Reissues and Rollovers

Death Exception Ticket Change Waiver
Reissue Policies
Rollover Policies

Death Exception Ticket Change Waiver

For situations when a customer needs to reschedule their flight plans due to a death in the family, a ticket change waiver may be applicable. For a ticket change waiver, the customer must provide a copy of the death certificate at check-in on the day of departure.

The customer or the agency may call American Airlines Reservations to rebook and reissue the ticket. The change fee will be waived provided the customer presents the death certificate at check in.

If the death certificate is not available to present at check-in, the ticket change will be collected by the airport.

The customer may request a refund of the ticket change via Passenger Refunds at www.refunds.aa.com.

Travel agency that reissued tickets due to a death may submit the death certificate and request a refund of the change fee for the customer via email at american.support@aa.com.

Required information in the email:

- A copy of the death certificate
- E-ticket number
- PNR
- Customer’s relationship to the deceased

Definition of Immediate Family Member


Immediate family members also include: stepparents, stepsisters, stepbrothers, half-sisters, and half-brothers.

Return to top
Reissue Policies

General Reissue Policies
AA/001 Ticket Transferability
Commissions
Miscellaneous Charge Orders (MCO) - Travel Agency Issued Document
Non-Refundable Ticket Endorsement
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

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

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

Commissions
Commissions are not recalled on exchanges of unused, non-refundable, reusable tickets, as no refund is being made to the customer. When the ticket is exchanged, the applicable commission for the new itinerary must be calculated.

If a lower commission amount is due, the residual must be returned to AA via your reporting process. If not, a debit memo recalling the difference in commission will result.
**Miscellaneous Charge Orders (MCO) - Travel Agency Issued Document**

**Travel Agency Issued MCOs**

**MCO Validity**
MCOs are valid for one year from date of issuance. MCOs issued on AA/001 are valid for travel on American Airlines, American Eagle, and American Airlines codeshare flights (AA*).

**Automated MCOs**
Automated MCOs are issued prior to Sunday midnight, the close of the report period. Automated MCO cannot be issued after Sunday midnight prior to authorizing your ARC report on Tuesday.

**Multiple MCOs**
A maximum of two residual MCOs may be applied to the purchase of a new ticket.
- Agency may contact ARC Helpdesk at 1-855-816-8003 for assistance in completing your transaction.

Return to top

**Miscellaneous Charge Orders (MCO) - Travel Agency/Residual Value**

**Travel Agency Issued MCOs - Residual Value**

Travel agencies may issue residual value MCOs on AA/001 for the following:

- Ticketed passenger chooses to downgrade prior to departure of originating flight because a new fare has been introduced in the market or a current fare has been reduced; any remaining value less the change fee may be placed on an MCO
- Customer has a wholly unused 001 ticket and is applying it toward the purchase of a new ticket of lower value; any remaining value less the change fee may be placed on an MCO
- Residual MCO must indicate NON-REF in the endorsement box. Also indicate the ticket number that the MCO was issued from.

**Example:**

**Residual value MCO Guidelines**

- A residual value MCO is valid for one year and must be exchanged toward the purchase of a 001 ticket within one year of the MCO issue date for travel before/after the expiration date
  - Example: MCO issued 1/31/2016 valid for exchange on/before 1/31/2017 travel may commence before/after 1/31/2017
- If a residual value MCO is applied toward a ticket of lesser value, a subsequent MCO may be issued. This subsequent MCO is valid for one year from issue date. All other MCO rules apply
- If a residual value MCO is applied toward a ticket of higher value, the additional monies and change fees are collected separately using an alternate form of payment following the existing reissue guidelines
- **MCO is nontransferable (cannot be exchange for another MCO issued in another passenger name); MCO may only be applied toward a new ticket for the passenger named on the MCO. Exception as noted:**
  - The owner (name that appears on the MCO) may authorize the Travel Agent to apply/exchange the MCO for a new ticket issued for a different name
- Travel agency issued MCOs are nontransferable when presented to American Airlines Reservations or airport ticketing locations

Return to top
Non-Refundable Ticket Endorsement
Per the Tariff rule/restrictions ALL Non-Refundable tickets, issued or reissued, must indicate the following in the endorsement box:

ENDORSEMENTS/RESTRICTIONS-
NONREF/CHGFEEPPLUSFAREDIF/ CXL BY FLT TIME NOVALUE

Per the Tariff rule/restriction for Non-Refundable tickets "reissued" to a Refundable Fare the following rule applies:

Whenever a Non-refundable fare ticket is reissued to a refundable fare the notation Non-Refundable must be carried forth to the endorsement box (see below) of the new ticket and it will remain non-refundable for ANY subsequent reissues.

The following information must be indicated in the endorsement box:
ENDORSEMENTS/RESTRICTIONS-NONREF

Non-Refundable Ticket Exchanges
A non-refundable ticket or residual MCO may be applied towards the purchase of another non-refundable ticket. The 001 document (ticket number or MCO document number) is input in the document exchange box.

- If the new fare is lower than the original non-refundable ticket, unless stated otherwise in the fare rule, the customer is entitled to an agency MCO for the residual amount. The change fee applies and will be deducted from the agency MCO
- If the agency MCO does not cover the entire amount of the change fee, the remainder will be an add-collect. Agencies may issue a MCO for the residual amount, less the change fee. If the residual amount does not cover the entire change fee, an add-collect for the remainder must be done
- 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
- The applicable change fee must be collected. All non-refundable fare rules apply to the new ticket

Note: For tickets issued using a corporate discount, the agency is required to ensure the tour code is populated either manually, via their Exchange/Reissue tool, or via their back office finishing tool. Failure to include the tour code on reissues could result in a debit memo.

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.
AA 001 tickets, if there is a residual between the original non-refundable fare and the new ticket fare, the agency may take the change fee from the residual and issue an MCO for the remainder.

See VCR example below.

**VCR EXAMPLE FOR THE ENDORSEMENT BOX:**

0017550771096 NAME-SMITH/EXAMPLE
TTL NBR OF CPNS- 2 DATE OF ISSUE-06NOV15 PNR-*PURGED 13NOV15
CC-TPXXXXXXXXXXXXXX
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 AA 1097 L 10NOV FLLDFW 330P OK L26D/10XAKS OK
2O 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 5.00AY9.00XXFLL4.5DFW4.5

FORM OF PAYMENT-A/C 407.09
FOP-TPXXXXXXXXXXXXXX
DATE OF ISSUE-06NOV15 ISSUED AT-MLB 62G B4
ARC/IATA NBR-11111111
EXCH-0017548396603/12
ORIG ISSUED AT-18SEP15MLB 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

**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 AA 001 tickets - Travel must commence with one year from the original ticket issue date
- Partially used AA 001 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.

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

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"

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

---

Rollover Policies

Rollover Qualification
Rollover Applicability
Rollover Processing

Rollover Qualification
After a customer is ticketed and prior to commencement of travel, a customer with AA 001 ticket qualifies for a rollover when American Airlines does any of the following:

• Reduces an existing fare to a lower amount than the customer’s ticketed fare
• Introduces a new fare or a lower fare that was not offered at the time of original ticketing
• Removes previously existing travel embargo dates on a lower fare than that for which the customer is ticketed and travel is scheduled over those dates
• Extends a last travel date on a lower fare than that for which the customer is ticketed, and travel is scheduled within the new travel dates
• Discontinues a surcharge of the ticketed fare

As long as all requirements of the new fare are met it will be accepted in exchange for a ticket/VCR at the new lower fare. Provided there is no voluntary change to origin, destination, stopover points, flights, or dates; with the exception of the booking inventory shown on the ticket/VCR.

A customer does not qualify for a rollover when

• there is a voluntary change made to the itinerary making the new fare lower (this is a ticket reissue)
• fare rules are not followed

Additionally, the passenger’s confirmed itinerary must meet the conditions of the new/reduced fare as shown below, and no voluntary changes are made to the itinerary as shown on the ticket.

The applicable change fee must be collected.
Advance Reservations/Ticketing Requirement:

The travel commencement date must meet the advance reservations/ticketing requirements of the new fare at the time the reservation was originally ticketed.

Example: Original itinerary was ticketed June 16. New fare added June 19 which requires a seven-day advance purchase. Itinerary travel commences June 23.

Passenger meets advance purchase requirements for rollover, based on above example.

- Minimum/Maximum Stay
- Blackouts
- Booking Code - currently confirmed in the inventory of the new fare or is rebooked in the inventory of new fare

Rollover Applicability

Rollovers Apply On The Following Flights Only:

- American Airlines
- American Eagle®
- American Airlines codeshare partners
- Local and joint fares and American Airlines international fares issued on AA 001. This applies regardless of the method of fare construction used to obtain the lower fare

Rollover Processing

Provided all the rollover criteria are met, the ticket/VCR may be rolled over on or before the date of departure, but no later than the last ticket date (if any) of the new fare as shown in the applicable fare quote. The applicable change fee must be collected.

Domestic Itineraries:

- All markets within the 50 U.S.
- All markets between the 50 U.S. and Puerto Rico/U.S. Virgin Islands
- All markets between the 50 U.S. and Canada
- All markets between Puerto Rico/U.S. Virgin Islands and Canada

AA 001 tickets – the change fee will be deducted from the difference in the fare. Any residual value remaining may be issued in the form of a MCO.
International Itineraries:

All Caribbean destinations except Puerto Rico and U.S. Virgin Islands are considered international itineraries

AA 001 tickets

- Refundable fares: the difference is refunded to original form of payment
- Refundable fares with change fee: the change fee will be deducted from the difference in the fare and the difference is refunded to the original form of payment
- Non-refundable fares: the change fee will be deducted from the difference in the fare. Any residual value remaining may be issued in the form of a MCO
- Split Payment Tickets: If a voucher/MCO and credit card were used to purchase the original ticket, American must process the reissue and issue the residual accordingly

Documentation Requirements:

- Endorsement box: ROLLOVER must be indicated
- OSI: ROLLOVER

Updated: September 27, 2016