
From: Garner, Cory <Cory.Garner@aa.com>
Sent: Monday, August 15, 2016 10:37 AM
To: Theo Kruijssen
Cc: Jim Davidson; [REDACTED]
Subject: RE: Amadeus Production Roll Out

As for the bigger deal, we have a meeting with Scott Kirby this Friday in which our RM team will recommend to Scott [REDACTED]. Once we have Scott's approval, I'll be back with you shortly thereafter to continue the negotiation. Once we've completed the negotiation, we will take the decision back to Scott so that he can evaluate whether to [REDACTED]. At that point, we'll be able to give you a "yes" or "no" on whether we plan to [REDACTED] (to borrow from Amadeus's lingo) with Farelogix's help. Then we'll be able to develop a better idea of when the *real* volume will start hitting Farelogix. As a reminder, there are no plans [REDACTED] via Farelogix except in connection with a [REDACTED] as I've laid out above, that is still a matter for further discussion internally and not something for which Farelogix should be investing right now.

That leaves just the [REDACTED] implementation for Farelogix to worry about. This should be a much lower volume endeavor than [REDACTED], as it does not involve shopping/ticketing and (at least so far) is [REDACTED] POS. Furthermore, Amadeus's biggest customers in [REDACTED] are already processing their paid seats volume via Farelogix so it's hard for me to [REDACTED]. I'll ask my team to provide Farelogix with our best guess at a [REDACTED] assuming all proceeds according to schedule, but you should keep in mind that we're mostly going to be [REDACTED].

I don't see any short term need for [REDACTED] implementations, so I would recommend that we proceed on the current path and we'll do our best to give you lead time on the various phases of the Amadeus [REDACTED].

Cory

From: Theo Kruijssen [mailto:tkruijssen@farelogix.com]
Sent: Friday, August 12, 2016 4:12 PM
To: Garner, Cory
Cc: Jim Davidson
Subject: FW: Amadeus Production Roll Out

Cory,

It looks like we are getting closer to some exciting things after a lot of work and a long preparation. Timing is becoming more critical and I'm forwarding the email string below where we are trying to get more detail; we need a written plan [REDACTED] and to which we can tie our infrastructure [REDACTED]. We just need to all be in synch.

Even more importantly, can you give us an indication how AA plans to proceed around the bigger deal / general commitment to FLX given our discussions last March in Dallas, so that we can see how best we can plan for the future and before we make upfront commitments for [REDACTED]

[REDACTED] which we are trying to minimize, and which we're asking you to share in some way. We can't ignore that 1A and the other GDSs/PSSs still [REDACTED]

So can you share your thoughts around the bigger deal as well as how the [REDACTED] can be shared, especially since we haven't been [REDACTED] AA/1A plans? Maybe it's easier to further discuss on a call.

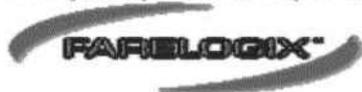
Let us know your thoughts.
Have a good weekend,
Theo

From: Elizabeth Gonzalez
Sent: Thursday, August 11, 2016 3:27 PM
To: Theo Kruijssen <tkruijssen@farelogix.com>
Cc: Nicholas Partridge <npartridge@farelogix.com>
Subject: FW: Amadeus Production Roll Out

Theo, see below; particularly this last note from Chris as she has included exactly what Mehdi of Amadeus has advised. Still not very specific with a rollout plan. As far as the pilots, the most that I have been aware of is a total of [REDACTED] pilots. We have a call with AMA tomorrow morning so we will see if we are able to get some more info.

I am including Nicholas as I know he is very interested in this information as well.

Elizabeth Gonzalez
Sr. Project Implementation Specialist



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From: [REDACTED]
Sent: Thursday, August 11, 2016 2:50 PM
To: Elizabeth Gonzalez <egonzalez@farelogix.com>
Cc: [REDACTED] Nancy Delgado
<ndelgado@farelogix.com>; [REDACTED]
Subject: RE: Amadeus Production Roll Out

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Hey Elizabeth,

I will ask [REDACTED] via email and remind him on our call tomorrow for more information for a written ramp up including dates, etc.

Below is from 1A:

"All good questions below, but from 1A the plan currently is that –

1. We start and progress in pilot with a combination of offline and online agencies, opening new offices on weekly basis (roughly).
2. We should have good coverage amongst these agencies.
3. If all looks fine, when the pilot ends, we do a big bang launch for all 1A offices in [REDACTED]

This may change as we get in pilot, and may decide to add few other agencies in pilot, [REDACTED]. Or do a [REDACTED]. But for now, the above plan is the one we are looking at."



From: Elizabeth Gonzalez [<mailto:egonzalez@farelogix.com>]
Sent: Thursday, August 11, 2016 1:11 PM
To: [REDACTED]
Cc: [REDACTED] Nancy Delgado
Subject: RE: Amadeus Production Roll Out

Hi [REDACTED]

Thank you for the info below but that is pretty much what I had already provided to the FLX Executive Team. See below for exactly what I had sent to them:

- The plan from Amadeus is as follows:



From the info above that I sent, I was asked to request what I sent in the email below. As far as the volumes/numbers, etc. the information that you shared below is what we received during the last [REDACTED] Quarterly Meeting so we do have this info. What we are looking more is a [REDACTED] plan. I know I have heard that they are to go to [REDACTED] [REDACTED] period is over but there must be a [REDACTED] plan. Are they going [REDACTED]

████████████████████ A bit more detail than just stating that once they ██████████
based on what I wrote above, I am "estimating" that will be around the ██████████

Thank you.

Elizabeth Gonzalez
Sr. Project Implementation Specialist



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From: ██████████
Sent: Thursday, August 11, 2016 1:11 PM
To: Elizabeth Gonzalez <egonzalez@farelogix.com>
Cc: ██████████
Subject: RE: Amadeus Production Roll Out

Hello Elizabeth,

Below is the most current volume estimated for ██████

| Volume in steady state | Assumptions | L2B | Peak monthly gross segments (rounded) | Peak monthly tickets ██████ | Tickets/day (monthly/30 rounded) |
|------------------------|-------------|-----|---------------------------------------|-----------------------------|----------------------------------|
|------------------------|-------------|-----|---------------------------------------|-----------------------------|----------------------------------|



Next Steps:

- o Aug 10-12 - FP testing in developer office - NYC1S219V
 - basic functional testing in offline flow and web-services flow
 - test the code put in place to enforce seat pricing before EOT for AA chargeable seat booking
- o Aug 15 - 2 hours activation with FP office LAS1S212K or until 100 pnrs are booked
- o Aug 18 - If everything goes well, both Fareportal (Las Vegas office) and Travelshoppe will be launched
- o Aug 22 - For the rest of pilots, they will be re- based on the results of both FP and TS



Chris Roath
Sr. Product Planner, Direct Connect Automation
817 963 9331 Office



From: Elizabeth Gonzalez [mailto:egonzalez@farelogix.com]
Sent: Friday, August 05, 2016 3:25 PM
To: [REDACTED]
Subject: Amadeus Production Roll Out

Good Afternoon,

During the weekly call with Amadeus this Wednesday we were presented with a high level plan for the restart of the pilot. Given that it looks we may be about [REDACTED] from starting production I have notified our infrastructure team, our CFO and the rest of the FLX Executive Team. Their feedback is that in order to start the activation of the infrastructure plan and to start the significant associated investment the executive team requested a written plan from AA that outlines [REDACTED]

Specifically, our CFO's message to me was:

As the preparation from Farelogix involves a significant infrastructure investment and commitment, and as we need to match [REDACTED], we need [REDACTED] to share the [REDACTED] in writing so that we can accurately procure and time the necessary infrastructure. Please provide us with more details as they relate to the [REDACTED] and the timing. Given the size of our investment it is critical for Farelogix [REDACTED] as closely as possible with [REDACTED].

Thank you in advance for your response.

Elizabeth Gonzalez
Sr. Project Implementation Specialist



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