The following is from the www.retirees.aa.com travel site.

Paying for travel electronically and "Have questions? We have answer?"

Updated October 23/2017)

Starting Oct. 17, 2017, we'll begin using electronic form of payment for all non-rev travel by all team members, retirees and their travelers, including international-based retirees. 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. 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 segment 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 know 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 a team member lists 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 (for now, you can store one, but in future, you'll be able to save more!) 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 "Enter and store 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.

Select your currency today If you haven't made your selection, all travel after we launch electronic form of payment will default to USD. So, pay attention to where your card is issued when selecting currency so you avoid any foreign transaction fees. Find more information.

Already listed for a flight that takes place on or after Oct. 17? After your trip, you will see the details in your travel history with a Pay now button and enter a credit/debit card to cover the costs.

Have questions? We have answers.

Can I use NRTP to list and pay for space available travel?
Technically, yes for now. All listing, checking in, editing and paying for space available travel will be done in the Travel Planner. That said, we will keep NRTP for a little while longer to help with the transition. Know that if you list for travel in NRTP, you will need to go into the Travel Planner to pay for any associated charges.

Who is transitioning to electronic form of payment for non-rev travel?
All team members and retirees are transitioning to electronic form of payment for non-rev travel on Oct. 17, 2017.

Will I be charged when I book the travel?
Nope. You'll only be charged for completed travel after the segment has been 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. The 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?
We're moving to electronic form of payment for all travel occurring from the launch date forward. Ultimately, this decision makes the most sense for our team members.

What if I recently traveled, but have not yet been charged?
If your flight segment departed prior to Oct. 17, 2017, you will still pay for travel via payroll deduct. Electronic form of payment will go live for any flights departing on Oct. 17, 2017 or later.

What if I've listed for travel on Oct. 17, 2017 or later, but haven't yet completed the travel?
If travel is on Oct. 17, 2017 or later and 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. You'll select the "Pay Now" button and enter a credit/debit card to cover the costs Or if you'd like to save time later, simply cancel your previously booked PNR, and re-list for the flights, where you'll then be prompted to provide a credit/debit card.

Do other airlines require credit/debit cards to pay for non-rev travel?
Yes. Most other airlines (including Delta) charge non-rev travel fees against a credit card/debit card.

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. If you don't have one, AAdvantage® or American Airlines Federal Credit Union card has options that might work for you. Prepaid debit/credit cards will also work.

Can we use PayPal to pay travel?
No. Only credit/debit cards may be used at this time.

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?
You'll be charged based on the currency you selected. Haven't selected your currency, you might want to do that now.

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. 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.

Can I use my D3 guest's or parent's credit card number when I create their listings?
Yes. But, due to payment card industry standard implications, requesting credit or debit card information via email or keeping a written copy is strongly discouraged. If you want to enter their credit or debit card number, we recommend that you get it from them directly and enter it at the time of listing.

I paid my travel charges through the Pay Now feature in the Travel Planner but still got an email saying I owed the amount, why?
The weekly invoice runs every Wednesday morning, so if you pay on Tuesday, it's possible that the payment won't be processed before the invoice runs. If you receive an invoice after you've already paid, you can disregard or reach out to the Team Member Service Center with any concerns.

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](#).

Join us !

www.twaseniorsclub.org

Password Reset for Retirees.aa.com
www.Retirees.AA.com

If you are experiencing issues with access to the Retirees' Website and you get the error:
Contact System Administrator

PRIOR TO CALLING for Password Issues
Follow this Process.

1. Go to **http://sam.aa.com** and scroll down the menu to change password.
2. Employee Numbers should be 6-digits. If you have a 5-digit employee number you will need to place a leading zero in front of it.

IMPORTANT NOTE

- Your password is stored in multiple locations.
- If your password is not changed in all locations, your account will be locked.
  The old and new passwords will conflict and access will be denied.
- The following few questions and brief instructions will help you reset your password in all locations and ensure that you never lose access to your account.

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3. Although, not previously required, *you must now select and answer (4) Security Questions.*

If you successfully completed the information asked the response will be;
Your password has been successfully changed in System Access Manager (SAM) and Windows

4. Then attempt to reset your password.

5. If you still cannot reset your password:

- Call 1-888-207-2607, then press #2 and wait for a representative to speak to you.
- Do Not use option #1 for password reset issues as it will only tell you that they no longer offer password reset on the phone. Then the message states that if you are having password issues to press #2.

Downloading the AA Travel Apps
JetAway and Mobi.AA.com

Web Browser is a software application for retrieving, presenting and navigating information resources on the World Wide Web. An *information resource* is identified by a Uniform Resource Identifier (URI/URL) that may be a web page, image, video or other content. Hyperlinks presented in resources enable users easily to navigate their browsers to other related resources.

Although browsers are primarily intended to use the World Wide Web, they can also be used to access information provided by web servers in private networks. The most popular web browsers are **Chrome, Edge (preceded by Internet Explorer), Safari, Opera and Firefox.**

Mobile Devices; tablets, e-readers, smartphones.

- ### JetAway App for ANDROID PHONE

Android phone is a powerful, high-tech smartphone that runs on the Android operating system (OS) developed by Google and is used by a variety of mobile phone manufacturers.

https://retirees.aa.com/AARetirees/travel-jetaway-android.page**?**
A **MOBILE App** that provides non-rev travel features from an internet enabled mobile device.

- ### JetAway App for I-PHONE

iPhone is a smartphone made by Apple that combines an iPod, a tablet PC, a digital camera and a cellular phone. The device includes Internet browsing and networking capabilities.

https://retirees.aa.com/AARetirees/travel-jetaway-iphone.page**?**
A **MOBILE App** that provides non-rev-travel features from an internet enabled mobile device.

- ### (MOBI) Web Browser on your Mobile Device

https://retirees.aa.com/AARetirees/travel-mobi.page**?**
An AA **WEBSITE** which provides non-rev travel features from an internet enabled device.

VERY IMPORTANT Sometimes there will be an issue in downloading these Apps and in some instances, it can be an issue with the BROWSER you are using.

1. You may have to download a 'different' browser if this is preventing the App from

loading.
2. If your Browser is set to "private" the page will not load so you will need to change your Browser Setting.
3. Be certain that your history and cookies are cleared.

New Electronic Form of Payment (FOP)

**The new ELECTRONIC FORM OF PAYMENT
will be launched on October 17, 2017.**

The Travel Planner will be updated on the night of October 16th, and the Electronic FOP will be seen on October 17th.

In Summary

- Retirees will have the ability to choose a stored credit card **_or_** enter a one-time use credit card at time of booking if there are charges associated with the travel. This means, for every booking, you could elect to use a different credit card if you so choose.

- If there are no charges associated with the travel, retirees will not be prompted to enter a form of payment.

- Retirees should ensure they have selected a currency in their profile page. The currency will be defaulted to USD if one is not selected and when there are travel charges associated with travel.

Legacy Non-Revenue Travel Planner (NRTP)

The "Legacy" NRTP as we know it now will be discontinued in the near future. When the Legacy NRTP is sunset, all non-rev travel processes (travel bookings, check-in processes, payments and traveler information) must be completed in **"THE TRAVEL PLANNER"**.