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General Policy

American Airlines policy is to accept all customers without discrimination. However, in some situations we must refuse to qualify certain customers for transportation in the interest of the safety of all customers.

Other Airlines

Before booking questionable customers for travel on other airlines, including flights operated by **oneworld** alliance and codeshare partners, agents should contact the other airlines directly to determine Customer acceptance policies.

As a reminder, Customer and medical acceptance policies, which cover travelers with medical conditions or special requirements, may vary between airlines. The most restrictive policies of any carrier participating in the itinerary apply; therefore, agents are advised to check each carrier's references for acceptance policies. For codeshare flights, the Customer acceptance policies of the operating carrier would apply.

Customers Accepted - With SAC Clearance:

- Conditions that may become dangerous in flight, or whose condition is such that there is doubt that they can complete the flight safely without extraordinary medical attention.
- Hospital - released within two weeks of travel requires a doctor's statement authorizing air travel.
- Required Intravenous systems (IVs) need clearance.
- Customers with a disease or symptoms of a disease that has been determined by a federal public health authority to be transmissible to other persons in the normal course of a flight.
- Customers who would require an unusual amount or unreasonable type of assistance or medical treatment en route.
- Escorted or unescorted mental patients.
- Escorted prisoners.
- Non-ambulatory customers requiring special assistance.
- Infants one to seven days old **must have a doctor's statement** indicating the infant is medically stable for flight and their pulmonary system is sufficiently mature to withstand relative hypoxia and dry air at cabin altitude.
- Pregnant Women
 - Domestic Travel (includes within the U.S., between the U.S. and Canada, or between the U.S., Canada and Puerto Rico, U.S. Virgin Islands).
 - A medical certificate **is required** if travel is within four weeks of the delivery date in an uncomplicated pregnancy.
 - Travel is **not** permitted when requested within seven days **before or after** the delivery date without a medical certificate. SAC clearance is required.
 - International Travel
 - Travel is not advised within 30 days of the due date, unless the customer is

examined by an obstetrician within 48 hours of the outbound departure and certified in writing as medically stable for flight.

- Travel within ten days of the due date on international travel must have SAC clearance.
- Travel within seven days after delivery requires SAC clearance.

Customers Not Accepted

The following types of customers will NOT be accepted for travel:

- Customers who must travel on a stretcher.
- Pregnant customers expecting delivery within seven days of departure. For travel trans-Atlantic, trans-Pacific, and to or from Central or South America, is not permitted if expecting delivery within 30 days of departure.
- Newborn babies (within seven days of delivery) unless parent or guardian has a medical certificate indicating travel is authorized.
- Customers with questionable contagious diseases. Contact SAC for determination. Queue record to DFW105/11 or contact American Airlines reservations. Contagious diseases are indicated below.
 - Chicken Pox
 - Diphtheria
 - Hepatitis A
 - Lice
 - Measles - German and Red
 - Meningococcal Meningitis
 - Mumps
 - Polio
 - Open, draining or bleeding sores
 - Tuberculosis (TB)
- Comatose customers are not accepted on American Airlines. The Customer must be able to follow emergency procedures.
- Customers unable to sit upright with seatbelt fastened. The only exception is a Customer in a body cast. Contact American Airlines Reservations for details.

Customers With Disabilities

American Airlines endeavors to provide customers with disabilities dignified, professional and courteous service at all times. We have a team of employees who regularly consult with disability advisory groups on how we can improve airline accessibility and the quality of our service. American Airlines commitment to our customers with disabilities is to provide them quality, value, and unsurpassed professionalism, as offered to all of our customers.

The following are some advance measures that can be taken to ensure a comfortable and worry-free flight:

- Book longer connection times for those who need more time.
- Communicate.
 - Notify Special Assistance Coordinators (SACs) by queuing the reservation to DFW105/11 or by calling American Airlines Reservations for assistance.
 - Use the proper Special Service Codes to communicate support service requests. See [Special Service Codes](#) for a complete list.

- Detailed documentation of the PNR helps to alert airport personnel when advance arrangements should be made.
- Battery powered mobility devices.
 - Suggest that customers travel with their own device tool kit, if they have one.
 - Encourage clients to check their device through to their final destination. Although AA will accommodate the customer's wishes, reassembly and corresponding disassembly at the connection city may be impractical within the standard time frames. Offer to arrange for an airport courtesy wheelchair to their connection instead.

Special Service Codes

BLND	Customer who is blind (also use MAAS if assistance is requested).
DEAF	Customer who is deaf (also use MAAS if assistance is requested).
UMNR	Usually an unaccompanied minor, but may be a young adult or an adult with a disability requesting assistance.
LANG	Language/Customer speaks only .
MAAS	Meet And Assist Use only when no other code applies.

Wheelchair/Scooter Service Codes

WCHR	Wheelchair for distance/ Can walk up stairs
WCHS	Wheelchair for distance/ Can walk to seat/ Need aisle chair for stairs
WCHC	Wheelchair for distance/ Need aisle chair for stairs and to/from seat

Wheelchair/Scooter Equipment Service Codes

WCMP	Customer traveling with a manual powered wheelchair
WCBBD	Customer traveling with a wheelchair/scooter powered by a dry cell battery
WCBW	Customer traveling with a wheelchair/scooter powered by a wet cell battery
WCOB	Customer requests the use of the on-board /in-flight wheelchair

Pre-Reserved Seats

American Airlines blocks a limited number of seats on each aircraft to accommodate customers who identify themselves as having a qualified disability. Adjacent seats are provided, under certain circumstances, for customers with disabilities who must travel with a companion for assistance.

Assistive Devices

American Airlines accepts motorized and non-motorized assistive devices for transport. For more details see [Wheelchair Acceptance](#) located in the Agency Reference Index.

- When necessary, we will disassemble and reassemble wheelchairs or assistive devices for customers when they travel.
- AA and American Eagle provide storage for one customer's collapsible, manual wheelchair in the cabin of each aircraft. This service is available on a first-come, first-served basis and has priority over carry-on baggage belonging to other customers who board at the same city, provided the customer follows the pre-boarding procedure.

- In-cabin stowage space for assistive devices cannot be pre-reserved, but AA and American Eagle accept carry-on wheelchairs, provided they collapse to fit in an overhead bin or under a seat.
- Non-collapsible wheelchairs or scooters are accepted as checked baggage. These items can be checked at the main ticket counter or the departure gate.
- American Airlines offers a special wheelchair service that allows customers to check their wheelchair at the departure gate and claim it at their arrival gate free of charge.
- Although customers can arrange to claim their chair at the connecting city, we recommend that the chair be checked through to the final destination. The additional time required claiming and re-checking your chair at the connecting city may compromise your ability to make your connection.
- Assistive devices approved for cabin transport do not count towards the combined number of checked and carry-on baggage a Customer is allowed free of charge, nor do they count towards the limit of carry-on items a customer may bring on board.

[Accommodation of Special Needs Customers](#)

If a customer has special needs, upon request, pre-boarding assistance will be provided. This allows customers the opportunity to be seated prior to general boarding. A special aisle chair is available to assist if a customer is unable to walk. All of AA's jet aircraft are equipped with specially designed seats that feature movable aisle armrests to help make seating easier.

[Oxygen](#)

For information about Customer's personal Portable Oxygen Concentrators - [visit this page](#)

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Computerized Reservation System (GDS) Procedures

American Airlines GDS Booking Fee Monitoring Policy Cost Control Initiatives Policies

American Airlines GDS Booking Fee Monitoring Policy

American Airlines recognizes GDS as a valuable distribution channel, and as such, we currently participate in all major systems. As part of our participation, we pay incremental fees for travel agent bookings. Billable activity includes sell, cancel, waitlist, desire, change, schedule change, etc.

While the following initiatives and policies are in support of our ongoing effort to monitor and control our GDS costs, they will also improve your work environment by eliminating non-productive activity, allowing your agents to work better and work smarter.

Cost Control Initiatives

- Waitlist Reduction - AA has reduced waitlist ceilings and eliminated waitlist in most discount classes of service. This modification provides a waitlist product that allows you to waitlist inventory that has the most potential of clearing.
- Schedule Change Notification for minor time changes has been reduced, eliminating unnecessary queue and telephone activity.

Policies

- Duplicate Bookings - AA will monitor booking activity at the travel agent level in order to identify duplicate bookings. American Airlines definition of a duplicate booking is the use of the same Customer name for an additional flight for the same market, date, IATA number, regardless of flight number, class of service or status code. You should never book duplicate space, as this is a waste of your time and a loss to us.
- Fictitious Bookings - Fictitious bookings could include those with name field items that read test / traveler / tourist or a surname with fictitious initials, i.e. A / B / C / D / E. Please avoid the practice of holding space under speculative Customer names. We will monitor booking activity at the travel agent level in order to identify fictitious bookings.
- GDS Conversions - Agencies will be responsible for payment of booking fees associated with conversion to a new GDS.
- Passive PNR - Passive PNRs will be subject to the unproductive segment fees. Passive segments with status codes of GK or YK (Sabre) and MK or ML (Worldspan) are subject to unproductive segment fees.
- Schedule Change - AA is billed for both the original WK and replacement SC segment and will only receive credit if the WK or WL segment is canceled. When working your schedule change queue, you must cancel these WK / WL segments.
- Inactive Segments - Agencies must cancel unnecessary segments with status codes of DL, DS, HX, IX, MM, NO, RM, UC, UN, US, UU, WK and WL at least 24 hours prior to flight departure.

Failure to comply with these policies may result in debit memo issuance to the agency for booking infractions in order to offset the costs incurred by American Airlines and an administrative service fee will be added.

In addition to these policies, you can assist us in controlling booking fee costs by remembering that every time you action an air segment there is a charge. Other requirements and suggestions that will keep booking fee costs down and save you time are:

1. Eliminate excessive cancel and rebook activity by ticketing within the time limit specified in the fare rule.
2. When using low fare products, complete the booking and low fare entry in one transaction.
3. For locations with multiple GDS, book and ticket in the same system.
4. PNR clean up - Agents must cancel unnecessary segments with status codes of DL, DS, HX, IX, MM, NO, RM, UC, UN, US, UU, WK and WL. This will also help in reading, pricing and ticketing the PNR.
5. Do not book air segments for administrative reasons. Use auxiliary segments whenever possible.
6. Limit the use of open segments. Your Customer will be better served being confirmed.
7. Avoid using Passive PNRs whenever possible.
8. Eliminate the practice of holding speculative space under fictitious names.

Working within our initiatives, policy changes and suggestions will improve your overall productivity and support our cost control effort.

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Customer Name and Emergency Contact Information

Customer's Full Name

For consistency and to reduce delays at airport Security Checkpoints, each traveler's name must be entered in the name field of the Customer Name Record (PNR) as it appears on his or her government-issued photo id.

- First and Last name **only** as it appears on the government issued ID that the customer will use while traveling. Do not add a prefix, middle name or suffix.
- Do not change the PNR name field to add a middle name. The PNR name should contain the last name and first name as it appears on the customer's government issued ID. In many cases, the PNR name and SFPD field will be different since many customers have a middle name.

Single Character Last Name

If a customer has a single character last name of "**B**", "**C**", "**Z**" or "**I**" these must be doubled due to SABRE coding requirements for the **PNR NAME FIELD**; however it must be properly documented in the SFPD documentation.

PNR NAME FIELD - ZZ/JULIANNE

SFPD IN SSR - 4DOCS/DB/01JAN00/F/Z/JULIANNE

Check with your GDS Help Desk for clarification on Name Field coding requirements.

Single Name

If the customer's legal name is a single/one name; enter that as their last name. Use FNU as their first name in the Name Field of the PNR name.

PNR NAME FIELD - MADONNA/FNU

SFPD IN SSR - 4DOCS/DB/01JAN00/F/MADONNA

Check with your GDS Help Desk for clarification on Name Field coding requirements.

- Note: See [Secure Flight - FAQ](#) for more details

Emergency Contact

- The emergency contact (full name and telephone number) must be solicited and included using the Special Services Request (SSR) code PCTC.
- The contact can be an individual or entity and need not be related to the Customer.
- The contact may not be a person travelling on the covered flight.
- Be sure to include the area code and country code (if outside the U.S.).
- The regulation requires only that the emergency contact be solicited.
- The customers may refuse to provide this information. In this case you may indicate that Customer refused. For questions on SSR formats, please see contact your CRS help desk.

By collecting this information in advance of airport check-in you will provide our mutual customers with the best possible service. Customers who do not have the passport and PCTC indicators in their PNR will have to be asked these questions at check-in, increasing the transaction time.

This information is to be used by the department of state solely for family notification purposes in the event of an aviation disaster and will be kept confidential.

Customer Cell Phone Number

- American Airlines requests that you ask customers to provide their cell phone number, if they have one, for all reservations and include this number in the PNR. Airports use the cell phone numbers as a means to locate customers who have checked bags, but have not boarded their flight.
- AA is required to match all checked luggage to customers travelling. Being able to locate the Customer may avoid having to unload an entire aircraft to pull bags for those who may be at the wrong gate or forgot to set their watches to the correct time zone. Your assistance in helping us comply with regulations and achieve on time departures is appreciated.
- Customers on all departing flights worldwide will be able to use cell phones, laptops and pagers until the door is shut.
- Day of departure Customer notification:
American Airlines recognizes the importance of reliable schedules to our customers. While on-time performance is a top priority at American, the many variables of flight operations may result in changes to our schedules. When it is necessary to change the customer's flight plans within 24 hours due to weather, flight conditions, mechanical difficulties or other operational challenges, it is important that we are able to contact them prior to their departure.
- We request your assistance by including their home, business and, especially, cell/mobile phone numbers in the PNR. In addition, a destination contact is also preferred. Our customers frequently tell us that although their ticket was issued by their travel agency, they expect to hear from American if their flight times change. AA will only use those numbers to contact them for last minute changes to their flight times. Normal schedule changes will still be queued to you for customer notification.

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Rate Desk

Queue Rate Requests For AA Itineraries To AA International Rate Desk Special Notes For Sabre Agencies

Queue Rate Requests For AA Itineraries To AA International Rate Desk

American Airlines will compute the rates for any international itinerary that includes confirmed international AA segments for North American CRS subscribers. Rates will not be computed for any itineraries that are comprised of all OA space or contain no AA international segments. Segments between the United States and Canada are not considered to be international.

A telephone call can be saved by queuing the PNR(s) as follows:

CRS	Rush Queue	Non-Rush
Amadeus (1A)	QE/DFWAA1101/5	QE/DFWAA1101/6
Apollo (Covia)(1V)	QEP/QHH/15	QEP/QHH/16
Sabre	QP/TUL58/4	QP/TUL61/4
Worldspan (PARS) (1P)	QEP/AA0/20	QEP/AA0/20

NOTE: Queues are worked Monday – Friday.

- *Rush queues are completed within one business day of receiving request.*
- *Non-rush queues will be completed within three business days of receiving request*
- *Urgent after hours/weekend requests should be called in directly to the AA Tariff department at 800-468-3273.*

If a change is made to the itinerary after a PNR has been queued, please do not re-queue as this will only remove the PNR from its current place in the queue and move it to the bottom.

If a rate request has been received and is being worked, this will be noted in the PNR. In Sabre, the phone field will be updated with, "RATE IS IN PROGRESS." In other systems, the PNRs will be updated with a similar message in either the OSI or SSR fields. In this case, please contact the Tariff department at 800-468-3273, press "2" for International Tariff, and advise the agent of the change.

If a PNR is queued more than once prior to a rate having been completed, the rate desk automated program will assume that the most recent request is the most current, and the previous request will be removed from the queue. As a result, a PNR that is queued more than once can only delay completion of the rate.

A new automated program called the Tariff Automated Queue System (TAQS) has been implemented at the AA rate desk and will significantly enhance our ability to quickly and efficiently process your international rate requests. Any response from this system will be documented with the agent sine "TAQ." With this implementation, AA is immediately requesting the use of a delimiter -- AA** -- preceding all lines of remarks in the PNR relevant to the calculation of an international rate request. These remarks should include various information such as:

- A ship's country of registry for a Seaman's fare
- Country or base station for a military fare
- Form of payment or type of government fare
- Ticket designator for AAdvantage award or upgrade travel
- Child ages for a child discount fare

For example:

AA** NEED MILITARY FARE. PSGR BASED - GERMANY
AA** PSGR IS GOVT EMPLOYEE, FORM/PAYMENT- GTR
AA** AADV AWARD - TKT DESIGNATOR IS AVYJC

Inclusion of this delimiter and subsequent remarks entries will not only increase the efficiency of the new automated process, but will also ensure that your rate request is properly completed and promptly returned to you for ticketing.

[Special Notes For Sabre Agencies](#)

If the lowest rate available is desired for an itinerary, including inherent restrictions and penalties, you may enter a remarks line in the PNR prior to queuing it for a rate. For example:

AA* ATTN RATE DESK - OK TO CHANGE INVENTORIES
AA* TO COMPLY WITH LOWEST CALCULATION.

Please note AA is unable to change inventories of any segments booked on other airlines.

If no remarks line is included in the rate request, the fare will be calculated on the itinerary as confirmed by the subscriber.

American Airlines no longer uses the "Phase 4" process to create a manual pricing record. The PQ, "price quote," record will replace the current "Phase 4" record. New Sabre entries will provide the ability to convert an agent priced PQ record to the current "Phase 4" record format so that Sabre subscribers can receive fares from AA and subsequently ticket those fare records.

For detailed instructions, see Sabre's format finder. Please direct any questions to your Sabre help desk.

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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 the customer will not be able to check in for their flight or have ticket issued until SFPD has been added. For more details, please visit [AirPass](#).

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Credit Card Policies

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Credit Card Acceptance

As a reminder, per the ARC Industry Agent's Handbook section 8.0, agents must honor any credit card brand that is presented as payment for an ARC traffic document provided the ticketing carrier accepts that credit card brand as a valid form of payment. Discrimination among credit card brands is prohibited.

Anyone acting as an agent for American Airlines is required to accept all of the following credit cards:

American Express
Diners Club
Discover
JCB
MasterCard
UATP
Visa

American Airlines Credit Card

American Airlines credit card (AA 2001) is accepted on bookings made directly via www.aa.com or calling American Reservations only. ARC/IATA does not accept the AA 2001 credit card for payment.

Credit Card Approvals

American Airlines Barter Cards

All locations: 1-800-528-3819 or Direct-480-693-1625

Hours of operation:

Monday - Friday 7:00a.m.-3:00p.m. (MT)

Barter cards have account numbers beginning with 10018. Cards beginning with numbers 10018 will be restricted to all travel on American Airlines (no codeshare).

Billing inquiries, as well as reporting of lost/stolen cards and address changes may be done through the Customer Service department. Please advise the customer to contact Customer Service at 1-800-528-3819 or Direct-480-693-1625.

Other Credit Cards

Travel agents are required to obtain credit card issuer authorizations on all credit card sales. Additionally, agents must ensure that the authorization code appears on the ticket.

MasterCard assesses merchants a \$25 USD fee for any transaction that does not contain a valid authorization. As a result, American Airlines will pass this fee on to travel agents, in the form of a debit memo, for each MasterCard transaction not containing a valid approval code. These fees can easily be avoided by obtaining a valid approval code for all credit card transactions in accordance with the guidelines set forth in section 8.2 of the Airlines Recording Corporation (ARC) Industry Agents Handbook.

Credit card authorizations should be obtained through your Computerized Reservation System (CRS)/Global Distribution System (GDS). For instructions on how to obtain the credit card authorization contact your CRS/GDS help desk.

Agents who do not have access to a CRS/GDS may obtain credit card authorizations by telephoning the appropriate credit card company authorization center.

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oneworld Reaccommodations – Separate Tickets

Changes to itineraries for Customers holding separate tickets:

AA to/from Non- **oneworld**® Carrier

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-ABQ on AA (001 ticket stock) and a separate ticket on another carrier for continuing travel from ORD. 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.

AA to/from AA or a **oneworld**® Carrier

If a customer is holding separate tickets on AA or another **oneworld** carrier, customers holding separate tickets where travel is on **oneworld** airlines 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.

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Updated: May 2018