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Agency Eligibility

To be eligible for electronic ticketing:

Check with your GDS/CRS for valid electronic ticketing point of sale countries.

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Cancel Refund or Void Exchange

ARC – U.S. Agencies
U.S Agencies have the functionality to cancel a refund and void an exchange
- Cancel Refund lets a travel agent cancel / undo a refund processed in error
- Void Exchange allows the agent to cancel / undo an electronic ticket that was issued as a result of an exchange transaction
- Cancel Refund or Void Exchange request should be made by 11:59 PM on the same day it was issued.
  - If completed properly, these transactions will re-open the old ticket in the American database while automatically updating the agency’s ARC IAR report the next day
  - For more information on these functions, agencies should contact their respective GDS

BSP – International Agencies
International agencies have the functionality void the same day or refund within 24 hours of ticket issuance.
- Refer to BSP – Same Day Void/Ticket Refund 24hrs

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Canceling an Electronic Ticket PNR

Canceling a PNR does not void or cancel an electronic ticket. An electronic ticket may be voided directly in the GDS up until 11:59p.m. the business day after the ticket was issued. Travel agents have an additional day to reconcile the IAR, ensuring that all voids performed in the GDS were updated.

For more information see www.arccorp.com and contact your GDS.

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Cart Numbers

Domestic/Group Contracts - Cart Numbers
To ensure that all flight segments will be properly recorded and credited, you must utilize your Authorization Number (AN) and Cart Numbers (CN) as specified in the Group and/or Corporate Travel Agreement. Both numbers must appear in the Tour Code Box on all customers’ tickets at time of issuance.

Sabre Formats: (Users of other GDSs should contact the respective GDS for the correct format)

If you type Uc123456a123456 the system will show IT-ITC123456A123456
W¥FCA¥UC123456A123456 (CA denotes FOP)
IT BOX shows:
IT-ITC123456A12345

This format will print the Alpha Code (IT) at the beginning of the Tour Code Box, however (IT) does not restrict our ability to track the Cart and or Authorization Numbers

To suppress the IT in the IT field, then the asterisk (*) character is used:
W¥FC¥A¥UN*C123456A123456

IT BOX shows:
IT-C123456A123456

**Note:** **14 Characters is the max regardless if you suppress the IT or not**

**Note:** If only a Corporate Travel Agreement applies, only input the Cart Number designated by the alpha letter (C).
If only a Group & Meeting Travel Agreement applies, it is only necessary to input the Authorization Number designated by the letter (A).

When using both a Corporate Agreement Cart Number and Authorization Number it does not matter which is listed first however, the designations of (C) for Corporate Agreement and (A) for Authorization Number must be used with the appropriate number.

The Corporate Agreement Number will always be six digits of numeric. The Authorization Number is a six-digit combination of four numeric characters followed by two alpha characters. The Tour Code box is limited to a total of 14 characters. Normal endorsement box inclusions apply, such as **Valid On AA Only!**

**Corporate/Group Contracts - Cart Numbers**
To ensure that all flight segments will be properly recorded and credited, you must utilize your Cart Number (CN) and Authorization Number (AN) as specified in the Corporate Travel Agreement (CTA). Both numbers must appear in the Tour Code Box, at time of issuance, on all customers’ tickets utilizing a discount. If discount is not being applied, either the Cart Number or the Cart Number and Authorization Number must be input in the Tour Code Box for corporate revenue tracking.

**Corporate Tour Code Box Format**

**Sabre Formats:** (Users of other GDSs should contact the respective GDS for the correct format)

W¥FAREBASIS/TKT DESIGN¥FOP¥UN*C CARTNUMBER A ANNUMBER

Example for discounted itineraries –
W¥QY26¥12XABZ¥FOP¥UN*C123456A12XABZ

Example for non-discounted itineraries –
W¥QY26¥FOP¥UN*C123456A12XABZ

Or
W¥QY26¥FOP¥UN*C123456

**Group Tour Code Box Format**

**Sabre Formats:** (Users of other GDSs should contact the respective GDS for the correct format)

W¥FARE BASIS CODE OR TKT DESIGN¥FOP¥UN*C CARTNUMBER A ANNUMBER

Examples –
Note:
If using a Corporate discount both Cart Number preceded by the letter (C) and Authorization Number preceded by the letter (A) must appear in the Tour Code Box.
If using a Group contract the Authorization Number preceded by the letter (A) must appear in the Tour Code Box.
If using a Group contract for Corporate business both the Corporate Cart Number preceded by the letter (C) for corporate revenue tracking and the group AN number preceded by the letter (A) must appear in the Tour Code box.

The cart number will always be six numeric characters and the AN number will always be a combination of six alpha and numeric characters.

The "Tour Code" box is limited to 14 total characters including the preceding (C) and or an (A).

Normal endorsement box inclusions apply, i.e. "Valid on AA only", or "Nonrefundable".

Change Fee

Change Fee/ Penalty Information

- Change fees/penalties may vary by markets and fare basis types. Always consult the fare rules before quoting the change fees/penalties.
- When booking different fare types that are combinable, be aware that the fare with the most restrictive rules applies. Please note that change fees/penalties are not considered restrictions.
- Change fees/penalties are published in conjunction with each fare basis. If several different fares are used to construct an itinerary, it is feasible that each leg of travel may have a different change fees/penalty.

Change Fee

- Travel within/Between 50 U.S./Puerto Rico/U.S. Virgin Islands, And Transborder U.S./Canada or, to/from Hawaii. Check Fare Rules. Change fees vary.
- Once a ticket has been reissued, the new issue date will determine the change fee amount.
- For travel originating in Canada, requiring collection in the U.S., the CAD change fee will be converted to USD at the current rate of exchange.
- For travel originating in the U.S., requiring collection in Canada, the USD change fee will be converted to CAD at the current Bankers Selling Rate (BSR).
- Exchanges in Canada are subject to the 7 percent Canadian Government Services Tax (GST).
Changes to an Electronic Ticket

A change in the itinerary does not automatically update the electronic ticket record in Sabre. The electronic ticket record should always be updated through the exchange process. Please see your GDS for ticketing.

Changing or Rebooking Other Airline or American Codeshare (AA*) Segments

Sometimes the transfer of data can get jumbled or lost when canceling and rebooking other airline partner segments or American codeshare segments in the same transaction. To ensure a clean transmission and avoid the possibility of losing the new space, it is best to make changes to other airline partner segments or American codeshare segments in separate steps.

- Book new segments
- End and Retrieve the PNR, ensuring the record locator has been received back from the other airline
- Cancel old segments

This will help Sabre and the other airlines system clearly communicate the transaction. If the other airline partner space is limited and you want to guarantee it, book the new segments before canceling the old segments. The important item to remember, regardless of the order in which you cancel and book (or book then cancel) is to end and retrieve the PNR between steps and ensure a record locator has been received back from the carrier and is added to the end of the segment. Until the locator is received, the customer is not confirmed in the other airline's system.

Electronic Ticket Definition and Eligibility

Electronic tickets are stored in the American database. American electronic tickets must be validated and plated on AA/001.

- The itinerary may contain no more than 16 segments of airspace for each ticket. An ARNK is considered to be a segment. Open segments are allowed when the itinerary contains at least one confirmed segment.
- Bulk fares are allowed with American e-tickets.
- American accepts up to two separate forms of payment for an electronic ticket.
- Electronic tickets may be issued up to 2 hours prior to departure

Not Eligible:

- Some codeshare flights marketed by American may not be eligible for American electronic ticketing. The pricing response is the most reliable indicator of market e-ticket eligibility.
Electronic Ticket Record Retrieval

Electronic ticket records can be retrieved in the American database for seven days after the last air segment is flown, or for open or unused tickets, 13 months after the last intended flight date. An error message ticketing record not found will appear after the allotted time expires. To review the various ways to retrieve an electronic ticket see your GDS for ticketing formats.

Electronic to Paper or Paper to Electronic

All e-ticket eligible itineraries must be issued as an e-ticket. Travel Agents should not convert e-ticket coupons to paper. A paper ticket issued on an e-ticket eligible itinerary is subject to a debit memo.

External Reservation Handling Charge

The External Reservation Handling Charge applies for changes to tickets originally purchased through external ticketing sources, including any traditional agency, Internet travel site and if the customer ticketed through another airline, including oneworld® and codeshare carriers. Customers who purchased tickets directly from American Airlines via aa.com, telephone reservations, airport ticket offices and Travel Centers are not assessed the External Reservation Handling Charge. The charge varies based on the country where the itinerary change is made or the ticket is issued.

Note: Airport personnel refer to this handling charge as an Airport Service Charge and not an External Reservation Handling Charge. American airport staff will follow the same guidelines for assessing the charge when an itinerary change is made to an external reservation at the airport. Airport (ATO) and Travel Center charges are shown below.

American airport (ATO) or American Travel Center staff will not collect the charge for making seat assignments. There is a charge for making seat assignments directly with American Reservations for tickets purchased through non-American locations.

The charge is applicable on:

- Voluntary itinerary changes processed by American Reservations centers and at airport ticket offices (ATO) and American Travel Centers (TC) for U.S./Canada/U.K./Europe point of sale tickets originally purchased through traditional travel agencies, online travel agencies and other airlines, including oneworld® and codeshare partners

The charge is not applicable on:

- Tickets purchased from American via aa.com, American Reservations and ATO/TC locations
- Involuntary itinerary changes, i.e. schedule changes and off-schedule operations
- Customers ticketed using a government or military fare

Frequently Asked Questions:

1. Why is American charging this charge?
   This charge applies to reservations that were originally sold by third parties and is reflective of the handling required in changing an externally created reservation.
2. **Does the charge apply to AirPass transactions?**
   No. While AirPass reservations may be booked by travel agencies, they are queued to American for ticketing. Since agencies do not issue the initial ticket, the charge does not apply.

3. **Does the charge apply to Same Day Confirmed Flight Change transactions?**
   No. Same Day Confirmed Flight Change transactions must be handled by American Reservations or at airport self-service machines or ticket counters, so the charge does not apply.

4. **Does the charge apply if American revalidates rather than reissues the agency ticket?**
   Yes. The charge applies to voluntary changes, regardless of whether American revalidates or reissues the ticket.

5. **Once American reissues the ticket, will the charge apply to any subsequent reissues?**
   No.

6. **Does the charge apply to tickets purchased on aa.com?**
   No. The charge does not apply to tickets purchased directly from American, via aa.com, American Reservations, or ATO/TC.

7. **If American changes the itinerary, will the charge apply?**
   No. The charge applies to voluntary changes and will not be applied when American has a schedule change or cancellation.

8. **Does this charge replace the ticket change charge?**
   No. Customers who wish to change and confirm their itinerary must follow the applicable fare rules and pay any associated change charges and add collects, in addition to the External Reservation Handling charge.

9. **If the travel agency is closed, will American waive the charge?**
   No. The charge is based on the type of transaction involved and is independent of the agency hours of operation. Customers may choose to wait to speak with their travel agent.

10. **Will the charge be assessed separately on the customer’s credit card statement?**
    If the change is made via American Reservations, the charge will be assessed separately. For changes made at the ATO/TC, the charge will be included in the total amount charged to the credit card.

11. **Will American accept an agency MCO as form of payment for the charge?**
    Currently, yes. Please inquire with American Reservations MCOs are still accepted.
Extra Seat Procedures

For the safety and comfort of all customers, American has aligned their seating accommodation policies with other major airlines regarding customers who may require more than one seat. The Extra Seat Policy applies to American Airlines and American Eagle® for domestic and international flights. A customer may elect to purchase an additional seat for privacy or because they are:

- Unable to fit into a single seat in their ticketed cabin and/or
- Unable to properly buckle their seatbelt using a single seatbelt extender (available upon request from a flight attendant) and/or
- Unable to lower both armrests without encroaching upon the adjacent seating space or another customer.

Name Field
The extra seat name should appear as 2.1PAX LAST NAME/EXST for the extra seat.

- EXAMPLE: 2.1HOWELL/EXST
- For additional Extra Seat – 3.1HOWELL/EXSTA

OSI Field

- Example: EXTRA SEAT FOR PRIVACY

SFPD
You will be required to enter SFPD for Extra/Additional Seats. You may duplicate the same SFPD data which was entered for the passenger even though the First Name is EXST. This information is necessary for ticketing only, it will not be sent to TSA.

EXAMPLE:

- 4DOCS/DB/01JAN53/M/HOWELL/THURSTON/BACKUS-N1.1
- 4DOCS/DB/01JAN53/M/HOWELL/THURSTON/BACKUS-N2.1

NOTE: The above is a SABRE format; for OA GDS formats, please contact them directly

When a customer advises that they require an extra seat:

- Book two seats based on customer's request.
  - There is no limit to the number of extra seats that a passenger may purchase
    - Each additional seat can be designated as HOWELL/EXST HOWELL/EXSTA HOWELL/EXSTB etc.
  - Extra seats are not exempt from Main Cabin Extra (MCE) or Preferred Seat purchase.
  - If a passenger purchases an extra seat, and requests two MCE or Preferred seats or a combination of the two, the passenger will be charged for both seats, including taxes for both seats.
    - If the agency is not on Direct Connect to obtain these seats the customer will have to contact American RES or go on to aa.com to request these seats.
  - The same taxes apply for the second seat in the EXST name field.

Charge the applicable adult fare for the extra seat, minus PFC charges:

- Retain the fare with the ticket designator SEAT to deduct the PFC charges.
The ticket designator SEAT may be applied to deduct PFC charges. If the SEAT designator is unsupported by the GDS, you may choose to issue the ticket with the PFC charges.

- You may contact Sales Support for assistance for the SEAT designator for a PFC charge waiver.
- AAdvantage® upgrades are not allowed for a purchased extra seat, but AAdvantage upgrades are allowed for a cabin baggage seat.
  - Extra seat tickets follow purchased fare rules for refunding purposes.

- If a passenger qualifies for an electronic ticket for the first seat, the second seat may also be an electronic ticket.
- Baggage policy applies to passenger's ticket only.
- Reservations for additional seats will be able to reserve or change seat assignments on aa.com.
- Extra seats cannot be purchased for a pet.
- Extra seats cannot be purchased on any AA* (codeshare) segments.

**Formats**

For further information on formats or ticketing topics please contact your GDS.

**Interline E-Ticketing Agreements**

American maintains its list of Interline e-Ticketing agreements in each GDS. Please refer to your GDSs' IET agreements table to learn which airlines may be included on a 001/AA ticket.

**Marking Up Fares/Change Fees Prohibited**

As a reminder, American Airlines prohibits the marking up of published and private fares and/or change fees for the purpose of producing and collecting the travel agency's service fee. In addition, agencies may not issue published fares as "BT" or "IT" tickets.

Agents must strictly adhere to American's instructions, rules, regulations, conditions of sale, and tariffs.

The Department of Transportation has clearly stated that a misrepresentation by a ticket agent "as to fares and charges for air transportation or services in connection therewith" is an "unfair or deceptive practice or unfair method of competition". Violations are subject to civil penalties up to $2,500 USD for each violation.

Travel agencies that markup published and private fares or change fees for the purpose of collecting their agency service fees will receive a debit memo for the amount of the markup. Your compliance with our policy is appreciated.
ARC accredited agencies may use ARC's travel agency service fee (TASF) program to collect their service fees.

Detailed information regarding the TASF program is on ARC form number 111. See the ARC website www.arccorp.com for ordering instructions.
IATA accredited agents should see www.iata.org for information on IATA's TASF program.

Multiple Tickets in Same PNR - Incorrect Ticket Coupon Lift Avoidance

In an effort to assist our valued agency partners, it is critical to understand the importance of not having multiple valid tickets (open/ok coupon status) for the same flight(s) and/or origin destination in a passenger's PNR.

To prevent having multiple tickets in a PNR, the agency should consider the following:

- **Void** - if within the applicable ticketed window, VOID the ticket and issue a completely new ticket
- **Reissue/Exchange** - if the ticketed fare allows changes, reissue/exchange the ticket for the *new itinerary*, rather than issue multiple tickets within the same PNR
- **Refund** - if the ticketed fare is refundable, issue/processed a refund and then issue a completely new ticket. This can be done in the existing PNR or in a new PNR containing the updated itinerary. Either way, this avoids having multiple "live" tickets for the same customer and same flight in the airline's e-ticket database

If there is more than one valid ticket that exists for a passenger's flight AT TIME OF CHECK-IN, the airline's automation systems will not know for certain which coupon is intended for use. This is true whether check-in takes place on-line, at an airport self-service machine (Kiosk) or in person with an actual agent. To ensure the correct coupon is lifted every time, simply choose any one of the 3 recommended options we've listed. Let's illustrate what we mean, using the following scenario.

Your client on 11MAY15 asks you to book and ticket an itinerary for next week:

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date</strong></td>
<td><strong>Origin</strong></td>
<td><strong>Destination</strong></td>
<td><strong>Flight</strong></td>
<td><strong>Status</strong></td>
<td><strong>Fare</strong></td>
<td><strong>Tax</strong></td>
</tr>
<tr>
<td>19MAY17</td>
<td>MIASJU</td>
<td>SJUMIA</td>
<td>AA 869</td>
<td>OK</td>
<td>119.00 USD</td>
<td>32.20 USD</td>
</tr>
<tr>
<td>24MAY17</td>
<td></td>
<td></td>
<td>AA 1736</td>
<td>OK</td>
<td>69.00 USD</td>
<td>5.00 USD</td>
</tr>
</tbody>
</table>

**Total Fare**: 234.20 USD

**Total**

**Non-refundable**

**CHG FEE APPLIES/NO VALUE AFTER FLT TIME**

**Remarks**: --

<table>
<thead>
<tr>
<th><strong>CC</strong></th>
<th><strong>PNR</strong></th>
<th><strong>NAME</strong></th>
<th><strong>TTL NO CPNS</strong></th>
<th><strong>DATE OF ISSUE</strong></th>
<th><strong>FARE</strong></th>
<th><strong>TAX</strong></th>
<th><strong>TOTAL</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXXXXXXXX</td>
<td>XXXXXXXXX</td>
<td>SAMPLE</td>
<td>2</td>
<td>12MAY17</td>
<td>119.00 USD</td>
<td>32.20 USD</td>
<td>234.20 USD</td>
</tr>
</tbody>
</table>

**NONREF/CHG FEE APPLIES/NO VALUE AFTER FLT TIME**
A few days later, 14MAY17, they advise you of a change of plans. A cancel/rebook transaction takes place in the existing PNR, since only the outbound is being changed:

**New Travel Outbound Date:**

**20MAY17—MIASJU**

**24MAY17—SJUMIA remains the same**

In the example above the agency issued a new ticket 0017002196699 at the applicable fare for the new itinerary in the same/existing PNR, leaving the original ticket 0017002195582 with open/ok status, instead of processing an exchange/reissue with the applicable change fee. Having two tickets associated to the flight segment 24MAY SJUMIA for the passenger. There is a very good chance the ticket coupon 2 (SJUMIA) of the first ticket issued 0017002196699 in the PNR may be lifted by the airline system.

The same would apply if a refundable ticket was issued and changes made. The original refundable fare ticket should be refunded prior to issuing a new ticket or prior to the flight departure date would be preferable. Refundable tickets may be reissue/exchange for the new itinerary/fare.
Non-Refundable E-Ticket to Refundable E-Ticket Exchanges

When applying a non-refundable fare ticket toward the purchase of a refundable fare, a notation should be added to the endorsement box of the new ticket to indicate it is non-refundable. The original non-refundable value remains non-refundable for all subsequent reissues. See the VCR example below.

**VCR EXAMPLE FOR THE ENDORSEMENT BOX:**

```
0017550771096         NAME-SMITH/EXAMPLE
TTL NBR OF CPNS- 2 DATE OF ISSUE-06NOV16 PNR-*PURGED  13NOV16
CC-TPXXXXXXXXXXXXXXX
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 DFWFL  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 ZPFL
DFW XT 5.00AY9.00XFFLL4.5DFW4.5
FORM OF PAYMENT-A/C 407.09
FOP-TPXXXXXXXXXXXXXXX
DATE OF ISSUE-06NOV16  ISSUED AT-MLB 62G B4
ARC/IATA NBR-111111111
EXCH-0017548396603/12
ORIG ISSUED AT-18SEP16 MLB  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
```

**ARC**

When a residual exists between the original non-refundable fare and the new ticket fare, the change fee is deducted from the residual amount and any remaining value may be placed on a non-refundable residual MCO. You may refer to Miscellaneous Charge Orders (MCOs)

**NOTE:** When the agency applies a non-refundable ticket to a refundable fare, the new ticket is then considered non-refundable. Any refunds requests (partial refund/schedule change or irregularity/etc.) should be processed by American. Refer to www.refunds.aa.com.

**BSP International Agencies**

Refer to BSP Refund Application RA Residual

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Non-Refundable Ticket Endorsement

Per the Tariff rule/restrictions ALL non-refundable tickets, the original ticket and the reissued/exchanged ticket must contain the automated endorsement verbiage associated to the fare rule.

- For the original issued ticket - NONREF/CXL BY FLT TIME OR NOVALUE/
- For the reissued/exchanged ticket - NONREF/CHGFEEPLUSFAREDIF/
- FOP Cash/Check –
  - If you choose to refund the customer directly and be reimbursed by American, RFD AGY ONLY must be appended to the automated endorsement fare rule verbiage in the endorsement box.
    - Ex: RFDAGCYONLY/NONREF/CXL BY FLT TIME OR NOVALUE/
  - When the endorsement field does not contain RFD AGCY ONLY, the refund is sent directly to the customer.

See examples below:

**ORIGINAL ISSUED TKT:**
ENDORSEMENTS/RESTRICTIONS-
NONREF/CXL BY FLT TIME OR NOVALUE

**REISSUED/EXCHANGE TKT:**
ENDORSEMENTS/RESTRICTIONS-
NONREF/CHGFEEPLUSFAREDIF

Per the Tariff rule/restriction for non-refundable tickets “reissued/exchanged” to a refundable fare the following rule applies:

Whenever a non-refundable fare ticket is “reissued/exchanged” to a refundable fare the notation Non-Refundable must be carried forth to the endorsement box (see example below) of the new ticket and it will remain non-refundable for ANY subsequent reissues/exchanges. The following information must be indicated in the endorsement box:

ENDORSEMENTS/RESTRICTIONS-
NONREF

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Non-Refundable Ticket Endorsement- Bulk/Private Fares

Per the Tariff rule/restrictions ALL non-refundable tickets, the original ticket and the reissued/exchanged ticket must contain the automated endorsement verbiage associated to the fare rule.

- For the original issued ticket - VLDAA/PARTNER CXR//
- For the reissued/exchanged ticket - VLDAA/PARTNER CXR/
- FOP Cash/Check –
  - If you choose to refund the customer directly and be reimbursed by American, RFD AGY ONLY must be appended to the automated endorsement fare rule verbiage in the endorsement box.
    - Ex: RFDAGCYONL/VLDAA/PARTNER CXR//
Bulk ticket (BT) Endorsement:
ENDORSEMENTS/RESTRICTIONS-
VLDAAR/Partner CXR/RFD AGCY ONLY

Refundable/Refundable with Cancellation Fee Ticket Endorsement

Bulk tickets (BT) which are refundable or refundable with a cancellation fee using the FOP of cash/check should include RFD AGCY ONLY appended to any automated endorsement fare rule verbiage when the agency wants the refund check sent directly to the agency. When the endorsement field does not contain RFD AGCY ONLY, the refund is sent directly to the customer.

OA Private or Contracted Fares

OA (other airline) Private or Contracted fares may not be ticketed on American/001 tickets. American is not a participant in other carriers' private agreements. As well, OA Ticket Designators may not be used on AA/001 tickets. American does not honor other carriers' discount codes.

Surcharges

Terminal Surcharge
Canadian Navigational Surcharge

General Information
Surcharges are indicated as "Q" or "YQ" / "YR" on the ticket. Surcharges may not be applicable to all fares, and the amount may vary by market. The rules display will state which surcharges are applicable to the fare.

Surcharges are assessed on each fare component.

Surcharges do not apply to the following Customers: Customers who are traveling on free tickets, including free AAdvantage® tickets; domestic Customers whose ticket does not reflect a broken fare from the surcharge city and infant Customers without a seat.

Note: The 7.50% tax on surcharge does not normally apply for itineraries involving transportation over international waters.

Terminal Surcharge
St. Thomas (STT) and St. Croix (STX)

$6.50 one way
$13.00 round trip

Terminal surcharges are for Customers who are traveling between STT or STX and the contiguous United States, Alaska, Hawaii and San Juan (SJU).
A $10.00 USD surcharge applies for Customers who are traveling to STT or STX from the following areas and whose itinerary includes a broken fare in STT and STX to SJU: Anguilla, Antigua, Barbados, British Virgin Islands, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Martinique, Netherlands Antilles, Nevis, St. Lucia, St. Vincent, Trinidad Tobago, Caracas and Venezuela.

**Canadian Navigational Surcharge**

For travel between Canada and the United States, Puerto Rico, and the U.S. Virgin Islands, a $7.50 CAD navigational surcharge applies for travel.

For transpacific and western hemisphere travel between Canada and all international points, except Japan, Guatemala, Panama, El Salvador, Costa Rica, Peru, Venezuela, Colombia and Chile, a $15.00 CAD navigational surcharge applies for travel.

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**Ticketing Violation Sample Agreement**

**Agreement with Travel Agency**

I, ___________________________, understand and agree to pay any costs incurred by _________________________ that may be charged by the air carrier as a result of booking a ticket with a known tariff violation e.g. hidden city ticketing, back validation, back-to-back ticketing under the passenger name of ____________________________.

My travel agent has explained to me that the booking and ticketing I have requested are considered by the air carrier to be a tariff violation and as such, the air carrier reserves the right to void or confiscate the ticket. In addition, the air carrier may issue a bill to the travel agency and demand payment for the price of the ticket which I agree to pay on the agency’s behalf. The undersigned has carefully read this agreement, fully understands it and signs this as the free and voluntary act of the undersigned.

Witness _______________________ hand/s/ and seal/s/ this ________ day of ________, 201_.

______________ Travel Agency
______________ Purchaser of ticket

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**Travel Agency Booking AirPass Customers**

Travel Agencies may book AirPass® reservations, but cannot ticket. American must issue the AirPass electronic ticket. The agency is required to update the Secure Flight Passenger Data (SFPD) to their booking reservation for the AirPass customer prior to sending their PNR(s) to queue XTM74/11 for eTDS to issue the Electronic Ticket. Ticketing will fail if SFPD has not been added to the PNR and passenger will not be able to check in for their flight or have ticket issued until SFPD has been added.
Unrestricted Fares Ticketing Time Limit

Unrestricted fares ticketing time limit policy on booking codes, such as Y, J and F, will include the following terms:

- Ticketing unrestricted booking code is required between three hours and three days to departure (see chart below for details); unticketed PNRs may no longer be held until day of departure.
- Travel agents will receive an SSR reminder, such as:
  - 3SSR ADTK XX KK## PLS VERIFY SPACE NEEDED WITH CLIENT OR CXL PNR OR
  - 3SSR ADTK XX KK## PLS ADVISE AA TKT NUMBER BY 2359/(date)
- Any unticketed reservations not cancelled before departure may be subject to a debit memo.

Benefits of implementing ticket time limits for unrestricted fares are:

- Increases inventory for last-minute customers.

<table>
<thead>
<tr>
<th>If reservation is booked</th>
<th>Then reservation must be ticketed within</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four or more days prior to departure</td>
<td>At least three days prior to departure</td>
</tr>
<tr>
<td>Three days or less prior to departure</td>
<td>Twenty-four hours</td>
</tr>
<tr>
<td>Twenty-four hours or less prior to departure</td>
<td>Three hours</td>
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</tbody>
</table>

Verifying American Electronic Ticket Usage

Unused American electronic tickets may be accessed for 13 months from the first date of intended usage. The information is accessible via your CRS with the ticket number and passenger name. Please see your CRS help or format section for more information.

If the response is UTL (unable to locate), then there are no unused flight coupons for the ticket number being queried. Only electronic tickets with unused coupons will be displayed back for further handling.

You may also visit [www.refunds.aa.com](http://www.refunds.aa.com) view the ticket coupon status by and selecting the “Request a Receipt” tab. You will need to input the ticket number and customer last name to view the information.

As a reminder, most airline tickets are nonrefundable. However, after applying the appropriate change fee, any remaining balance may be applied to the purchase of a new American electronic ticket. Please review the tariffs governing the original ticket fare applicability.

Voiding a Ticket

- For ARC/IAR Void information refer to ARC IAR – Voiding a Ticket
- For BSP/Canada Void information, refer to BSP Same Day Void/Ticket Refund – 24 hours