

Schedule Irregularity (IROPS)

Travel Agency Guidelines – 001 and 037 tickets

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SCHEDULE IRREGULARITY (IROPS)

American has an automated system for rebooking customers whose flight is cancelled or who will have an "invalid connection" due to a delay that may occur up to 72 hours prior to the schedule departure. This process is usually done within 15 minutes of the delay or cancellation being posted for the flight, but may take longer during larger scale disruptions. Examples - mechanical, ATC (Air Traffic Control), crew legality, weather, etc.

Tickets Validated on 037

Schedule Irregularity (IROPS) which occur on 037 tickets will follow American schedule irregularity (IROPS) procedures as outlined on this content page.

If the Schedule Irregularity (IROPS) occurs:	AA Reaccommodation System will rebook new flight:
From 72 hours to 25 hours prior to scheduled departure	<ul style="list-style-type: none">• Will revalidate AA/001 ticket for those itineraries that qualify. Agency retains control of original ticket and PNR.• AA will not reissue until within 24 hours from the new flight departure to allow the agency to handle their customer.
Within 24 hours prior to scheduled departure	<ul style="list-style-type: none">• AA will reissue the customer's AA/001 or US/037 ticket to an AA/001 INVOL if the new flight schedule departure is within 24 hours.• Some tickets may be valid for revalidation.

Reissue / Protection

Domestic / International Itineraries

Reissue/Protection for Schedule Irregularity

CUSTOMERS MAY BE PROTECTED BY ONE OF THE FOLLOWING TWO POLICIES:	ENDORSEMENT BOX	OSI DOCUMENTATION
<p>Domestic - Travel Agents may rebook on another American / American Eagle Prime flight:</p> <ul style="list-style-type: none"> • Lowest available inventory in the same cabin as ticketed. • May book first available AA flight either earlier or later than the originally scheduled flight time. • May book 1 day prior or first available day after original scheduled flight time. • May change continuing or return travel dates to maintain the original length of stay prior to the reaccommodation. <p>International – Travel Agents may rebook another AA Prime flight and JB Prime BA/IB/JL/AY/QF flights <i>only</i>.</p> <ul style="list-style-type: none"> • Lowest available inventory in the same cabin as ticketed. • May book first available AA Prime flight and JB Prime BA/IB/JL/AY/QF flights earlier or later than the originally scheduled flight time. <p style="padding-left: 40px;">*If the above options are not acceptable agency may contact RES for assistance.</p> <ul style="list-style-type: none"> • May book 1 day prior or first available day after original scheduled flight time. • May change continuing or return travel dates to maintain the original length of stay prior to the reaccommodation. <p><u>UP Fares</u></p> <ul style="list-style-type: none"> • Domestic Itineraries - May book on AA Prime flight in the applicable upper cabin inventory. • International Itineraries - May book on AA Prime flight and JB Prime BA/IB/JL/AY/QF flights in the applicable upper cabin 	<p>New ticket must be annotated:</p> <p>IROPS</p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>	<p>PNR OSI field must be documented with the following:</p> <ul style="list-style-type: none"> • INVOL IROPS/FLIGHT NUMBER/DATE <p>Example: OSI INVOL IROPS/123/24JAN14</p> <p>NOTE: AA flight number is the original flight number. Date is the original flight date. Only one OSI per PNR is necessary even if multiple flights are impacted by the schedule irregularity.</p>

<p>inventory.</p> <p>*If the above options are not acceptable agency may contact RES for assistance.</p> <ul style="list-style-type: none"> • 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. 		
<p>Alternate City</p> <p>Travel Agents may rebook to/from on next AA Prime online alternate city such as all multi-airport cities JFK/LGA, DCA/IAD, HOU/IAH, etc.</p> <p>300 – Mile Radius</p> <p>May rebook to/from any city within an approximate 300-mile radius of the origin/destination.</p> <ul style="list-style-type: none"> • Book lowest available inventory in the same cabin as ticketed. • Domestic - May book first available AA Prime flight either earlier or later than the originally scheduled flight time. • International Itineraries - May book first available AA Prime flight and JB Prime BA/IB/JL/AY/QF flights either earlier or later than the originally scheduled flight time within the same country. <p>*If the above options are not acceptable agency may contact RES for assistance.</p> <ul style="list-style-type: none"> • May book 1 day prior or 2 days after original scheduled flight time. • May use that airport for continuing or return travel. • May change continuing or return travel dates to maintain the original length of stay prior to the reaccommodation. <p>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.</p>	<p>New ticket must be annotated:</p> <p>IROPS</p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed</p>	<p>PNR OSI field must be documented with the following:</p> <ul style="list-style-type: none"> • INVOL IROPS/FLIGHT NUMBER/DATE <p>Example: OSI INVOL IROPS/123/24JAN14</p> <p>NOTE: AA flight number is the original flight number. Date is the original flight date. Only one OSI per PNR is necessary even if multiple flights are impacted by the schedule irregularity.</p>

Refunds

Schedule Irregularity (IROPS) Refund Request - Flight Is Delayed

REVENUE/PUBLISHED - BULK/OPAQUE fares follow the guidelines below for delayed flights

A **non-refundable** Revenue/Published or Bulk/Opaque fare may be eligible for refund following the guidelines below.

- BT (zero fare tickets) refund requests are handled by the booking source.

Length of Flight Time Change	Refund To Original Form Of Payment	Refund To Original Form Of Payment
If non-stop to connecting flight (No length of Delay required)	Yes	ARC/IAR REN or BSP Refund Authorization Request template – Waiver Code SCRFND
0 - 60 minutes	No	Non-Refundable: No Refundable with a cancellation fee: May refund to original form of payment (FOP) minus the cancellation fee.
61 minutes or greater	Yes	ARC/IAR REN or BSP Refund Authorization Request template – Waiver Code SCRFND

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Schedule Irregularity (IROPS) Refund Flight Is Canceled

REVENUE/PUBLISHED – BULK/OPAQUE Fares follow the guidelines below for canceled flights:

If a customer's American or AA*/codeshare flight validated on 001 or 037 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 agents may refund a non-refundable ticket(s) through normal ARC/BSP processing per the guideline below:

Type of Ticket	Refund To Original Form Of Payment	Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	PNR Documentation OSI Field Message
<ul style="list-style-type: none"> • Refundable • Refundable – with a cancellation penalty fee • Non-refundable 	<p>Yes</p> <p>Note: if ticket fare has any penalty fees they are waived.</p>	<p>ARC/IAR REN or BSP Refund Authorization Request template – Waiver Code:</p> <p>SCRFND</p>	<p>OSI Field:</p> <p>IROPS FLIGHT CANCELLATION/DATE</p> <p>NOTE: Date is the original flight date</p>

Note: If the Revenue/Published or Bulk/Opaque ticket has been **EXCH** by AA as an INVOL the refund request must be submitted on www.refunds.aa.com

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Additional Ticketing/Itinerary Information:

Once a ticket has been reissued per Schedule Irregularity (IROPS), any further changes to the itinerary would be subject to the applicable rules of the ticketed fare unless one of the following occurs:

If a customer was protected beyond their original travel time or date and an earlier flight becomes available the customer may be reaccommodated.

A subsequent schedule change occurs

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