Regional Flight Attendant Customer Experience Tool (R-FACET)
Our Commitment

American Airlines is committed to putting technology in the hands of its front line people to assist in providing our customers with the best service possible.

With the introduction of the cashless device we will provide a seamless customer experience across out American Airlines network.
USE OF THE DEVICE TO ENGAGE IN SOCIAL MEDIA ACTIVITY IN WHICH CONFIDENTIAL COMPANY, CUSTOMER OR EMPLOYEE INFORMATION IS PUBLICIZED IS STRICTLY PROHIBITED.
Tablet Technology and Features

5.7 inch gorilla glass screen and rugged cover

Dual purpose headset jack used for credit card reader
Press button to determine battery level
(if fully charged 4 white lights will illuminate)
If only 1 light illuminates toggle the switch (shown here in red) to the green/on position
Battery Safety

DO’s and DON’Ts

• DO NOT charge device onboard the aircraft
• DO follow your company’s emergency procedures for high energy (H/E) battery fires found in your Flight Attendant Manual IF your device shows any signs of a potential battery fire
A Credit Card Reader is attached to the bottom of the MOPHIE case and is used to capture credit card information when a customer makes a purchase.
Press and hold the power button for 4-6 seconds to turn the tablet on.

Power button may also be used by pressing once to place the device in “sleep” mode or to “wake up” when ready to use.
**Turning off the device**

Press and hold power button

- Restart may be used as a troubleshooting step.
- Emergency mode enables you to extend your device’s standby time (to conserve power)

Tap Power Off
Tablet Keys

- Home Key
- Recent Apps
- Back Key
The notification panel is accessed by dragging your finger down from the very top of the screen.

On the panel you can access the following:
- Wi-Fi
- Airplane Mode
- Power Saving Mode
- Sound/Vibrate/Mute
- Screen Rotation
- Flashlight
- Settings

If the function is gray, it is turned off. If it is blue, it is turned on.
Home Screen

My Flight
App used for Onboard Sales

PA Card
Houses your onboard announcements for the flight

Document Library
Applications

This is the main application screen. It contains icons that represent functions/programs within the Tablet.

From the Apps screen, you will be able to launch any application available on your Tablet.

To open an application, touch the App. There are many Apps which will be helpful located in the Apps section.
My Flight

Tap My Flight App (Inflight Sales Tool)
What’s New

This page screen provides reminder or updates, such as revisions.

At the top right, there is an “X” to close it. If you choose not to see this information again, tap “do not show again” on the bottom left then tap “X” to close page. However, each time the tablet is turned back on, this page will pop up.

What's new

To ensure maximum functionality please update products, log in, and open your flight on the ground before flying.

- Ability to take credit card payments inflight
- View seat maps

Contacts

Device issues

Contact flight deck

Don't show again
A message may appear, stating “Listening at a high volume for a long time may damage your hearing. Tap OK to allow the volume to be increased above safe levels.”

- Tap Cancel

- This message appears as a warning if the user has headsets on (to listen to videos in the training library). Currently, it is not applicable.
Enter your employee number

- Enter your numeric employee number in the AA User ID field (between 3 and 8 numbers; no letters or characters) and tap on the blank field under AA User ID to bring up the onscreen keyboard.
- No Password is needed at this time
- Tap blue Sign In band
- The “Update Products” option may be tapped but is not required. The products will automatically update at transmit and sign-in.
Flight Information

1. Enter your flight information

2. Tap Open Flight

Flight Information Screen

- You will notice the date is configured as it is reading your current location. If the date is not correct, you will tap the date field and select one of the three day ranges.
- Next, you will enter a flight number. Let’s use **Flight 6025**, **Departure City: LAX** **Arrival City: YVR**
  - If the city code is incorrect, touch the box of the incorrect code then back out of the incorrect letter and retype
- Tap Open Flight
1. Tap Airline

2. Choose equipment

3. Tap Submit

- It should default to Regionals
  - You do have the option to toggle between Mainline and Regionals.
- Next, tap your Airline. At the left of each airline, there is a submenu that lists your available aircraft type.
- For today’s purposes, let's open Compass and select the ERJ175, tap Submit.
Enable Airplane Mode

Tap “Turn on”

- You may receive a notification “Enable Airplane Mode” if it is not turned on.
- Tap “Turn On”
Enable Airplane Mode (cont.)

1. Tap airplane mode switch to turn on

2. Tap tablet back button to return to app and you are logged in!
The Special Services guide will correspond to more detailed information that available in Phase 2.
Making a Sale

1. Select Menu

2. Select “Seat Map”

3. Choose seat
4. Select “Sales”

5. Choose item(s), select “Card.”

6. Select “Accept”

- If the customer’s credit card will not process, kindly ask for another credit card.
- If another one is not offered, discreetly comp the item. You will be required to provide a reason for the comp.
- Customers are required to sign for purchases in excess of $100
www.aa.com/myreceipts

Note: Customer can go to www.aa.com and link to the above for a copy of their receipt
Processing a Refund

1. Open menu, Select “Sales Summary”

2. Select item to be refunded

3. Select “Refund”
Processing a Refund (cont.)

4. Choose reason, select "Confirm"
Swipe card when prompted

5. Select “Accept”

6. Select “Close”
Complimentary Items
Complimentary Items (cont.)

4. Choose reason, select “Confirm”
Closing the Flight

1. Open menu, Select “Close Flight”

2. Select “Yes”

3. Swipe down from above the screen to display a menu with airplane mode
4. Touch the plane icon to turn off airplane mode.

5. Select “Transmit”

- Select “Transmit”
  - When travelling outside of the U.S., your sales data will not transfer until you return to the U.S.
  - Every Flight Attendant must close their flight at the conclusion of their flight, even those who did not process any sales, including the A-FA / FA #1.
6. Wait for the app to finish transmitting

7. Select “Exit” to close out
Turning off the device

Press and hold power button

Tap Power Off
Return Device to Container

Both devices should be stowed in the container.

If aircraft is on a RON, then seal the container with a seal (located inside the container)
Need Help?

If you are having issues with your Flight Attendant Tablet or any app, please contact the Flightdeck while onboard.

For questions or comments about the design or to give us your insight for future development, please email the Headquarters Tablet Team at:

Regional.Tablet@aa.com
Compliance Code:

AA Cashless