

From: "Natalia Molotkova" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: Biz seat available-the record locator is JAIOTC [Incident: 160824-000078]
Date: Tue, 23 Aug 2016 15:49:14 +0000

[REDACTED]
To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 11:49 AM

OK, issuing..They will have to check in again, but ask Chad to wait till new ticket is issued.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:48 AM

Oh my. Yes. Thx

Sent from my iPhone

On Aug 23, 2016, at 11:41 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 11:41 AM

Lesley I got Chad in business class, but additional collection is 1180.00USD. OK to re-issue?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:39 AM

Oh geez. Ok

Sent from my iPhone

On Aug 23, 2016, at 11:35 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 11:35 AM

Agent desk told me they can't uncheck them out without canceling return flight completely, waiting for online desk help.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:32 AM

Lesley, done with the call calling AA.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:19 AM

Thank you so much, please let me know when ticket is open.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:18 AM

Yes!!

Sent from my iPhone

On Aug 23, 2016, at 10:58 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

On Aug 23, 2016, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

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[REDACTED]

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Trying..

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[REDACTED]

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Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

Hi Natalia there is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser) can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pm we were on a wait list... The record locator is JAIOTC

Lesley, I need your help, I am stuck on a call, will you be so kind to call AA and uncheck them out, please? And the rest I will do on my end.

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Ref# 160824-000078

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Sent: 08/23/2016 11:01 AM

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Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager


(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

EFTA00320276

From: Natalia Molotkova
Sent: 08/23/2016 10:58 AM

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EFTA00320278

From: Lesley Groff
Sent: 08/23/2016 11:36 AM

Ok. Super. If we can get it great. If not is is ok

Sent from my iPhone

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Lesley, done with the call calling AA.

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Sent from my iPhone

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From: Natalia Molotkova
Sent: 08/23/2016 11:01 AM

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Centurion Relationship Manager

[REDACTED]

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From: Natalia Molotkova
Sent: 08/23/2016 10:58 AM

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[REDACTED]

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Hours: Monday through Friday 9:00am to 5:30pm EST

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EFTA00320283

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Centurion Relationship Manager


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Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:32 AM

Lesley, done with the call calling AA.

EFTA00320284

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

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From: Natalia Molotkova
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Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160824-000078

From: Natalia Molotkova
Sent: 08/23/2016 11:41 AM

Lesley I got Chad in business class, but additional collection is 1180.00USD. OK to re-issue?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:39 AM

Oh geez. Ok

Sent from my iPhone

On Aug 23, 2016, at 11:35 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 11:35 AM

Agent desk told me they can't uncheck them out without canceling return flight completely, waiting for online desk help.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:32 AM

Lesley, done with the call calling AA.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:19 AM

Thank you so much, please let me know when ticket is open.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:18 AM

Yes!!

Sent from my iPhone

On Aug 23, 2016, at 10:58 AM, Natalia Molotkova <[REDACTED]> wrote:



From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

On Aug 23, 2016, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

HINatashathere is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser)can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pmwe were on a wait list... The record locator is JAIOTC

Lesley, I need your help, I am stuck on a call, will you be so kind to call AA and uncheck them out, please? And the rest I will do on my end.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

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Ref# 160824-000078

From: Natalia Molotkova
Sent: 08/23/2016 11:01 AM

EFTA00320293

I just afraid once I am done with my current call, will loose the seat, I am holding it for now, can you call AA to uncheck them? I can't divide record.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:58 AM

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Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

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From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

HiNatasha~there is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser)~can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pm~we were on a wait list... The record locator is JAIOTC

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Ref# 160824-000078

From: Lesley Groff
Sent: 08/23/2016 11:36 AM

Ok. Super. If we can get it great. If not is is ok

Sent from my iPhone

On Aug 23, 2016, at 11:32 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 11:32 AM

Lesley, done with the call calling AA.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:19 AM

Thank you so much, please let me know when ticket is open.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:18 AM

Yes!!

Sent from my iPhone

On Aug 23, 2016, at 10:58 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]  [REDACTED]

From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

On Aug 23, 2016, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

HiNatashathere is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser)can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pmwe were on a wait list... The record locator is JAIOTC

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Ref# 160824-000078

From: Natalia Molotkova
Sent: 08/23/2016 11:01 AM

I just afraid once I am done with my current call, will loose the seat, I am holding it for now, can you call AA to uncheck them? I can't divide record.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager


(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:58 AM

Lesley, I need your help, I am stuck on a call, will you be so kind to call AA and uncheck them out, please? And the rest I will do on my end.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

On Aug 23, 2016, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

HINatasha→there is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser)→can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pm→we were on a wait list... The record locator is JAIOTC

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Ref# 160824-000078

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Sent: 08/23/2016 11:35 AM

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EFTA00320301

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

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[REDACTED]

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Regards,
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Centurion Relationship Manager

[REDACTED]

(877) 877-0987

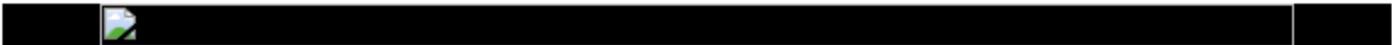
Hours: Monday through Friday 9:00am to 5:30pm EST

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Yes!!

Sent from my iPhone

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From: Natalia Molotkova
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Centurion Relationship Manager



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(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

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Trying..

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Hours: Monday through Friday 9:00am to 5:30pm EST

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Ref# 160824-000078

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Centurion Relationship Manager

[REDACTED]

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Sent: 08/23/2016 10:58 AM

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[REDACTED]

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Sent: 08/23/2016 10:51 AM

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Centurion Relationship Manager

[REDACTED]
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Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

HiNatasha...there is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser)...can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pm...we were on a wait list... The record locator is JAIOTC

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