

Ticketing Authority

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American Airlines will grant Ticketing Authority to Accredited Agencies to allow ticket issuance on our behalf. To become an authorized agent to sell American Airlines tickets, a U.S. travel agency must be fully accredited with the Airlines Reporting Corporation (ARC). ARC territories include the USA, Puerto Rico, the US Virgin Islands, and American Samoa. International Agents must be accredited with IATA and participate in the local Bank Settlement Plan (BSP).

[New Ticketing Authority](#)

Domestically, as an accredited ARC member, agencies are automatically granted authority to validate on American Airlines stock.

Internationally, all BSP travel agencies requesting ticketing authority must follow the guidelines below:

- [Download Ticketing Authority Request Form](#)
- Complete the form and send in to ticketing.authority@aa.com
 - Use Subject Line: Request for Ticketing Authority/ (Agency IATA number)
 - Attach your IATA Approval Letter

Once received, our Travel Agency Audit Team (TAA) will review and process your request.

[Reinstate Ticketing Authority](#)

American Airlines reserves the right to remove Ticketing Authority should an agency not comply with all American Airlines Policies and Conditions of Carriage. Should your authority or viewership get restricted, the ARC/BSP agency that is associated with the infringement will be responsible for any payment affiliated to the violation before Ticketing Authority and/or viewership can be restored. Persistent violations of the Policy will result in permanent restriction from American's inventory and failure to pay any outstanding fee(s) may result in the loss of access to view, book and ticket American inventory and/or the termination of Travel Service Provider's ARC/IATA appointment.

To reinstate your authority you must contact your Agency Accounting Department to ensure all defaults have been settled. Once corrected:

- [Download Ticketing Authority Request Form](#)
- Complete the form and send in to ticketing.authority@aa.com
 - Use Subject Line: Reinstate Ticketing Authority/ (Agency IATA number)
 - Attach your IATA Approval Letter

Reinstatement will be granted as deemed applicable by our Travel Agency Audit Team as well as our Revenue Management team dependent on the violation.

Denied Ticketing Authority for BSP Agencies

To process refunds or exchanges for agencies with denied Ticketing Authority please follow the below recommendations:

- Refunds: in BSPLink, complete a refund application
- Exchanges: process through your local AA reservations – contact information is located [here](#)

You may request ticketing authority on an individual basis by sending a current IATA certification or letter, along with an updated Ticketing Authority Request Form to our team at ticketing.authority@aa.com

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