

# American Airlines

Issued: April 11, 2023

As a reminder, you may follow American Airlines' policy for Irregular Operations when a flight has been delayed or cancelled within 72 hours of travel.

In many cases, American's Dynamic Rebooking or Auto- Reaccommodation systems will rebook customers and partially exchange the ticket for the affected flights. In these cases, you can make changes to the flights according to our **Irregular Operations (IROPS) policy** more than two hours before flight departure using the **SalesLink -INVOL service waiver**.

When American Airlines has yet to exchange the ticket, our Irregular Operations (IROPS) guidelines provide details to our travel professionals for rebooking customers using a waiver code.

To follow industry standards and as part of our commitment to **remove complexity**, we will be updating the current waiver code requirement for an **unplanned schedule interruption - Irregular Operations** from **IROPS** to **INVOL**.

While this change is effective today, April 11, 2023, we will continue to accept the current waiver code **IROPS** throughout 2023 to allow time to make system adjustments for a transition period.

Please be informed that the waiver code **INVOL** is **the only annotated verbiage** required on the reissued ticket and supersedes the required verbiage for the ticketed fare. If you include the original fare ticket endorsement information, **INVOL** should appear in the first position.

For example:

ENDORSEMENTS/RESTRICTIONS-  
**INVOL**/NONREF/RESTRICTIONS APPLY

For more details, please click [here](#).

Please don't hesitate to contact us with any questions you may have.

We appreciate your partnership and thank you for your business.