

American Airlines 

BRITISH AIRWAYS 

IBERIA 



Business Extra[®]

Travel agency

A travel agent's guide to:

- How Business Extra members earn points
- How Business Extra points are tracked
- Adding a Business Extra account number to reservations
- Processing an upgrade request using a Business Extra upgrade award

How members earn points

The easiest way for our members to earn Business Extra points is to fly.

American Airlines 

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Members earn Business Extra points for travel on American, British Airways and Iberia prime and codeshare flights ticketed by American, British Airways or Iberia.

Tickets must be issued on American Airlines 001, British Airways 125 or Iberia 075 ticket stock in order to earn points.

FINNAIR



JAPAN AIRLINES

QANTAS 

Members also earn points on flights marketed and ticketed by American but operated by Finnair, Japan Airlines, or Qantas Airways (AA* flights on 001 ticket stock).

Tickets issued on 001 ticket stock must contain at least one American flight segment.

How points are tracked

American can track flown revenue automatically when the Business Extra account number is included in the **OSI Field** or the **Tour Code Box** of each eligible ticket.

Adding the Business Extra account number to the OSI field

Step 1:

Use the following formats to input the account number in the **OSI Field**. In the examples, the Business Extra account number is 123456.

SABRE:	3OSI YY C123456 or 4OSI C123456	Apollo:	H:3OSI YY C123456	Amadeus:	OS YY C123456
		Worldspan:	3OSI YY C123456	Galileo:	SI.YY*C123456

Step 2:

Enter "Business Extra Member" in line one of the PNR phone field.

On British Airways 125 or Iberia 075 ticket stock, the Business Extra account number can only be added to the **OSI Field** of the reservation. This can be done upon initial creation of the record or added to an existing reservation.

Adding the Business Extra account number to the Tour Code box

Use the following formats to add the account number to the **Tour Code Box**. In the examples, the Business Extra account number is 123456.

SABRE:	W#UN*123456	Apollo:	T:\$BITC123456	Amadeus:	FT*C123456
		Worldspan:	5-ITC123456	Galileo:	TMU1TC123456

Existing reservations

If your customer already has a reservation with American Airlines, we can add the account number for you.

In the United States and Canada, contact Business Extra customer service at 800-457-7072 or email business.extra@aa.com, 8:00 a.m. - 7:00 p.m. (CT), Monday - Friday. For assistance after hours or over the weekend, please contact our Meeting Services Desk at 800-433-1790, 7:00 a.m. - 11:00 p.m. (CT) Monday - Friday and 7:00 a.m. - 8:00 p.m. (CT) Saturday and Sunday.

Outside the United States and Canada, email business.extra@aa.com or contact the local American Airlines [reservations](#) or [ticket](#) office.

Processing an upgrade using a Business Extra award

Multiple-passenger PNRs

Upgrade certificates can only be applied to a single passenger PNR, so you'll need to divide multiple-passenger PNRs into single passenger records prior to processing upgrade requests.

Passengers requesting upgrades on agency bookings will be referred back to the ticketing agency to divide PNR.

Once the PNRs have been divided, follow the instructions for single-passenger PNRs.

Single-passenger PNRs

Online:

After the reservation is ticketed, you can request an upgrade online at business.aa.com.

For step-by-step instructions on how to process an upgrade online, check out our Travel Arranger guide at businessextra.com/education.

By phone:

Contact American to initiate an upgrade request/request an upgrade after ticketing.

- In the United States and Canada, contact American Airlines Meeting Services at 800-433-1790.
- Outside the United States and Canada, contact the local American Airlines [reservations](#) or [ticket](#) office.

To secure authorization and finalize the upgrade request, American will need the following details from the upgrade certificate:

- Award Code
- Authorization Number / Certificate Serial Number

You can also add the upgrade segment to the passenger's PNR; **however, this option requires you to contact American on the same calendar day** to obtain authorization within the PNR.

Upgrade segments without the required authorization will be removed from the PNR.

Questions about the program

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