

Reissue Policies

General Reissue Policies

[AA/001 Ticket Transferability](#)

[Commissions](#)

[Non-Refundable Ticket Exchanges](#)

[Non-Refundable Ticket Exchanges to Refundable Ticket Exchanges](#)

[Non-Refundable Ticket Validity](#)

[Partial Exchange Reminder](#)

[Refundable Ticket Exchanges](#)

[Ticket Exchanges – Change Country of Origin](#)

General Reissue Policies

As per most fare rules, the fare difference and service charge must be paid and the ticket must be reissued when the itinerary is rebooked. Agency must deduct the change fee from the residual amount if applicable when the ticket is exchanged. Unless otherwise indicated in the specific ticketed fare rule, American anticipates the reissue to take place at the time the change is made to the ticket. This policy ensures that our mutual customers are ready-to-board on the day of departure, allowing for a better customer experience. Automation is currently in place to remind agencies of the deadline for reissue after a voluntary change is made to a ticketed itinerary.

Refundable fare tickets:

- May be exchanged for another refundable or non-refundable fare ticket

Non-refundable fare tickets:

- May be exchanged for another non-refundable or a refundable fare ticket

[Return to top](#)

AA/001 Ticket Transferability

All AA/001 tickets are non-transferrable (cannot be exchanged for another ticket issued in another passenger's name).

[Return to top](#)

Commissions

Commission taken on the original ticket must be returned and the applicable commission for the new itinerary should be calculated.

[Return to top](#)

Non-Refundable Ticket Exchanges

Only one non-refundable ticket may be applied towards the purchase of another ticket. The original ticket number would be indicated in the exchange box in your Reissue/Exchange tool.

- If the original non-refundable ticket is of lower value than the new ticket, the change fee is deducted from the value of the original ticket and the remaining amount is applied to the new ticket value and any additional monies are collected. All fare rules apply.
- If the original non-refundable ticket is of higher value than the new ticket unless stated otherwise in the fare rule, the customer is entitled to the residual amount.
- The applicable change fee applies on all non-refundable ticket exchanges and is deducted from the residual value.
- The new ticketed fare is non-refundable and all rules and restrictions apply.
 - U.S. agencies processing through ARC
 - After the change fee has been deducted from the original ticket value, a residual MCO is issued for the remaining value.
 - The residual MCO must be made payable to American Airlines for transportation only. Show "NON-REFUNDABLE, VALID ON AMERICAN AIRLINES ONLY" in the endorsements box. Failure to include this information on the MCO may result in a debit memo
 - Refer to [MCO Charge Order \(MCO\)](#) for complete details.
 - International IATA agencies processing through BSPLink
 - After the change fee is deducted from the original ticket value, a refund may be submitted for the remaining value.
 - A BSP Refund Application (RA) for the remaining residual amount may be requested to American Airlines for a transportation voucher
 - Refer to [BSP Refund Application RA Residual](#) for complete details
- Non-Refundable Ticket Endorsement Documentation
 - Non-Refundable Ticket Endorsement
Per the Tariff rule/restrictions, ALL non-refundable tickets reissued, must indicate the following in the endorsement box:

Example:

ENDORSEMENTS/RESTRICTIONS-
NONREF/CHGFEEPLUSFAREDIF/ CXL BY FLT TIME NOVALUE
- Tickets issued with a corporate discount, the tour code box must indicate the CART/AN number via the Exchange/Reissue tool, or, via the back office finishing tool. Failure to include the required corporate information could result in a penalty

[Return to top](#)

Non-Refundable Ticket Exchanges to Refundable Ticket Exchanges

Whenever a non-refundable fare ticket has been applied to the purchase of a refundable fare ticket, a non-refundable notation must be made in the endorsement box of the new ticket. The original non-refundable value remains non-refundable for any subsequent reissues.

- If the original non-refundable ticket is of lower value than the new ticket, the change fee is deducted from the value of the original ticket and the remaining amount is applied to the new ticket value and any additional monies are collected. All fare rules apply
- If the original non-refundable ticket is of higher value than the new ticket unless stated otherwise in the fare rule, the customer is entitled to the residual amount.
- U.S. agencies processing through ARC
 - A residual MCO should be issued for the difference remaining.
- International agencies processing through BSPLink
 - A BSP Refund Application (RA) will be submitted through BSPLink for the difference remaining
 - Refer to [BSP Refund Application RA Residual](#) for complete details

See VCR example below.

VCR EXAMPLE FOR THE ENDORSEMENT BOX:

0017550771096 NAME-SMITH/EXAMPLE
TTL NBR OF CPNS- 2 DATE OF ISSUE-06NOV17 PNR-*PURGED 13NOV17
CC-TPXXXXXXXXXXXXXXXXXX
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 AA 1097 L 10NOV FLLDFW 330P OK L26D/10XAKS OK
20 AA 1386 L 12NOV DFWFLL 445P OK L26D/10XAKS OK

FARE USD 588.92 TAX 14.00XT TAX 44.17US TAX 7.00ZP
TOTAL USD 654.09

FARE CALC FLL AA DFW 294.46AA FLL 294.46USD588.92END AA ZPFLL
DFW XT 5.00AY9.00XFFLL4.5DFW4.5

FORM OF PAYMENT-A/C 407.09
FOP-TPXXXXXXXXXXXXXXXXXX
DATE OF ISSUE-06NOV17 ISSUED AT-MLB 62G B4
ARC/IATA NBR-11111111
EXCH-0017548396603/12

ORIG ISSUED AT-18SEP17MLB FEF-EFCC TP

**ENDORSEMENTS/RESTRICTIONS-
NON-REF**

IT-XXXXXXXXXX
REMARKS-

ENTER VCRH*TKTNBR*CALL TO DISPLAY CPN DETAILS
ENTER VCRH*TKTNBR*FC TO DISPLAY FARE CALC WITH TAX SUMMARY

[Return to top](#)

Non-Refundable Ticket Validity

"Cancel or Lose it" Rule

If a customer has purchased an AA non-refundable fare ticket that allows changes and wants to make a voluntary change to their itinerary, the customer must cancel their ticketed flight reservations prior to the ticketed departure time. If the customer does not cancel their ticketed flight reservations prior to the ticketed departure time, the ticket will have no value.

If the ticketed reservations are canceled prior to the ticketed departure time, the ticket will be valid as follows:

- Wholly unused tickets - Travel must commence within one year from the original ticket issue date
- Partially used tickets - Unless otherwise specified in the fare rule, travel must be completed within one year from the outbound travel date
- Any fare difference and applicable change fees must be paid and tickets must be reissued when the itinerary is rebooked
- Customers who no-show a flight without canceling their flight reservation will lose the value of the remaining coupons

This applies to non-refundable tickets issued from all points of sale as follows:

- For travel within the 50 U.S.
- For travel between the 50 U.S. and Canada
- For transatlantic, transpacific, Mexico, Central America and South America fares for travel originating in the U.S. only
- For Caribbean and Puerto Rico/USVI non-refundable fares originating in either direction

Please refer to the specific fare rule for complete details.

[Return to top](#)

Partial Exchange Reminder

When doing a partial exchange of a non-refundable ticket to a new ticket of equal/greater value, the new ticket must reflect the value of the used portion of the original ticket plus the value of the new ticket.

U.S. Agencies processing through ARC:

- Box "A" of the REN should reflect this same amount.

International Agencies processing through BSP:

- The partially used portion should appear on the new ticket

[Return to top](#)

Refundable Ticket Exchanges

- If the new fare is lower than the original refundable ticket, the customer is entitled to a refund to the original form of payment
If the new ticket exchange is to a non-refundable fare ticket, the endorsement box must be annotated with "non-ref"
- If the new fare is higher than the original refundable ticket, an add-collect will apply.
If the new ticket exchange is to a higher non-refundable fare ticket, an add-collect will apply. Also, the endorsement box must be annotated with "non-ref"

[Return to top](#)

Ticket Exchanges – Change Country of Origin

When processing a ticket exchange that includes a change in country of origin, the base fare currency should be the same from the old itinerary to the new itinerary.* (Do not use equivalent amount to determine base fare currency.) Tickets originally issued in Canada may not be reissued for travel originating in the U.S. Tickets originally issued in the U.S may not be reissued for travel originating in Canada.

Examples:

- DFW-MEX-DFW – Original ticket issued in USD
Change to PTY-MIA-PTY – New ticket base fare currency = USD – Ticket could be exchanged
- CDG-BNA-CDG – Original ticket issued in EUR
Change to FRA-LAX-FRA - New ticket base fare currency = EUR – Ticket could be exchanged
- DFW-MEX-DFW – Original ticket issued in USD
Change to LON-DFW-LON – New ticket base fare currency = GBP – Ticket could not be exchanged
- YUL-LAX-YUL – Original ticket issued in CAD
Change to JFK-SCL-JFK – New ticket base fare currency = USD – Ticket could not be exchanged

*Note: There are fares that contain country restrictions, which do not allow a change to country of origin when exchanging tickets. Consult the fare rules display and American Tariff department with questions.

[Return to top](#)

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