

August 28, 2014



## Heads Up

For All American Airlines, US Airways and Envoy Managers 5+

### Subject: The next phase of integrated employee travel is coming in September

#### Summary

Time of check-in and a new boarding priority for non-rev travel will soon take effect, and employees and retirees will be able to access non-revenue travel programs on both airlines. That means employees and retirees can book travel directly on their non-legacy carrier, see flight lists and more.

Changes will occur on two dates – Sept. 10 and Sept. 15 – so we can properly load and test updates in the systems

- **Sept. 10** Boarding by time of check-in and boarding priorities:
  - Non-revenue travelers will begin boarding by time of check-in on their legacy metal.
  - The new boarding priority will go into effect for all non-revenue travelers on their legacy airline.
    - Retirees will board right after active employees (as D2R/SD2R).
    - Spouses, company-recognized domestic partners, registered companions and eligible dependents will be able to travel on the legacy carrier traveling together; this is a change for US Airways.
    - Also new for US Airways, buddy pass travelers will board at D3/SD3G priority on their legacy carrier, even if traveling with the employee/retiree.
- **Sept. 15** Employees and retirees will have access to both the American Airlines and US Airways non-rev travel websites to book travel directly travel system.
  - Time of check-in and boarding priority will be fully integrated for both American and US Airways non-revenue travelers across both carriers.
  - the other legacy carrier.

We will be sharing details of all of these changes with employees and retirees later today, and have attached a resource guide outlining all the changes for you. Below are a few tips we need your help communicating to ensure your teams are ready to go.

## What We Need from You

- We need your help in making sure employees are ready to go:
  - number of travel updates and resources will be made available to employees via
  - US Airways employees will need their American employee ID number and password to access NRTP. Please remind your teams to register their American [here](#), on the homepage on Wings.
  - Ensure US Airways employees remember time of check-in will begin for all flights, starting on Sept 10.
  - Ensure marital status and eligible travel dependents are updated in current legacy system. US Airways, Piedmont and PSA employees will also need to ensure their Secure Flight Profiles in Travel US have been created for each eligible travel and that their gender and birthdates are correct.
  - Review and update their contact information in their travel profile.
  - Review the travel privileges we aligned earlier this year (available on Jetnet and Wings).
- provide employees with expanded travel privileges on both carriers, and understand non-rev passengers may have some questions as they get used to traveling on the other metal.
  - Please remind your team members to carefully review the details on Jetnet and Wings so they can plan ahead and understand how the changes will affect the way they list for flights, board flights and pay for travel fees. All non-rev travelers will be treated equally, but the travel experience will differ slightly based on the metal due to some differences between the reservation systems.
  - Our employees should also ensure their eligible travelers are aware of and understand these changes.
  - Our agents will be receiving additional training to help manage these changes, but their primary focus will be on serving our customers, so employees will need to be patient and use self-service options whenever available.
- travel privileges the same way you do today.

## Resources

- Details about the changes and Q&As will be available later today on both Jetnet and Wings.
- Key reminders will automatically pop up for active employees and retirees before they enter Travel US and NRTP to book travel.

- Starting on Sept. 15, non-rev travelers with questions about booking on the other metal can contact 1-888-WE-FLYAA (933-5922), option 5 for assistance.
- As always, the American Airlines TRIP Book and the US Airways Employee Travel Guide will include all official policies related to travel and can be found on Jetnet and Wings.
- Questions? Email them to [merger.questions@aa.com](mailto:merger.questions@aa.com).

## **Subject Matter Expert**

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