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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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Voiding a Ticket

Tickets may be voided directly in the GDS by 11:59 p.m. local time, but should be done prior to 11:59 p.m. Eastern Standard Time for IAR to process correctly.

- Refer to your ARC Handbook for details or contact your GDS provider for proper voiding procedures.

To ensure the ticket is properly voided, it should be voided through both your IAR report and GDS. Failure to void in both IAR and the GDS may result in the passenger being charged. American recommends checking to make sure the ticket is voided and also voiding the PNR to prevent passenger travel. For more information, visit www.arccorp.com and contact your GDS.

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Cancel Refund Or Void Exchange

American offers cancel refund/void exchange functionality. The Cancel Refund lets a travel agent cancel / undo a refund processed in error. Similarly, Void Exchange enhancement gives agents the ability to cancel / undo an electronic ticket that was issued as a result of an exchange transaction. The 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.

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Cancelling 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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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.

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Changing Or Rebooking Other Airline Or American Codeshare 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.

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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.

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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.

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Electronic To Paper Or Paper To Electronic

All **e-ticket eligible** itineraries should 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. Only non-e-ticket eligible itineraries (itineraries that include OA carriers that American does not have an e-ticket agreement and itineraries with 16 plus segments), may issue a paper ticket. You should verify with the OA carrier to insure if they allow paper ticket acceptance.

For International point of sale agencies there is no paper (ATB) ticket acceptance.

Note: All fare rules and required add-collects apply to ticket exchange activity regardless of whether the original ticket was paper or electronic. The new ticket must follow all fare rules including advance-ticketing requirements.

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Extra Seat Procedures

Updated: 8May14

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

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.
 - 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.

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Formats

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

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Infant E-Ticketing

Updated 6/13/2012

Infants are e-ticket eligible when travel is on American and any of the carriers listed in the Interline E-Ticketing Agreement section below. Do not issue a paper infant ticket for e-ticket eligible itineraries and carriers.

Effective November 1, 2012, American will no longer accept ATB/Paper tickets for travel on American regardless of the validating carrier for travel dates after October 31, 2012. All Sales by US ARC/BSP agents for travel on 01NOV12 and beyond on American Marketed/Operated flights shall be ticketed using interline e-ticketing (ETR).

- Sabre GDS
 - Travel Agent to book the Adult (s) in the PNR (**do not include the infant name or information**)
 - Update the DOCS/DB or DOCS/P
 - Issue the Adult (s) ticket.
 - Add **4INFT SSRs** (4INFT for AA space/3INFT when other carrier space in the PNR) by segment and name associated to the adult to identify lap child (no seat) –this will automatically create the I/ (Infant name) in the name field.
 - Example: **4INFT/SMITH/JAMES/02APR11-2.1** - last name, first name, birth date of the infant, and an adult name association (infant name should not in name field)
 - Example by segment format: **4INFT1/SMITH/JAMES/02APR11**-Segment 1, one adult in PNR and lap **infant** (infant name should not in name field)

Note: Do *not* add the I/ name field and then add the 4INFT as the system will compare the name input in the SSR INFT field with the data in the I/ field and if the name is not EXACT then the system automatically adds another I/ -- or it may automatically add another I/--. This will create problems ending the PNR.

- Add DOCS/DB or DOCS/P for the Infant
 - INF SFPD- indicate FI or MI for Gender and associate to one of the adults
 - Example: 4DOCS/DB/01JAN12/FI/SMITH/JANE/ANN-1.1

Note: If after the infant SFPD and ticket is issued and the notification system advises to "ADD SECURE FLIGHT DATA" please add the infant passport information to the PNR for the TSA required docs.

- OA GDS
 - Travel Agent to book the Adult (s) in the PNR (**do not include the infant name or information**)
 - Update the DOCS/DB or DOCS/P
 - Issue the Adult (s) ticket.
 - Add the I/ --(Infant Name) in the name field.
 - Add **INFT SSRs** (4INFT for AA space/3INFT when other carrier space in the PNR) by segment and name associated to the adult to identify lap child (no seat).
 - OA GDS Subscribers should contact their respective OA GDS representatives for correct formats.
- Add DOCS/DB or DOCS/P for the Infant
 - INF SFPD- indicate FI or MI for Gender and associate to one of the adults
 - OA GDS Subscribers should contact their respective OA GDS representatives for correct formats.

Note: If after the infant SFPD and ticket is issued and the notification system advises to "ADD SECURE FLIGHT DATA" please add the infant passport information to the PNR for the TSA required docs.

Infants Requiring Tickets with Airpass Tickets

Airpass customers traveling to destinations that require infants to have electronic tickets will be required to have the Airpass ticket issued prior to adding the infant name field. The following steps must be performed in order for the infant e-ticket to be issued:

- Travel Agent to book the Airpass customer's PNR (**do not include the infant name or information**)
- Travel Agent to call American RES and provide the Airpass PNR; advise the American RES agent that the Airpass member will be traveling with an infant
- American RES will set up Airpass PNR for ticketing (it will **not** include the infant name or information)

- American RES will contact their Resolution Support Desk (RSD) to have Airpass ticket issued immediately
 - Customers who do not want their Airpass ticket issued immediately must call back **after** Airpass ticket is issued to add infant
- Travel Agent will be transferred to the RSD agent directly to provide the infant information to PNR; American eTDS will issue the infant e-ticket

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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)
 - 3SSR ADTK XX KK## OR PNR WILL BE CXLED / FARE RULES STILL APPLY
- 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.

If reservation is booked	Then reservation must be ticketed within
Four or more days prior to departure	At least three days prior to departure
Three days or less prior to departure	Twenty-four hours
Twenty-four hours or less prior to departure	Three hours

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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.

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Multiple Ticket 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/process 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 11MAY13 asks you to book and ticket an itinerary for next week:

19MAY13- MIASJU
24MAY13- SJUMIA

0017002195582 NAME-SAMPLE/TICKET
TTL NBR OF CPNS- 2 DATE OF ISSUE-12MAY13 PNR-XXXXXX 11MAY13

CC-XXXXXXXXXXXXXXXXXX
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 AA 869 O 19MAY MIASJU 1155A OK OM0ACBN OK
20 AA 1736 N 24MAY SJUMIA 830P OK N7ACBN OK

FARE USD 188.00 TAX 32.20US TAX 5.00AY TAX 9.00XF
TOTAL USD 234.20
FARE CALC MIA AA SJU 69.00AA MIA 119.00 USD188.00END AA XFMIA
4.5SJU4.5 ENDORSEMENTS/RESTRICTIONS-
NONREF/CHG FEE APPLIES/NO VALUE AFTER FLT TIME/

IT-XXXXXX
REMARKS--

ENTER VCR*CALL TO DISPLAY COUPON DETAILS
ENTER VCR*FC TO DISPLAY FARE CALC WITH TAX SUMMARY

FORM OF PAYMENT
FOP-XXXXXXXXXXXXXXXX EXP-XXXX APPROVAL CODE-XXXXX
DATE OF ISSUE-12MAY13 ISSUED AT-XXX XXX XX
ARC/IATA NBR-XXXXXXXX

A few days later, 14MAY13, 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:
20MAY13- MIASJU
24MAY13- SJUMIA remains the same

0017002196699 NAME-SAMPLE/TICKET
TTL NBR OF CPNS- 2 DATE OF ISSUE-15MAY13 PNR-XXXXXX 14MAY13

CC-XXXXXXXXXXXXXXXXXX
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 AA 869 O 20MAY MIASJU 1155A OK OM0ACBN OK
20 AA 1736 N 24MAY SJUMIA 830P OK N7ACBN OK

FARE USD 188.00 TAX 32.20US TAX 5.00AY TAX 9.00XF
TOTAL USD 234.20
FARE CALC MIA AA SJU 69.00AA MIA 119.00 USD188.00END AA XFMIA
4.5SJU4.5 ENDORSEMENTS/RESTRICTIONS-
NONREF/CHG FEE APPLIES/NO VALUE AFTER FLT TIME/

IT-XXXXXX
REMARKS--
ENTER VCR*CALL TO DISPLAY COUPON DETAILS
ENTER VCR*FC TO DISPLAY FARE CALC WITH TAX SUMMARY

FORM OF PAYMENT
FOP-XXXXXXXXXXXXXXXXX EXP-XXXX APPROVAL CODE-XXXXX
DATE OF ISSUE-14MAY13 ISSUED AT-XXX XXX XX
ARC/IATA NBR-XXXXXXX

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.

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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.

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VCR EXAMPLE FOR THE ENDORSEMENT BOX:

0017550771096 NAME-SMITH/EXAMPLE
TTL NBR OF CPNS- 2 DATE OF ISSUE-06NOV13 PNR-*PURGED 13NOV13
CC-TPXXXXXXXXXXXXXXXXX
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 ZPFL
DFW XT 5.00AY9.00XFFLL4.5DFW4.5

FORM OF PAYMENT-A/C 407.09
FOP-TPXXXXXXXXXXXXXXXXX
DATE OF ISSUE-06NOV13 ISSUED AT-MLB 62G B4
ARC/IATA NBR-11111111
EXCH-0017548396603/12
ORIG ISSUED AT-18SEP13 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

When a residual exists between the original non-refundable fare and the new ticket fare, the agency is permitted to deduct the ticket change amount from the residual and issue a MCO for the remainder.

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.

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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 be annotated in the endorsement box as follows– For the original issued ticket - NONREF/CXL BY FLT TIME OR NOVALUE – For the reissued/exchanged ticket - NONREF/CHGFEEPLUSFAREDIF/ - 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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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.

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Refunds

Electronic refund is required per local settlement plan rules. For more information, see your GDS.

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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.

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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.

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.

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