



Latest news from AA Retirees Website August 23/2017 ...marc

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Timing Update: Electronic Form of Payment Launch

Though we were ready to launch electronic form of payment tomorrow, in our final round of testing, we found that our credit card processor and iPhones aren't playing well together.

We owe you a system that is completely mobile responsive and provides the same experience no matter what device you're on. So, we're delaying the launch of electronic form of payment until we can ensure your experience will be as smooth as possible.

Our credit card processor believes the issue can be corrected in the next month or so. At which time, we'll spend additional time testing before we launch. We'll keep you posted but for now, we're very sorry for the change in plans.

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# From American Airlines Retiree Site



## A new way to pay for travel

On August 22, 2017, we'll use electronic form of payment for all non-rev travel by U.S.-based team members, retirees and their travelers. That means, for travel on this day going forward, we'll no longer use PayPal or mailed checks and you can begin using a credit/debit card to pay for your D2P parent and D3 guest travel, and any international taxes or airport fees for you and your dependent travelers. For travel that occurs before August 22, it's still business as usual and you'll receive a paper invoice which can be paid via PayPal or a mailed check.

Though you'll provide your credit/debit card information (or that of your travelers...more info on that below) during the listing process if travel charges apply, credit/debit cards will not be charged for travel until the travel is actually complete (as opposed to in advance of travel). That helps ensure you or your guest travelers aren't overcharged for travel and limits the need for refunds. Plus, you and your travelers will receive an estimate of what will be charged to your credit/debit card. If you don't have any charges, a credit/debit card will not be required at time of listing. For example, if you list for a premium cabin for a domestic flight, there's no charge – so there's no need to input a credit/debit card.

### **You have options**

You can handle credit/debit cards in a way that works best for you. The Travel Planner will allow you to store a credit/debit card so you don't have to enter it each time you travel. But maybe storing your credit/debit card isn't for you. The system also allows you to enter credit/debit card information each time you list for a flight if travel charges apply. So you can easily enter your D3 guest traveler's credit/debit card when the time comes.

### ***Storing your credit/debit card***

1. From the Travel Planner, choose Travelers
2. Click on your name
3. Under the Payment information section, click Add a card
4. Enter your credit/debit card information and it'll be stored for future travel if charges apply

### **Or**

1. When you're listing for travel and charges apply, you can add your card on the Trip Summary page
2. Click Enter and store a card in the Estimated charges section
3. Enter your credit/debit card information and it'll be stored for future travel if charges apply

### ***Entering a credit/debit card for one-time use***

1. When you're listing for travel and charges apply, you can enter your card for one-time use on the Trip Summary page
2. Click Use a one-time card in the Estimated charges section
3. Enter your credit/debit card information and it'll be used for this PNR only

### **No more NRTP**

When we transition to the electronic form of payment, you'll no longer be able to use NRTP to manage space available travel. This means that all listing, checking in, editing and paying for space available travel will need to be done in the Travel Planner.

**International-based retirees** will transition to electronic form of payment in September. We'll share details with you directly. So, be on the lookout for more. In the meantime, you're getting a preview of what's to come!

### **Already listed for a flight that takes place after Aug. 22?**

After your trip, you will see the details in your travel history with a Pay now button. Simply select the Pay now button and enter a credit/debit card to cover the costs.

## **Have questions? We have answers.**

### **Who is transitioning to electronic form of payment for non-rev travel?**

U.S.-based team members and retirees are transitioning to electronic form of payment for non-rev travel on August 22, 2017. International-based team members and retirees will transition in September with more details to come.

### **I don't have a credit/debit card? How will I pay for travel?**

All travel will be paid via credit/debit card, so you'll need one to complete the booking process. Prepaid debit/credit cards will also work.

### **Will I be charged when I book the travel?**

Nope. You'll only be charged for completed travel after it's flown.

### **How many cards can I store in the Travel Planner?**

Just one for now.

### **Is there security in place to prevent my credit/debit card information from being compromised?**

The short answer is absolutely. Your security of your and your traveler's personal information, including credit/debit card information, is a priority for us. 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.

### **I prefer mailing a check to pay for travel. Can I continue with that process?**

Unfortunately, no. We're moving to electronic form of payment for all flights departing on August 22 and after. Any outstanding balances for travel that occurred prior to the launch will still be paper invoiced, and those invoices can still be paid with a mailed check or PayPal.

### **Do other airlines require credit/debit cards to pay for non-rev travel?**

Yes. Most other airlines (including Delta and United) charge non-rev travel fees against a credit card/debit card.

**What if I recently completed travel, but have not yet been charged?**

If you completed travel prior to August 22, 2017, you will still pay for travel via PayPal or a mailed check. Electronic form of payment will go live for any flights departing on August 22, 2017 or later.

**What if I've listed for travel for August 22, 2017 or later, but haven't yet completed the travel?**

If travel is after on August 22, 2017 or later, if charges apply and no credit/debit card was entered at the time of booking, you will see your trip in your travel history with a Pay now button. We'll look to you to select the Pay now button and enter a single-use credit/debit card to cover the costs.

Or if you'd like to save time, simply cancel your previously booked PNR, and re-list for the flights, where you'll then be prompted to provide a credit/debit card.

**I'm a U.S.-based retiree, but one of my D3 guest travelers is internationally based. How will the D3 guest traveler's travel be charged?**

A credit/debit card will be needed to pay for their travel as it's the team member's/retiree's location that determines this (and U.S.-based team members/retirees are moving to electronic form of payment). Note that if it's not a U.S.-based credit/debit card, transaction fees may apply.

**I'm an international-based retiree, but one of my D3 guest travelers is U.S.-based. How will the D3 guest traveler's travel be charged?**

Since international-based team members and retirees will be transitioning to electronic form of payment in September 2017, the D3 guest traveler's travel would continue to be payroll deducted/invoiced until that transition is made – regardless of whether they are U.S.-based or internationally based. It's the team member's location that determines the payment type.

**How do I know how much I'll be charged?**

When you list for a flight, you'll see an estimate of the travel charges. But, keep in mind that the system will estimate your charges for the routing and class of service for which you list. For example, if you list your D3 for First, those charges will be estimated on your booking page and if they end up in the Main Cabin, you'll be charged less, or if the itinerary is modified to include more segments, you could be charged more. You can estimate the charges for all classes of service any time by following the steps in our [user guide](#). Upon travel, you will see the actual charges for flown segments by clicking on the "Previous" tab on the Trips page in Travel Planner.

**What happens if I am charged for a flight that I did not board?**

You'll have the ability to dispute the charge in Travel Planner. But remember, it is your responsibility to cancel any flight from your listings that you do not intend to fly.

**Do I have to input my card even if charges don't apply?**

No, a credit or debit card only has to be entered if the trip being booked has estimated charges.

**What happens if my itinerary changes?**

You'll only be charged for the segments you fly. So, if your new itinerary results in additional or less charges, the card associated with the trip will be charged the new

amount. If your new itinerary does not have any estimated charges, the card associated with the original listing will be removed from the listing.

### **Does your credit or debit card have to be issued in the U.S.?**

Nope. The card you enter does not have to be issued in the U.S. However, for now, USD will be the default currency and cards issued outside of the U.S. may be subject to international transaction fees. We recommend checking with your card issuer before you use it in the Travel Planner.

### **Can I pay in currency other than USD?**

Not right now. When we transition international team members and retirees to electronic form of payment in September, we'll also roll out the option to pay in currencies other than USD.

## **Resources**

- We've created [user guides](#) to walk you through the new process.
- The Team Member Service Center is on hand to answer questions about adding or editing dependents to your travel profile. Call them at 1-844-543-5747 or open a case online on the [Travel page](#).

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