



Global Sales UPDATES



Dear Agency Partner,

As we close out 2025, we want to thank you for your continued partnership and share some of the progress we've made together, plus offer a sneak peak of what you can expect from American in 2026. Your collaboration has been key to shaping the tools, services and support we deliver.

What we achieved in 2025

- **Enhanced data capabilities:** We upgraded the Agency Portal with streamlined data views, making it easier for your teams to access and use the insights you rely on.
- **Expanded account management:** Our global account management footprint grew this year, offering more consistent touchpoints, stronger support and increased collaboration opportunities.
- **Stronger agency support:** We introduced 24/7 servicing coverage, expanded self-service options and increased our waiver offerings to help you manage operational needs.
- **New promotions and offerings:** To support both your frontline agents and your travelers, we launched new promotional initiatives designed to drive awareness, reward engagement and support conversion across multiple channels.

2026: Building on our momentum

- **Increasing flexibility:** We're introducing enhanced self-service tools such as Flex Funds and expanded waiver options, giving your teams more control and agility to manage travel with ease.
- **Elevating our servicing and engagement:** Expect faster resolutions through dedicated support mailboxes, more training webinars and a stronger presence at industry events – keeping your teams informed, connected and confident.
- **Driving results with insights:** We'll deliver a refreshed Agency Portal with advanced reporting, interactive tools and a new intuitive dashboard to empower your teams and measure impact more effectively.

We appreciate your continued collaboration. Together, we've built a strong foundation, and we're excited to deliver even more innovation, flexibility and support in 2026 and beyond.

American 

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Keep your travelers informed with the latest updates from American.



The first U.S. airline to debut the XLR

Starting March 2026, we'll launch new seasonal service between New York (JFK) and Edinburgh, Scotland (EDI) — our seventh new trans-Atlantic route for summer 2026 and the debut of the Airbus A321XLR featuring Flagship Suite® seats.

[Learn more](#)



Skip the lines this holiday season with TSA PreCheck® Touchless ID

AAdvantage® members can opt in to use TSA PreCheck® Touchless ID for a faster and easier way to verify their ID. The program is currently available at several airports across the country.

[Learn more](#)



Wrap up your holiday shopping

AAdvantage® members can use their miles to shop for premium holiday gifts with the AAdvantage Exchange™ marketplace. Plus, members with AAdvantage® status can access special discounts to use fewer miles on purchases.

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Business travel, elevated

Customers on a corporate agreement can enjoy an enhanced travel experience with Corporate Experience benefits, including complimentary preferred seats, priority privileges and disruption recovery for a smoother journey.

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New location for Flagship® First check-in at ORD

Flagship® First check-in at Chicago O'Hare International Airport (ORD) has been moved to Terminal 3, Checkpoint 7A, which is more centrally located. Customers can look for our updated lounge branding and Flagship® First check-in signs.