meal on board if not offered.

General guidelines

- Travel passes may not be **sold, purchased, donated, bartered or exchanged** for goods or services.
- Team members, retirees, eligible travelers and guests may only use travel privileges for **personal pleasure travel**. Personal travel privileges may not be used for any kind of business-related travel.
- Team members traveling to attend required training for the **military reserves** may use their personal travel privileges (**Note**: team members may be asked to provide a copy of their military reserve orders).
- Team members may use personal travel for **personal charitable efforts**, as long as no compensation and no personal benefit is received.
- Team members, retirees, eligible travelers and guests may not enter the **secured area of airport terminals** through team member portals or entrances with the intention of traveling unless they are a working crew member. SIDA (Security Identification Display Areas) access may be permanently revoked by TSA. All travelers must go through TSA screening prior to boarding a flight.
- Team members, retirees, eligible travelers and guests, while traveling as a non rev and/or positive space, are **not eligible for any compensation** associated with oversold flights or irregular operations including, but not limited to, hotel accommodations, food and beverage, future travel, accommodation on other airlines, etc.
- **Falsifying or manipulating travel records** is prohibited; examples of such conduct include creating fake PNRs, booking non-revenue travel for an ineligible traveler or using more guest passes or vacation passes than allotted.
- When traveling in the Main Cabin, team members, retirees, eligible travelers and guests are expected to pay for any **inflight amenities** that require payment. This can include, but is not limited to, drinks, snacks, Wi-Fi and headphones. As long as quantities permit, non-rev travelers will be afforded the same complimentary amenities as revenue passengers when traveling on international flights or in a premium cabin.
- If your **travel has been suspended** for any reason (violations, disciplinary action, investigation, etc.), you are not allowed to travel under your or anyone else's travel privileges during that suspension, except for A9/ Emergency/Bereavement travel. If A9 travel is needed, then the manager/admin would have to arrange this type of travel. However, if you are a crew member, you will still have the ability to commute/deadhead.
- Do not use **external social media channels** or other outside entities to discuss issues you or your travelers may have with the company, your co-workers, our partners, policies or products, which includes non-revenue travel. If you or your travelers have any complaints or problems while traveling as a non rev, refer to the [Travel Allegations](#) section.
- If traveling as a non rev, you are **allowed certain elite benefits** associated with your own individual elite status or your premium AAdvantage credit card, such as an earlier boarding priority. Admirals Club access through the AAdvantage Citi World Elite card is also a benefit extended to team members who hold a qualifying credit card. In order to receive these elite benefits while traveling, you must add your AAdvantage number to your travel profile in Travel Planner. The name on your AAdvantage profile and the name on your travel profile must match exactly.
- Anyone with a **Admirals Club membership** (either from purchased membership or credit card promotion) can take advantage of the Admirals Club if traveling same-day as a passenger on American or a partner airline. But, as a team member, you may not use your membership before, after or during work hours. When you do access the lounge, you must first change out of your entire uniform prior to entry and remove any company badges, name tags, lanyards, or luggage tags that identify you as a team member. For more information about the Admirals Club, especially about accessing the lounge when commuting or deadheading, refer to the [Admirals Club](#) section.
- Using or holding any **confirmed space for personal travel purposes** (business, A9, etc.) is prohibited, and could result in corrective action, up to and including termination.
- Do not create listings with intent to just **gain access to sterile concourse, airport lounges or other facilities**. If you need to gain entry for company-related business, presenting your AA ID badge at security may be acceptable for entry. Otherwise, please see a ticket counter agent for a gate pass. See [FAQs](#) for more information.

Dress guidelines while traveling

For most of us, being comfortable in flight extends to the clothes we wear. American doesn't have a prescribed dress code for our non-revenue guests. So, as long as your clothing is neat and clean and doesn't offend or distract, you're good to fly in any class (including premium cabins). If you're looking for more specifics, here are a few:

- When we say offensive or distracting, we mean you shouldn't wear anything that's overly revealing such as super short shorts, or something that is sheer, bare-midriff, provocative/see-through, overly torn/dirty/frayed clothing, etc. That also extends to swimwear or sleepwear (of course it's always okay to change into your American-provided pajamas if you're lucky to snag a First Class seat on a premium international flight!)
- It also means to avoid any attire that is vulgar or violates community standards of decency
- When in doubt, ask yourself, "Do I blend in with customers, do I appear better dressed than other customers?" If so, you're probably set.

Reminder: It is important that those flying under your travel privileges adhere to the dress guidelines, since they represent both you and the Company. You or your travelers may be denied boarding if unsuitably dressed.

If you're traveling for the company, business or business casual clothing is encouraged. But, jumpseat riders are still required to abide by the dress guidelines as stated above for non rev travel, and they should consult their operating department, Flight Manual or leader for dress guidelines.

When you're traveling on other carriers, a good rule of thumb is to dress in accordance with public standards of good taste, which in general means attire suitable for an office, or smart casual wear. This excludes jeans, T-shirts, sweatshirts, shorts, gym shoes, and similarly extreme casual wear. Please refer to the carrier-specific reference files found in at www.flyzed.info. Make sure you verify the dress requirements of the other airlines when you travel using a Zonal Employee Discount (ZED) ticket or a company business pass.

Travel allegations

Our Customer Relations, social media teams and other outside entities are busy supporting our revenue customers, so team members and retirees, for themselves and on behalf of their travelers, should report all complaints, concerns and/or problems they experienced through the [Travel Allegation Reporting Form](#). All allegations are reviewed and investigated. However, due to the confidential nature of any investigation and respect for an individual team member's privacy, findings must remain confidential and are not able to be shared with those who report them.

Child/infant and UMNR travel

Accompanied child

Guidelines and service charge requirement

- Children must be a minimum of six (6) years old to be able to travel in a premium cabin (including Premium Economy).
- Children under the age of five (5) will not be allowed to sit in a seat unaccompanied while the parent takes a jump seat and/or is working the flight.
- Children less than two (2) years old are considered an infant/lap child, and they may travel in the lap of a passenger at least 16 years of age. If traveling as a lap child, they do not need to be added to your travel profile list.
 - If any traveler desires the infant to occupy a seat or travel on other airlines (OAL), you would need to create a travel profile in the Travel Planner and then include them in the listing.
 - If the infant occupies a seat, they will incur any applicable service charges and international arrival/departure taxes.
 - If the infant is a D3 guest and occupies a seat, then they will incur full D3 guest charges and applicable international arrival/departure taxes. D3 passes will be deducted.
 - You are allowed one lap child/infant per traveler. If more than one child/infant is less than two (2) years old and is accompanying one pass traveler, each additional child must be added to your travel profile list. They must be flight listed and assigned a seat, and service charges will apply.
- Children two (2) years old and above are required to be registered on your travel profile list in the Travel Planner, therefore, they may not travel as a lap child. They must be flight listed to occupy a seat. They will also be required to pay service charges, if applicable.

Notes:

- Children ages 2-14 can be listed by themselves in a PNR as long as they are traveling with another passenger (age 16 or older) with the same itinerary (non rev, ticketed, company business, etc.) and the same ticket/listing type to indicate they are accompanied. For example, a non rev child would be able to travel accompanied with a non rev adult, but if you are traveling for company business on AA, your non rev child would not be able to travel accompanied with you. For qualifying but separate AA bookings/listings, the PNR's must be cross-referenced by a reservations or airport agent.
- With **OAL/interline travel**, the child must be traveling on the same reservation/ticket/listing type as the adult in order to be considered accompanied. For example, if you are traveling for company business on OAL, your child would not be able to travel accompanied with you.
- Adults traveling with a child age 14 or younger are not allowed to split from that child, since it would create a UMNR situation where required documentation does not exist. For UMNR procedures, see section below.

Type of Child	Travel profile required?	Listing required for travel?	Service charges and/or international taxes incurred, if applicable?
Children less than two (2) years old (Infant/lap child - Not occupying a seat)	No	No	<ul style="list-style-type: none"> • Domestic travel - No • International travel - yes
Children less than two (2) years old (Infant/lap child - Occupying a seat)	Yes	Yes	Yes
Children two (2) years old and above	Yes	Yes	Yes

When traveling with a lap child, the FAA requires all passengers traveling with infants to have the infant's name and age recorded on the passenger manifest. Here are the steps at the airport:

Domestic	International
<ol style="list-style-type: none"> 1. Check-in at an airport kiosk. 2. When prompted "Are you traveling with an infant under age 2 in your lap," indicate Yes. 3. Answer questions and print verification pass. Unless you need to check bags, you can then proceed through security. 	<ol style="list-style-type: none"> 1. Arrive to the airport with plenty of time. 2. See ticket counter agent, and they will add infant to listing/PNR/manifest. 3. There will be government fees/taxes associated with international travel for the infant and will need to be collected. 4. Ticket counter agent will assess the fees, and non rev traveler will pay at that time. <ul style="list-style-type: none"> • If you booked and paid taxes for a round trip in the same PNR, retain your receipt to provide to the agent on your return. • If booking two (2) one-ways, you will be responsible to pay gov't fees/taxes from the return airport. 5. Non rev traveler is responsible to have proper documents/passport for infant prior to travel. <p>Note: The system delays the processing of a child's charges as it's reviewing the "age" for possible tax exemption, so the charges sometimes fluctuate because of the timing, meaning that the exchange rates could be higher or lower at the time of the age verification.</p>

Notes:

- Infant/lap child cannot be added to the listing/PNR prior to checking-in, or it will inhibit online check-in. As to not affect your online check-in option, adding the infant should be done at the airport either at a kiosk or with a ticket counter agent.
- No charges can be taken over the phone with 1-888-WE-FLY-AA; all must be paid at the airport. However, if you call 1-888-WE-FLY-AA (1-888-933-5922), the Non Rev Travel Desk can give an approximation of the taxes/fees prior to travel.

Unaccompanied children

- Children ages 5-14 traveling alone will be required to use the Unaccompanied Minor (UMNR) service..
- Although not required, UMNR service is available/optional for children ages 15-17.
- The UMNR fee is waived for:
 - Non revenue travelers
 - UMNR traveling on either an AA20 or AAdvantage employee-discount award ticket
- Upon arrival at the originating airport, the adult responsible for the UMNR must complete paperwork obtained from an agent at the ticket counter and escort the child to the gate. The designated contact at the destination airport must obtain a priority verification card from an agent at the ticket counter, and will be allowed entry to the gate to pick up the UMNR upon arrival.
- UMNRs are not accepted from any domestic or international city that includes the last scheduled flight out of the final connection city, unless it is the only flight of the day. The final acceptance of UMNR will be at the discretion of the manager or lead agent on duty at the origin city.
- Flight listings and check-in may be completed via the Travel Planner.

- UMNR are able to travel system wide, including all flights on American and American Eagle with certain limitations:

Age	Travel allowance
Under 5 years old	Not allowed to travel unaccompanied
5 - 7 years old	Accepted on nonstop flights only
8 - 14 years old	<ul style="list-style-type: none"> • Accepted on nonstop and connecting flights through Hub cities only: CLT, DCA, DFW, JFK, LAX, LGA, MIA, ORD, PHL and PHX • UMNR's ages 8 through 14 are discouraged from traveling alone on connecting itineraries due to the possibility of being removed en route to accommodate revenue passengers. • Important: It is highly discouraged to flight list a D3 guest as an UMNR, because of traveling at the lowest priority unaccompanied.
<p>Note: Children 2 - 14 are not considered an UMNR when traveling with someone 16 years or older</p>	

[UMNR Guide for Non Rev Travelers](#) (download and share)

Have questions? Check out the [FAQs on Child and UMNR travel](#)

International travel

When traveling to non-U.S. destinations you must have a passport (passport number, issuing country, expiration date and nationality) and personal contact information in the PNR. The Travel Planner automatically displays the applicable fields for you to populate for each traveler. In addition, all non-revenue travelers, including children, are required to have appropriate travel documentation, including passports, visas, etc. to enter and return, connect or travel through another country.

For information on specific documents required for travel to another country, visit the Travel Planner. From the top menu bar in the Travel Planner, select "Tools" and then select "International docs" or contact the consulate for the destination country.

Some countries require your passport be valid for six months or more from the date of travel. Space available travelers, including Industry Discount (ID) travelers on Other Airlines (OAL), are not eligible to transit (TWOV) any country without proper documentation for the transit country. For example, a passenger traveling San Francisco to Manila, Philippines, on a flight that makes a stop in Seoul, Korea, must have the proper documentation for entering both Korea and the Philippines.

If you and/or your eligible travelers do not obtain and carry the documentation required for international travel, it can result in denied boarding, as well as substantial fines for the company and in some cases, to you and your eligible travelers. All travelers must observe warnings posted on the U.S. State Department's travel warnings.

Itinerary

When flying on non-U.S. routes, it is best that you flight list for round-trip travel and carry a copy of your itinerary. Print a copy from the Travel Planner. Immigration officers outside your home country may ask to see your itinerary, which provides proof of intent to depart the country within allowable time limits. This requirement applies to both personal and business travel.

Electronic system travel authorization (ESTA)

International travelers who are seeking to travel to the U.S. under the Visa Waiver Program (VWP) are subject to enhanced security requirements. All travelers must apply for authorization under the Electronic System for Travel Authorization, also referred to as "ESTA," which is an automated online application used by U.S. Customs and Border Protection (CBP) to determine if travelers can enter the United States. VWP travelers will be required to visit the ESTA website (at <https://esta.cbp.dhs.gov/>) prior to departure to provide specific traveler information before their flight. The online process is in addition to current immigration requirements. Non-revenue travelers from VWP countries will also need to complete the application.

ESTA pertains to anyone who is a national of VWP countries who plans to travel to or through the U.S. Travelers who need to complete the application:

- May visit the ESTA website for details and to access the online application (current recommendation is to complete the application at least 72 hours prior to departure).
- Will provide passport information, details about their travel plans and answer a few questions.
- Will receive real-time notification whether travel to the U.S. has been authorized, not authorized, or if authorization is pending.
- Pay a \$14 application fee, payable with a credit card online via the ESTA website.
- Receive all applicable information regarding ESTA

Traveling to Australia

If you are traveling to Australia, you must obtain an ETA visa. For more information, refer to this [link](#).

Traveling to New Zealand

If you are traveling to New Zealand, you must obtain an NZeTA visa. For more information, refer to this [link](#).

Airport Security

International airports may have additional security procedures or requirements. Please familiarize yourself and advise your travelers of these nuances prior to travel to/from the locations.

The airports listed below require you to have a seat assignment prior to going through security, so it is important that you follow the instructions of the ticket counter agent before proceeding to the gate.

Failure to comply may result in a fine to the company and/or the traveler.

Auckland, New Zealand (AKL)*	Dubrovnik, Croatia (DBV)	Seoul, Korea (ICN)
Beijing, China (PEK)	George Town, Bahamas (GGT)	Shanghai, China (PVG)
Bermuda (BDA)	Havana, Cuba (HAV)	Sydney, Australia (SYD)
Buenos Aires, Argentina (EZE)	Lima, Peru (LIM)	
Cordoba, Argentina (COR)	Narita, Japan (NRT)	
Dublin, Ireland (DUB)	North Eleuthera, Bahamas (ELH)	

Mobile Boarding Passes

Not all international airports have technology in place to accept mobile boarding passes. If the city you are departing from does not accept mobile boarding passes, you must print a boarding pass to go through security. This list is subject to change, familiarize yourself with the international airport you are departing from in order to ensure you have the proper documents required to go through security.

International airports currently not accepting mobile boarding passes:

Bermuda (BDA)	Hermosillo (HMO)	Shanghai (PVG)	Zacatecas (XCL)
Cap Haitian (CAP)	La Romana (LRM)	Queretari (QRO)	Zihuatanejo (ZIH)
Caracas (CCS)	Manaus (MAO)	Santo Domingo (SDQ)	Manaznillo (ZLO)
Cienfuegos (CEG)	Maracaibo (MAR)	San Jose Cabo (SJD)	
Belo Horizonte (CNF)	Mash Harbour (MHH)	San Luis Potosi (SLP)	
Chihuahua (CUU)	Merida (MID)	Santiago, DO (STI)	
Dublin (DUB)	Monterrey (MTY)	St. Maarten (SXM)	
North Eleuthera (ELH)	Mazatlan (MZT)	Sydney (SYD)	
Freeport (FPO)	Port Au Prince (PAP)	Torreón (TRC)	
George Town (GGT)	Beijing (PEK)	Santa Cruz (VVI)	
Havana (HAV)	Puerto Plata (POP)	Quebec (YQB)	

Government Taxes & Fees

Taxes and fees are regulated by individual governments and must be paid by the team member/retiree. Certain governments charge more based on the cabin you travel and if you are connecting vs. originating in their country.

United Kingdom Air Passenger Duty

The Air Passenger Duty (APD) in the United Kingdom is an excise duty (tax) based on the number of chargeable passengers (based on age), your origination/destination and the "class" you are travelling in (the tax for travel in the premium cabin is higher than in economy). If you are transiting an airport you must show your inbound boarding pass (within 24 hours) to the gate agent to be exempt. If you are traveling from one UK airport to another (e.g., EDI LHR) you are responsible for paying the applicable APD.

Cuba Check-in

Online check-in for flights to Cuba is unavailable. You must check in at the airport to provide reason for travel allow up to 3 hours to complete the process. If you're flying from Miami (MIA), look for the 'Cuba Ready booth by Checkpoints 1 and 2 to check your documents and get your boarding pass stamp.'

International airports currently not accepting mobile boarding passes:

Bermuda (BDA)	Havana (HAV)	Beijing (PEK)	Torreon (TRC)
Cap Haitian (CAP)	Hermosillo (HMO)	Puerto Plata (POP)	Varadero (VRA)
Caracas (CCS)	Holguin (HOG)	Shanghai (PVG)	Santa Cruz (VVI)
Cienfuegos (CEG)	La Romana (LRM)	Queretari (QRO)	Quebec (YQB)
Camaguey (CMW)	Manaus (MAO)	Santo Domingo (SDQ)	Zacatecas (XCL)
Belo Horizonte (CNF)	Maracaibo (MAR)	San Jose Cabo (SJD)	Zihuatanejo (ZIH)
Chihuahua (CUU)	Mash Harbour (MHH)	San Luis Potosi (SLP)	Manzanillo (ZLO)
Dublin (DUB)	Merida (MID)	Santa Clara (SNU)	San Salvador (ZSA)
North Eleuthera (ELH)	Monterrey (MTY)	Santiago, DO (STI)	
Freeport (FPO)	Mazatlan (MZT)	St. Maarten (SXM)	
George Town (GGT)	Port Au Prince (PAP)	Sydney (SYD)	

Travel while absent or on leave of absence (LOA)

Overview

Our travel while absent policy provides different travel allowances for different types of leaves with the ultimate goal of providing a program that is fair to our team members and makes good business sense.

Of course, we'll consider exceptions to this policy to allow for team members to travel where it's needed. But, if you need to travel during these types of leaves, talk to your manager for review.

Block leaves covered by Family Medical Leave (FMLA), Maternity and Military Leave

If you are out on block FMLA (Adoption, Paternity, Baby Bonding, etc.), Maternity or Military leave, you and your travelers will continue to have active travel privileges, as well as OAL/ZED for those who are eligible. For more information about your travel privileges, refer to the [Overview to personal travel privileges](#) section.

Block leaves not covered by FMLA – Medical/Sick Leave, Injury on Duty (IOD), Short-term Disability, Long-term Disability and Personal Leave

If you are out on any other type of leave for medical, injury or personal reasons (including personal leave), your travel will be discontinued effective the first day of your paid or unpaid leave of absence for the duration of your leave. However, you will maintain online travel privileges for your eligible dependents, parents and guest travelers.

If FMLA runs concurrently with one of the above leaves, you retain travel during the course of your FMLA. Once FMLA expires travel for team members will be discontinued, but your eligible dependents and guest travelers will continue to have travel privileges on American/American Eagle flights.

Note: While on a block leave not covered by FMLA (Medical/Sick, IOD, etc.), you must have authorization to travel by your manager.

For managers, here is the link to [Authorize travel while absent from work](#).

Travel for Adoption

If you need to travel to pick up a newly adopted child from another city or country other than where you live, eligible team members and a second D2 or D2P eligible family member will qualify for two positive-space round trip tickets on American – or American Eagle – operated flights. We will provide additional positive space to bring your new family member(s) home. Please email employeeservices@aa.com for help with positive space travel arrangements. In the subject indicate “Adoption travel request.”

Educational Leave

If Educational leave is applicable under your collective bargaining agreement, travel for you, your eligible travelers, parents and guests will be discontinued.

Qualification (SIDA Badge LOA)

If you are on a leave due to a qualifications issue, travel for you, your eligible travelers, parents and guests will be discontinued.

Suspension/Withheld from service

If you are suspended/withheld from service (paid or unpaid), all travel for you, your eligible travelers, parents and guests will be discontinued.

Jumpseat access

As a reminder, if you have access to the jumpseat (FDJ/CJ), it will not be available while out on any leave of absence. After you return to work as an active team member, it will become available again at that time.

Other absences

If you are absent from work due to illness, including intermittent family leave (for yourself or to care for an eligible family member), or an unauthorized absence, you are not allowed to utilize your or anyone else's travel privileges. Overall, if you are unable to come to work, then you are unable to travel. Travel while absent is only allowed if you are on an approved leave* or your manager has authorized you to travel (see link above). However, travel will still be active for your eligible travelers, parents and guests. Using travel privileges while absent may result in suspension or revocation of your travel privileges or disciplinary action up to and including termination.

*Some leaves of absence allow travel for yourself and your eligible travelers. See the table below for more information.

Types of Leave	Travel active = 		Travel discontinued = 	
	Travel continues for members (including AA20 and AAdvantage Award promotion)	Travel for eligible travelers, parents and guests (including AA20 and AAdvantage Award promotion, if qualify)	OAL travel for team member and eligible travelers	A9 travel for team member and eligible travelers
Adoption				
Block FMLA				
Maternity				
Military				
Injury on Duty *				
STD/LTD				
Medical /Sick*				
Personal				
Educational				
Qualification				
Suspension/ Withheld from service				

*If FMLA runs concurrently with this type of leave, you retain travel during the course of your FMLA. Once FMLA expires travel for team members will be discontinued, but your eligible dependents and guest travelers will continue to have travel privileges on American/American Eagle flights.

See [Travel while absent FAQs](#)

Business travel

Overview

We have established guidelines for business travel that balance the needs of our customers, yet still provide our team members the ability to plan ahead for business trips. Business travel includes travel to represent American in meetings, attend company required training, company interviews, and any other travel approved by your manager.

Booking

Your business travel classification is listed in the Travel Planner - Travelers - click on your profile - Travel privileges - Business type.

Business travel classification	Inventory	Booking window	How to book
A10, A11	E	Up to 60 days prior to departure	Self-book in Travel Planner
A12	E	Up to 60 days prior to departure	Manger/Admin book travel for team member

A10/A11 Classification

For those team members with an A10 or A11 classification, you are authorized to self-book business travel via the Travel Planner. On the home page of the Travel Planner, complete the required fields to search for one-way or roundtrip flights and select Continue when complete. E inventory is available on any of the flights for which you may choose "Select". If E inventory is not available, you may choose "Waitlist" or "Flight List" (if within 48 hours of departure). If you choose Waitlist, allow the system every opportunity to systematically confirm the flight; in fact the waitlist program will continue trying to confirm the segment all the way up until 48-hours prior to departure. It is important to check your PNR every day for possible confirmation. If the segment does not confirm, you can still check-in and be placed on the airport priority list as a revenue standby (RV).

Please see the Travel [How-To guides](#) for detailed booking instructions for business travel.

A12 Classification

If your business travel classification is A12, you do not have the ability to self-authorize or self-book your own company business travel. To request business travel, you will need to contact your manager or department admin.

Note: Team members traveling on company business are eligible for an available upgrade to the highest class of service available on day of travel.

<p>Department managers and admins can use the following options to book business travel for the following groups:</p>	
<p><u>Active Team Members</u></p>	<p>Booking business or emergency travel</p>
<p><u>Non-Active Team Members</u></p>	<p>Use the Business Travel Request Form* for any of the following reasons:</p> <ul style="list-style-type: none"> · External job candidate/new hire** · Complete fingerprinting · Hearing/arbitration/investigation · Medical (Sick Leave/EAP) · Meeting/training · Recall · Relocating · Returning from furlough or leave of absence*** <p>*We request that you submit the form at least three days prior to travel. Requests are processed by HDQ on weekdays between 10:00a-2:00p CST, excluding company holidays. The requestor will receive a booking confirmation that will include the itinerary and record locator. The confirmation email will contain instructions for ticket changes. Charges for government taxes or fees are reallocated back to the Hiring/Employing Department.</p> <p>**Business travel can be authorized for external job applicants through the standard business travel request process (e.g., Talent Services, the department’s own recruitment team). All other departments must request business travel for their external candidates via the Business Travel Request Form.</p> <p>***New and returning team members will not have an active travel profile until after their work flow has been fully processed. Until the travel profile is fully active, business travel may be requested via the Business Travel Request Form above.</p>
<p><u>Contractors/Consultants</u></p>	<ul style="list-style-type: none"> · Contractors, vendors and consultants must always travel on Travel Authorization Certificate (TAC) tickets. · This includes former team members or retirees who are conducting special assignments with the company. For TAC ticket information visit their website. · Alternatively contractors, vendors and consultants may purchase a commercial ticket.

For active team members, once your business travel booking is complete, you may import the PNR by Travel Planner—Trips—Import. Upon check-in in the Travel Planner, team members will be automatically placed on the upgrade list.

Reminders:

- Since every seat booked is potentially lost revenue, please only hold one confirmed seat per trip. Our Revenue Management systems detect and cancel duplicate bookings.
- If your travel plans change, remember to cancel your bookings and avoid holding duplicate space so that you open up space for your coworkers and our customers.
- Team members while traveling on positive space are not eligible for any vouchers associated with irregular operations including, but not limited to, hotel accommodations, food and beverage, future travel, accommodation on other airlines, etc. If there are any additional expenses, they must be submitted through your travel expense report.
- Team members, including Flight Crew members, traveling on Company business will not be considered through (T) customers if they continue their travel for pleasure (e.g., A12 connecting to D2 or D1). For more information, refer to the [Through passengers and status](#) section.
- Using any confirmed space for personal travel is prohibited, and could result in corrective action, up to and including termination.

When E inventory is not available

If the system cannot confirm E inventory, you may want to check alternate flights or connections or consider other travel dates.

Of course, if your flight plans are critical and you've exhausted all options, your manager may submit your travel plans for an E exception request to your Vice President (VP) or approval process through your department. Before submitting your request, please confirm that seats are available in the main cabin on the requested flight. If the flight is completely sold out, the exception may not be able to be approved. Exceptions can be submitted up to 14 days prior to departure.

Note: As of now, it is not possible to request an E seat exception for these markets: DFW to and from BOS/CLT/ORD/PHL/PHX

Instructions for requesting E exceptions:

1. Waitlist the segment(s) and allow a minimum of 48 hours for possible confirmation by the system.
2. If not confirmed after 48 hours, you can contact your VP or their designated admin for authorization of an E exception request. If you report to a SVP, then contact your MD or their designated admin.
3. Once approval is granted, email employee.travel@aa.com with "E seat request" in the subject line.
4. Provide the following in the email:
 - Your PNR/record locator
 - Authorizing VP name/Approver (forward approval email or cc VP/Approver in email)
 - Reason for travel
5. Requests submitted less than 24 hours prior to departure may not be able to be processed.

If your desired flight(s) is not available, alternate times and flights comparable to your original request will be researched. If there is availability, an alternative will be offered.

[Spouse, domestic partner or registered companion](#)

On occasion, your leadership team may invite your spouse, domestic partner (DP) or registered companion (RC) to attend a company-sponsored event. With your division vice president's written approval as outlined in the company's expense policy, company business travel may be booked using your same business travel classification. In all cases, travel must be booked by your manager via Qik or native Sabre.

[Combining business and personal travel](#)

The intent of business travel is to allow travel between your base city to your business assignment and vice versa.

You may use your business travel classification to and from your business location (meeting, conference, training, etc.) up to seven days before the business assignment will be conducted and up to seven days after the business assignment has been completed.

If traveling to or from your business assignment requires a connection, and if your stopover at the connection city is more than 24 hours, that segment(s) will be considered personal travel. Any side trip from the connecting city/business assignment or travel outside the mainland US that is not business related will require using your personal travel privileges.

Travel from a connection city to the business assignment or returning to the home base would be considered business travel.

If there is unexpected business, you may use business travel from your personal destination:

- If you are on a personal trip other than your base city, and you need to travel for an unexpected business assignment.
- If you have an unexpected business assignment that was not previously scheduled prior to your planned personal travel.

After the unexpected business is complete, you can use business travel to either return to your base or personal destination.

If you are requesting any exceptions to the above stipulations for travel on American, you must have approval from your MD/VP. For additional [information and FAQs](#), click here.

[Combining business and personal travel on other airlines \(OAL\)](#)

When company business travel involves **another airline** you may use your business travel pass/ticket to/from the city/station at which you are based to your business location up to seven days before the business assignment will be conducted and up to seven days after the business assignment has been completed. For side trips involving other airlines, you must use your personal travel/ZED privileges or purchase a commercial ticket. We understand that every situation can be different, so exceptions may be considered. To make a request, refer to the OAL Company Business Pass Travel Form in the "[Business travel on other airlines](#)" section below.

For more information on [FAQs on OAL](#), click here.

[Business travel to Cuba](#)

If you are required to travel to Cuba for business, refer to [global.aa.com—Cuba](#) business travel for instructions and process.

Business travel on other airlines

Need to fly on another airline for your next business meeting? No worries. As an active team member of American Airlines, Envoy, Piedmont or PSA, you are eligible for company business travel on other airlines if the purpose of your travel is to conduct business solely for American, Envoy, Piedmont or PSA.

You may request company business pass travel on other airlines if any of the following apply:

- American Airlines or American Eagle does not operate to the destination;
- American Airlines or American Eagle flights are so full that it is necessary to use the services of another airline.
- American Airlines or American Eagle schedules do not meet the needs of the traveler (e.g., American flights would require an overnight stay on what could be a day trip if traveling on another airline).

In most cases company business pass travel on other carriers is a courtesy extended by our interline partners, as such we need to be considerate of their time and generosity. It is, therefore, necessary that you provide a minimum of three business days' advance notice for all pass requests. Please submit request in the link below. Fees and taxes applicable to these pass types will be paid by the Interline Travel department and do not require expense reimbursement.

If you require travel within 3 business days, or on an airline with which American does not exchange fee-waived passed, you may be eligible for company business travel at a reduced rate. Please submit a ticket request following the MIBA & ID50 Ticket instructions found in the link below. If travel is immediate and after hours US central time, please contact the Non-Rev Travel Desk at 888-933-5922 (WE FLY AA) to book and ticket your flight.

Please make sure to submit your pass request using the [OAL Company Business Pass Travel form](#). For additional information, please see the business travel section on your company's Travel page.

Commuter or work remotely guideline regarding business travel

If you are a commuter or work remotely and you have training/business in a city other than your base city, then you are allowed to travel business/confirmed directly from your commuter city. You do not have to connect through your base city, unless this is the only connection. For example:

Commuter City	Base City	Training/Business Assignment	Itinerary/Travel Classification
SLC	LAX	DFW	SLC-DFW (business) DFW-SLC (business)
ELP	DFW	PHX	ELP-PHX (business) PHX-ELP (business)
ORF	CLT	ORD	ORF-CLT-ORD (business) ORD-CLT-ORF (business)

Company business travel on other airlines will be supported for travel from your base city to/from the location of your training/business assignment if all options on American and American Eagle flights have been exhausted.

Any travel in between your commuter city and base city must be space available/non rev, unless the company requires you to attend a mandatory training, meeting, or an investigation.

Commuter City	Base City	Mandatory Training/Meeting	Itinerary/Travel Classification
PIT	PHL	PHL	PIT-PHL (business) PHL-PIT (business)

Commuter City	Base City	Traveling for work/scheduled shift	Itinerary/Travel Classification
PIT	PHL	PHL	PIT-PHL (non rev) PHL-PIT (non rev))

This policy is in effect unless your collective bargaining agreement advises otherwise.

Baggage, hazardous materials and pet

Carry-on baggage

Non-revenue travelers receive the same carry-on baggage allowance, including the number and size, allowed as revenue passengers. You may have one (1) carry-on item and one (1) personal item:

- Carry-on baggage must fit in an overhead compartment or under a seat; the maximum size is 45 inches (length + width + height).
- Personal items include a purse, briefcase, laptop, small backpack or other similar items and should be stored under the seat.

Reminders:

- If your baggage is checked at the gate, it is complimentary and will be checked to your final destination. Please keep this option in mind as it helps our team members achieve an on-time departure.
- If traveling on an aircraft with larger overhead bins, please place roller bags vertically on their sides, as indicated by the placards on the overhead bins.

Checked baggage

For checked bags, non-revenue passengers may check up to two (2) bags per person free of charge on all domestic flights and most international flights. This includes flights purchased using the AA20 discount and AAdvantage employee promotion award tickets. Strollers and car seats are exempt from excess baggage fees and do not count toward your allowable total.

Reminder: Baggage fees will only be exempt for tickets purchased as an AA20 or AAdvantage award promotion. For more information regarding [AA20/AAdvantage](#), refer to that section.

Baggage allowance for different types of travel:

Type of travel	Baggage allowance free of charge	Excess charges
D1, D2, D2R, D2P, D3 travel	Up to two (2) checked bags per traveler	Excess, oversize and overweight charges apply (*see below)
Business travel (A10, A11, A12)	Up to five (5) checked bags	<ul style="list-style-type: none"> • Excess, oversize and overweight charges will not apply • Overweight sports equipment and musical instruments are not considered an exception for company business, so normal charges apply. (*see below) • If you are relocating, oversized/overweight sports equipment, musical instruments, and electronics are considered an exception for team members and will not be charged.
Outside Applicants, Contractors, Consultants, etc.	None	<ul style="list-style-type: none"> • Responsible for all bag charges (1st bag, 2nd bag, etc.) • Excess, oversize and overweight charges apply (*see below)

*The maximum weight is **50 lbs** and size is **62 inches** (length + width + height)

Exception: Oversized sports equipment and musical instruments will only be subject to overweight charges. (Electronics will still be subject to both overweight and oversize charges unless relocating)

Notes regarding baggage:

- If you have bags to check, you may still check-in/online. When you get to the airport, check your bags using a self-service kiosk or curbside check-in.
- Be sure to allow enough time at the airport to check your bags. Some airports cutoff acceptance of checked baggage at 45 minutes prior to departure.
- In most airports, the cutoff time to check in using a kiosk with no checked bags is 30 minutes before flight departure, but it can range up to 60 minutes before flight departure in some airports.
- If you exceed the free baggage allowance, you will need to pay the same excess baggage charges our revenue customers pay for any bags above the free allowance, overweight or oversized. For example, if you are checking multiple bags, the first two (2) bags are free within weight/size limits, but you must pay “3rd bag” charges for the third bag, “4th bag” charges for fourth bag, and so on. If beyond weight/size limits, then those charges will be additional. See [AA.com](https://www.aa.com) for more information.
- During busy seasons, American does place limitations on checked baggage and boxes to various international locations. See [aa.com](https://www.aa.com) and [Travel Notices](#) for a comprehensive list.
- Refusing a seat assignment, one decline within a 24 hour time period, to be transferred/rolled over to take an alternate flight for a higher class of service is permitted on domestic flights, whether you have checked bags or not. For international flights, it is only allowed if the non-revenue has no checked bags because of security restrictions. However, for either domestic or international, it must be the next scheduled flight. For other guidelines, see the [Travel guidelines—Gate procedures](#) section.
- With domestic flights as a non rev, your checked bags will continue to your final destination even if you are not cleared for the flight(s). If you change your destination, any checked bags will likely continue to your original destination, and it is the traveler’s responsibility to make arrangements for retrieval.
- If you have checked baggage and your outbound or return trip involves more than one segment, you must include all segments in the same PNR to ensure your checked bags arrive at your final AA destination.
- For travel booked in separate PNR’s, travelers may need to reclaim their checked bags after travel on the first PNR and then re-check them for their next PNR, including any applicable baggage charges. Check with the ticket counter agent to see if bags can be checked through to final destination following the employee travel separate tickets guidelines.
- If you have checked baggage as a non rev (either at the ticket counter or the gate), you are responsible for retrieving your bag(s) if it arrives at the same time or before you arrive at your destination. However, if it is mishandled, refer to the Baggage liability and claims policy section below.

Baggage liability and claims policy

Positive space business travelers

Should you have issues with your positive space checked baggage; the company will pay for claims of loss or damaged bags. For mishandled bags, travelers must retrieve their bags at the airport; bags will not be delivered. To initiate the process for any issue, you’ll need to file a claim prior to leaving the airport. After you’ve filed your claim, you may submit your claim number to Central Baggage for tracing.

Space available travelers

- Should you have issues with your space available checked baggage, the company will pay for certain types of claims including loss or damaged bags. For mishandled bags, travelers must retrieve their bags at the airport; bags will not be delivered.
- 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).
- For any type of issue, you’ll need to file claims prior to leaving the airport. You may submit claims to Central Baggage for tracing.

See [Baggage FAQs](#) for more information.

Hazardous materials and dangerous goods

Many common items can be very dangerous in flight. Temperature and pressure changes can cause leaks, toxic fumes or fires. View a complete list of prohibited items at www.faa.gov/go/packsafe. Items listed as restricted will be confiscated by the TSA. The TSA will allow duty-free liquids through the security checkpoint in carry-on baggage, if properly packaged in a security tamper-evident bag (STEB).

You must declare any dangerous goods to the airline. Failure to do so violates U.S. Federal Law. Violators may be subject to a maximum penalty of five years' imprisonment and a fine of \$250,000 or more (49 U.S.C. 5124).

When you are flight listing or checking in for a trip via the Travel Planner, you'll need to accept a dangerous goods acknowledgment that will appear as a pop-up message during the process. For guest travelers, the email feature that you use to send the guest's flight information or boarding pass provides the required hazardous materials notice. When checking in for a flight, please allow sufficient time to accept the dangerous goods acknowledgment. For more information about acceptance of items for travel and baggage restrictions and embargoes, see Restricted Articles located on aa.com.

Traveling with pets

Cabin pets

Team members, retirees, eligible travelers and designated parents traveling non-revenue, on an AA20 ticket, or AAdvantage employee-discounted mileage awards may carry a pet in the cabin at no charge—For restrictions to Hawaii and international destinations, see Notes below. The pet must be in an approved pet carrier that fits underneath the seat in front of you. Traveling with your pet in a kennel will replace your carry-on bag, but you will still be permitted your personal item .

Checked pets

If you check your pet, you will be charged the applicable checked-pet fee. Here is the procedure:

1. Visit aa.com to review any restrictions (breeds, season/temperature, etc.)
2. Contact 888-WE-FLY-AA to have the PNR documented traveling with a checked pet

Note: Pet bookings can be only be made less than 10 days and at least 24 hours prior to flight departure

3. Contact AACargo.com/pets to book the pet’s reservation and for pricing
4. Drop off the pet at our Cargo facilities at the airport—Instructions will be provided during the reservation process by AA Cargo

Reminder: At this time, only cats and dogs are accepted, both in the cabin and as checked pets with certain breed restrictions.

Allowed = 		Not allowed = 	
Types of Traveler	Cabin pet	Checked pet	
<ul style="list-style-type: none"> • D1 • D2 • D2R • D2P 	 (1) No charge	 (3)** Fees apply	
<ul style="list-style-type: none"> • AA20 • AAdvantage employee-discount award 	 (2) No charge	 (3) Fees apply	
Team member flying jumpseat (FDJ/CJ)			
<ul style="list-style-type: none"> • D3 guests • AAC team members • OAL travelers 	Only service animals (see section below)		
<p>(1) Cabin pet will be listed in PNR after arriving at the airport (2) Book cabin pet PNR In advance through 888-WE-FLY-AA (3) Book checked pet in advance through AA Cargo—refer to instructions above</p>			

Notes:

- Flights to/from Hawaii do not allow cabin pets. Checked pets are permitted on flights to Honolulu (HNL) only—no other Hawaiian station. For more information, check WebRef or contact the Non Rev Travel Desk at 1-888-WE-FLY-AA.
- Transatlantic and Transpacific flights do not allow cabin pets. Checked pets are not permitted on flights to the United Kingdom, and pets to the UK are only permitted to travel via AA Cargo. For other international destinations, check Webref or the Non Rev Travel Desk.
- Pets for eligible space-available travelers are accepted on a first-come, first-served basis, subject to the pet capacity of the aircraft. Pets belonging to revenue passengers have priority over non-rev pets.
- If you are traveling non-revenue space available and traveling with a cabin pet, do not flight list your cabin pet prior to arrival at the airport for check-in; instead, you are required to see a ticket counter agent once you arrive at the airport to complete the pet acceptance paperwork and ensure your pet is eligible to travel to our final destination. For checked pets, please refer to the instructions above.
- If you are traveling AA20 or using an AAdvantage Award employee-discounted mileage award ticket, you should book a cabin pet PNR in advance to ensure your pet is included in the count. You may contact 1-888-WE-FLY-AA (1-888-933-5922) for assistance with the pet PNR, as some restrictions may apply. For checked pets, please refer to the instructions above.
- **It is never recommended to travel as a non rev while checking a pet, since baggage/cargo usually will continue without you to your domestic destination even if you are not accommodated on the flight(s). You should travel confirmed/ticketed to assure you will be traveling with your pet.
- The maximum size for a cabin pet kennel/carrier is 19in x 13in x 9 in. For more information regarding dimensions of carrier, pets allowed on certain aircraft, checked pet fees, summer embargoes, etc., refer to WebRef or contact the Non Rev Travel Desk at 1-888-WE-FLY-AA (1-888-933-5922).
- Although not required for cabin pets, we encourage all travelers to carry updated health records/inspections for your pet when traveling to verify your pet is older than eight weeks.

Service Animals

American supports the rights of customers, from veterans to people with disabilities, with a legitimate need for a trained service animal (SVAN). Unfortunately, untrained animals can lead to safety issues for team members, customers and working service and support animals' onboard aircraft.

Reminder: Emotional support animals will no longer be allowed as of February 1, 2021.

- A traditional service animal may only be a trained dog.
- American will require a DOT Transportation Form that can be printed from the website below. Details regarding all of these updated changes and forms, as well as the advanced notice and pre-clearance policy, are available [here](#). If traveling on flights scheduled 8 hours or more, the DOT Service Animal Relief Attestation Form must also be completed and submitted.
- Any non rev traveling with a service animal must submit the required paperwork at least 48 hours prior to departure to obtain an approval for your SVAN. If not, your animal could be denied travel at the airport. Refer to the link above with aa.com regarding the process to submit your paperwork.
- Travelers are limited to two (2) service animals.
- Service animals must be harnessed, leashed or tethered while in the airport and on the aircraft, and they must meet existing size requirements.
- Animals under four months of age are not permitted to travel as service animals. Animals under this age usually have not received the necessary vaccinations that protect team members and customers.
- D3 guests and OAL non-revenue space-available travelers may not travel with a pet in the cabin but are permitted to travel with a Trained Service Animal (seeing assist, hearing assist, seizure alert, etc.).

Reminders below...

Reminders:

- Once the animal is assigned an SVAN ID, you may ask RES add this to future PNRs, and you will not need to resubmit the paperwork. However, you will need to have the number added to the PNR at least 48 hours in advance so that the Special Assistance Coordinator (SAC) can verify the paperwork we have on file is still valid. When this is done, the PNR will be updated with the proper authorization. This process cannot be done at the airport. Just having an SVAN ID is not authorization for the animal to travel.
- If, after receiving authorization for your SVAN, you change your listing from a D1 to D2 (or vice versa), you will need to provide the airport agent (either at the ticket counter or customer service center) the original PNR with the SVAN verification. The agent can add this to the new PNR.
- It is the responsibility of the team member/retiree to make their travelers aware of the outlined process and documentation required through the link above for any service animal prior to travel.

Planning to take your pet abroad?

Keep in mind that there are guidelines and restrictions that may apply depending on your destination country. Well before travel is to take place, check the country's website or contact their embassy or consulate before your trip to make sure you have all the necessary documentation. Team members are responsible to check if documents are required for pets when traveling to an international destination—even if Service/Emotional Support.

More information, including applicable fees, can be found on aa.com.

Puppies in flight

Puppies in Flight (PIF) is a program through the American Airlines Do Crew, and sponsored by our Community Relations team. The program allows for AA team members to volunteer to transport guide dogs from one location to another, and the program is operated by Assistance Dogs International.

The program is open to all permanent, full-time and part-time employees of American Airlines and its wholly owned subsidiaries. Retirees, spouses, domestic partners, dependents and furloughed employees however, are not eligible to volunteer for this program.

To become a volunteer, active team members should refer to [Puppies in Flight](#) for more information. The volunteer list tends to be long, so it often takes a year or longer to be accepted into the program.

Reminder: The transportation of animals using travel privileges is limited to the pets that you own, unless it is a flight sanctioned by the Puppies in Flight program. The transportation of animals for commerce, rescuing, or by any other reason, is against company guidelines.

AA20/AAdvantage award promotion and Admirals Club/Flagship Lounge access

The company offers a 20 percent discount off both the published based fares and AAdvantage miles. Read below for more information regarding eligibility, guidelines, booking/purchasing instructions, etc.

Eligibility

Both the AA20 and AAdvantage Award promotion (Employee Awards promotion/EMP) are valid without limit for:

- You as active team member or retiree
- Your spouse or domestic partner (DP) or registered companion (RC)
- Your qualified children under the age of 24
- Your designated parent(s) or parent(s)-in-law listed as D2P

Reminder: The traveler must be registered on your travel list before an AA20/EMP ticket will be issued and eligible at the time of travel, even if they will not be using non-revenue travel privileges.

Guidelines for AA20 and AAdvantage Award promotion (Employee Award promotion (EMP))

- These discounted fares are to be used for personal pleasure travel only; they may not be used for any business-related travel.
- To purchase an AA20/EMP for you or one of your eligible travelers, you must be active or under an approved LOA (leave of absence) and your travelers must be eligible. This applies to both date of purchase and date of travel. For more information, refer to [Travel while absent](#) or on [LOA](#) section.
- While still liable for any excess baggage charges, all AA20/EMP eligible travelers are exempt from the first and second checked-bag fees.
- Baggage fees will only be exempt for tickets purchased as an AA20 or EMP. See below regarding [Web Specials](#).
- Team member can use miles from another account, but the account holder must be listed as an AA20 eligible traveler under the team member's travel list (spouse, DP, RC, qualified children, parents). Team member cannot claim a promotion award for another team member's spouse, DP, RC, or eligible dependents. For example, a team member can use the miles from their designated D2P parent's account for the team member's child under the age of 24.
- If you or any of your eligible travelers hold a confirmed reservation, have purchased a revenue ticket or redeemed miles for a flight, you are not allowed to also list as a non-revenue pass traveler on that flight or any other flights with that same routing within 24 hours from the departure time of the flight a revenue ticket has been booked or purchased. Even if you cancel your confirmed reservation before departure, you are still not able to list as a non rev within 24 hours from the original departure time, since you held revenue space, and this could be a potential loss of revenue for the company. If you cancel a revenue ticket, all fare rules apply, if applicable (penalties, change fees, etc.). For more information, refer to [Travel guidelines](#)—Listing guidelines.
- Team members are NOT permitted to price (PQ), issue or reissue revenue or discounted tickets for themselves, friends, family or acquaintances regardless of whether they are on the team member's traveler list or not. This includes full-fare tickets, AA20, ID/ZED or AAdvantage award tickets.

- Team members must seek the assistance of another agent/supervisor to price/issue or change an itinerary for themselves and/or friends, family or acquaintances.
- Travelers under these discounts are eligible for all services and amenities provided to revenue passengers, including:
 - Pre-reserved seats (except when purchasing a Basic Economy ticket under AA20)
 - Purchase of Preferred Seats
 - Special meals
 - AAdvantage® mileage credit (valid for AA20 purchased tickets only)
 - Reservations and Airport Ticket Office ticketing fees waived
 - Denied boarding compensation

Note: Amenities can be purchased or arranged through AA.com, but the AA20 discount cannot be applied toward any amenities—only the base fare.

AA20

The company offers a 20 percent discount off published based fares (discount does not apply to taxes, fuel surcharges, airport fees, etc.) displayed on aa.com for positive space travel on American and American Eagle flights. The discount must be applied at time of ticketing – not retroactively. See Booking and purchasing requirements below.

When you use an AA20 ticket, a confirmed reservation is created and you are considered a revenue passenger. This means that you are subject to all requirements and restrictions applicable to the fare purchased, including ticket-change fees. While you are liable for any excess baggage charges, all AA20 eligible travelers are exempt from the first and second checked-bag fees.

Booking for AA20

If booking travel more than seven (7) days from departure:	If booking travel less than seven (7) days from departure:
<p>1. Log on to AA.com to select your itinerary and place your flight(s) on a “24-hour Hold*.” DO NOT select to purchase your ticket through aa.com.</p> <p>2. Call 1-888-WE-FLY-AA (1-888-933-5922) within 24 hours to complete the purchase. Follow the prompts to reach a representative to assist you.</p> <p>*If you are not able to put your flights on hold, call 1-888-WE-FLY-AA (1-888-933-5922) with your desired flight number(s) and an agent will help you book your AA20 ticket.</p>	<p>Determine the itinerary you want and call 1-888-WE-FLY-AA (1-888-933-5922) for booking, pricing and purchasing assistance.</p>



All AA20 discount pricing and ticketing must be done through either 1-888-WE-FLYAA (AA20 prompt), or by an Airport or Travel Center agent. However, it is preferred that team members purchase their tickets through 1-888- WE-FLY-AA in lieu of ticketing at an Airport or Travel Center. Advise the representative that you are a team member or retiree of the company and would like to purchase an AA20 ticket. Once validated and priced, an electronic ticket will be issued and an itinerary and receipt will be sent. The discount must be applied at time of ticketing; not after the ticket has been purchased.

Appropriate charges will be assessed for paid upgrades requested on AA20 tickets and will be handled the same as those of revenue customers using upgrade certificates. AAdvantage upgrade requests are permitted and appropriate AAdvantage policies and charges apply.

Note: Bookings such as hidden cities, throw-away bookings, etc. are not allowed. For more information, check Invalid Bookings in Webref.

Basic Economy

When flying Basic Economy, we want to be sure you know what to expect, including which features apply to you when purchasing with the AA20 discount:

Features you will receive:	Features you will not receive:
<ul style="list-style-type: none"> • Seat assignment: <ul style="list-style-type: none"> o Domestic: Assigned at check-in or available for purchase within 48 hours of travel o Int'l: Assigned at check-in or available for purchase at any time • Two (2) free checked bags if using AA20 discount, AAdvantage elite member, or eligible AAdvantage credit card member • Ability to take both a carry-on and personal item on the aircraft • AAdvantage miles (if applicable) • Reduced miles to qualify toward elite status • Boarding with Group 9 unless AAdvantage elite member, eligible AAdvantage credit card member, or travelers with mobility restrictions • Same service as all passengers in main cabin 	<ul style="list-style-type: none"> • No eligibility for upgrade regardless of elite status • No same-day flight changes or standby

AAdvantage Employee Award promotion (EMP)

The AAdvantage program offers active team members/retirees, their spouse, domestic partner, or registered companion, qualified children and designated parents an employee awards promotion (EMP) to use 20 percent fewer miles than normal on MileSAAver and AAnytime awards. Not all AAdvantage awards are eligible for the discount. An EMP equivalent was not created for a mileage upgrade, All Partner, reduced mileage (RMA) and specific regional MileSAAver/AAnytime awards. See below regarding [Web Specials](#).

When you use an EMP, a confirmed reservation is created and you are considered a revenue passenger. This means that you are subject to all requirements and restrictions applicable to the mileage awards, and while you are liable for any excess baggage charges, as a team member or retiree, you and your eligible travelers are exempt from the first and second checked-bag fees. You are also eligible for all services and amenities provided to revenue passengers.

[Booking for AAdvantage Award promotion \(EMP\)](#)

Contact WE-FLY-AA at 1-888-933-5922 (AAdvantage mileage prompt) and provide your AA ID and your AAdvantage account number. The discount should be applied at time of ticketing; not after the ticket has been purchased. For **Web Specials**, see instructions below.

- AAdvantage member is responsible for paying all applicable taxes, charges and upgrade co-pays:
- Res Service Charge is waived on EMP award- eligible itineraries
- Award charges, reinstatement charges, ticket- change charges are waived for awards claimed from an Active AA Employee account, AA20/D1- eligible account (Spouse/Domestic Partner/Registered Companion/Eligible Dependents) and Retiree account, including awards issued in someone else's name
- The credit card used must be in the name of the AAdvantage member unless the member is the customer.

[Web Specials instructions](#)

For Web Special awards, they must be booked through aa.com, since they are a web-only special. You are able to apply the AA20 discount and/or request a checked bag refund, but as of now, it must can only be requested after travel has been completed (up to 12 months after). Here are the steps:

1. Call AAdvantage Customer Service at 800-882-8880, Monday-Friday 8a-7p CST. For international team members, please contact your local AAdvantage office for the refund.
2. When prompted, say "Account Services," then say "AAdvantage Customer Service"
3. Be ready to provide the following information:
 - Employee number
 - AAdvantage number of the account the award was redeemed
 - Record locator or ticket number

Web Special FAQs:

Q. Why do I have to wait until after travel is complete to apply this discount to a Web Special?

A. Because of how these awards are set up, we had to create a specific process to apply the 20% discount—but only after travel is complete. The instructions are above under Web Specials section.

Q. Will the miles just be credited back to my account?

A. Yes, AAdvantage Customer Service (ACS) will credit the 20% amount back into the AAdvantage account.

continued on next page...

Q. Will I be able to obtain a refund for my baggage, cabin pet, and unaccompanied minor fees?

A. Yes, ACS will also be able to request the refund for these type of fees after travel is complete.

Q. Will I be able to apply this discount to a Web Special I had previously purchased or used?

A. Yes, this can be applied to a previous Web Special up to 12 months after travel is complete.

Q. If I call the Non Rev Travel Desk (888-WE-FLY-AA), will they also be able to assist with this Web Special refund?

A. No, you must call ACS directly.

Travel refunds and ticket changes

AA20	AAdvantage Award promotion
<ul style="list-style-type: none"> • All AA20 and ticket-refund requests for full refundable tickets should be made via the refunds page on aa.com. The discount must be applied at time of ticketing; not after the ticket has been purchased. Please note the WE-FLY-AA department is unable to assist with retro-active refund requests. • If you purchased a nonrefundable restricted-fare ticket, you are subject to all applicable rules, change fees and the fare difference for itinerary changes (e.g., changes to origin or destination city, date/time changes, etc.). Contact 1-888-WE-FLY-AA (1-888-933-5922) for changes. • AA20 tickets must be purchased and used while the team member is an active or retired team member with the company. If a team member leaves the company for any reason other than retirement, any existing AA20 bookings are no longer valid. 	<ul style="list-style-type: none"> • Reinstatement and Award Charges do not apply for awards claimed from an AA team member, spouse, domestic partner, registered companion, qualified child or retiree account. Contact 1-800-882-8880 for assistance. • AAdvantage Award promotions must be purchased and used while the team member is an active or retired team member with the company. If a team member leaves the company for any reason other than retirement, any existing AAdvantage Award bookings are no longer valid. • For Web Special refunds, refer to the instructions above.

Admirals Club guidelines

Active team members and retirees of the company may access all the Admirals Club lounges worldwide if they have an Admirals Club membership (either from purchased membership or credit card promotion). One-day passes are also offered but may be limited based on lounge capacity or renovations.

Team members traveling on a non-revenue ticket cannot gain access to the Admirals Club, unless they are a member or have purchased a one-day pass. Starting November 1, 2019 team members will need to show their Verification Pass (the boarding pass used to get through security) when entering the Admirals Club.

Reminders:

- If you have an Admirals Club membership (either from purchased membership, credit card promotion or one-day pass), please be advised that you and your travelers may only access the lounge if you are traveling same-day as a passenger (either departing or arriving) on American or a partner airline. Otherwise, access is prohibited. The Admirals Club membership is not intended for team members to utilize before, during and after work hours. If you do access the lounge while traveling, remove any company badges, name tags, or lanyards while in the club, and change out of your entire uniform (this includes all uniform pieces) prior to arriving at the lounge. These same guidelines apply should you access any other airline clubs/lounges.
- The Admirals Club is not intended for use by team members while working a trip (including deadheading) or as a break area before, after, or between flights/during “sit time.” If you’re a commuter headed to work, we invite you to enjoy the lounge in your home city prior to departing on a flight to your base city. However, you may not wear any portion of your uniform and should avoid calling attention to yourself as an American team member while in the lounge. Likewise, after your trip is finished and you’ve completely changed out of your uniform, you may access the lounge in your base city before catching your flight home.
- If you are traveling as a non rev while accessing the Admirals Club, please be advised that you should see a gate agent for any non rev issues and questions (such as adding through status, transferring to another flight, etc.). The Premium Customer Service Representatives are there to assist revenue customers.

Visit aa.com/admiralsclub to purchase a membership and view details on locations and amenities.

Flagship Lounge access

Team members, retirees, their dependents and guests are only allowed access to the Flagship Lounge and Flagship First dining when traveling as a revenue passenger on qualifying itineraries.

Travel on other airlines (OAL)

American has negotiated reciprocal reduced-rate agreements with other airlines (OAL). These agreements are intended to extend space available travel opportunities to parts of the world not served by American and, like travel on American, are provided to team members and retirees as a privilege.

Team members must have 6 months +2 days seniority with the company to qualify for OAL. Personal travel privileges are summarized in the OAL Discount Travel Chart on your company's travel page. The airlines in the chart have been divided by geographic region, based on the airline's "home" operating area. Be sure to first familiarize yourself with the interline travel program policies outlined here.

American's agreements offer flat-rate service charges based on the nonstop mileage of each ticketed segment. These are referred to as Zonal Employee Discount (ZED) and are available for unlimited travel.

See table below for eligibility:

Eligible for OAL/ZED travel	Not eligible for OAL/ZED travel
<ul style="list-style-type: none"> • Team member or retiree* • Your spouse or Domestic Partner (DP) • Your qualified children up to age 24** • Your parents (on most airlines) • Your Registered Companion (RC)*** <p>*Must qualify for the 65-point plan (at least 10 years of service <u>and</u> age + years of service = 65)</p> <p>**Children under age 16 must travel with an adult with the same ticket type.</p> <p>***Eligible for travel on our oneworld Alliance partners only.</p>	<ul style="list-style-type: none"> • Your children age 24 and older • Your Disabled Dependent • Your Parents-in-law • Parents of your Domestic Partner (DP) • Your D3 guests • Surviving spouse and their dependents • Reduction in force or certain early out travel packages* <p>*Reduction in force or certain early out travel packages do not include OAL/ZED travel. However, if in the future you qualify for retirement travel privileges, then OAL/ZED travel would be active at that time.</p>

oneworld Alliance partners: Refer to the [ZED Agreements](#) Summary page and oneworld.com for partners, affiliates, and updated information.

Guidelines for travel (such as eligibility, dress code, flight listing requirements and embargo periods) vary from carrier to carrier. Before you travel on another airline, first refer to information published in the [ZED Agreement](#) Summary, ID Agreements page of myIDTravel, and at www.flyzed.info. When traveling on a reduced-rate ticket, team members/retirees and their eligible travelers must adhere to the same rules of conduct and dress code as specified for travel on American, unless otherwise noted by that other airline.

Connecting/Transiting

Standby travelers are considered locally boarding passengers when they are changing planes and/or airlines en-route. This means you must have all the proper documents to enter each country along your journey, including countries in which you intend only to connect. Additionally, you must allow sufficient time between connecting flights to claim bags and, if you are making an international connection, to proceed through customs/immigration formalities, and check-in for the next flight in your itinerary.

Ticket purchase

ZED tickets must be purchased using the myIDTravel website. Tickets will be issued electronically and must be paid for with a credit card. (Note that a fee will be assessed by myIDTravel for each coupon issued.)

Ticket refunds

Refund requests must be submitted through the myIDTravel website within one (1) year of the date of purchase. Here are some things to remember:

- Wholly unused tickets will be refunded in full (fare + tax + myIDTravel fee).
- Partially used tickets will take slightly longer to process; the refund will include the fare and applicable taxes of any unused coupons but not the myIDTravel fee. Some taxes (e.g., the International Ecuadorian Tourism Fee of \$50) are considered sales taxes and are not refundable.

If the ticket is issued by American (ticket number beginning with 001), American's refund policies will apply. If the ticket is issued by the transporting airline (ticket number not beginning with 001), that airline's refund policies will apply.

Travel on codeshare flights

Codeshare is an agreement between two airlines to place one airline's code on flights operated by the other airline. The carrier placing its code on the other airline's flight is referred to as the marketing carrier; the airline actually operating the flight is referred to as the operating carrier.

The myIDTravel website will provide flight schedules and availability on eligible flights only, so while you may see, for example, a Delta flight between Mexico City/MEX and Guadalajara/GDL (operated by Aeromexico), it may not be selectable because as a codeshare flight it's not eligible for ZED travel under the American/Delta agreement. You may purchase the ZED ticket on Aeromexico, instead.

Emergency/bereavement travel

Overview

In the event of an emergency involving family members, the company, in an effort to help you through this difficult time, offers emergency/ bereavement (A9) travel on American and American Eagle flights listed in the Travel Planner. A9 travel is not available on other airlines.

A9 travel is offered to you and certain members of your family when there is a death or imminent death due to a life-threatening illness or injury for those who are eligible (see Eligibility section below). Every effort will be made to confirm you and your eligible travelers on an eligible flight(s) due to the emergency. If unable to confirm, you will be listed as a revenue standby.

Reminder: Eligible travelers do not have to be listed under your profile to use A9 travel—they just must be eligible.

A9 travel is not intended for non-emergency situations or for ongoing trips to care for an ill or injured relative, to settle estates, or to handle legal matters involving the death. In the unfortunate event that the life-threatening illness or injury results in the death of your relative, you may request a second A9 travel pass.

If the personal emergency involves the death of an eligible family member and you must travel, A9 travel can be booked up to 30 days after the death to attend the funeral or memorial service. If a team member would like an exception to this, they should contact their manager. If possible, your return flight should be booked at the same time as the originating flight to keep the PNR active. Elective stopovers are not permitted.

Travel is confirmed in the Main cabin and is upgradeable to the highest class of service available on day of travel on a space available basis. However, if children are traveling, they must be a minimum of six (6) years old to be accommodated in a premium cabin.

Reminder: Using any confirmed space for personal travel is prohibited, and could result in corrective action, up to and including termination.

Eligibility

The list below identifies who is eligible for A9 travel when a death or imminent death due to a life-threatening illness or injury occurs to the employee, retiree, or an eligible relative of the employee/retiree below. When an event occurs, anyone from this list is eligible to travel for anyone else listed:

- You as the Team Member/Retiree
- Your Spouse (surviving spouse) or Company-Recognized Domestic Partner (DP)
- Your Registered Companion (RC) (travel only allowed for death/event involving team member/retiree)
- Your Dependent and Non-dependent children/Step-children (including children of Spouse/DP)
- Your Son-in-law/Daughter-in-law/Step-son-in-law/Step-daughter-in-law
- Your Parents/Step-parents/Parents-in-law/Step-parents-in-law (including those of Spouse/DP)
- Your Sister/Step-sister/Sister-in-law/Step-sister-in-law
- Your Brother/Step-brother/Brother-in-law/Step-brother-in-law
- Your Grandparents/Step-grandparents (including those of Spouse/DP)
- Your Grandchildren/Step-grandchildren (including those of Spouse/DP)
- Your Great-grandparents/Great-step-grandparents (including those of Spouse/DP)
- Your Great-grandchildren/Great-step-grandchildren (including those of Spouse/DP)

Keep in mind, it is always in reference to the relationship of the team member/retiree to those listed.

See [FAQ](#) for additional information. This list also applies to [shipment of human remains](#) (see section below).

Who to contact for assistance

Active team members should always contact their manager for authorization to book A9 travel. Only if the manager or department admin is not available, then the team member can contact 1-888-WE-FLY-AA (1-888- 933-5922), or if you are outside of the U.S., you may call the local reservations number. Be prepared with desired flight details, names, dates of birth and relationships of travelers for whom A9 travel is eligible. You will also need to provide the nature of the emergency as well as your manager's name and AA ID#.

For managers/depart admins, refer to [How to book emergency travel in native Sabre/QIK](#)

Retirees may call 1-888-WE-FLY-AA (1-888-933-5922) directly to book A9 travel, or if you are outside of the U.S., you may call the local reservations number.

Notes:

- A9 travel remains active even while on an approved leave of absence (LOA). For approved list, see the Travel while absent section.
- If you are an active team member and book A9 through 888-WE-FLY-AA, you will need to advise your manager as soon as possible that you have traveled A9.

Service charges

Service charges do not apply for A9 travel for the Eligible travelers listed above, and guest passes will not be deducted from your pass bank. If travel is completed by anyone other than those listed in the eligibility section, a D3 space available PNR must be created via Travel Planner and, the applicable number of guest passes will be deducted and guest travel service charges will apply.

Shipment of human remains

We understand how painful losing a loved one is, and we want to assist you in this process.

The company provides confirmed space for the shipment of any team member's, retiree's or eligible family member's remains (see the Eligibility section above) between cities on the American Airlines system. At this time, our regional carriers are unable to accommodate the shipment of remains. For additional information, you may email TLC@aa.com or call 800-852-3333 and speak with a TLC Specialist with the Cargo Department.

You will need to contact the funeral home or mortuary to make the arrangements. They will need your American Airlines ID number, your department's cost center (you can contact your department's leadership team or department admin to get this information), and your relation to the deceased. If you are a retiree, they will just need your American Airlines ID number. The funeral home will contact our TLC Specialist with the Cargo Department to make the arrangements.

If any additional charges are accrued, they will be the responsibility of the next-of-kin or estate.

Note: The Company is unable to secure courtesy shipment of remains on other airlines.

Team members, retirees or eligible family members are also allowed to carry on a crematory container provided Transportation Security Administration (TSA) screening and the laws of the country of destination (if applicable) can be met.

Resources

- [Clear the Air archive](#)
- Market Changes: [seasonal](#) and [new](#)
- [Non-Rev guest information \(download and share\)](#)
- [Non-Rev instructions \(download and share\)](#)
- [Tips and helpful information with Non Rev Travel](#)
- [Travel Allegations](#)
- [Travel Guide updates](#)
- [Travel Notices](#)
- [UMNR Guide for Non Rev Travelers](#) (download and share)