

ORD – DLH – Suspension of Service – Schedule Change

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Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by American's discontinuation of service between Chicago O'Hare, IL (ORD) and Duluth, MN (DLH). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between ORD and DLH	
	All Fares Published/Private/Leisure	
Travel to/from/through Discontinuation of Service: • ORD - DLH - ORD	The following guidelines apply:	
	Protection Options:	
	AA to/from ORD UA to/from DLH	
	Special Travel Exceptions Considerations	
	Ticketed On/Before:	February 15, 2020
	Effective for Ticketed Travel Dates On/After:	April 28 – December 31, 2020
	Reissue Ticket On/Before:	Same day as flight rebooking
	Inventory Requirements for AA Flights:	Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin Basic Economy ticketed fares: Short-haul - B inventory only. Long-haul – AA Prime – B Inventory AA* - original ticketed inventory or lowest available up to and including H.
	Inventory Requirements for UA Flights:	View UA Inventories below
	Change to Origin/Destination:	Allowed to MSP Customer may choose to terminate

		in ORD and request a refund ORD-DLH-ORD coupons post-travel
	Refund:	Allowed Refer to Refund
	Phone Field:	Ensure the customer's telephone contact number is updated

UA Inventories

When ticketed on AA in:	Rebook on UA in:
F, A	M, B, Y
J, R, D, I, W	H, U, E, Y, B, M
P	H, U, E, Y, B
Y, H	T, S, W, V, Q, H, U, E, M
K, M	T, S, W, V, Q, H, U, E
L	T, S, W, V, Q
V	T, S, W, V
S, N	T, S, W
Q, O	T, S
All Other	T

Endorsement Box Requirement

Endorsement Box Policy
Annotate new ticket with: SKCHG/DLHPROTECT
The above annotation is only required on the new ticket and supersedes required verbiage for the fare ticketed
Reissue: New ticket will have the same fare/fare basis as original ticket
Penalty: Change fee does not apply

Group Tickets

Please contact Group and Meeting Travel or the Meeting Services Desk for assistance

Refund Policy

Schedule Change – Unacceptable to Customer Refund Request
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Type of Fare	Agency Procedures for Suspension of Service between ORD to DLH
<p>Travel agencies may refund to original form of payment:</p> <ul style="list-style-type: none"> • Non-Refundable Fare • Refundable Fare with cancellation Fee • Basic Economy Fare • Bulk/Opaque Fare Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or may request refund from www.refunds.aa.com 	<ul style="list-style-type: none"> • Tickets will be refunded to the original form of payment (FOP) • Cancellation Penalty Fee and Change Fee is waived
<p align="center">Refund in GDS</p> <p align="center">ARC/IAR - Refund Exchange Notice (REN) and/or</p> <p align="center">BSPLink - Refund Application (RA) Request must reflect:</p>	
<p>U.S. agencies processing through ARC:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: DLHPROTECT <p>International agencies processing through BSPLink:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: DLHPROTECT <p>Penalty: Change fee does not apply</p>	
<p>Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to American Airlines Refunds.</p>	