Memo

From: John Theodor, Manager Employee Travel
Date: October 16, 2017
Re: Launch of American Airlines Travel Planner Tool

American is launching the “Travel Planner” listing tool for employees of non-wholly owned regional partners. Once in Travel Planner, you will have the same functionality as American’s mainline employees and employees of wholly-owned regional carriers.

On Tuesday, October 17, American will begin sending emails to non-wholly owned regional partner employees containing their new American Airlines ID. The email will be followed by a secondary email containing a temporary password and instructions on how to access Travel Planner.

Additionally, American will keep the Wings/myIDTravel site available for the non-wholly owned regional employees to use as a fall back in the event they need to travel before a temporary password can be set up.

Additional information regarding Travel Planner can be found on the following pages. Please direct any questions regarding Travel Planner to employeetravel@transstates.net.
# What’s New with the New Travel Planner?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tr>
<td><strong>Ticketless Travel</strong></td>
<td>Team members will have greater flexibility to make changes while traveling; they will not be &quot;locked into&quot; predetermined itineraries</td>
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<td><strong>Payment Post-Travel</strong></td>
<td>Team members will be charged applicable fees/taxes for what was actually flown; eliminating the need for most refunds</td>
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<td><strong>Premium Cabin</strong></td>
<td>Team members will be able to choose the desired cabin (Main or Premium) at the time the listing is made; no longer limited to the main cabin</td>
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<td><strong>On-line Check-in</strong></td>
<td>Team members will check-in remotely from any internet enabled device 24 hours prior to a flight’s scheduled departure time; no need to race to the airport</td>
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<td><strong>Mobile Friendly</strong></td>
<td>Team members will be able to manage their entire travel experience using any internet enabled device, including a smart phone or tablet; this includes the ability to obtain a mobile boarding pass</td>
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<td><strong>Real-time Availability</strong></td>
<td>Team members will be able to clearly identify the likelihood of getting on a flight by color coded and shaped indicators. Green circle = good, orange rounded square = fair, and red square = poor.</td>
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<tr>
<td><strong>View Priority List</strong></td>
<td>Team members can watch their place on the priority list as flight departure nears.</td>
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<tr>
<td><strong>Estimated Charges</strong></td>
<td>Team members will see an estimate of applicable charges as each listing is made</td>
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How do I get to the Travel Planner?

In the next few days you will receive an email containing your AA ID and a temporary password. Go to fly.aa.com to access the site. Whether you are an active employee or qualified retiree of one of American’s Regional Partners click on the Travel Planner icon in the Regional Partner Employees (blue) section.

Once you have logged in you’ll be prompted to create a new password.

Here are a few things to keep in mind when you’re creating your new password:

- Do not include your user ID, first name, last name or preferred name
- Must be at least seven characters in length
- Must include at least three of the following:
  - An uppercase English alpha character (A-Z)
  - A lowercase English alpha character (a-z)
  - A numeric character (0-9)
  - A special character (! @ # $ % ^ & * () _ - + = { } | ; : ' " < > ? / . )

In the tools section of the Travel Planner you will find user guides to walk you through the various processes whether on a mobile device or a desktop – listing for personal travel, searching Best bets,
editing your trip, checking in, viewing priority lists, estimating the cost of travel, and printing your boarding pass. Here are a few highlights.

**Find flights**
Here you’ll be able to search flights for your desired itinerary, whether it be one-way, roundtrip, nonstop, or connections. If you just want to get away but not sure where to go, select the Best bets option to help you find markets with the most available seats for a given date.

**Trips**
Here you’ll find all your active reservations for space-available personal travel as well as any previously authorized company business travel reservations you have imported into the site. You’ll be able to check-in for each trip once you’re within 24 hours of a flight’s scheduled departure, edit and email your trip, view the priority list, and reissue your boarding passes.
**Travelers**

The Travelers screen allows you to quickly and easily view and manage all of your eligible travelers. You can add traveler details such as their contact details, Known Traveler Number (KTN), passport details, and emergency contact. You can also add a credit card to cover any fees and taxes that might apply to travel by you or your eligible dependents. This credit card can be used for all transactions or you can enter a one-time use card for individual transactions. It’s your call.
The tools dropdown provides links to more commonly used features, such as the priority list and travel charges. It also links to sites outside of Travel Planner where you can find American’s route, document and health regulations for international travel, travel tips and from the TSA, and more.
You will also find a link to the Travel Charges page where you can display an estimate of trip charges based on your itinerary and the traveler type.
Electronic Form of Payment

If a trip involves service charges (i.e., for travel by your parents) and/or the trip involves flights in or out of the U.S. where taxes might apply, you will need to provide a credit or debit card to cover those charges before the listing can be completed. You can store a card in the Employee profile for ongoing use or enter a card during the listing process for a one-time use. At this time, only one card can be stored at a time.

Storing a credit card for ongoing use

From the Travelers Screen, select the Employee’s profile. Scroll down to the Payment Information section.

Click the Add a card >> option to enter your credit or debit card account details and billing address.
The account will now appear in the Payment Information and will be stored until you decide to change or remove it (only one account can be stored for on-going use). This account will be charged only if you select to use it when you make your flight listing, otherwise, the system will charge any account you enter for one-time use.

### Payment information

<table>
<thead>
<tr>
<th>Type of card</th>
<th>Last 4 digits</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa</td>
<td>2510</td>
<td>10/20</td>
</tr>
</tbody>
</table>

By providing your credit card information, you authorize American Airlines to charge the provided card for any balance due after each segment of your trip has been flown, and if you store your card for future trips, for any balances due after each segment of all future trips. You understand that your authorization will remain valid for any trip scheduled using this card, and that deleting or changing your stored payment information will not cancel this authorization. You may cancel your charge authorization for a scheduled trip only by canceling that trip. You also understand that the bank that issues your card may assess fees for each transaction.

### Selecting your form of payment

Each time you travel, should charges apply, you will have the option to use either the stored credit card or enter a one-time card, which will be charged for that one trip only.

Your account will not be charged until travel is complete, this way you are charged only for what you use, not for what you thought you might use.

Should your card be declined or if the itinerary changes in such a way that it now requires collection of fees (say you planned to fly DFW-MIA, but the flight loads caused you to reroute DFW-MIA via Mexico City) you will receive an email notification after you’ve traveled advising you of the situation and directing you to the Pay Now function in Travel Planner.

The Pay Now function will appear in the Trips section of Travel Planner next to any trip for which charges were declined or for which payment is due. You be required to enter a new credit/debit card for payment due.

We maintain appropriate administrative, technical and physical safeguards to protect personal information against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. We store personal information only for as long as it is necessary for travel charges, unless otherwise required or authorized by applicable law.
View Charges
You can display charges, pending and posted, from the Trips page of Travel Planner. The payment status will be shown as:

- **PAID** – transaction has been paid in full
- **DECLINED** – credit/debit card has been declined (results in Pay Now feature)
- **PAYMENT DUE** – no credit/debit card provided for trip (results in Pay Now feature)
- **NO CHARGE** – no charges applied for the segments flown

You can expand the charge field to view a breakdown of service charges, taxes, and fees.