



NEWS RELEASE

From booking to boarding: Giving customers more control throughout their journey

2026-07-21

FORT WORTH, Texas — American Airlines continues to invest in its digital tools, focused on creating a more connected travel experience by building capabilities across booking, airport, disruption management and day-of-travel support — ultimately giving customers greater control throughout their journey.

Customers increasingly expect travel to be simple, intuitive and easy to manage, whether they're booking a trip months in advance or navigating a change on the day of departure. That's why American is introducing new digital enhancements designed to give customers more control throughout their journey:

- Pay your way: Venmo is now available on aa.com, alongside expanded Apple Pay options, giving customers more flexibility when booking travel.
- Recover from disruptions faster: New digital tools help customers understand delays, rebook trips and access resources faster.
- Move through the airport faster: Customers can now more easily opt in to TSA PreCheck® Touchless ID, making the airport experience more seamless from check-in through security.

"Technology should remove complexity from travel, not add to it," said American's Chief Customer Officer Heather Garboden. "Our goal is to build digital experiences that simplify travel and give customers more confidence every step of the way."

More ways to pay and book

Customers appreciate flexible, mobile-first payment options when booking travel, which has led to American recently introducing Venmo as a payment option on aa.com. American continues to enhance the digital booking

experience with more flexible ways for customers to purchase travel.

The addition of Venmo reflects the growing adoption of digital wallets and alternative payment methods, particularly among customers who prefer to manage purchases directly from their mobile device. Venmo is now available on aa.com, with availability in the American app planned for the future.

American has also expanded digital payment options across the booking experience, including Apple Pay availability on additional purchase paths, helping customers complete purchases more quickly and with fewer steps.

Together, these enhancements make it easier for customers to plan and purchase travel on their terms, using the payment methods and digital experiences they already use every day.

Making disruptions easier to manage

When travel plans change, customers want more than updates — they want clear information and actionable solutions. Rather than simply notifying customers about disruptions, American continues to invest in tools that help customers take immediate action and manage their journey directly from the app or aa.com.

The airline continues to enhance its digital disruption experience by providing customers with more detailed and transparent information during delays and cancellations through the app, email, text messaging and aa.com. These enhancements help customers understand what's happening, why it's happening and what options are available to them.

Customers can also access self-service rebooking tools directly through the digital disruption platform, along with hotel, meal and transportation resources when eligible, reducing the need to wait in line or call for assistance.

“Whether customers are booking a trip, navigating the airport or managing an unexpected disruption, we’re focused on providing tools that make the experience easier to understand, easier to manage and ultimately more enjoyable,” said Garboden.

More recently, American introduced automated meal voucher functionality for AAdvantage® members, helping eligible travelers receive support more quickly during qualifying disruptions.

American is also expanding automation behind the scenes to remove additional steps during recovery. Eligible customers traveling on rebooked itineraries can now be automatically checked in after a disruption, helping them get back on track more quickly.

When travel doesn't go as planned, American is focused on giving customers the information and tools they need to

take action quickly and move forward with confidence.

Faster journeys at the airport

American's investments extend beyond digital channels and into the airport journey. By extending digital convenience beyond booking and into the travel day, Touchless ID helps simplify another step of the travel journey, giving customers more control from planning through departure.

More than 2 million customers have already opted in to TSA PreCheck® Touchless ID, helping make the airport experience faster and more convenient for eligible AAdvantage® members. The technology provides a seamless way to verify identity at participating security checkpoints without presenting a physical ID or boarding pass.

Later next month, customers will also be able to opt in during the check-in experience on aa.com, making enrollment even more convenient. The program is now available at all American hub airports and more than 60 locations across the network.

Together with enhancements across booking, check-in and disruption management, Touchless ID helps simplify another step of the travel journey, giving customers more control from planning through departure.

Building a more connected journey

Travel isn't defined by a single moment — it's a series of decisions and interactions before, during and after a trip.

Trips of a lifetime can often include American and one of its worldwide partners. Technology is most valuable when it helps customers spend less time managing travel and more time enjoying it. The airline continues to introduce enhancements to make travel more intuitive and easier to navigate. When travelers are connecting between American and select partner airlines, they can now check-in and receive boarding passes for all segments directly through American's mobile app on select itineraries.

These enhancements are part of American's broader effort to create a more connected travel experience — one that gives customers greater visibility, flexibility and control from booking through arrival. As customer expectations continue to evolve, American will continue investing in digital tools that make travel easier to navigate and more personalized at every stage of the journey.

About American Airlines Group (NASDAQ: AAL)

American Airlines is a premium global airline connecting more of the U.S. to the world. With roots tracing back to an air mail carrier in the Midwestern United States in 1926, American now operates more than 6,000 daily flights to more than 350 destinations in more than 60 countries and serves more than 200 million customers annually. Powered by a proud and talented team of 130,000 aviation professionals, American's team lives out the airline's

purpose of caring for people on life's journey every day.

The world's largest airline proudly celebrates its centennial year in 2026, reaching a milestone that reflects a century of innovation and the Forever ForwardSM spirit that changed the industry and the world. American introduced the first scheduled air cargo service, the first airport lounge and the first airline loyalty program and continues to reinvent the customer experience today. The airline is also a founding member of the oneworld alliance, whose members serve more than 900 destinations around the globe.

Get the latest about American at news.aa.com and [@AmericanAir](https://twitter.com/AmericanAir).