

Agency Programs Index

[Agency Earned/Free Travel](#)
[Agency Reduced Rate](#)
[Agency Travel Terms and Conditions](#)
[IATAN Cards](#)
[Internet Agency Policy](#)

[Agency Earned/Free Travel](#)

[Eligibility](#)
[Stopovers/Open Jaws](#)
[Booking Procedures](#)
[Travel Embargo](#)
[Ticketing](#)
[Changes After Ticketing](#)
[Award Letter Extensions](#)
[Name Changes](#)
[Pre-Reserved Seats And Boarding Passes](#)
[Upgrades](#)
[Boarding Policies](#)
[AAAdvantage Miles](#)
[Infants](#)
[Appearance Requirements](#)

[Eligibility](#)

U.S. travel agents must have a valid International Airlines Travel Agent Network (IATAN) card where currently employed. Agents located in Canada are required to provide a valid ACTA card or current eligibility list.

Travel is valid only on American Airlines and American Eagle® flights. Travel is not valid on flights operated under a codeshare agreement with any other carrier.

[Return to Agency Earned/Free Travel Index](#)

[Stopovers/Open Jaws](#)

One stopover is allowed for an additional \$100 USD fee. Open Jaws are allowed.

[Return to Agency Earned/Free Travel Index](#)

Booking Procedures

Earned/free inventory is capacity controlled. To confirm availability, the inventory can be viewed via direct access by adding the booking code to your standard city pair availability entry.

Cabin/Class of Service	Inventory Code	Fee
Main Cabin	T	\$75 USD
Premium Economy	X	\$75 USD
Business Class	U	\$75 USD
First Class	Z	\$75 USD

Once inventory availability has been established, the Travel Agent must call the American Airlines Ticket Redemption Center (TRC) at 800-727-2142 to ticket their reservation. Travel Agents can now book their own reservations. Bookings must be made at least 24 hours prior to departure. The Travel Agent must provide the Ticket Redemption Agent with the tracking and reference number located on the top of the award letter at the time of booking.

PNRs booked in T, X, U, and Z inventories must be ticketed 14 days after booking or 14 days prior to departure, whichever comes first. Any PNRs that have not been ticketed within 14 days will be automatically canceled. PNRs built within 14 days of departure date will be allowed a maximum time limit of 24 hours after booking, or until 5:00 p.m. (Central time) the day prior to departure, whichever comes first. For agency-created PNRs, travel agencies should contact the American Airlines Ticket Redemption within 24 hours of booking the reservation to prevent cancellation.

[Return to Agency Earned/Free Travel Index](#)

Travel Embargo

Currently, there are no Travel Embargo dates for earned/free travel.

[Return to Agency Earned/Free Travel Index](#)

Ticketing

At the time of ticketing, American Airlines Ticket Redemption agents will e-ticket all free travel itineraries on American Airlines or American Eagle using a credit card, in the name of the passenger or Corporate Card, as the form of payment for all processing fees. Late fees no longer apply. Confirmation will be sent via fax or e-mail.

Customers will be instructed at the time of booking to contact the Ticket Redemption Center (TRC) prior to flight departure if they plan on canceling their ticketed reservation. If they fail to contact an AA representative (TRC, RES), the ticket will default to NOGO status. A No-Show fee will apply to reinstate the VCR.

Qualifying awards will be subject to a \$75 processing charge for all cabins.

Cabin/Class of Service	Fee
Main Cabin	\$75 USD
Premium Economy	\$75 USD
Business Class	\$75 USD
First Class	\$75 USD

[Return to Agency Earned/Free Travel Index](#)

Changes After Ticketing

Once ticketed, all changes must be made by calling the Ticket Redemption Center 800-727-2142.

- **Flight Date/Time change**, once the ticket has been issued, a \$25 USD fee will apply.
- **Routing change**, once the ticket has been issued, a \$100 USD fee will apply. This includes changes in connection points, nonstop to connections, connections to nonstop or co-terminal changes.

[Return to Agency Earned/Free Travel Index](#)

Award Letter Extensions

Ticket Redemption will not extend the validity of award letters.

[Return to Agency Earned/Free Travel Index](#)

Name Changes

All name changes need to be called into the Ticket Redemption Center. A \$100 USD change fee will apply for all authorized name changes.

[Return to Agency Earned/Free Travel Index](#)

Pre-Reserved Seats And Boarding Passes

Pre-reserved seats can be assigned by American Airlines. Premium seats can be unblocked 48 hours prior to departure. Boarding passes will be issued by American Airlines at the airport on the day of departure.

[Return to Agency Earned/Free Travel Index](#)

Upgrades

Upgrades are not allowed.

[Return to Agency Earned/Free Travel Index](#)

Boarding Policies

Agency Free/Earned travel is positive space, is not removable for oversales and is eligible for denied boarding compensation.

[Return to Agency Earned/Free Travel Index](#)

AAdvantage® Miles

AAdvantage frequent flyer miles will not be accrued. AAdvantage numbers may be added to the record in order to receive the benefits included with their status (for example: bag fee waivers, priority boarding, premium seats, etc.).

[Return to Agency Earned/Free Travel Index](#)

Infants

On international flights (this does not include Puerto Rico), a child under two years must have a ticket issued by American Airlines. Infants traveling with an adult on an earned/free ticket between the U.S./Canada and Central, South America, Trans-Atlantic or Trans-Pacific will be charged 10% of the applicable full adult fare.

[Return to Agency Earned/Free Travel Index](#)

Appearance Requirements

- **First/Business Class**

Well groomed, neat, clean, traditional or casual business attire appropriate for professional business office. Coats, jackets and ties not required. Women's hosiery is not required.

- **Unacceptable Attire for First Class**

Athletic footwear, bare midriff, beach clothing beach footwear, clothing with holes/ragged edges, clothing with offensive terminology/graphics, cut-off clothing, denim clothing of any kind and or any color, flip-flops, hiking/military style boots, leggings, jogging suits, micro-mini skirts, provocative/revealing clothing, sandals, sheer/see through clothing, shorts, skorts, split skirts above the knee, sweatshirts, tank tops, t-shirts, workout clothing.

- **Premium Economy/Main Class**

Well groomed, neat clean attire, conservative and in good taste.

- **Unacceptable Attire for Coach Class**

Bare midriff, beach clothing, beach footwear, clothing with holes/ragged edges, clothing with offensive terminology/graphics, cut-off clothing, flip-flops, leggings, micro-mini skirts, provocative/revealing clothing, sheer/see through clothing, shorts (may be worn in Coach by children age six and under), sweatshirts, tank tops, shirts, workout clothing.

[Return to top](#)

[Agency Reduced Rate Travel](#)

[Eligibility](#)

[Discount](#)

[Booking Procedures](#)

[Blackout Dates](#)

[Ticketing](#)

[Changes After Ticketing](#)

[Name Changes](#)

[Refunds](#)

[Fees](#)

[Upgrades](#)

[Pre-reserved Seats and Boarding Passes](#)

[Boarding Policies](#)

[AAAdvantage Mileage](#)

[Infants](#)

[Appearance Requirements](#)

[Eligibility](#)

- Must be employed by an American Airlines appointed ARC or IATA agency.
- Must work full time (full time is defined as 35 hours per week, minimum) as an agency salaried and/or commissioned employee responsible for selling and promoting travel, including air transportation.
- Must have been employed in the position, full time, for at least 12 consecutive months. Exception: a qualified agent who has established the required 12 months at a previous approved agency location may qualify after six months at his/her current location.
- Must hold a valid IATAN card where currently employed. The last number of the travel agent position code must read, "1". Agents located in Canada are required to provide a valid ACTA card or current eligibility list.
- Outside sales people are not eligible for reduced-rate travel unless they are full time employees.
- AD50 companion travel is valid once a year to international destinations only.

[Return to Agency Reduced Rate Travel Index](#)

[Discount](#)

All reduced-rate travel for Travel Agents located in the U.S. and Canada will be AD50. AD75 reduced-rate travel has been discontinued.

Note: AD75 reduced rate travel remains valid for International Point of Sale (POS) agencies.

Discount is applicable only for fares beginning with F, J, X and Y.

Travel is valid only on American Airlines and American Eagle® flights. Travel is not valid on flights operated under a codeshare agreement with any other carrier.

[Return to Agency Reduced Rate Travel Index](#)

Booking Procedures

Reduced-rate inventory is capacity controlled. To confirm availability, the inventory can be viewed via direct access by adding the booking code to your standard city-pair availability entry.

<u>Cabin/Class of Service</u>	<u>Inventory Code</u>
Main Cabin	O
Premium Economy	X
Business Class	U
First Class	Z

Once inventory availability has been established, the travel agent must call the American Airlines Ticket Redemption Center (TRC) at 800-727-2142 to book the reservation.

Bookings must be made at least 24 hours prior to departure.

PNRs booked in O, X, U, and Z inventories must be ticketed 14 days after booking, or 14 days prior to departure, whichever comes first. Any PNRs that have not been ticketed within 14 days will be automatically canceled. PNRs built within 14 days of departure date will be allowed a maximum time limit of 24 hours, or until 5:00 p.m. Central time the day prior to departure, whichever comes first.

For agency-booked records, you must contact TRC within 24 hours to prevent the PNR from cancelling.

Travel Agents must supply their IATAN number at the time of booking to the TRC agent.

[Return to Agency Reduced Rate Travel Index](#)

Blackout Dates

Currently, there are no blackout dates for reduced rate travel.

[Return to Agency Reduced Rate Travel Index](#)

Ticketing

At the time of booking, American Airlines TRC agents will e-ticket all reduced-rate travel itineraries using a credit card in the name of the passenger or Corporate Card, as the form of payment.

Confirmation will be sent via fax or e-mail.

[Return to Agency Reduced Rate Travel Index](#)

Changes After Ticketing

Once ticketed, all changes must be made by calling the Ticket Redemption Center.

If there is a change in routing once the ticket has been issued, a \$50 USD fee will apply. This includes changes in connection points, non-stop to connections, connections to non-stop or co-terminal changes.

No fee will apply to date/time changes.

[Return to Agency Reduced Rate Travel Index](#)

[Name Changes](#)

Name changes are allowed and must be made through the Ticket Redemption Center at 800-727-2142. A \$50 USD fee will apply.

[Return to Agency Reduced Rate Travel Index](#)

[Refunds](#)

Unused reduced-rate tickets are refundable through the Ticket Redemption Center (TRC) at 800-727-2142. A \$100 USD fee applies.

It is not the policy of American Airlines to pay retroactive AD ticket claims for those agents who have purchased a full fare ticket.

[Return to Agency Reduced Rate Travel Index](#)

[Fees](#)

No processing fees are required for reduced-rate travel.

Fees do apply for change of routing, name change and refund as indicated above.

[Return to Agency Reduced Rate Travel Index](#)

[Upgrades](#)

Upgrades are not allowed.

[Return to Agency Reduced Rate Travel Index](#)

[Pre-reserved Seats and Boarding Passes](#)

Pre-reserved seats can be assigned by American Airlines. Boarding passes will be issued by American Airlines at the airport on the day of departure.

[Return to Agency Reduced Rate Travel Index](#)

[Boarding Policies](#)

Agency-reduced rate travel is positive space, is not removable for oversales and is eligible for denied boarding compensation.

[Return to Agency Reduced Rate Travel Index](#)

[AAAdvantage Mileage](#)

AAAdvantage® frequent flyer miles will not be accrued.

[Return to Agency Reduced Rate Travel Index](#)

Infants

On international flights (this does not include Puerto Rico), a child under 2 years must have a ticket issued by American Airlines. Infants traveling with an adult on a reduced-rate ticket between the US/Canada and Central/South America, Trans-Atlantic, or Trans-Pacific will be charged 10% of the applicable full adult fare.

Appearance Requirements

- **First/Business Class:**
Well groomed, neat, clean, traditional or casual business attire appropriate for a professional business office. Coats, jackets, and ties are not required. Women's hosiery is not required.
 - **Unacceptable Attire for First Class:**
Athletic footwear, bare-midriff, beach clothing, beach footwear, clothing with holes or ragged edges, clothing with offensive terminology or graphics, cut-off clothing, denim clothing of any kind and any color, flip-flops, hiking or military style boots, leggings, jogging suits, micro-mini skirts, provocative or revealing clothing, sandals, sheer or see-through clothing, shorts, skorts, split skirts above the knee, sweatshirts, tank tops, t-shirts, and workout clothing.
- **Coach Class:**
Well-groomed, neat clean attire, conservative and in good taste.
 - **Unacceptable Attire for Coach Class:**
Bare midriff, beach clothing, beach footwear, clothing with holes or ragged edges, clothing with offensive terminology or graphics, cut-off clothing, flip-flops, leggings, micro-mini skirts, provocative or revealing clothing, sheer or see-through clothing, shorts may be worn in coach by children age 6 and under, sweatshirts, tank tops, t-shirts, and workout clothing.

[Return to top](#)

Free/Reduced Rate Terms/Conditions

1. PNRs booked in O/X/U/Z inventories must be ticketed 14 days after booking, or 14 days prior to departure, whichever comes first. Any PNRs that have not been ticketed within 14 days will be automatically cancelled. PNRs built within 14 days of departure date will be allowed a maximum time limit of 24 hours, or until 5pm Central Time the day prior to departure, whichever comes first.
2. Travel Agencies may now book their own reservations. American Airlines ticket redemption center will handle ticket issuance and re-issues. Travel agents should contact the ticket redemption center on agency-booked PNRs within 24 hours of booking to prevent cancellation.
3. Any fee, tax, surcharge, service charge or passenger facility charge is the responsibility of the passenger.
4. Inventory used for free/reduced rate travel is capacity controlled and is based on availability at time of reservation.
5. Passengers are not eligible for AA AAdvantage miles credit or any other promotional benefit that AA may offer.
6. Free/reduced rate travel may not be combined with any special fare, discount coupon, award certificate or promotional offer. Upgrade stickers or coupons may not be used in conjunction with free/reduced rate tickets.
7. Passengers may change flight time and date within the validity period of the ticket providing prior approval has been given by the AA ticket redemption center and appropriate change fees have been paid.
8. Travel is valid to/from AA/AA Eagle destinations. Travel is not valid on flights operated under a code sharing agreement with other carriers.

9. AA reserves the right to revise rules and conditions at any time without notice.
10. Travel will be via the most direct AA/AE routing. Unnecessary and circuitous routings, connecting points and/or segments are prohibited.
11. Award letters and/or tickets will not be replaced if lost or stolen.
12. Free reduced rate travel is not transferable, not redeemable for cash and tickets are void if sold for cash or other consideration
13. Agent and companion must travel together on all segments.

[Return to top](#)

IATAN ID CARD

The following policies apply to United States based travel agents only:

American Airlines requires the International Airlines Travel Agents Network (IATAN) ID card for all agency earned/free and reduced rate travel. Agents must provide their IATAN card number when requesting travel from the American Airlines Ticket Redemption Center. The card must be valid through the duration of the travel.

For Travel Agency Reduced Rate travel, American Airlines will accept only those agents with the number 1 as the final number on the coded ID card. For example:

TRAA 4503 0751 EI1

The number one signifies the agent works the required 35 hour week. American Airlines will not accept any other final number on the coded ID card for Reduced Rate travel. Earned/free travel requires only that the agent hold a valid IATAN card.

The IATAN ID card is not required for meeting planners, tour conductors, site inspection tickets, or agency companion tickets.

For information on obtaining an IATAN ID card, travel agents should refer to www.iatan.org.

[Return to top](#)

Internet Agency Policy

The following is a summary of AA's structure for tickets issued for travel on AA against a booking made via an internet/online travel site which is an AA appointed agent.

Bookings made via Corporate Travel Management systems, which are not accessible to the general public, like (BTS), are not subject to AA's internet policy.

Visit AA's Commission policy for internet bookings, under Booking/Ticketing Commissions Section Two.

AA appointed travel agencies who provide an internet booking service may obtain an Electronic Reservation Service Provider (ERSP) identification number from the airline reporting corporation (ARC)

and provide this number to the agent's CRS company.

Internet agencies are not required to have an ERSP number to issue tickets on American Airlines.

Application may be obtained directly from the ARC website* at <http://www.arccorp.com/support/forms-catalog> or by using ARCs fax service at 1-800-811-1608. The form to fax is form 691.

In addition to our internet commission structure, AA has published rules that apply to all AA appointed agencies which offer its customers access to AA's schedules, fares, seat information and seat inventory through the internet directly or as a ticketing agent for a third party entity. This is published in the ARC carrier reservations matrix form number 694. This may be viewed at the ARC web site* <http://www.arccorp.com/support/forms-catalog>

All third party fares and inventory available to the public must employ immediate ticketing functionality. The booking, ticketing and payment information is taken during the same transaction so AA inventory cannot be held unless it is being ticketed immediately. If the ticketing agent is different from the booking service provider, the reservation can be queued for immediate ticketing.

[Return to top](#)

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