

Summary of AA meeting in DFW on April 18

Summary of meeting between AA and representative of LAA, LUS, TWA, AND AMERICA WEST retiree groups. (April 18, 2017)

Representatives met with Cari Ulrich and Misti Jerrfyes. Cari is Director of Human Resources and Misti is the Manager of the Retiree Service Center.

A thorough review of the new Travel Planner's functionality and booking procedures was given in real-time by Cari, and the "reasons" that new functions were added and changed from the current Legacy Travel Planner (NRTP) (which will be discontinued in June).

The reason that AA has introduced a new Travel Planner is because the Legacy system (currently in effect) is not compatible with "SMART" technology and the programming cost are too high to continue to maintain it. AA wants to move to a "MOBILITY" type of system that can be used by Smart phones and other smart electronics while traveling. Also, the current APPs, Jetaway and Mobi.aa will disappear because APPs also require update for them to be used with the current travel functionality.

I cannot stress enough that you should become familiar with the new Travel Planner functions. Play around with it and click on different Headings to learn all the functionality now available. Please Note: the new Travel Planner does not have a separate system for employees and another for retirees -we now use the same system. The Legacy Travel Planner (NRTP) which employees and retirees currently use will shut down for everyone, probable by the end of June.

For those who have used the new Travel Planner, AA will be making and considering the following updates:

- 1.)AA will be eliminating the 'white space' on May 4th which will allow for more flights to be displayed on one page.
- 2.)They will also consider adding the canceled flights to the flight list display. Currently if a flight is cancelled , it is not included in the display.
- 3.)They will also consider a "print" function for those who print their available flight options prior to traveling.
- 4.)corp.comm@aa.com is email address where you can submit suggested changes for the new system. You WILL NOT receive an acknowledgement email after sending a recommendation as there is not sufficient manpower to respond to them.
- 5.)A credit form of payment (including PayPal) will be added later this year and the invoice distribution system (IDS) for retirees will be discontinued. The credit-card form of payment option will be like the functionality of when/how you make an on-line retail purchase

I found the presentation very informative and the new Travel Planner contains more functionality than is in the current Legacy Travel Planner. I hope this will be helpful to everyone as the changes occur. Feel free to contact me if you have any questions.

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Best regards to all,
Fran