

Frequently Asked Questions – Ticketing Time Limit

Q: Where do I update the 24HR waiver code?

A: 24HR code should be indicated in the TourCode/IT Box. If TourCode/IT Box cannot be altered due to the ticketed fare auto populates information, indicate the 24HR code in the Endorsement Box along with the required verbiage for that fare.

Q: Does the 24HR waiver apply to missed ticketing deadlines? A: Yes, as long as the ticket is issued by midnight 1 day after the reservation is made and there are no itinerary changes made to the PNR. Example: Booked Monday, 7 days prior to departure, for a 7-day advance purchase fare. Ticket was not issued on Monday by 11:59 pm/CT. The ticket may be issued on Tuesday by the agency using the waiver code: 24HR Example: Booked Friday. Ticketing Time Limit is Saturday. Ticket was not issued on Saturday by 11:59 pm/CT. The ticket may be issued on Monday by the agency using the waiver code: 24HR

Q: What if the itinerary was cancelled by SAGE due to lack of ticketing 1 day after the reservation is made? A: The agency may rebook/resell the exact same flight, flight time, date and inventory as originally booked within 1 business day of the original booking. Travel agent may self-authorize with the waiver code: 24HR

Q: Does the waiver code: 24HR apply to Expired fare situations? A: Yes, as long as the ticket is issued by midnight 1 day after the reservation is made and there are no itinerary changes made to the PNR. Example: Booked Monday, ticket to be issued on Tuesday by 11:59 pm/CT. Fare expired on Tuesday prior to issuing the ticket by 11:59 pm/CT. The ticket may be issued on Tuesday by the agency using the waiver code: 24HR

Q: Does the waiver code 24HR apply to AA filed through fares when the itinerary includes OA prime flight(s)? A: Yes, as long as it is an AA filed fare.

Q: What is an AN number? A: AN (Authorization Number) is the corporate number assigned to a Corporate Discount Contract for those agencies that qualify. The AN number along with the assigned CART, if applicable, should be added to the OSI field.

Q: When do we indicate the CART and AN number (IE: C123456A12XABC) in the OSI field? A: If an agency is authorized to issue tickets against a corporate contract, the CART and AN number will be indicated in the OSI field in conjunction with a waiver code that goes in the Tour Code/IT Box. Example: Waiver Code: 24HR (is placed in the Tour Code/IT Box) OSI Field: CART/AN number is placed in the OSI.

Q: If we only have an ARC or IATA do we put that in the OSI field? A: No, the ARC/IATA is indicated on the ticket automatically when they issue/exchange the ticket, and is not affected by waiver codes

Q: If the agency has a Business Extra account does that number get added to the OSI field when a waiver code is applied to the Tour Code/IT Box?

A: Yes, the Business Extra number normally is indicated in the Tour Code/IT Box, however if a waiver code is being used in the Tour Code/IT Box the Business Extra CART number goes in the OSI field. It will then credit the appropriate Business Extra account with the revenue for the ticket purchased and flown. Example: Waiver Code: 24HR (is placed in the Tour Code/IT Box) OSI Field: If the agency has a Business Extra Cart number that information will go in the OSI.

Q: If the ticketing has 2 one-way fares and the customer has traveled the outbound, and change is made to the return on a one-way fare, and they did not reissue the ticket to meet the advance purchase, does the waiver code apply? A: No - the 24HR waiver code applies to the original PNR when no changes to the itinerary have been made. Reissues/exchanges ticket must be reissued when itinerary is rebooked.

Q: Is this Ticketing Time limit Waiver Code policy applicable globally on American? A: Yes, this waiver applies to all ARC/IATA agencies globally.

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