



**American Airlines** 

**Basic Economy**

**Reference Guide for Agency Partners**

**January 2017**

## Basic Economy Overview

Basic Economy is our new, lowest price fare offering that will be available for sale Feb 21, 2017 for travel dates beginning March 1st.

These tickets provide a simple and affordable way to experience American's network, and provide customers the option to pay for the services they want. While customers will still get a comfortable seat in the Main Cabin and enjoy free snacks, soft drinks, and in-flight entertainment, it is important for customers to understand the following restrictions when planning their travel:

- No carry-on bags that require storage in the overhead compartment are allowed.
  - A gate service fee, in addition to the standard checked bag fee will be assessed if arriving at the gate with a carry-on bag that does not fit under the seat. One personal item such as a purse, backpack or briefcase that fits under the seat will continue to be allowed.
  - Payment of checked bag fees at the gate and the gate service fee are required by credit card or debit card only.
- No flight change requests or refunds are allowed. This includes requests for same-day confirmed flight changes or for standby travel.
- Priority Access is unavailable, even for fee payment.
- Boarding passes will reflect the last boarding group.
- Elite status customers and eligible AAdvantage<sup>®</sup> credit cardmembers are not subject to carry-on, checked bag, or last group boarding restrictions.
- Seat selections are only offered at 48 hours prior to departure and require payment of a fee.
- No paid or complimentary flight upgrades are allowed.
- In the case of irregular operations, non-elite customers will be re-accommodated on American or joint business partner airlines only; re-accommodation of elite customers will not change.
- Reduced Elite Qualifying Miles (EQMs) and Elite Qualifying Segments (EQSs) – 0.5 miles earned per flown mile.

## Booking & Fare Rule Details

- Fares and rules will be filed in ATPCO and will be in published tariffs.
- Basic Economy will initially be offered in select domestic markets, which are subject to change.
- Basic Economy fares can only be sold on American Airlines ticket stock.
- Basic Economy fares will be limited to AA prime flights (including regional carriers).
- Basic Economy fares will be filed using the B booking inventory code and require dual availability (book B but another applicable main cabin inventory must also be available). Basic Economy fares include an additional availability check so if O sells out, for example, the required availability will move up to Q.
- The number of Basic Economy fare levels may vary by market and may not be filed in every Main Cabin availability class.
- Basic Economy fares cannot be combined with any other type of private or published fares.
- Basic Economy fares will have a fare type code of 'EOU' (Economy Oneway Unbundled) or 'ERU' (Economy Roundtrip Unbundled).
- Domestic reservations for what's known as open jaw or multi-city itineraries are not available in Basic Economy.
- Fare attributes and restrictions can be found on aa.com and in Sabre Branded Fares, Travelport Rich Content & Branding, and Amadeus Fare Families.
- In a multi-passenger PNR, all passengers must be booked on a Basic Economy fare.
- Basic Economy fares will be available for Group Bookings (9+ passengers).
- Waiver service requests are disallowed when corporate travelers purchase Basic Economy fares.

## Seat Map Information

- For Basic Economy fares, the seat map will show all seats as unavailable up until 48 hours before departure. At that time, Basic Economy customers can purchase seats through aa.com or American Airlines Reservations.
- If a Basic Economy customer does not select a seat, then one will be assigned at time of check-in.
- Non-Basic Economy customers access to free and paid seats will not change.
- Travel agents accustomed to selecting a seat from the seat map in the native GDS booking environment will receive an error when they end the transaction because of the seat selection restrictions for Basic Economy fares outside of 48 hours before departure.
- Below is what the existing and future Master AA seat maps will display. Seat map designators are noted with: L, P, \*, and \*G.

	Today	Tomorrow		
Seat Type	Discount coach	Basic Economy (further from departure)	Basic Economy (close to departure)	Not Basic Economy
MCE	L (fee)	. (not available)	L (fee)	L (fee)
Preferred	P (fee)	. (not available)	P (fee)	P (fee)
Open	* (no fee)	. (not available)	*G (fee)	*G (no fee)

## Displaying and Inhibiting Basic Economy

Basic Economy fares will be displayed as the lowest available fare in markets where it is filed, and can be identified by the booking code B, even if you do not see the name “Basic Economy”.

It is possible to inhibit the display of Basic Economy fares. Please contact your GDS or corporate booking tool for detailed instructions.






## Communicating Restrictions

As customers consider purchasing a Basic Economy fare, fare rules and restrictions should be clearly communicated to them before they finalize their purchase. American has worked with GDS, booking tool, and online travel agency partners to provide accurate messaging that can be communicated to customers and used in shopping and branded fare displays.

In addition, American has added a new Basic Economy landing page to [aa.com](http://aa.com) as an additional resource for you to use.

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## You chose a Basic Economy fare

	You chose <b>Basic Economy</b> Lowest fare	Move to <b>Main Cabin</b> Good value with benefits
 Carry-on	✗ 1 item that fits under the seat (No access to overhead bins)	✓ Carry-on & personal item (access to overhead bin)
 Seats	✗ Seats assigned at check-in*	✓ Choose your seat (fee may apply)
 Upgrades	✗ Not eligible for upgrades*	✓ Eligible for upgrades on American flights
 Flight change	✗ No flight changes or refunds*	✓ Flight changes allowed (fee may apply)
 Boarding	✗ Board in last group	✓ General boarding
* Rules apply to all passengers including AAdvantage elites.		

## Basic Economy Frequently Asked Questions (FAQ)

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American Airlines is focused on meeting our customers' needs by introducing Basic Economy fares in addition to the wide range of Main Cabin fares currently offered. These low cost fares provide a simple and affordable way to experience American's network.

Since our policies surrounding Basic Economy fares are unique in comparison to other types of published fares, we created this document to help provide answers to the questions most frequently being asked by our mutual customers.

### [AAAdvantage Accrual](#)

- 1- Will AAAdvantage members earn miles when travelling on Basic Economy fares?**  
Customers travelling on Basic Economy fares will earn AAAdvantage miles based on the ticketed dollar value.
- 2- Will elite status members earn bonus mileage on Basic Economy Fares?**  
Elite members travelling on Basic Economy fares will earn bonus mileage at a rate of 0.5 Elite Qualifying Miles (EQM) per mile flown.

### [Baggage Restrictions](#)

- 3- What is the size restriction for the allowed carry-on item for travelers other than elite customers?**  
The linear dimensions allotted for the one carry-on item are 8 x 14 x 18 inches for all aircraft types.
- 4- How will the boarding gate agent decide if the customers' personal item will fit under the seat in front of them?**  
Airport boarding gate agents will base their decision on whether the carry-on item fits within the baggage-size bins. If the bag fits within the yellow outline it qualifies as a carry-on item. If the bag fits outside the yellow outline it doesn't qualify as a carry-on item.



**5- What happens when your customer is ticketed on a Basic Economy fare and arrives at the boarding gate with a personal item larger than the dimensions allowed for the one carry-on bag?**

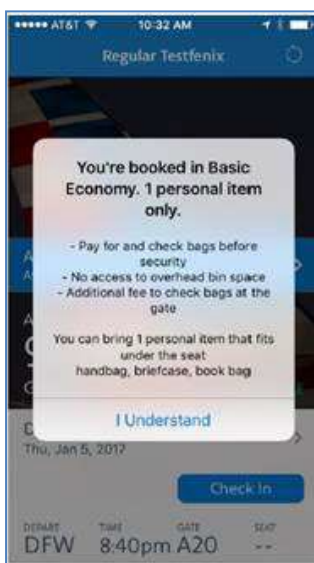
Customers arriving at the boarding gate with a personal item exceeding the carry-on baggage dimensions will result in the gate agent collecting additional fees (if applicable) prior to customer boarding:

- Checked bag fee
- Excess bag fee
- Gate processing fee (new)

Note: Military customers travelling in uniform or on Military orders and ticketed on a Basic Economy fare exempt from paying the gate processing fee; however, all other baggage fees apply.

**6- Will customers selecting a mobile boarding pass, be notified of Basic Economy baggage carry-on item restrictions?**

Customers checking-in on the mobile app will receive information on Basic Economy baggage restrictions. They will be asked to confirm “I Understand” before the mobile boarding pass will be issued.



**7- Will the mobile boarding pass provide customers easy identification of travelling on Basic Economy fares?**

Yes, the mobile boarding pass will always indicate Group 9 for Basic Economy. Also, the mobile boarding pass will display Basic Economy at the Gate Reader.



**8- When elite customers are ticketed on Basic Economy fares, are there any further restrictions?**

Elite status customers and Premium Credit Card (PCC) holders may carry on one small personal item and 1 additional bag, not to exceed 22 x 14 x 9 inches.

**Booking and Inhibiting Basic Economy Fares**

**9- How do you identify Basic Economy fares when pricing American fares?**

Basic Economy fares are always booked in B inventory. No other fares will be published in B inventory.

**10- It was previously communicated that there are two different Basic Economy fare codes: Economy One-way Unbundled (EOU) or Economy Roundtrip Unbundled (ERU). Is there an inclusive pricing format required?**

Basic Economy fares will price with WP, WPNC, WPNCB, etc. and no inclusion is necessary as long as B inventory is available. The fare code can be found in the Fare Type section of the fare rules:

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Example:      V FARE BASIS   BK FARE--OW FARE--RT TRAVEL-TICKET  RTG
2  OUALZNB3   B¥ 35.00  70.00 R24MY          66
PASSENGER TYPE-ADT          AUTO PRICE-YES
FROM-MIA TO-TPA   CXR-AA   TVL-28FEB17  RULE-B11L DFR/11
FARE BASIS-OUALZNB3     SPECIAL FARE DIS-N  VENDOR-ATP
FARE TYPE-EOU   OW-ECONOMY OW UNBUNDLED
    
```

**11- What is the pricing format to exclude Basic Economy fares from the price quote?**

Sabre: **WPNC#MPC-ANY** - prices the lowest non-Basic Economy fare  
**WPNC#BRA2** - prices the lowest non-Basic Economy fare by specifying the Main Cabin brand ID of 'A2' for American Airlines which includes the 50 U.S. and Canada  
 Other GDS': Please contact your GDS Help Desk for assistance with pricing formats

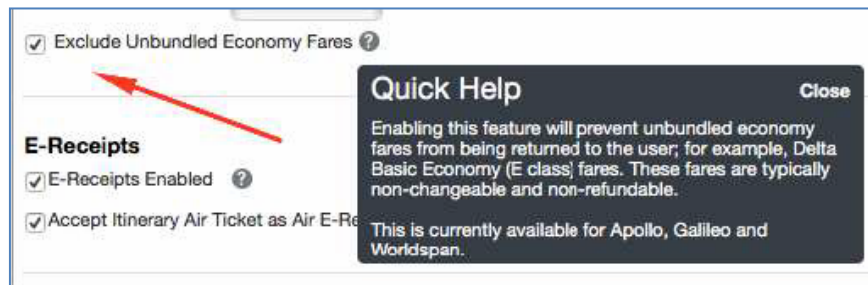
**12- Can Basic Economy fares be inhibited from displaying in Sabre?**

You will need to contact your Sabre Helpdesk and they will share the requirements to inhibit Basic Economy fares from viewership.

**13- Can a travel agency or corporate account elect to inhibit Basic Economy fares from displaying in their online booking tool?**

Concur

- Sabre Branded Fares: Concur has a rule in Travel Policy Administration to “show but do not allow”. Basic Economy fares. Although the Basic Economy fares or the lowest available fare will still be shown, the user will be unable to book the fare.
- Travelport - Apollo, Galileo and Worldspan, a setting in Company Configuration allows the customer to inhibit Basic Economy fares from search results. Look for “Exclude Unbundled Economy Fares” (shown below).



- The same inhibit is unavailable to Amadeus subscribers.

GetThere

- GetThere functionality is unable to suppress Basic Economy fares. Only the GDS provider can suppress the fares from being shown. We suggest contacting the GetThere technical support desk for guidance.

**14- Is it possible for a customer to ‘upsell’ and exchange their ticket to a non-Basic Economy fare?**

No changes to Basic Economy fares are allowed once ticketed.

**15- Is it possible for a customer to exchange their ticket from a published fare to a lower Basic Economy fare?**

No published fares can be exchanged to purchase the lower Basic Economy fare once ticketed.



## Other Miscellaneous

**16- Will Basic Economy fares be available when booking group movements?**

Yes, Basic Economy fares will be available when bookings groups of 10 passengers or more. Please contact our Groups department for more information on group booking procedures.

**17- Will customers ticketed on Basic Economy fares be eligible for any type of upgrade?**

No upgrades, regardless of customer elite status, are allowed when ticketed on Basic Economy fares.

**18- Will customers ticketed on Basic Economy fares be eligible to purchase Same Day Flight Change and/or request flying standby on the same day as travel?**

No Same Day Flight Change or Same Day Standby offerings are available to customers ticketed on Basic Economy fares, regardless of their elite status.

**19- When customers travelling on Basic Economy fares cancel their itinerary prior to flight departure, can they exchange their ticket towards the purchase of another fare for future travel?**

No exchanges or refunds are allowed on Basic Economy fares.

## Schedule Change / Schedule Irregularity (IROPS)

**20- Are schedule change rebooking procedures the same when purchasing a Basic Economy fare as a non-Basic Economy fare?**

Schedule change rebooking procedures for Basic Economy fares are more restrictive than other published fares. Please review Agency Reference guidelines for more information.

**21- Are you required to rebook B inventory when booking new flights for customers impacted by a schedule change and ticketed on a Basic Economy fare?**

Basic Economy schedule change procedures require customers to be re-booked in B inventory only. Please review Agency Reference guidelines for more information.

- 22- What policies are followed for re-accommodating customers who are travelling on Basic Economy fares and impacted by unplanned event such as Schedule Irregularity/IROPS?**  
 Customers are required to be rebooked in “B” inventory. When B is unavailable, rebook in next lowest available inventory in the main cabin.

AA Advantage Status	Inventory	AA Prime Flights	Codeshare Partners	Joint Business Partners	oneworld Carriers	Other Airlines
Elite Members	B or lowest available inventory, same cabin	Yes	No	Yes	Yes	Yes
Non-Elite Members	B or lowest available inventory, same cabin	Yes	No	Yes	No	No

### Seats and Boarding Priority

- 23- Are customers travelling on Basic Economy fares required to pay for the seat?**  
 Basic Economy seat selections are only available 48 hours prior to departure and require a fee payment. Customers may choose to purchase a specific seat or elect to be assigned a free random seat upon check-in.
- 24- Can a customer ticketed on a Basic Economy fare purchase a seat assignment more than 48 hours prior to departure?**  
 Seat purchases on these fares are only available within 48 hours prior to flight departure.
- 25- Will customers have a choice of seating during check-in via aa.com, airport kiosk, or ticket counter, if they choose not to purchase a seat?**  
 Customers who choose not to purchase a seat will randomly be assigned a seat based on availability. When no seats are available for assignment, customers will be placed on the airport priority list and assigned a seat at the boarding gate.
- 26- What happens when the only seats remaining to assign are designated as Main Cabin Extra or Preferred seats? Will customers ticketed on Basic Economy fares be asked to make payment?**  
 Customers ticketed on Basic Economy fares without a seat assignment will be assigned a seat for free, even if the only remaining seats are Main Cabin Extra or Preferred.
- 27- Will elite status customers travelling on Basic Economy fares receive complimentary access to Main Cabin Extra or Preferred seats similar to when ticketing a published fare?**  
 Elite customers ticketed on Basic Economy fares and requesting a Main Cabin Extra or Preferred seat assignment will be required to make payment for the seat selected.

**28- Will elite status customers and/or Premium Credit Card (PCC) members ticketed on Basic Economy fares continue to receive priority boarding similar to when purchasing published fares?**

Elite status and eligible Premium Credit Card members will continue to receive priority boarding as a membership benefit.

**29- Will customers ticketed on Basic Economy fares and selecting a Main Cabin Extra or Preferred seat still receive the benefit of priority boarding?**

Customers ticketed on Basic Economy fares and purchasing paid seats receive no priority boarding benefits similar to customers ticketed on other fares who purchase paid seats.

- Elite status customers and Premium Credit Card (PCC) members will continue to receive priority boarding as a membership benefit.

**30- Will unaccompanied minors (UMNRs) travelling on a Basic Economy fare be allowed to request seat assignments outside of 48 hours of flight departure?**

Unaccompanied Minors (UMNR) are always allowed to request seat assignments outside of 48 hours of flight departure. Please contact American Reservations for assistance.

**31- Is it possible for a customer ticketed on Basic Economy without a seat assignment to be accommodated by the boarding gate agent to the premium cabin when no other main cabin seat is available?**

No seat assignments regardless of their elite status will be protected in premium cabin.

Updated: May 8, 2017