

Schedule Change Processing Update and Enhancements

Issued: May 28, 2021

American Airlines is putting automation in place to assist with unprocessed schedule updates on ticketed reservations. Our current policy for agency procedures with regards to schedule change processing is located here > [Schedule Change](#). The basic guidelines have not changed and are indicated below:

Schedule Change Processing Guide	
Received more than 35 days out	Must be processed (reissued) no less than 30 days prior to departure after accepting the schedule change
Received less than 35 days out	Must be processed (reissued) within 5 days of receiving the schedule change

Formerly, automation included the ADTK message below:

- o 30 days prior to the scheduled departure, automation will send an SSR ADTK for all Schedule Changes which have not been accepted and/or the tickets have not been reissued

Ex.

```
SSR ADTK YY TKT REISSUE REQD DUE TO SCHEDULE CHANGE
```

Our new automation now calculates the 5 days for you and will appear like this:

Ex.

```
SSR ADTK YY TKT REISSUE REQUIRED DUE TO SKCHG BY DDMMM
```

With this new automation, an additional measure has been taken to ensure our customers arrive at the airport ready-to-board on the day of departure:

Effective June 15, 2021, the below SSR will flag the PNR 3 days prior to the scheduled departure that non-compliance has occurred and a charge(s) will apply. The SSR will be added per ticket, and the affected ticket number will be noted within the SSR.

Ex.

```
SSR OTHS YY SKD CHG REISSUE NON COMPLIANCE 001XXXXXXXXXX
```

We remain hopeful that this advanced notification will gently remind you the importance of taking care of our mutual customer within the standard guidelines that are set in place. By

working together, we can ensure the best overall customer experience, encouraging online touchless check-in, and preventing the need for airport intervention.

Thank you for your time and attention to this matter.

Sincerely,

Agency Relations