

Schedule Irregularity/IROPS

Tickets issued prior to April 8, 2020

Note: if the ticket was issued on/after April 8, 2020 – see [Schedule Irregularity/IROPS on/after 08APR2020](#)

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Reaccommodation

American has an automated reaccommodation system that will confirm customers on an alternate flight during disruptions, I.E. mechanical, ATC (Air Traffic Control), crew legality, weather, etc., which may occur up to 72 hours prior to the schedule departure. Travel professionals will follow the Schedule Irregularity/IROPS guidelines and reissue the customer's ticket up to 2hrs prior to the departure time when the customer has not been accommodated by the [Dynamic Rebooking](#) Tool. Not all customers are accommodated by the Dynamic Rebooking, however, they are reaccommodated by normal REACCOM tool.

Reissue / Protection

Domestic / International Itineraries

Domestic Travel
<p>Travel professionals may rebook up to 2 hours prior to the departure time on another American / American Eagle Prime flight</p> <ul style="list-style-type: none"> • Lowest available inventory in the same cabin as ticketed, includes Basic Economy Short-haul ticketed fares • AA Prime – May book first available earlier or up to 7 days after the originally scheduled flight time • No inventory restriction, maintaining the same ticketed cabin • May change continuing or return travel dates to maintain the original length of stay prior to the reaccommodation <p>For ticket exchange procedures, refer to Endorsement Box Requirements</p>
International Travel
<p>Travel professionals may rebook up to 2 hours prior to the departure time on another AA Prime flight and JB Prime BA/IB/JL/AY flights <i>only</i>.</p> <ul style="list-style-type: none"> • Lowest available inventory in the same cabin as ticketed, includes Basic Economy Long-haul ticketed fares • AA Prime Only - May book first available earlier or up to 7 days after originally scheduled flight time • JB Prime (BA/IB/JL/AY) – May book 1 day prior or first available day after originally scheduled flight time <ul style="list-style-type: none"> ○ AA*/BA/IB/JL/AY flights must be booked as prime only

- Remind the agency to add the DOCS/SFPD information for the OA flight
- No inventory restriction, maintaining the same ticketed cabin
- May change continuing or return travel dates to maintain the original length of stay prior to the re-accommodation
- Exception: For tickets purchased in Brazil, refer to [Brazil ANAC Guidelines](#)

For ticket exchange procedures, refer to [Endorsement Box Requirements](#)

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Premium Class Fares / UP Fares / Premium Economy Fares

Domestic Travel

[AA/American Eagle Prime Flights](#)

May book up to 2 hours prior to the departure time in the applicable upper cabin inventory up to and including 7 days after originally scheduled flight time

- [Premium Class fares – Business /First Class](#) - if the applicable upper cabin inventory is not available protect in the lowest available inventory in the same cabin as ticketed
 - If the upper ticketed cabin is not available, rebook in lower cabin
- [UP fares](#) - if the applicable upper cabin inventory is not available protect in the lowest available inventory in the same cabin as ticketed
 - If the upper ticketed cabin is not available, rebook in lower cabin
- [Premium Economy fares](#) - rebook in **W/P** inventory
 - If W/P are not available, rebook in lower cabin

For ticket exchange procedures, refer to [Endorsement Box Requirements](#)

International Travel

[AA / JB Prime flights only](#)

May book up to 2 hours prior to the departure time of the first available earlier or up to 7 days in the applicable upper cabin inventory after originally scheduled flight time

- [Premium Class fares – Business /First Class](#) - JB Prime (BA/IB/JL/AY) - May book 1 day prior or first available day after originally scheduled flight time in the applicable upper cabin inventory
- [UP fares](#) - JB Prime (BA/IB/JL/AY) - May book 1 day prior or first available day after originally scheduled flight time in the applicable upper cabin inventory
 - If the upper ticketed cabin is not available, rebook in lower cabin
- [Premium Economy fares](#) - JB Prime (BA/IB/JL) – rebook in **W** inventory. May book 1 day prior or first available day after originally scheduled flight time in the applicable Premium Economy inventory
- Remind the agency to add the DOCS/SFPD information for the OA flight

For ticket exchange procedures, refer to [Endorsement Box Requirements](#)

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Alternate Cities – Multi-Airport Cities (MAC) /Domestic – Co Terminals

MAC Cities AA/American Eagle Prime Flights
Travel professionals may rebook up to 2 hours prior to the departure time to/from on next AA Prime online alternate city such as all multi-airport (MAC) cities
DCA/IAD DFW/DAL HOU/IAH JFK/LGA ORD/MDW LGW/LHR/STN/LCY LIN/MXP CDG/ORY UVF/SLU HND/NRT

Domestic – Co Terminals AA/American Eagle Prime Flights
Co-Terminal cities are always permitted
<ul style="list-style-type: none">• BWI - WAS (DCA, IAD)• FLL – MIA• SFO – SJC - OAK• LAX - ONT - BUR – SNA - LGB• EWR - NYC (JFK, LGA)• HOU - IAH

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300 – Mile Radius

300 – Mile Radius
May rebook up to 2 hours prior to the departure time to/from any city within an approximate 300-mile radius of the origin/destination
<ul style="list-style-type: none">• Book lowest available inventory in the same cabin as ticketed• Domestic – AA Prime only - May book first available earlier or up to 7 days after originally scheduled flight time• International Itineraries - JB Prime (BA/IB/JL/AY) - May book 1 day prior or first available day after originally scheduled flight time after originally scheduled flight time within the same country<ul style="list-style-type: none">▪ Remind the agency to add the DOCS/SFPD information for the OA flight• No inventory restriction, maintaining the same ticketed cabin. (Including JB Prime (BA/IB/JL/AY) for International flights) May use that airport for continuing or return travel<ul style="list-style-type: none">▪ Remind the agency to add the DOCS/SFPD information for the OA flight• May change continuing or return travel dates to maintain the original length of stay prior to the re-accommodation
Note: The customer is responsible for any incurred expenses if they elect to change with a 300-mile radius as American Airlines does not compensate for this type of change
For ticket exchange procedures, refer to Endorsement Box Requirements

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oneworld Reaccommodations – Separate Tickets

oneworld Reaccommodations – Separate Tickets

Changes to itineraries for Customers holding separate tickets:

AA to/from AA or a **oneworld**® Carrier in the Same PNR

Customers should be treated as through ticketed customers. In the event of a disruption on the originating ticket, the carrier responsible for the disruption will be required to reroute the customer to their final destination. The ticket stock of the second ticket must be of a **oneworld** carrier, eligible under the Endorsement Waiver Agreement. You may contact AA Reservations 1-800-433-7300 (U.S. and Canada) or outside the U.S. and Canada, reference [Worldwide Reservations Numbers](#) for additional information if the separate ticket is for travel on a **oneworld** carrier.

AA to/from Non-**oneworld**® Carrier in the Same or Separate PNRs

Schedule Irregularity procedures and AA Conditions of Carriage do not apply to separate tickets purchased by the customer as part of their journey. Example: customer holds a ticket from ABQ-ORD on AA (001 ticket stock) and a separate ticket on WestJet for continuing travel from ORD-YYZ. If the AA flight is late or cancelled, AA has no responsibility for onward travel on a separate ticket for travel on a non- **oneworld** carrier. Advise customers who may be affected that they will need to work separately with the other airline for assistance.

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Endorsement Box Requirement

Endorsement Box Requirements

New Ticket Endorsement Box must indicate the waiver code:

IROPS

This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.

Note: if you choose to include the original fare ticket endorsement verbiage; **IROPS** should appear at the start of the endorsement/restrictions text on the replacement ticket

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SalesLink INVOL Reissue – Double Quick

SalesLink INVOL Reissue

SalesLink – INVOL Reissue – Double Quick allows travel professionals to bypass contacting American while verifying our Irregular Operations (IROPS) guidelines. When American reissues the customer's ticket to assist airport operations, you may use SalesLink – INVOL Reissue - Double Quick to have the American Airlines ticket reissued.

- Update the itinerary based on IROPS guidelines
- Visit www.saleslink.aa.com
- Select Service Request
- Select Service Type: INVOL Reissue – Double Quick

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Refunds – Flight is Delayed

Refunds
<p>Schedule Irregularity (IROPS) Refund Request - Flight Is Delayed A non-refundable or refundable with cancellation fee ticketed fare may be eligible for refund following the guidelines below:</p>
<p>Nonstop to Connecting Flight (No length of delay required)</p> <ul style="list-style-type: none">• Refund to Original Form of Payment – Allowed, as long as customer was Holding Confirmed (HK) prior to the change• Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP) using Waiver Code: SCRFND• Refer to Travel Agency Refund Processing for more information
<p>Invalid Connections (delay causing misconnect)</p> <ul style="list-style-type: none">• Refund to Original Form of Payment – Allowed, as long as customer was Holding Confirmed (HK) prior to the change• Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP) using Waiver Code: SCRFND• Refer to Travel Agency Refund Processing for more information
<p>Original ticket date of issue prior to April 8, 2020</p> <p>0 – 59 Minutes</p> <p>Note: if the ticket was issued on/after April 8, 2020 – see Schedule Irregularity/IROPS ticket issued on/after 08APR2020</p> <ul style="list-style-type: none">• Refund to Original Form of Payment:<ul style="list-style-type: none">○ Non-refundable fares - Not allowed○ Refundable fares with a cancellation fee - May refund to original form of payment (FOP) minus the cancellation fee
<p>Original ticket date of issue prior to April 8, 2020</p> <p>60 + Minutes</p> <p>Note: if the ticket was issued on/after April 8, 2020 – see Schedule Irregularity/IROPS ticket issued on/after 08APR2020</p> <ul style="list-style-type: none">• Refund to Original Form of Payment – Allowed, as long as customer was Holding Confirmed (HK) prior to the change• Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP) using Waiver Code: SCRFND• Refer to Travel Agency Refund Processing for more information
<p>Once the agency has accepted and reissued the ticket for the Schedule Irregularity with IROPS in the endorsement box on the new ticket, and the customer decides not to travel:</p> <ul style="list-style-type: none">• Refund is permitted as long as the original schedule irregularity was 60 minutes or greater and the customer was Holding Confirmed (HK) at the time of the change• Flight was cancelled on the original schedule irregularity

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Refunds – Flight is Canceled

Refunds
Schedule Irregularity (IROPS) Refund Request - Flight Is Canceled
<p>If a customer's American or AA*/codeshare flight validated on 001 has been canceled due to a schedule irregularity, which normally occurs on the day of departure, but can occur up to 72 hours prior to the schedule departure, and no other alternate flights are acceptable, travel professionals may refund a nonrefundable ticket(s) through normal ARC/BSP processing per the guideline below:</p>
<p>All Ticket Types:</p> <ul style="list-style-type: none"> • Refund to Original Form of Payment – Allowed, as long as customer was Holding Confirmed (HK) at the time of the cancellation • Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP) using Waiver Code: SCRFND • Refer to Travel Agency Refund Processing for more information <p>Note: If the Revenue/Published/Basic Economy or Bulk/Opaque ticket has been EXCH by AA as an INVOL the refund request must be submitted on www.refunds.aa.com</p>
<p>Once the agency has accepted and reissued the ticket for the Schedule Irregularity with IROPS in the endorsement box on the new ticket, and the customer decides not to travel:</p> <ul style="list-style-type: none"> • Refund is permitted as long as the original schedule irregularity was 60 minutes or greater and the customer was Holding Confirmed (HK) at the time of the change • Flight was cancelled on the original schedule irregularity

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Travel Agency Refund Processing Instructions

Original ticket date of issue prior to April 8, 2020	
<p>Note: if the ticket was issued on/after April 8, 2020 – Schedule Irregularity/IROPS ticket issued on/after 08APR2020</p>	
<p>Once the agency has accepted and reissued the ticket for the Schedule Irregularity with IROPS in the endorsement box on the new ticket, and the customer decides not to travel:</p> <ul style="list-style-type: none"> • Refund is permitted as long as the original schedule irregularity was 60 minutes or greater and the customer was Holding Confirmed (HK) at the time of the change • Flight was cancelled on the original schedule irregularity 	
U.S. agencies processing through ARC	International IATA agencies processing through BSPLink
<p>Preferred Method:</p> <ul style="list-style-type: none"> • process through your GDS 	<p>Preferred Method:</p> <ul style="list-style-type: none"> • process through your GDS
<p>ARC/IAR Refund Exchange Notification (REN):</p> <ul style="list-style-type: none"> • If unable to refund through your GDS, you may process in your IAR/Refund Detail Screen • On the Refund Detail Screen: <ul style="list-style-type: none"> ○ SCRFND 	<p>BSP Refund Application (RA):</p> <ul style="list-style-type: none"> • If unable to refund through your GDS, you may submit a BSP Refund Application (RA) • On the RA – Reason for Refund: <ul style="list-style-type: none"> ○ SCRFND

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Additional Ticketing/Itinerary Information

Rebooking
<p style="text-align: center;">Original ticket date of issue prior to April 8, 2020</p> <p>Note: if the ticket was issued on/after April 8, 2020 – Schedule Irregularity/IROPS ticket issued on/after 08APR2020</p> <p>Once the agency has accepted and reissued the ticket for the schedule irregularity, the agency may exchange again by annotating IROPS in the Endorsement Box under the following conditions:</p> <ul style="list-style-type: none">• The original exchange is unacceptable to the customer• If a customer was protected beyond their original travel time or date and an earlier flight becomes available• A subsequent schedule irregularity occurs

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RBD by Cabin	
First	A, F, Z
Business	C, D, I, J, R, U
Premium Economy	P, W, X
Economy	B, E, G, H, K, L, M, N, O, Q, S, T, V, Y

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Updated: July 2020