



# Operation Puerto Rico Strong

Hurricane Maria has left devastation across the island of Puerto Rico and we know many of you have family, friends and properties on the island. Our thoughts are with all of you while you get through this difficult time.

We began a limited operation to San Juan (SJU) on Friday, Sept. 22. The first flight departed with volunteers and relief supplies on board.

From Sept. 22 until Sept. 29, we will allow our active team members to move supplies and generators to SJU using the employee Priority Parcel Service (PPS) program from all U.S. domestic stations (lower 48). We will waive size and weight restrictions and there will be no shipping costs so that you can get your families what they need.

**What:** Active team members with a valid American Airlines ID, in good standing with the company and with at least one year seniority (including wholly-owned subsidiaries; Envoy, Piedmont, PSA), will be allowed to ship one NEW, unopened generator up to 200 lbs. and one box of supplies up to 150 lbs. OR two boxes of supplies up to 150 lbs. each. You will need to provide an inventory of the items in the box to ensure there are no dangerous goods.

**Where:** American Airlines PPS Office – Hangar 1 (Street level)

**When:** Items will be accepted from Sept. 22 until Sept. 29.

Adjustments will be made as needed based on volume. All material will be processed under normal acceptance and security procedures. Throughout the day, we will dispatch units to outbound SJU flights based on bag loads, mail and cargo.

Items that are NOT allowed: used generators, used gas/oil powered equipment, propane, lithium batteries, dangerous goods, strike anywhere matches, gas/oil/petroleum products, household cleaners, bleach and paint. Also, we are not accepting general relief items. Active employees who send a shipment must provide the name of the person picking up their shipment and a physical address in Puerto Rico.

Click here for more details on our [PPS](#) service. (We are accepting up to 150 pounds per box)

We are only able to provide this PPS program to SJU because it is a domestic location. Cities such as STT and STX, although U.S. territories, are considered international destinations and items must be manifested and go through Customs. We are working on other alternatives to be able to provide relief supplies to these islands and will keep you posted when we have additional information.

If you do not qualify for this program and you still want to help the victims of Hurricane Maria, please consider donating to the [American Airlines Family Fund](#) or the [American Red Cross](#). We are not accepting general relief items.