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Agencies and customers may submit online at www.refunds.aa.com a refund request. Requests will be accepted for any American or American Eagle® electronic tickets that are less than 13 months old.

Agencies and customers can also immediately check the status of their refund request.

All eligible refund requests will be accepted online but some may require manual review before processing is completed.

Visit our Ticket Refund Site to:

- [Request a Refund Online](#)
- [Check Refund Status](#)
- [Find Ticket Number](#)

For faster service, submit your refund request online at www.refunds.aa.com

Refunds Customer Service Address

American Airlines
Passenger Refunds
4000E Sky Harbor Blvd.
Phoenix, AZ 85034

Fax Number

U.S. 1-800-892-3447
International 480-693-2759

Change Form of Payment - CFOP/Past Date Travel

- Change Form of Payment (CFOP) may be requested on a sale previously reported.
- CFOP may be submitted if travel has been completed.
 - Must be a valid ticket – submission must be within ticket validity.
 - Expired tickets are not valid.
- CFOP may be requested for:
 - Credit card to MCO or check
 - One credit card to another credit card.
 - Vouchers are *not* permitted.
- CFOP processing fee of \$100.00 USD per ticket- MCO only
 - MCO payable to: American Airlines/TAA.
- CFOP confirmation/receipt:
 - American Travel Agency Audits will send an email acknowledgment after paper work has been received.
 - The process may take up to 45 days to complete.
 - If invalid documents/payment is received, TAA will return the paper work to the agency.

To change the FOP, please provide the following and mail to the address provided below:

- Cover letter explaining the change FOP that is needed.
- A copy of the ARC/IAR report for the ticket that was reported with the incorrect payment.
- Copy of the ticket/ETR.
- CFOP fee - \$100 USD per ticket paid with an agency MCO only payable to: American Airlines/TAA
 - Only the valid MCO number is required. Do not send the exchange copy.
- To change FOP to credit card: send a detailed cover letter with the requirements below or a Universal Charge Form (UCF) with the following:
 - The ticket information.
 - Ticket value.
 - Credit card information or imprint.
 - Cardholder's name and/or signature (signature on file is accepted).
 - Approval code.
 - If using a UCF: date the UCF with the date that the approval was received.
- To change FOP to a check: include a check for the amount of the ticket.

American Airlines
4000 E Sky Harbor Blvd.
Phoenix, AZ 85034
ATTN: Travel Agency Audit, PHX-RWE-TAA

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Change Form of Payment - CFOP/Future Travel

- Change Form of Payment (CFOP) request for tickets where travel has not commenced and are wholly unused should be directed to Sales Support , Electronic Support Desk (ESD)
 - Contact the Passenger Sales Electronic Support Desk (ESD) at 1-800-233-3229 or email directly electronic.support@aa.com with the valid/active PNR and Tickets.
 - ESD will review the active PNR and work directly with the agency to provide them guidelines for the procedure to handle these transactions.
 - Processing fee - \$100 USD per ticket paid with MCO only
 - ESD will request the MCO number only that is issued for the ticket in the active PNR.
- If for any reason the agency is unable to follow the guidelines provided for the CFOP/Future Travel, the agency must wait until travel has completed and submit the normal CFOP/Past Travel as stated above.

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Expired Tickets

Expired Non-refundable Tickets

Non-refundable fare tickets issued are valid for one year from the date of issuance. Non-refundable expired tickets have no value.

Expired Refundable Tickets

[View Information regarding Expired Refundable Tickets](#)

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Government Transportation Request (GTR)

The GTR must be returned to the government travel agency for refunds.

Military Waivers

Refund requests should be submitted through American Airlines Refunds online at www.refunds.aa.com

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Non-Refundable Ticket Refund

AA/001 Non-Refundable tickets may be refunded by the agency for the following reasons:

- American withdrawal/discontinues service in a market
- Flight Cancellation on a Travel Notice Exception Policy
- Flight not cancelled; only when permitted per the specific Travel Notice Exception Policy may submit a refund request at www.refunds.aa.com
- Flight Cancellation on a Schedule Irregularity (IROPS)
- Bulk Ticket – See rule for specifics
- Suspension of Service
- Length of Delay 60 minutes or greater for Schedule Change or Schedule Irregularity (IROPS)
 - Flight Change depending on the length of the delay follow may submit the refund request at www.refunds.aa.com

Note: American Airlines Reservations department cannot authorize exceptions to this policy. It is the agency's responsibility to review Schedule Change guidelines to determine how the refund should be processed.

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Prepaid Tickets

A Prepaid Ticket Advice (PTA) refund is refundable to the purchaser only. Service charge is non-refundable. The PTA fee should be waived for military and bereavement travel. If such fee is charged, AA will process a credit for the \$100 USD PTA fee.

If cancellation of the PTA is requested by the purchaser, agency must request authorization from AA Passenger Refunds.

See www.refunds.aa.com

American Airlines
Passenger Refunds
4000E Sky Harbor Blvd.
Phoenix, AZ 85034

If authorized, AA will issue an Authority to Refund Prepaid Ticket Advice (ATR) which must be attached to the REN and submitted with your weekly sales report as detailed.

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Refund Procedures

When processing a refund, travel agencies are required to note the appropriate coupons for which the refund applies. When processing a partial refund, please note the specific coupons that correlate to the refund amount. When processing a full refund, note all of the coupons for the ticket(s) being refunded.

If the agency does not mark the correct coupons when reporting a refund, the ticket appears to be over-refunded creating a discrepancy that requires manual audit review. Refer to ARC Agency Handbook Section 3.2, for Refund Exchange Notice instructions.

Travel agencies that do not properly reference the correct coupons for refund transactions will be assessed an administrative fee.

Non-Refundable Tickets

Agencies are not allowed to refund a non-refundable ticket(s) unless authorized by American Airlines. Refer to:

- Schedule Change guidelines
- Schedule Irregularity (IROPS) guidelines
- Travel Notice guidelines, refer to the specific event
- Reduction/Suspension of Service

Applicable Schedule Change, Schedule Irregularity (IROPS) or Travel Notice refunds must be submitted to American using the online refund form at www.refunds.aa.com.

Travel agencies who process unauthorized Schedule Change, Schedule Irregularity (IROPS) or Travel Notice refunds are subject to a debit memo. American reservations sales representatives may not authorize exceptions to this policy.

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Refund Status Requests

Refund status requests may be checked through American Airlines Refunds online at www.refunds.aa.com

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Schedule Change Refunds

Refer to Schedule Change refund procedures for details.

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Updated: May 2018