

AA–Travel Edge Support Deck

Western Division
3-Stop Information Deck
Version 2021.10.15

Privileged & Confidential



Stop 1 – SalesLink	Stop 2 – Sales Support	Stop 3 – Sales Service Team	Additional Specialty Desks
Automated support tool available 24/7 Link : https://SalesLink.aa.com	Live agent support for assistance with waiver processing, guidelines and policy questions. Domestic Sales Support Center open 24/7	Western Division Sales Service Team Monday thru Friday 8:30 AM – 5:00 PM PST	Additional Specialty Desk for targeted request. Monday thru Friday 9 AM – 5:30 PM CST
Key Service Requests: • Seat Access • Involuntary Reissue • Expired Fare / Time Limit Waiver • Name Correction Waiver • Agency Reference • Travel Notices • Password reset	Key Service Requests: General questions, policy support, waiver processing, and any other problem resolution.	An elevated level of support via a dedicated Service Member for selected account's service requests. WeDiv.Service@aa.com	Commission Support: Tariff: +1-800-468-3273
SalesLink Technical Support: For Agency & Corporate Account SalesLink Users in need of SalesLink technical support. AASalesLink.Support@aa.com +1-800-727-2422	Sales Support Desk: American.Support@aa.com +1-800-621-8489		AAdvantage Premium Services: Customer Service: +1-800-882-8880 ConciergeKey SM : +1-888-847-7291 Executive Platinum Desk: +1-800-843-6200 Platinum Desk: +1-800-843-3000 Gold Desk: +1-800-848-4653
	Electronic Support Desk: • NOGO Status to OK • 90-Day Extensions • Duplicate Tickets • Refund of Nonrefundable Tickets	Our specialists will be available to assist with any issues, including research requests, special handling and exceptions outside of our normal guidelines that might require escalation.	Five Star Service: FiveStar.Service@aa.com +1-877-578-2702
	Electronic.Support@aa.com +1-800-233-3229		Customer Feedback: https://www.aa.com/contact/forms?topic=#/

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Key Service Requests: • Seat Access • Involuntary Reissue • Expired Fare / Time Limit Waiver • Name Correction Waiver • Agency Reference • Travel Notices • Password reset	Entertainment Specialty Support Desk: 24/7 e-mail and phone support for Entertainment and Media customers Entertainment.Service@aa.com +1-800-468-3413 *For Designated ARCs or CARTs*	An elevated level of support via a dedicated Service Member for selected account's service requests. WeDiv.Service@aa.com	Corporate Contract Pricing Support Desk: Pricing.CTP@aa.com or +1-800-727-2092 Tariff: +1-800-468-3273
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Additional resources at your fingertip...

Teams	Website	E-Mail	Telephone	Remarks
Agency Relations	https://saleslink.aa.com/agencyreference/en/#/home	Agency.Relations@aa.com		Travel Agency Partners
AirPass Customer Service	https://www.airpass.aa.com	AirPass@aa.com	+1-800-433-6355	AirPass Customers
American Airlines Vacations	https://www.aavacations.com/agent/ta-contact-us	AA.TravelAgents@aa.com	+1-800-538-6228	Agency Enrollment Request: https://www.aavacations.com/agent/ta-signup
Baggage Inquiries	https://www.aa.com/baggage			
Business Extra	https://www.businessextra.com	Business.Extra@aa.com	+1-800-457-7072	Business Extra Customers
Charters	https://charters.aa.com/			
Customer Relations	https://www.aa.com/contact/forms?topic=#/			Customer Feedback
Debit Memo Queries		Debit.Memos@aa.com		Step 1 – Dispute in AMM
Five Star Service	https://www.aa.com/luxury	FiveStar.Service@aa.com	+1-877-578-2702	
Gift Cards Customer Service		Giftcards@aa.com	+1-800-677-9555	Direct Customers
Groups & Meetings Portal	https://groups.aa.com	AAGMT.Internet@aa.com	+1-800-221-2255	For AA GMT Registered Users
Groups & Meetings Travel	https://www.aa.com/groups	Groups.Questions@aa.com	+1-800-221-2255	AA GMT Customers
Leisure Support		Leisure.Support@aa.com	+1-800-338-8758	Covered Leisure Agencies Only
Meeting Service Desk (MSD)	https://www.aa.com/groups	Sales.MCD@aa.com	+1-800-433-1790	For after regular business hours
SalesLink Tech Support	https://SalesLink.aa.com	AASalesLink.Support@aa.com	+1-800-727-2422	Agency & Corporate Account SalesLink Users
Special Assistance Desk	http://www.aa.com/specialassistance	Sacdesk.sro@aa.com	+1-800-237-7976 For hearing or speech-impaired assistance: +1-800-735-2988	Assistance with Customers Special Needs
Ticket Redemption (TAC)		Ticket.Redemption@aa.com	+1-800-727-2142 Weekend: +1-800-433-1790	TAC Ticket Holders