

New for non-revs: Receive your boarding pass via email

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The new year is already ushering in some positive changes, including an update for your favorite perk at American — non-rev travel. Starting **Wednesday, Jan. 13**, non-rev travelers on American and American Eagle flights will be able to access their boarding passes via email.

Doing so offers you more convenience and helps alleviate congestion at the gate for our airport colleagues. Did you know that in 2019, American Airlines gate agents spent more than 44,000 hours processing 3.9 million non-rev travelers?

With this new process, boarding passes will be sent to the email address(es) you enter in the Travel Planner when you list for a trip.

Travelers without email access while traveling (e.g., traveling without a mobile device) will still be able to request a printed boarding pass from the gate agent.

Want to add this new feature before your next trip? Here's what you need to know.

Booking your flight

During the listing process in Travel Planner, you'll see a new required field for entering your preferred email address:

The screenshot shows the 'Travel Planner' interface. At the top, there is a blue navigation bar with 'Travel Planner' on the left and 'Find flights', 'Trips', 'Travelers', and 'Tools' on the right. Below the navigation bar, the page title is 'Trip options'. A back arrow is visible on the left. A '(• Required)' label is present. There are two input fields: 'Trip name •' with the value 'DFW - ORD 07/28/2020' and 'Phone number •' with the value '1234567890'. Below these, a 'NEW' badge is shown next to a message: 'ALL boarding passes for this trip will be emailed to the Trip email address as seats are assigned. You can also have all boarding passes sent to the Secondary trip email address.' Underneath this message are two input fields: 'Trip email •' and 'Secondary trip email' with the placeholder text 'Optional'.

You can enter up to two email addresses. These contacts will receive the emails containing the boarding pass(es). For each traveler, there will be a separate email containing that person's boarding pass.

For example, if you, your spouse and your two children are all traveling together, you could enter your email address as primary and then your spouse's as a secondary email address. Then both of you would each receive four emails with the whole family's boarding passes — one email per traveler.

If you are booking travel for someone else, perhaps a registered companion or parent, you can enter that person's email address. You can add your own as the secondary email address.

If you booked travel in advance of Jan. 13, the boarding passes will be sent to the email address you have on file in Travel Planner. However, anytime ahead of check-in, you're welcome to add the additional email address to the reservation in Travel Planner.

At the airport

Just like today, we recommend that you arrive at your gate 45 to 60 minutes (90 minutes for international travel) before departure. Once you arrive at your gate, you will wait for the gate agent to announce your name. You'll then check in with the gate agent, who will clear the seat assignments for you as well as those of others in your party.

You'll then find the boarding pass emails in your inbox (see below). If you'd like, you may forward the respective boarding pass emails to others in your party as needed.

While we're in the early stages of implementing this new boarding pass process, please inform the gate agent that you have received your boarding pass so that they can ensure all standby travelers are accounted for. For travelers with connecting itineraries, you will receive the emailed boarding pass for the first flight only and a printed verification card for the downline segments. Once a seat is assigned for the connecting segment, a boarding pass will be emailed.

The boarding pass in your email will look like this:

American Airlines  

CLT to LAX



Take a screenshot of your boarding pass to make it easy to retrieve.

GROUP

8

MAIN

Boards
12:00 AM
Flight
AA 2100

Departs
06:23 PM
Terminal
--

Seat
35E
Gate
--

A note about seat assignments

The seat assignment process has not changed. You will be accommodated in the highest cabin available, based on the flight listing. Should there be a need to change your seat, a second boarding pass will be issued and a new email sent to you.

Thank you in advance for your patience and flexibility with this new process. If you have issues retrieving your boarding pass at the gate, please see the gate agent for a paper copy.