

VEOP Positive-Space Ticket Information and FAQs

As part of your voluntary early out package, you will receive eight (8) positive-space round trips (16 one-way passes). These VEOP passes can be used anytime within five years starting October 1, 2020. The positive-space tickets/passes can be used by:

- You (the sponsoring traveler)
- Your spouse, domestic partner, registered companion or qualified children under the age of 24*
- Your designated D2P parents*
- Your D3 guests* (Note: D3 guests must travel with you or a D2/D2R/D2P eligible traveler booked in the same reservation in the same travel classification—VEOP pass)

*Reminder: All travelers must be registered under your travel profile and active at the time of travel to use these positive-space tickets.

All travel must be completed by September 30, 2025.

Below you will find more information about booking, upgrades, FAQs, etc.

Booking your trip

Starting October 1, 2020, when you log into the Travel Planner, you'll see an option for "VEOP pass" under "Type of travel." From there, you'll search for flights as you normally do in the system. Keep in mind, you must book your trip(s) at least 24 hours prior to departure. However, if you cancel less than 14 days prior to departure, the tickets will be forfeited. All booking, editing or canceling must be done in the Travel Planner.

These tickets are booked under the VEOP type. This is a different pass type than your regular non-revenue space available, but you can easily keep track how many tickets you have available in the Travel Planner. Select Travelers from the top toolbar, and you'll see VEOP passes next to your other pass banks with the number available. Once you've used your tickets, they'll show up on your Travel History page as type VEOP. And, unlike your space available passes, these will be removed from your bank at the time of booking.

These positive-space tickets will be booked in E-inventory. If the flight you desire is not available at the time of booking, you can continue to check as availability changes, but you should consider alternate dates or destinations. Revenue Management will be monitoring and modifying availability, but there is no guarantee your specific flight or date will become available in E-inventory due to the forecasted demand.

These tickets will be loaded into your pass bank as sixteen (16) one-way tickets, and these one-way tickets are treated differently than your space available passes. For the purposes of these tickets, a one-way trip can include up to four segments within three days as long as you are not returning to your origin city or within 100 miles of your origin city. Your first day of travel is considered "day one."

After you book these tickets, you will be assigned a seat if available. If you want to change your seat, you can do so any time on [aa.com](https://www.aa.com).

Reminders:

- All booking, editing or cancelling must be done in the Travel Planner.
- You cannot cancel your positive-space ticket to use your space-available non-rev privileges for the same travel (same day/routing). That's essentially holding a seat which is against guidelines and could result in suspension of travel privileges as well as forfeiting your remaining VEOP positive-space passes.

Checking in and upgrades

You'll check in for your flight through the Travel Planner 24 hours in advance of your flight. Checking-in via the Travel Planner is very important – especially if you're looking to be added to the upgrade list, since this is the only way you can request to be added. Ensure the upgrade box is selected during the check-in process. And as a

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reminder, you'll be considered a revenue upgrade and prioritized above space available non-rev categories—but below revenue customers and active team members flying confirmed space. You're also eligible to upgrade to the highest available class (increased taxes/fees associated with international cabin upgrades may apply). Keep in mind, that if there is a child in your PNR under the age of six or if you're traveling with a lap child, you will not be eligible to upgrade to a premium cabin.

Reminder: If you have a connection, you may need to ask the gate agent to add you to the upgrade list on your next leg. Your check-in time won't be affected, and you'll be added to the list based on your original check-in time.

Need to cancel or make changes to your trip?

No problem, as long as it's done at least 14 days prior to departure through the Travel Planner. With less than 14 days to departure, you won't be able to make changes, and if you cancel your trip, these tickets will not return to your pass bank. Remember, all booking, editing or cancelling must be done in the Travel Planner. If you make changes outside the Travel Planner, these tickets will not be returned to your pass bank.

FAQs

How many positive-space tickets will I receive?

Eight (8) positive space roundtrip tickets (or 16 one-way passes) to anywhere we fly on American Airlines or American Eagle. They are Main Cabin tickets, but eligible for an upgrade if available.

Who is eligible to receive the positive-space tickets?

You're eligible if you're an American Airlines, Envoy, Piedmont or PSA team member who took the specific voluntary early out package which included these positive-space tickets.

What does positive space mean?

It's a guaranteed seat. While you aren't technically a revenue passenger, you're pretty close to it. You won't be standing by as you would for space available non-revenue travel.

How long will I have to use these type of tickets?

All travel must be completed by September 30, 2025.

When may I start booking and using the positive-space tickets?

You will be able to start booking on October 1, 2020 for travel thereafter.

How far in advance may I book my trip?

Currently, you can book up to 180 days in advance.

What is the latest time frame that I may book my travel using these positive-space tickets?

Any ticket/pass must be booked at least 24 hours prior to departure.

Do I have the ability to change or cancel my travel plans?

Yes, but you must make any changes or cancel at least 14 days in advance. Otherwise, you will forfeit the ticket. So, be certain about your plans if you book less than 14 days to departure. **Important:** You cannot cancel your positive-space ticket to use your space-available non-rev privileges for the same travel. That's essentially holding a seat which is against guidelines and could result in suspension of travel privileges as well as forfeiting your remaining VEOP positive-space passes.

How do I book my travel?

You'll book it in Travel Planner. All other methods of booking will not be allowed.

Can I cancel or modify my itinerary outside of Travel Planner?

No. All voluntary changes or cancellations to your positive-space passes must be completed in Travel Planner, or you will forfeit the passes.

Are these tickets going to be under E-inventory?

Yes. Inventory will be monitored and controlled by Revenue Management. RM will be looking at expanding inventory availability to allow bookings further out, but there is no guarantee your specific flight or date will have E-inventory. You may continue to check for availability, but you should consider alternate dates or destinations.

How will I know if the flight is available to book?

- If the flight is available for booking, the Select button will be active.
- If E-inventory is not available, then the Select button will be grayed-out.
- If searching outside the booking window, there will be no Select button.

Are there any dates during which I cannot use these positive-space tickets?

No, there are no blackout dates, but there may be limited availability based on E-inventory.

Where can I fly?

Anywhere. Domestic. International. Just as long as it's an American Airlines or American Eagle operated flight.

What class of service are these positive-space tickets?

Your positive-space tickets are for Main Cabin. However, they are upgrade eligible. If there are upgrades available, you'll be considered a revenue upgrade and prioritized above space available non-rev categories—but below revenue customers and active team members flying confirmed space. Even better news?—you're eligible to upgrade to the highest available class (additional taxes/fees associated with international cabin upgrades may apply).

How do I request an upgrade?

When you check in for your trip in Travel Planner, you'll be able to select the option to request an upgrade. Ensure the upgrade box is selected during the check-in process. But note, if you have a connection, you may need to ask the gate agent to add you to the upgrade list on your next leg. Your check-in time won't be affected, and you'll be added to the list based on your original check-in time.

How can I change my seat?

If available, you can update your seat on aa.com.

Are checked bags included?

You'll be able to check up to two (2) bags for free. Any excess overweight/oversized baggage fees and restrictions will still apply.

Do the normal space available non-rev guidelines for one-ways apply to these positive-space tickets?

No. Each one way is valid for a maximum of four segments in a three day period without returning to your origination or a city within 100 miles of your origination. Your first day of travel is considered "day one."

What if I book a return to my origin city?

If you book to your origin city, then another pass will be shown as used in the Travel Planner.

Because these are being loaded as 16 one-ways, may I use them for 16 different reservations/bookings?

Yes.

I don't live near a Hub. Are connections included in the one-way?

Yes, absolutely—up to four segments are allowed under one pass within a three day period.

If using these as one-ways, am I permitted to combine them with a non-rev trip?

You can combine with a non-rev trip if listed with a separate PNR. That said, we encourage you to be very mindful of how a non-rev trip can affect your positive-space ticket. For example, if you plan to non-rev to a destination and aren't able to get on a flight, your return flight booked as positive space may not work out. Any changes or cancellations to tickets must be made at least 14 days prior to departure, and unfortunately, not making a non-rev flight will not be an exception.

I am eligible for the 65 Point Plan. Will I continue to have use of these tickets after I retire and separate from the company?

Yes. If you took the early out, you'll still retain these positive-space tickets if you transition to the 65-point plan (retiree travel). Remember, they do expire within five (5) years.

Who can travel using these positive-space tickets?

These tickets are eligible for you, your spouse/domestic partner/registered companion, qualified children under the age of 24, D2P parents and D3 guests. **Reminder:** D3 guests must travel with you or a D2/D2R/D2P eligible traveler booked in the same reservation in the same travel classification (VEOP pass).

Is my spouse, DP, RC, child or parent permitted to travel by themselves?

Yes, they can.

Is my D3 guest allowed to travel by themselves?

No. You or a D2/D2R/D2P eligible traveler must travel with them or any ticket/pass where a D3 is traveling.

Is my spouse, DP, RC, child or parent permitted to travel with a D3?

Yes, they can.

Is my registered companion and child allowed to travel together without me?

Yes.

Are my parents permitted to travel on these tickets without me?

Yes! Just be sure they are registered in your profile as your designated D2P parents.

What about parents in law?

As long as they are registered as your designated D2P parents, they are eligible to travel (and you don't need to be with them).

Can I travel as a non-rev while my D3 travels under a positive-space ticket?

No, you must be booked in the same reservation in the same travel classification (VEOP pass) as the D3.

Will I need to pay for anything?

Yes. If anyone travels internationally, there will be international taxes/fees. You can choose either to use your credit/debit card on file or enter a one-time use credit/debit card. If you do not have a card on file, then you will be asked to enter one during the booking process.

If my D3 traveler flies internationally, will they need to pay the international taxes/fees or will I?

You, as the sponsoring traveler, can choose either to use your credit/debit card on file or enter a one-time use credit/debit card.

Will D3s be subject to service charges?

No. The only thing they would be responsible for is international taxes/fees. And, the sponsoring traveler can choose either to use their credit/debit card on file or enter a one-time use credit/debit card. Refer to questions below regarding imputed income.

If there are international taxes with my D3, will they be charged the same as myself (as a D2/D2R) or a D3?

Your D3 would be charged the same as you.

Will these positive-space tickets be subject to imputed income, and will I owe taxes on the trip value?

Yes.

What is imputed income?

Imputed income is the estimated value of a trip that is added to your taxable income to comply with guidelines imposed by the IRS and certain foreign jurisdictions. Sound familiar? That's because these rules apply as they would if you have a registered companion, domestic partner, etc. In other words, you will be taxed on the value of that travel.

How is imputed income for a trip calculated?

Trips are valued for imputed income purposes based on mileage for each segment flown.

How will I pay for this imputed income?

As long as you are on payroll, imputed income will be reported on your paycheck, and the taxes will be deducted from your paycheck.

If you are not on payroll, imputed income balances (as associated with these positive-space tickets) are added to the Travel Planner once a quarter. Once added, they will be in a "Pay Now" status, and you will need to complete the payment for the taxes using a credit or debit card. At this time, you cannot use stored card information to autopay, so you will need to enter the card information manually. You'll find the total due and the Pay Now option under the Trips tab. Imputed income will be included on the annual W-2. For more information regarding imputed income, see the Travel Guide.

If my travel is turned off because of past-due travel charges or suspended, will I still be able to fly using these tickets?

No, your travel must be fully active for you to book, check-in or travel using these positive space tickets—which is the same for your non-rev travel privileges.

Will sponsoring travelers be able to pay for Main Cabin Extra (MCE) seats when making their reservation?

No. These tickets aren't eligible.

May I buy an upgrade using miles?

No. These tickets aren't eligible for mileage-based upgrades.

Can I earn AAdvantage miles with my positive-space tickets?

No, similar to all other non-rev travel you will not earn miles for the positive-space passes.

Are infants eligible for premium cabins?

No. Children age five and under, including infants, may not travel in premium cabins. Children six and above are eligible for premium cabins.

What about lap children? Are they allowed to sit in the premium cabins?

No. Same guidelines apply. Children age five and under, including infants, may not travel in Business or First Class. Children six and above are eligible for premium cabins.

Am I eligible for compensation in an irregular operation situation?

While you are more or less considered a revenue passenger when traveling using these positive-space tickets, because of the type of tickets/pass, you are not eligible for compensation associated with oversold flights or irregular operations including, but not limited to: accommodation on other airlines, hotel accommodation, food and beverage vouchers or vouchers for future travel.

What happens if my flight changes/cancels due to a schedule change or irregularity?

You'll be notified of any changes via email and in most cases, you'll automatically be re-accommodated on another flight. If involuntary changes occur within 72 hours of departure (for example, weather, maintenance, etc.) and you are not re-accommodated, contact the Team Member Service Center (800-447-2000, option 0) for rebooking assistance. If TMSC is unavailable and it is within 12 hours of your flight, an airport agent can assist if available.

Do I obtain through (T) status with a non-rev flight if I connect from using one of these positive-space tickets?

No, this is not allowed. Check the Travel Guide for the options and requirements to obtain through status.

What if I miss my flight or otherwise do not show up for my positive-space ticket trip?

Your positive-space ticket will be considered used and deducted from the pass bank. That pass is considered forfeit.

Are there any restrictions on this VEOP pass type?

Yes and no. This is a different pass type than your regular non-revenue space available or confirmed space business trips. With this pass type you'll be able to book as long as there is availability 24 hours prior to departure, but there will be restrictions when you can change or cancel.

If I took this early out package and qualified for the 65-point plan (retiree travel), will any remaining VEOP passes forward onto my surviving spouse or domestic partner (DP)?

No. Since these VEOP passes are part of an early out package, they will not pass onto your surviving spouse/DP.

Could the terms of the program change?

It's hard to say what might change in our industry over the five years; however, every effort will be made to preserve the original terms – and even introduce better options – during the program duration. Refer to the Travel Guide under "Travel expectations and procedures" section regarding changes/modifications to company travel privileges.

Am I allowed to check-in using the JetAway app or aa.com?

Yes, you can. You can be added to the upgrade list with JetAway. But, with aa.com, it will not automatically put you on the upgrade list—as it does with Travel Planner and JetAway. Otherwise, this can only be done by a gate agent, if there is time. Also, the pass will appear in JetAway as "A70" and in aa.com as "Non-revenue"—not VEOP. Overall, with these VEOP passes, it is always best to use the Travel Planner for checking-in.

Can I always use JetAway in the future?

JetAway may not be available or supported in the future. Therefore, it is always best to use the Travel Planner as your primary travel tool.