

Getting Closer to One Reservation System Frequently Asked Questions

Schedule Change and Re-Issues

1. When is the merger schedule change?

The merger schedule change could happen as early as this month, July 2015.

2. When will the reservation system migration to Sabre be complete?

Sabre will serve as the single reservation system for American approximately 90 days after the merger schedule change.

3. Will the merger schedule change happen in one schedule change or multiple schedule changes and how long will it take?

The merger schedule change will happen in one schedule change and will be loaded on the same day for both US Airways and American.

4. What reservations does the merger schedule change impact?

The merger schedule change will only impact US Airways reservations that were booked prior to the merger schedule change for travel departing after 90 days from that date. These reservations will change from US Airways to American Airlines reservations, but will remain on US Airways 037 ticket stock.

5. Are any American Airlines flights impacted during this integration?

No American flights are impacted at any stage of our integration to one reservation system.

6. What changes will occur to reservations impacted by the merger schedule change?

Impacted reservations will keep the same flight number, time, aircraft type, and other flight attributes. Previously requested seats, wheelchairs, meals, and other service requests will also remain intact.

US Airways Shares record locators will be replaced with American Airlines Sabre record locators. Travel agents who book and ticket in the Sabre GDS will still see the same Sabre record locator, but the Shares record locator will go away.

7. Do all the impacted tickets need to be re-issued?

To maintain control of an impacted ticket (US Airways flights booked prior to the merger schedule change with travel departing after 90 days from that date), travel agents should re-issue on the original 037 ticket stock.

8. Why is American asking travel agents to re-issue the impacted tickets from 037 to 037 and not to 001?

American is requesting travel agents re-issue all impacted tickets on the original 037 ticket stock since the validity remains one year from date of issuance, and American systems will recognize 037.

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- 9. How will the merger schedule change be communicated to impacted customers?**
American Airlines has no plans to communicate directly with impacted customers booked through a travel agency. The expectation is travel agents will communicate to the customers as they normally do during schedule changes. Travel agents should communicate the US Airways flights have changed to American flights, and customers may be directed to American for check-in. For travel agents who have a high volume of impacted tickets, American will provide a suggested message to use.
- 10. What if I validated a US marketed flight with travel in 4Q15 on 001 as American requested? Will I still need to re-issue the ticket?**
No, US marketed flights booked prior to the Merger schedule change for travel in the fourth quarter and beyond that were validated on American Airlines 001 will not require re-issue.
- 11. Will American re-issue all impacted tickets that travel agents have not re-issued?**
American will re-issue any impacted tickets as necessary to ensure a smooth experience for our customers. This means all future voluntary changes require contacting American for reissue.
- 12. How quickly after the merger schedule change should travel agents re-issue the impacted tickets?**
American recommends travel agents re-issue impacted tickets as soon after the merger schedule change as possible, but recognizes some travel agency business rules make this difficult. The reservation system consolidation will be approximately 90 days after the merger schedule change, and American may re-issue impacted tickets closer to that time if the travel agent has not re-issued. American will provide more specific dates in future communications.
- 13. Are there any codeshare or interline agreements that US Airways has that are not compatible with American Airlines and will require special attention after the merger schedule change?**
No, US Airways and American are aligned on all codeshare and interline agreements. For impacted flights that contain an OA segment, that OA segment will remain the same after the merger schedule change. For example, if an impacted flight is US marketed, but BA operated, it will change to AA marketed, BA operated.
- 14. When will the “US” marketing code go away completely?**
After the Merger schedule change, there will be no more US marketed flights for travel departing approximately 90 days after that date. US marketing code will continue to exist for flights that travel during the 90 days after merger schedule change.
- 15. Will all US Airways and American airport check-in and gates be co-located after the reservation system migration?**
No, there will still be some US Airways check-ins and gates even though all reservations will be on American Airlines. Customers should be mindful of their gate/terminals on day of departure so they know where to check-in. Customers can check their reservations details at AA.com.

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Unused 037 Tickets

16. What happens to 037 ticket stock after the reservation system migration?

Any US marketed flights booked prior to the merger schedule change with travel after the reservation system migration is complete will remain on 037 ticket stock. These tickets will be valid for 12 months from date of issuance and will retain their value and full functionality at all stages of our reservation system integration. American Airlines systems, ARC and BSP, will continue to recognize 037 ticket stock for 12 months after the reservation system migration is complete.

17. How will refunds, exchanges, or other servicing work for 037 tickets after the reservation system migration?

All refunds, exchanges and other servicing will work as it does today. After the migration is complete, American systems will recognize 037 validated tickets and treat them the same as 001 validated tickets.

Sales Support and Policy

18. Where will agency support reside during the reservation system migration?

Please contact your local American Airlines Sales Support teams who will support both 001 and 037 validated tickets

19. After the reservation system migration, if a customer contacts American Airlines Reservations, will they get support for their 037 validated tickets?

Yes, American Airlines Reservations will support 037 validated tickets after the reservation system migration. If AA RES needs to take control of the ticket to service the customer, they will re-issue the ticket 037 to 001.

US Airways Websites and Services

20. At what point will usairways.com be deactivated and customers directed to aa.com?

The US Airways website will remain active until the reservation system migration. Customers with travel on US Airways marketed flights that travel prior to migration will continue using usairways.com. After migration, usairways.com will re-direct customers to aa.com.

Changes to PNRs

21. What changes will occur to PNRs impacted by the merger schedule change?

If a travel agent uses Sabre GDS to make reservations, the impacted PNRs will look slightly different than a standard schedule change. More details are outlined below.

If a travel agent uses any other GDS, such as Travelport or Amadeus, the PNR change will look like a standard schedule change. The status code will change to UN / TK and the PNR should be processed like a standard schedule change.

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22. Additional information for travel agencies that use Sabre as their GDS

Sabre GDS PNR changes as communicated by Sabre TN in the SAN 8407 technical message to travel agents:

No information will be removed from your existing PNR. Updated PNRs will be placed on Queue 6 in your PCC and will have Prefatory Instruction Code (PIC) 168 UPDATED FOR PNR MIGRATION added to allow for queue sorting. The following is a summary of the potential PNR changes, for examples of the changes please review the attached document:

- Name Field – Updated only if names mismatch with US PNR (primarily affecting infant passenger names)
- Itinerary Segments - Update all US segments to AA with confirmed status (HK), versus the TK/UN status as normally seen with a schedule change
- Seat Assignments – All US seats previously assigned will be re-accommodated as the same seat number on the AA flight
- Phone Field – No duplicates. HDQPWCT will be added if no phone exists in the US Airways reservation at migration. If the US Airways PNR has a different phone number, it will be added.
- Ticket Number – Updated only if US Shares PNR has a ticket number that is not in the Sabre PNR
- US Special Service Requests (SSRs) – US General Facts SSRs (3SSR) updated to AA SSRs under AA Facts (4SSR)
- US Other Service Information (OSI) – US General Facts OSIs (3OSI) updated to AA OSI's under AA Facts (4OSI)
- Frequent Flyer Number – Any frequent flyer numbers that are associated to US flights will be automatically associated to the new AA flights

Remarks – A few historical remark lines will be added to your PNR. These will include the original US RLOC and other information relevant to the merge process. These remarks should not affect your current processes and are for information purposes only.

If you have specific questions about the Sabre GDS PNR, please contact your Sabre Account Manager.

Have questions? We're ready to help. Contact your Account Manager or local American Airlines Sales Support team.

We'll continue to update this document with more questions and answers as we get closer to the schedule change date.

Thank you for your business.