



Tripstack - Air Canada (AC Connex)

Live 21 Feb 24

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Step 1 - Starting point



Parent step: 3

Tripstack - Air Canada

Question

1. General info and login Step 2
2. Cancellation and refund Step 4
3. Rebooking Step 5

- 4. Name correction/Name changes Step 10
- 5. Adding ancillaries and requests Step 6
- 6. Split PNR Step 9
- 7. New ticket sell / Add child-infant Step 15
- 8. Flight Irregularities (FM/SC) Step 19

Step 2



Question

Parent step: 1

New Question

- 1. General info and login Step 14
- 2. Retrieve PNR Step 12
- 3. PNR history Step 13

Step 3



Question

No linked steps

Travelfusion - Air Canada (AC Connex)

New Question

- 1. Travelfusion - Air Canada (AC Connex) Step 1

Step 4



Question

Parent step: 1

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:
- Inform customer about the Penalty and if the customer confirms the cancellation, click on "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.

- If Original Travel is **within or Less than 4 Hours**:

Follow the standard refund routine as usual.

FL team will continue to:

- Handle urgent cases (clarification above)
- Void
- Proceed with the Retain process
- Check Rules and inform customers
- Placing on Support in case anything requires YY contact
- Modify button (Automation will work - if it is available)
- Send cancellation confirmation email

New Question

1. [Void/24H Rule Cancellation](#) Step 8
2. [Fare Rules](#) Step 11
3. [GDPR](#) Step 7
4. [Retain](#) Step 17
5. [Dupe](#) Step 16

Step 5

Solution

Parent step: 1

Rebooking

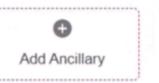
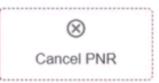
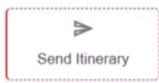
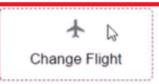
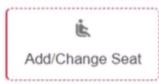
- Retrieve the PNR.
- Click on "**Change Flight**":

 Booking Confirmation

Your Booking Is Confirmed

Booking Reference Number: [REDACTED]

Thank you for booking your travel itinerary with us

Fare Information

Base Fare:	\$6500.00
Carrier Surcharges:	\$1540
Taxes, Fees and Charges	▼
Total Taxes:	\$227.55
Total Price:	\$8267.55

The "Change Flight" button will only be displayed if changes are allowed based on the fare rules. If changes are **not** allowed, the button will remain **inactive**.

- A message will pop up requiring us to click on the flight we want to change:

Change Flight

Change flight for PNR: [REDACTED]

Do you want to change this bound

YUL - Montreal Pierre E Trudeau Intl CDG - Paris Charles de Gaulle Apr 06, 2023

Do you want to change this bound

CDG - Paris Charles de Gaulle YUL - Montreal Pierre E Trudeau Intl Apr 20, 2023



- After clicking on the box of the flights we want to change, we may press on the date and a calendar will appear to check the new available flights:

Change Flight

Change flight for PNR: [REDACTED]

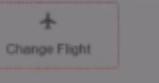
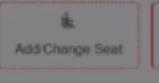
Do you want to change this bound

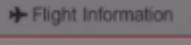
YUL - Montreal Pierre E Trudeau Intl CDG - Paris Charles de Gaulle Apr 06, 2023

Do you want to change this bound

CDG - Paris Charles de Gaulle YUL - Montreal Pierre E Trudeau Intl







April 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Use cursor keys to navigate calendar dates

- The new availability/flights will appear as below:

The screenshot shows a flight search interface with tabs for Economy, Premium Economy, and Business. Under the Economy tab, there are two flight options: AC 874 (YUL 5:50 PM to CDG 6:45 AM) and AC 870 (YUL 9:00 PM to CDG 9:45 AM). Both flights are Standard fare at \$82.50, with a 'Select' button. Under the Business tab, there are two flight options: AC 875 (CDG 10:20 AM to YUL 12:00 PM) and AC 871 (CDG 2:45 PM to YUL 4:20 PM). The AC 875 flight is Flex fare at \$364.70, with a 'Select' button. There are also 'Flight Search' buttons for both tabs.

Attention!

In terms of the (-) in the exchange cost: It is recommended to choose the **same** fare as the initial ticket whenever feasible.

If this is not an option, customers will not receive a refund due to tax difference. Further information is provided below:

The system allows you to switch to a lower-priced fare, such as moving from a Flex Fare to a Standard fare or to a cheaper Flex fare. In this instance, only the taxes are refundable, while the fare difference is not. This information indicates the amount of taxes that could be refunded if you decide to proceed with the exchange.

For example, exchanging a nonrefundable Flex fare for a nonrefundable Standard fare at a lower cost would result in forfeiting the fare difference, with only the taxes being eligible for a refund upon exchange.

Regarding the availability of the cabin: In some cases, when searching and rebooking for a new flight, a particular cabin may not be available.

For example, the flight from YYC to YYZ or YUL both have Business cabin, the flight from YYZ or YUL to YFC only has an economy cabin.

- After selecting the preferable flights, you may select additional services on both flights:

The screenshot shows the optional services selection screen. At the top, it displays "Optional Services" for "Montreal (YUL) to Paris (CDG)" with a total estimated price of "\$-366.21". Below this are "View Summary" and "Continue" buttons. At the bottom, there are buttons for "Select Services" and "Select Seats". The "Select Services" button is highlighted. The "Select Seats" button is shown with a cursor hovering over it. Below these buttons, there are two flight segments: "YUL-CDG" and "CDG-YUL". To the right, it says "Montreal to Paris (Mon, Apr 10, 2023)". Underneath the segments, there is a "Lounge" service listed with a cost of "\$45.99" and a checked "Passenger 1" checkbox. A note about Maple Leaf Lounges is present.

- After that, click "**Continue**" to review the new itineraries and inform the customer accordingly. All the calculations are automated and provided by the portal.

- The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.

In Edvin, for choosing the correct payment cart:

- When airlines require VAN as FOP, select:
Airline Cost - Rebooking / New Ticket (LCC) NOT Flexible Ticket

Review your Itinerary		Montreal to Paris		Grand Total \$526.10 ▾
YUL to CDG	Trip Duration 6h 55m	Mon, Apr 10, 2023	Paris(CDG)	
Montreal(YUL)				
1.2 Montreal (YUL)  5:50 PM, Apr 10, 2023	6h 55m	6:45 AM, Apr 11, 2023	Paris (CDG)	
AC 874			Flex	
CDG to YUL	Trip Duration 7h 40m	Wed, Apr 26, 2023	Montreal(YUL)	
Paris(CDG)				
1.2 Paris (CDG)  10:20 AM, Apr 26, 2023	7h 40m	12:00 PM, Apr 26, 2023	Montreal (YUL)	
Air Transportation Charges				
Carrier Surcharges: \$675.00				
Taxes, Fees and Charges				
Total Tax: \$26.10				
Total penalty 500.00				
Total refund 938.30				
Airline Fare Rules				

- Click on "Confirm".
- Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines as per this Shelf page: [Sync Trip button, under customer trip field](#).

If this is not possible, use the old routine: Send email confirmation to customer from Edvin. Use template titled " External portal booking details " located under folder First Line-> Other ,and Register an Errand.

Additional information:

Ancillaries in case of rebooking:

Ancillaries are non-refundable in case of voluntary changes.

Kindly please try to exchange the ancillaries and if this is possible a price difference might occur.

Step 6

Solution

Parent step: 1

Adding ancillaries and requests

General info:

Please be aware that checked baggage is **not** included in Basic Fares.

Baggage

It is NOT possible to add baggage.

(The only time that may be available is during the check-in process, but it is not guaranteed.)

Seating

- Click on "Add/Change Seat":

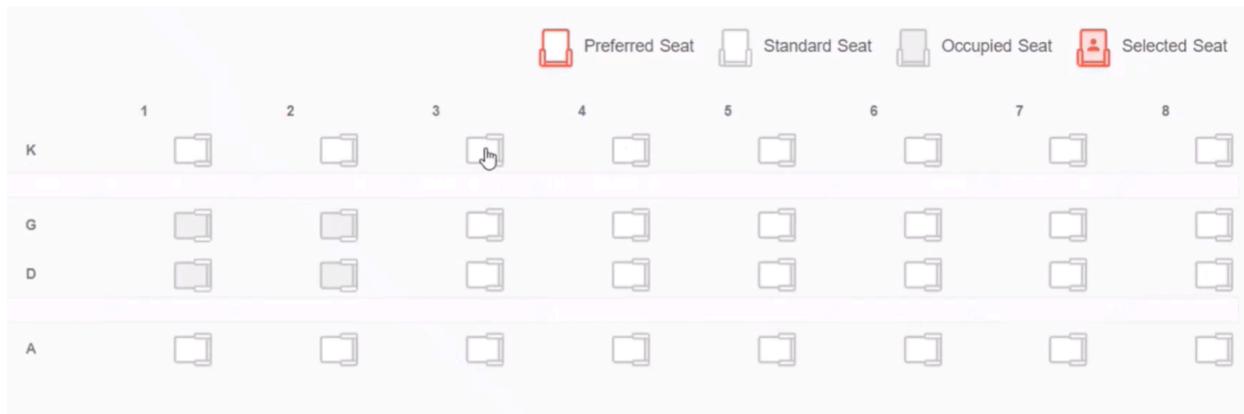
Your Booking Is Confirmed

Booking Reference Number: [REDACTED]

Thank you for booking your travel itinerary with us



- After that, you can change/add a seat:



- After selecting the preferred seats, proceed with "Confirm Seat Selection"

YEG-YYZ

Edmonton to Toronto (Wed, Jun 5, 2024)



23	24	25	26	27	28	29	30	31	32	33
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82
\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82	\$82

Passenger

Change	(ADT)
New Seat selected for Passenger 1	
ADT 36F \$81.9	
Seat 36A (Already Assigned)	
Select Seat	(CHD)
Seat 36B (Already Assigned)	

Confirm Seat Selection

- Click "Confirm" on the Summary before proceeding with the payment of the service.

Select Seats Confirmation

View Summary

YEG to YYZ

Seat For [REDACTED] 36A Seat Price- \$0.00 (Already Assigned)
 New Seat For N [REDACTED] 36F
 New Seat price-\$81.90

Change/Select seats **Confirm**

- In Edvin, for choosing the correct payment cart:
 When airlines require VAN as FOP, select:
LCC ancillary (Manual)
- The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.
- After the seat EMD issuance, click on the PNR to go back to the reservation and check the EMD number.

Important! The confirmed seats can not be modified (changed or canceled). In case we save an ancillary by mistake, we should contact Air Canada to ask for further assistance.

Add Frequent flyer number:

You may add a frequent flyer number by selecting the below option:



Any other special assistance:

- Place the order on support.
- The support agent will contact Air Canada to handle the request further.

Step 7



Solution

Parent step: 4

GDPR

GDPR

ATTENTION

- For illness, there is no waiver for a refund, it will fall under fare rules. For more info check on Edvin docs "Medical/Death cert- routine"
- Place the case on support.
- The FL Support agent should always contact Air Canada to cancel the segments before the nonshow and then proceed with the GDPR process: [Medical/Death/visa rejection refund exceptions](#)

Step 8



Solution

Parent step: 4

Void/24H Rule Cancellation

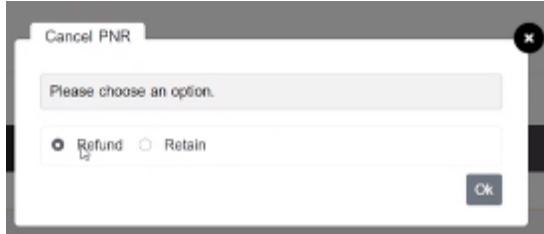
24H Rule:

24 H Rule is **not** applicable.

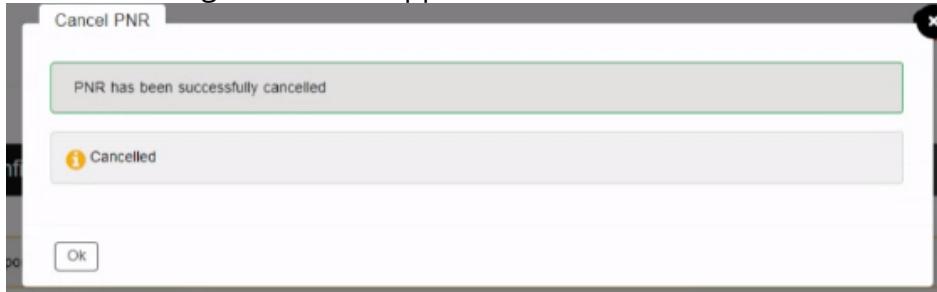
VOID:

If the cancellation is within the same day of the booking creation, it will then result in a full refund with no penalty.

- If the customer has agreed to proceed with **VOID** and we are within the VOID period, then you may click on the "**Refund**" button.



- The message below will appear once we confirm the "**Refund**" option.



- After that, please proceed with "**Modify Order**" with the reason "**VOID**" and in the "**Other info to BO**" box add a note to the message that appeared (PNR has been successfully canceled) along with the [ticket numbers](#) and send cancellation confirmation using the cancellation template from Edvin (**CXL conf. - flight void/24h**).

Step 9

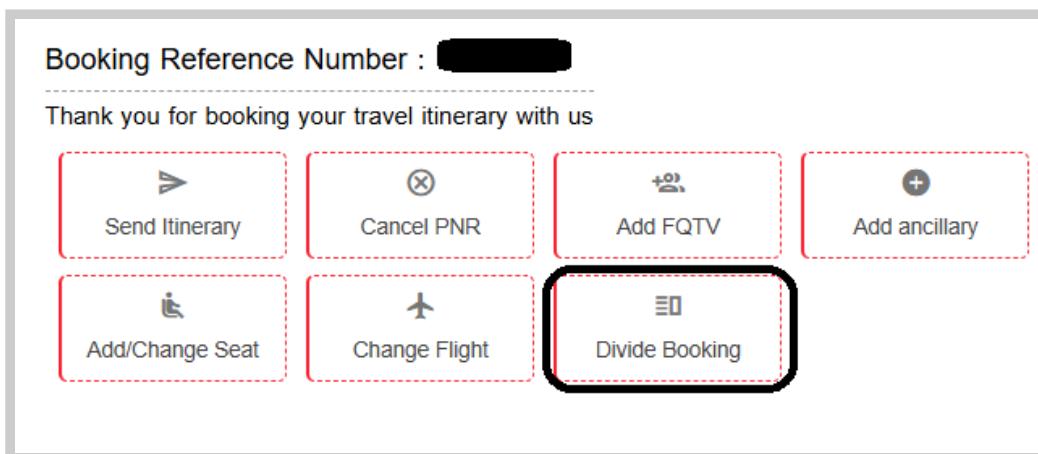
Solution

Parent step: 1

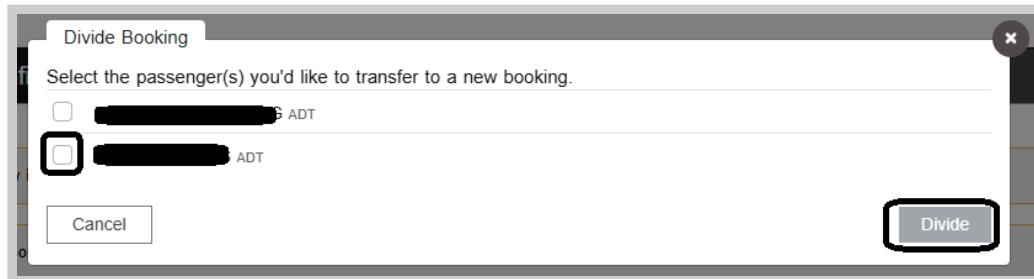
Split PNR

It is possible to split in the AC Connex portal.

1. Retrieve the PNR.
2. Click on "**Divide Booking**":



3. Click on the customer's name that is about to be divided:



4. Once the customer confirms the Split, then continue by pressing the name and clicking on "Divide".



Always link the new split PNR in Edvin.

Step 10

Solution

Parent step: 1

Name correction/ Name changes

- Always check Edvin's docs to ensure that the correction/change is possible.
- You must always collect a copy of the passport or any other official documentation required from the customer
- Queue to support for your location
- Support needs to contact the airline for further handling.

Step 11

Solution

Parent step: 4

Fare Rules

Fare rules

Fare rules are displayed during the booking creation as well as afterward through the portal (but **NOT** for the BASIC fares).

Fare rules are visible on the Portal for all the rest fare basis.

Example: If the ticket is nonrefundable by the rules then the Rules and the "**Penalty**" button will **not** be visible on the Portal.

On that occasion, you should visit [AC.COM](#) (via Manage My Booking) and then click on the fare basis:

Economy - Basic

Departing flight
Edmonton, CA (YEG) to Toronto, CA (YYZ) Mon, Jun 10, 2024

06:00	Non-stop - 3hr42m	11:42
Edmonton		Toronto
●	—	●
AC 160	7M8	
Details		

- And now, fare rules are available on the website:

Economy - Basic X

EDMONTON - TORONTO

[See complete fare rules](#)

Changes >

Cancellations

Minimum stay >

Maximum stay >

Baggage >

AEROPLAN Aeroplan >

- Tickets are **non-refundable** and are **non-transferable**.
- **Partially used tickets** may be submitted for a refund assessment. The refund will be calculated as follows: Actual fare paid minus the value of the portion of the journey that has been flown and minus the applicable fee.
- **Flights can be cancelled** up to 45 minutes before departure by going to the 'My bookings' tab of our homepage. **Exception:** Aeroplan flight rewards must be cancelled no later than 2 hours before departure.
- Find out more about [Air Canada's refund services](#)

Disclaimer: The fare rules displayed above are for adult passengers only. Different rules may apply for children and infant passengers.

[Close](#)

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:
- Inform the customer about the Penalty and if the customer confirms the cancellation, click on the "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.
- If Original Travel is **within or Less than 4 Hours**:
Follow the standard refund routine as usual.

Step by step

Voluntary cancellation:

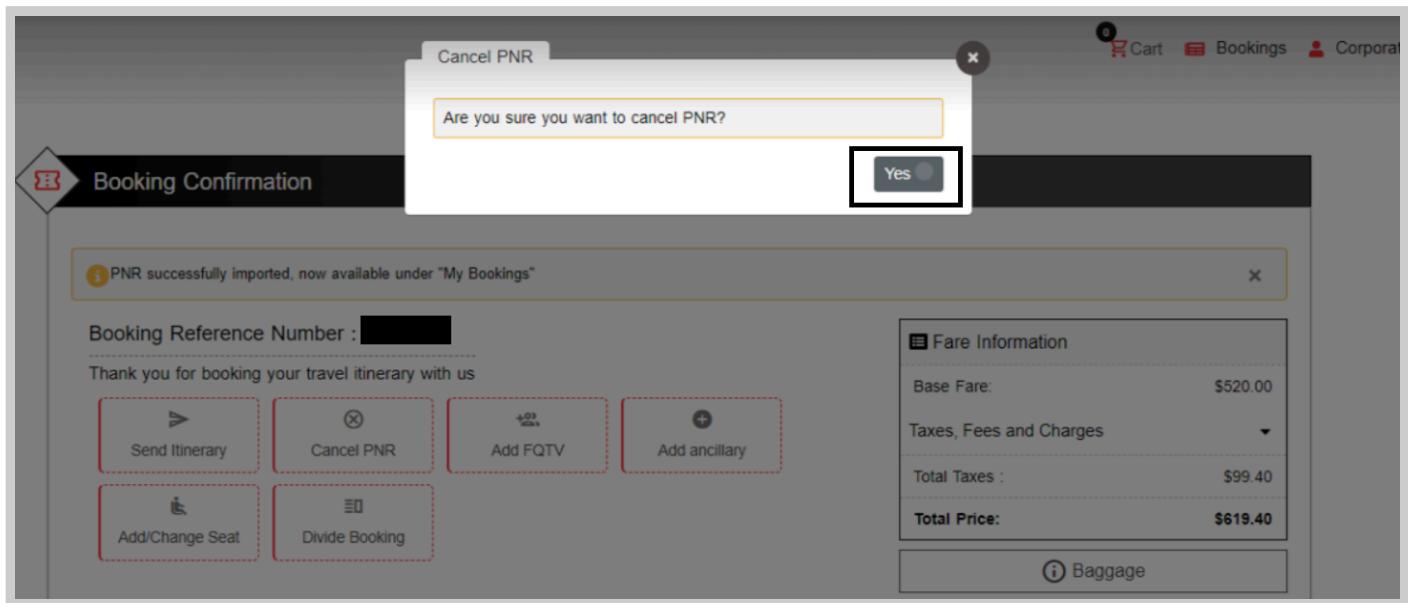
- Login to the portal and retrieve the PNR.
- Check the fare rules through the “**Penalty**” button:

Fare Information	
Base Fare:	£215.00
Taxes, Fees and Charges	(dropdown menu)
Total Taxes :	£76.00
Total Price:	£291.00

Baggage

Penalty

- Inform the customer accordingly, about the rules and ETG fee (if applicable).
- If the customer accepts to cancel the ticket, click on “**Cancel PNR**” and click on “**Yes**” to the pop-up message that will appear.



- After that, please proceed with “**Modify Order**” with the reason “**Fare Rules**” and in the “**Other info to BO**” box add a note to the message that appeared (PNR has been successfully canceled) along with the ticket numbers and send cancellation confirmation using the cancellation template from Edvin (**CXL conf - fare tkt rules 9.A**).

ATTENTION



During this process, there is **no breakdown** of the cancellation so make sure the customer is informed in advance at least about the penalties.
On the next steps, there are 2 available options: "**Refund**" and "**Retain**".
◦ "Refund" is always preselected so pay attention to your selection based on the customer's request.
◦ If the fare of the PNR is not creditable, the option "**Retain**" will not be available.

Voluntary cancellation after the voluntary exchange:

If the customer wants to cancel by the rules after a voluntary change has been finalized, the refund will be by the rules or retain credit (depending on the fare basis).

Voluntary cancellation after the involuntary exchange:

If the customer wants to cancel by the rules after an involuntary change has been finalized, the refund will be by the rules or retain credit (depending on the fare basis).

Partially used tickets:

The refund flow is automated for partially used tickets. The system will show any refundable amount. Please keep in mind the ETG fees (if applicable).

Step 12

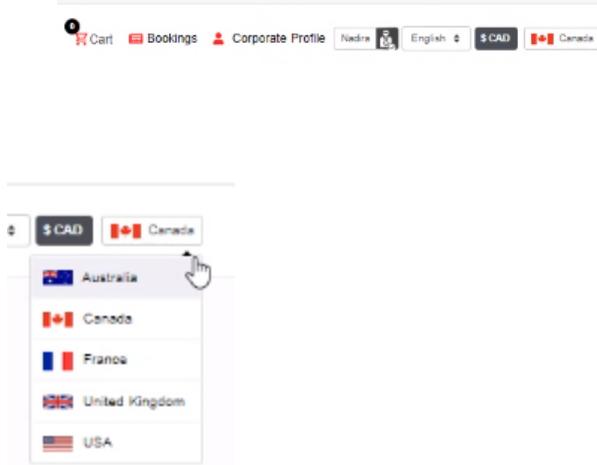
Solution

Parent step: 2

Retrieve PNR

Retrieve PNR:

- Select the IATA code according to the ticket issuance in Edvin.
Example: Canada



If you attempt to access the PNR in an incorrect IATA, a warning message will appear to indicate that either the PNR is not valid or the IATA is incorrect.

Booking Reference entered is invalid. We are unable to retrieve this reservation. Try again or contact us directly for assistance.

- Select the IATA code:



- From the Home Page, click on the Bookings tab.



My Bookings displays bookings created by the user via the platform, as well as Portal bookings imported by the user.

Important!

If you try to open booking orders that have **two names** entered as the last name, do not copy paste the names from Edvin.

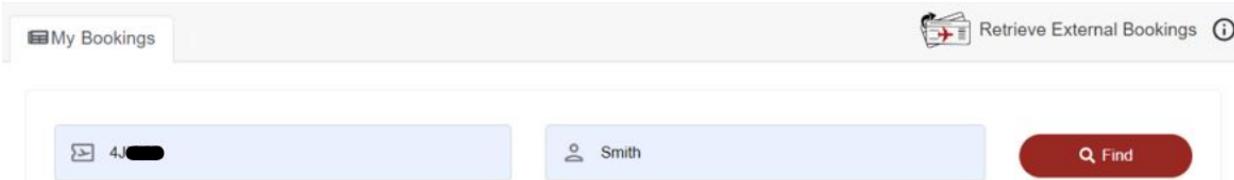
Use a Notepad to write the name in CAPS and copy it from there to paste it in AC Connex.

If you receive any errors you can reach out to the AC call center for help. If you need to add any additional services, you can do so through [AC.Com](#).

- You can click on the Retrieve "External Bookings" icon, to retrieve Portal's bookings.



- Enter the Booking reference number and the passenger's last name. click on Find.



- If any of the details provided are incorrect, then the below pop-up message will be displayed on the screen.

- Once the booking is successfully retrieved, the Booking confirmation page will be displayed with available post-booking servicing features.

The ticket numbers are only visible on the Portal, they cannot be opened.

Traveler Information								
Sr. No.	First Name	Middle Name	Last Name	Passenger Type	Date Of Birth	Ticket No.	FFN Number	Other Details
1	[REDACTED]	NA	[REDACTED]	ADT	1990-09-21	01421862[REDACTED]	NA	[REDACTED]
2	[REDACTED]	NA	[REDACTED]	INF	2023-01-01	01421862[REDACTED]	NA	
3	[REDACTED]	NA	[REDACTED]	CHD	2020-01-01	01421862[REDACTED]	NA	[REDACTED]

Also, the EMD numbers are **not** visible in AC Connex, and there is a possibility to check it on the Edvin "GDS PNR Information" tab, however, this is not always possible.

The screenshot shows a flight record in the AC CONNEX portal. The flight segment is from YYZ to YEG on April 24, 2024, at 09:55, with arrival at 12:00. The traveler is listed as ADT 0142. The EMD (Electronic Manifest Document) shows a seatmap for flight 0144 with a provider amount of 23.73 CAD.

Segments											
Flight	Dep	Date	Time	Arr	Date	Time	Status	Class	Cabin class	Fare basis	Airline reference
AC165	YYZ	2024-04-24	09:55	YEG	2024-04-24	12:00	HK	L	Economy	LK7NZCBA	4M [REDACTED]

Travelers											
Name	Type	Ticket number									
O [REDACTED]	ADT	0142 [REDACTED]									

EMD											
Type	EMD	Provider amount	Traveler	Carrier	Segment	Issuing office	Issue date	Status			
Seatmap	0144 [REDACTED]	23.73 CAD	Or [REDACTED]	AC	YYZ - YEG			ISSUED			

Important! All "ticketed" PNRs will appear in the portal apart from the PNRs that have F (Flown) ticket status or R (canceled status) or No show status.

Note: The difference between ticketed and booked PNRs is that the booked PNRs are "on hold" and no form of payment has been selected.

Step 13

Solution

Parent step: 2

PNR history

PNR History:

The logic behind AC CONNEX is not like in GDS so "**History**" is not available for orders issued in the Portal.

The PNR within the portal will be available until the last ticketed coupon status is Flown, Used, or Cancelled.

In case of a no-show, there is no time limit for PNRs to disappear from the portal, they all remain in the ticketed tab.

The PNR will also disappear from the "Ticketed" list as the segments will be inactive.

Step 14

Solution

Parent step: 2

General info and login

IATAs and FOP

AC content via TS (Tripstack) uses **VAN** for both primary and post-booking flow as FOP.

The content is available in the following IATAs:

- CA IATA- 67599033.
- US ARC - 10570781
- AU IATA - 02366173
- UK IATA - 91200233

- FR IATA - 20288030

General info and login

- Use the link [here](#) and log in using your credentials.



[Login](#)



A screenshot of a login form. It consists of two input fields: one for email (with a person icon) and one for password (with a lock icon). Below the fields are links for "Forgot Password?" and "Not an account! Sign Up". To the right is a red "Login" button with a white hand cursor icon pointing at it.

As the credentials are personal, if a new account must be created, please refer to your Team Leader or Manager.

Step 15

Solution

Parent step: 1

New ticket sell - Add child/infant

New ticket sell - Add child/infant:

- Select a trip depending on the customer's request:

This screenshot shows a flight search interface. At the top, there's a header with a red 'Flights' button. Below it is a navigation bar with 'Round Trip' (selected), 'One Way', and 'Multi City'. The main search area has two rows of input fields: 'Where From' and 'Where To' with date pickers ('Dec 15, 2022'). Below these are 'Where From' and 'Where To' fields with date pickers ('Dec 15, 2022'). Underneath are dropdowns for '1 Passenger' and 'Economy', and a 'Promotion Code' field. A red 'Search' button is centered at the bottom, and a 'Clear Form' link is in the top right.

- After you click on the specific trip, there is an option to change the search button by selecting "Change Search" in the right-up corner:

This screenshot shows the same flight search interface as above, but with a red box highlighting the 'Change Search' button in the top right corner of the search bar. The search bar also displays the route 'Toronto Lester B. Pearson Intl (YYZ) → Vancouver (All Airports) Canada (YVR)' and travel dates 'Tue, Jan 10, 2023 → Tue, Jan 17, 2023'.

- The "Search Results" page will show the flight options, while departures are on the left and return on the right.

This screenshot shows the search results page. At the top, there's a date range selector from Jan 8 to Jan 19. Below it is a fare banner with 'Economy', 'Premium Economy', and 'Business' options, where 'Economy' is selected. The results are divided into 'Departing flight' and 'Returning Flight' sections. Each section lists a flight with its number, departure time, arrival time, fare, and a 'Select' button. The 'Departing flight' section shows AC 185 (YYZ 6:00 PM to YVR 8:03 PM, \$153.82) and AC 123. The 'Returning flight' section shows AC 128 (YVR 11:30 PM to YYZ 6:50 AM, \$146.18) and AC 100.

The Fare banner allows users to define which one they prefer. (Economy, Premium Economy).

- On the "Filter" section, you have various options:

Filters  **T**

Info **Baggage** **Seat**

Air Canada Signature Service offered on certain Business Class fares with fully lie-flat seats body aircraft equipment types and routes. <https://www.aircanada.com/ca/en/aco/home/fly/>

	\$ 444 Jan 8	\$ 154 Jan 9	\$ 154 Jan 10	\$ 154 Jan 11	\$ 154 Jan 12 
					 Economy  Premium

Departing flight  Flight Search

 AC 185  Basic
YYZ 6:00 PM → 8:03 PM YVR \$ 153.82 [Details | Select](#)

For example, you may sort the new trip by Departure:

Filter your search

 [Reset Filter](#)

Departing flight **Returning Flight** 

 [Sort By](#)

 [Departure](#)

 [Arrival](#)

 [Duration](#)

 [Price](#)

 [Refine Search](#)

 [Stops](#) 

 [Via](#) 

 [Layover](#) 

- If you click on a specific flight and more specifically, on “**Details**”, you will have the possibility to check more info about the flight:

Departing flight

AC 185

YYZ 6:00 PM → 8:03 PM YVR

Basic
\$ 153.82

Details | Select

- Click on “**Details**”:

Flight Details

Toronto (YYZ) to Vancouver (YVR)
Tue, Jan 10, 2023

Flight Information		Total Duration
AC 185 Aircraft Type 789		5 hrs 3 min
Toronto (YYZ)	Vancouver (YVR)	
Tue, Jan 10, 2023 6:00 PM	Tue, Jan 10, 2023 8:03 PM	
Operated By : AIR CANADA		
Terminal : 1	Terminal : M	

Select

- By clicking on the “**Select**” option, you will be able to check the full range of fare families and fares available for the cabin selected:

Departing flight

AC 185

YYZ 6:00 PM → 8:03 PM YVR

Basic
\$ 153.82

Standard
\$193.37

Flex
\$295.07

Comfort
\$567.40

Latitude
\$1104.15

Select

For example, by clicking on “**Comfort**”, you will see this flight’s attributes:

Departing flight

AC 185

YYZ 6:00 PM → 8:03 PM YVR

U Basic \$153.82	U Standard \$193.37	U Flex \$295.07	U Comfort \$567.40
------------------------	---------------------------	-----------------------	--------------------------

Returning flight

AC 123

YYZ 6:50 PM → 8:58 PM YVR

Comfort

- Free Preferred and standard seat selection
- 1st checked bag free
- Free changes
- 115% Aeroplan points/SQM
- Meals and beverages for a fee
- Free same-day standby
- Fully refundable

Select

- And, by clicking on the "Seat" icon, it will display a preview of the seat map (standard, occupied, etc.)

AC 185

YYZ 6:00 PM → 8:03 PM YVR

Seat Map

U Basic \$153.82	U Standard \$193.37	U Flex \$295.07	U Comfort \$567.40	U Latitude \$1104.15
------------------------	---------------------------	-----------------------	--------------------------	----------------------------

Basic \$ 153.82

Details | Select

- By clicking on the icon next to the seat, you will check all the "amenities and ticket features" of the fare selected:

AC 185

YYZ 6:00 PM → 8:03 PM YVR

Amenities and Ticket Features

U Basic \$153.82	U Standard \$193.37	U Flex \$295.07	U Comfort \$567.40	U Latitude \$1104.15
------------------------	---------------------------	-----------------------	--------------------------	----------------------------

Basic \$ 153.82

Details | Select

- By scrolling down you will find info for baggage, change/ cancellation penalties, and more:

Flex

✓ 3-3-3 seat layout

✓ 787 (widebody)

Baggage

[View less](#)

Carry on baggage

✓ 1 carry on bag & personal item

Free Bag Limits

✓ Pieces : 1

Checked baggage

✓ First checked bag free and second checked for a fee
CAD50.00

Free Bag Limits

✓ Size : up to 158CM/62IN

✓ Weight : up to 23KG/50LB

✓ Pieces : 1

Paid Bag Limits

1st bag

✓ Fee : 50.0 CAD

✓ Size : up to 158CM/62IN

✓ Weight : up to 23KG/50LB

Change/Cancellation Policy

[View More](#)

Change Policy

- After you select the flights, they will be displayed at the top of the search results.

The screenshot shows a flight search interface with a calendar at the top displaying dates from Jan 8 to Jan 19. Below the calendar, there are tabs for Economy, Premium Economy, and Business. Two flight options are listed:

- AC 185:** YYZ 6:00 PM -> 8:03 PM YVR. Class: Comfort, Price: \$ 567.40. This flight is highlighted with a red border.
- AC 128:** YVR 11:30 PM -> 6:50 AM YYZ. Class: Latitude, Price: \$ 1096.51.

At the bottom, there are buttons for Reset, Details, and Book.

- By clicking on specific options, you will have the below:

-**Reset:** Delete the booked flights

-**Details:** See details of the booked flights

-**Shopping cart:** Add this to the shopping cart

- Another way to add this to the shopping cart is via "Book":

- After you click on "Book", you need to add the customer's details such as Name, Surname, email, etc.

Enter Traveler Details

Passenger, 1 (Adult)

First Name *	Middle Name	Last Name *	Gender *	Date Of Birth *
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	01 Jan 1993
Aeroplan	Aeroplan Number	Redress Number	Known Traveler Number	
Select	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Please provide your full name(s) and date(s) of birth as it appears on the Passport or Government issued photo ID.

Passenger Contact Information

Primary Contact Information

Air Canada will advise both the travel agent and traveler of any changes to their itinerary via email. The first mobile phone number entered in the first field will be used to communicate any itinerary changes to the traveler via SMS.

Email Address *

Country Code * 1 **Phone Number *** (XXX)-XXX-XXXX [Add another phone number](#)

Travel Agency Email

A copy of the confirmation email will automatically be sent to the travel agency.

Email Address * nadira.asowe@aircanada.ca

Itinerary Confirmation Email

Please confirm the email address you would like the itinerary confirmation email to be sent to.

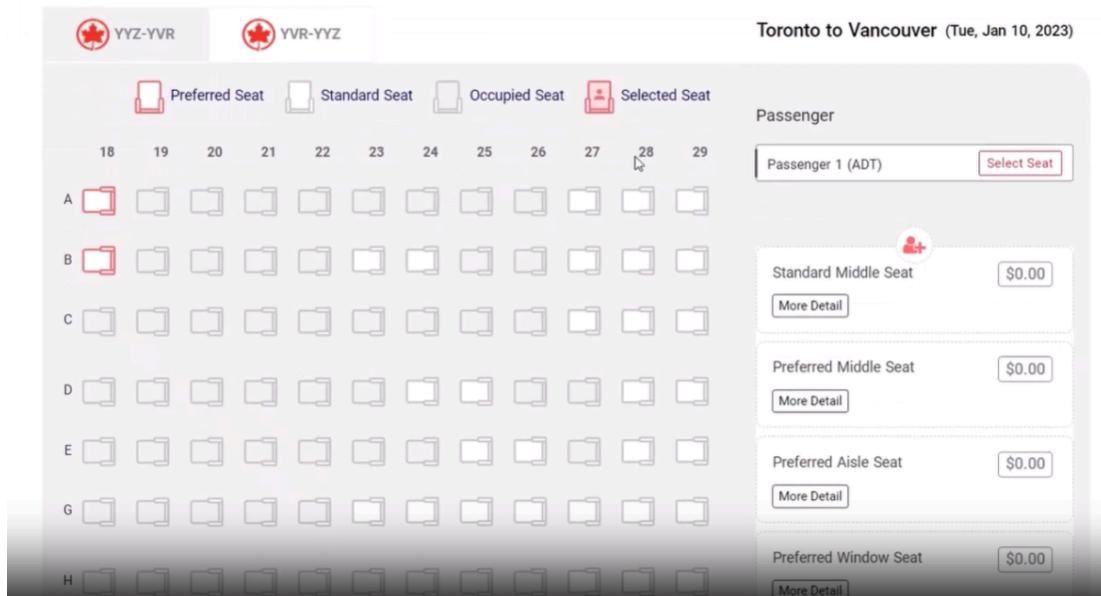
Email Address * At least 1 email address is required
nadira.asowe@aircanada.ca [Add another email address](#)

Continue

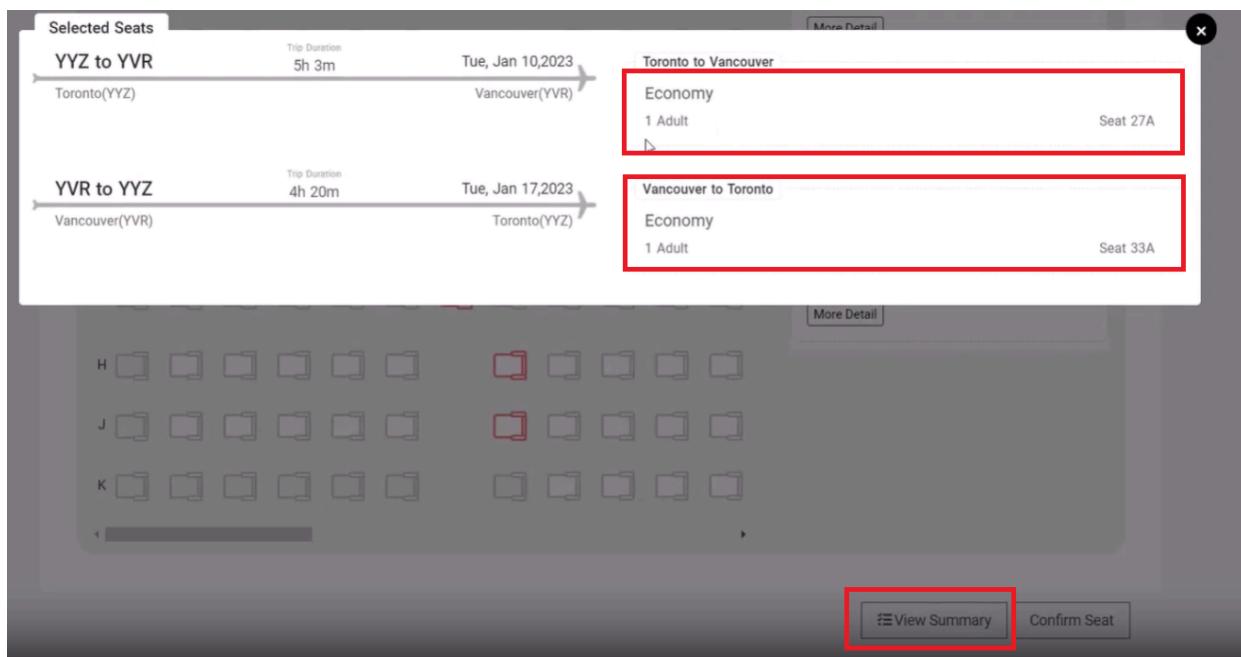
Attention: After the name(s) have been entered on the portal they cannot be changed.

For any correction in case the ticket is "on hold" (booked, but not ticketed), you need to create a new booking and cancel the one on hold.

- The next step is to add any preferred ancillaries like Seat Selection:



- By clicking on the “View Summary” you will be able to check the seats selected for this new flight option:



- After you confirm the seats, if customers would like to have extra seats, then you will be redirected to “Review your itinerary”:

 Review your Itinerary

Toronto to Vancouver

Grand Total \$ 1663.90

YYZ to YVR	Trip Duration 5h 3m	Tue, Jan 10, 2023	Air Transportation Charges
Toronto(YYZ)	Vancouver(YVR)		Base Fare \$ 1345.00
1,2 AC 185 6:00 PM, Jan 10, 2023	8:03 PM, Jan 10, 2023	Comfort	Carrier Surcharges \$ 60.00
			Taxes, Fees and Charges
			Total Tax \$ 258.90
			Service List
			Airline Fare Rules

YVR to YYZ	Trip Duration 4h 20m	Tue, Jan 17, 2023	Air Transportation Charges
Vancouver(YVR)	Toronto(YYZ)		Base Fare: \$150.00
1,2 AC 128 11:30 PM, Jan 17, 2023	6:50 AM, Jan 18, 2023	Latitude	Carrier Surcharges: \$30.00
			Taxes, Fees and Charges
			Total Tax: \$ 71.00
			Service List
			Standard Seat - Window (Passenger 1-ADT) \$0.00
			Airline Fare Rules

- Fare details, penalties, and other info are displayed on the payment page.
- For example, Baggage and Penalty info:

Air Transportation Charges	
Base Fare:	\$150.00
Carrier Surcharges:	\$30.00
Taxes, Fees and Charges	
Total Tax:	\$ 71.00
Service List	
Standard Seat - Window (Passenger 1-ADT)	\$0.00
Airline Fare Rules	

 Baggage
 Penalty

In Edvin, for choosing the correct payment cart:

- When airlines require VAN as FOP, select:
Airline Cost - Rebooking / New Ticket (LCC) NOT Flexible Ticket
- The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.
- Once the payment is finalized, click on the acceptance of T&C box.
- Now, the PNR is created. Do not forget to "link" the New PNR in Edvin.
- Send confirmation to the customer from Edvin.
- Use the template titled "**External portal booking details**" located under folder First Line-> "**Others**".
- Register an errand and change the order in Edvin.
- Kindly note that you can check the new PNR created via "**My Bookings**".

• Select the PNR:

PNR	Name	Creation Date-Time	Origin	Destination	Departure Date-Time	Trip Type	Payment Type	View Details
4KV4EN	VISHAKHA KAUSHIK	2022-12-27 7:22 PM	YUL	YVR	2023-02-07 9:00 AM	Round Trip	CREDIT_CARD	Show Details
2BX7VB	SOPHIA BRITO	2022-12-13 5:57 PM	YUL	YYZ	2023-01-10 6:00 AM	Round Trip	CASH	Show Details

OR:

- You can click on the Retrieve "External Bookings" icon, to retrieve Portal's bookings.

• Enter the Booking reference number and the passenger's last name, click on Find.

Add child/infant

- You must always have the full name of the customer and the DOB of the child/infant
- Queue to support for your location, when the payment link is paid (with our fees as minimum cost - if it is required).
- The support agent contacts the airline for further instructions

Step 16

Solution

Parent step: 4

Dupe

When customers contact us to cancel one of the two bookings (DUPE):

- Place the case for support
- The support agent will contact the airline company (Air Canada) to cancel the flights and ask them to proceed with a full refund (NO guarantee to the customers).

Step 17

Solution

Parent step: 4

Retain

What is the "Retain" option?

A retained ticket is the ticket itself held for future use, and it will be the validity of the ticket so one year from the date of issuance.

This option is available only for the creditable fares that are nonrefundable. Nonrefundable fares and non-creditable like BASIC fares would not be held as credit.

Overview:

There will be no retain option in the AC Connex if the reservation is not creditable.

As ETG we should click on "Retain" whenever possible and advise the customers that they should call AC to get the price and finalize the rebooking on the spot.

After receiving approval from the customers and completing the necessary steps on AC Connex, kindly utilize the following template to email the customers.

- First Line -> Others -> Others

Title: "Conversion of AC Connex Voucher"

- Booking.com-> First Line -> Other

Title: "Conversion of AC Connex Voucher"

An example,

Send Email - Enter user input - Booking.com - Conversion of AC Connex Voucher

- X

Validity
1 year

Date of issue
10 February 2024

Select PNR
[REDACTED] x | v

Hi DANIEL,
We have requested that Air Canada retain the value of your tickets for future travel.
Please note that you must use your ticket(s) within 1 year from the date it was issued - 10 February 2024.
To use the travel credit associated with this booking, please contact Air Canada directly and provide the booking reference number [REDACTED]

Kind regards,
[REDACTED]
Mytrip

FAQ:

Will the retain option be available for all fare types?	No, only for the creditable fares that are nonrefundable. Nonrefundable fares and non-creditable like BASIC fares would not be held as credit.
Will the customer be eligible to retain the full or partial ticket amount?	Only fully unused tickets, not for partial ticket amounts.
How is future travel credit shared with the customer or the Agency? Is that through a voucher code? What will be the validity of the voucher?	It is not a voucher, is the ticket itself held for future use, and it will be the validity of the ticket so one year from the date of issue.
If the customer wants a refund afterward? Is it possible?	No, creditable fares are nonrefundable.
Is there a document that provides the steps we should follow in the AC Connex?	As ETG we may click on " Retain " whenever possible (when it is visible on the portal), and then advise the customers that they should check with the airline company for the rebooking scenario as AC will advise directly about the total cost and customers will be able to pay on the spot.

Step 18

Solution

Parent step: 19

FM - Force Majeure: TS AC

We are never allowed to refer the customer to the airline

Agents on phone/chat:

- Always check travel alert page for info
- Queue booking to your support, if FCR is not possible.
- Add info what customer is requesting in Edvin, refund, alternative flights etc.

Support:

Always Check of PNR history in AC portal, if not possible contact the airline for assistance.

Involuntary rebooking:

We have to call AC to get new alternatives and also for involuntary reissues. It's important to inform that it is an NDC booking, as they have special agents handling these bookings.

Involuntary cancellation:

NOTE: FL or SC agent can confirm the cancellation with the customer and inform that we will apply for the refund, no guarantees as per usual routine.

Procedure for Handling NDC/LCC Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

2. Deadline Check

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund.**
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

• If Original Travel is **More than 4 Hours:**

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours**:
Follow the manual handling refund routine and handle it.

Manual refund handling

1. Try to proceed with a refund via Air Canada self-reaccomadation tool, which will be reflected as acceptable via OTRs email.
2. If not working, then call the airline for assistance.
3. Then modify the order and SL will then apply for the refund.
4. In case the AC request to apply RA via BSP link:
 - If the airline informs you need to send a refund application via BSP link - queue the booking through modify order to BO with all relevant information: passenger, ticket number, refund reason etc.
 - Don't forget to Escalate to BO through the refund tab:

Base/Bookings PNR:s Payment transactions 1 Confirmations **Refund** Product Pricing Tracking Events and

Refund cases

Force Majeure - refund Open ! Escalate to BO Send status email

Booking [REDACTED] Last updated: 2020-12-23 i

Refund request received ✓ Refund application sent to airline Money received from airline Payment done to customer

Show more ▾

- Chose Escalation reason: NDC - RA in BSP, add this info in the order note field:
 - Ticket numbers:
 - RA/Refund reason:
 - Emd's to be refunded:

Escalate to BO

Escalation reason
NDC - RA in BSP

Refund application needs to be sent by BO via bsp link

Order note

Ticket numbers:
RA/Refund reason:
Emd's to be refunded:

Channel
Select channel...

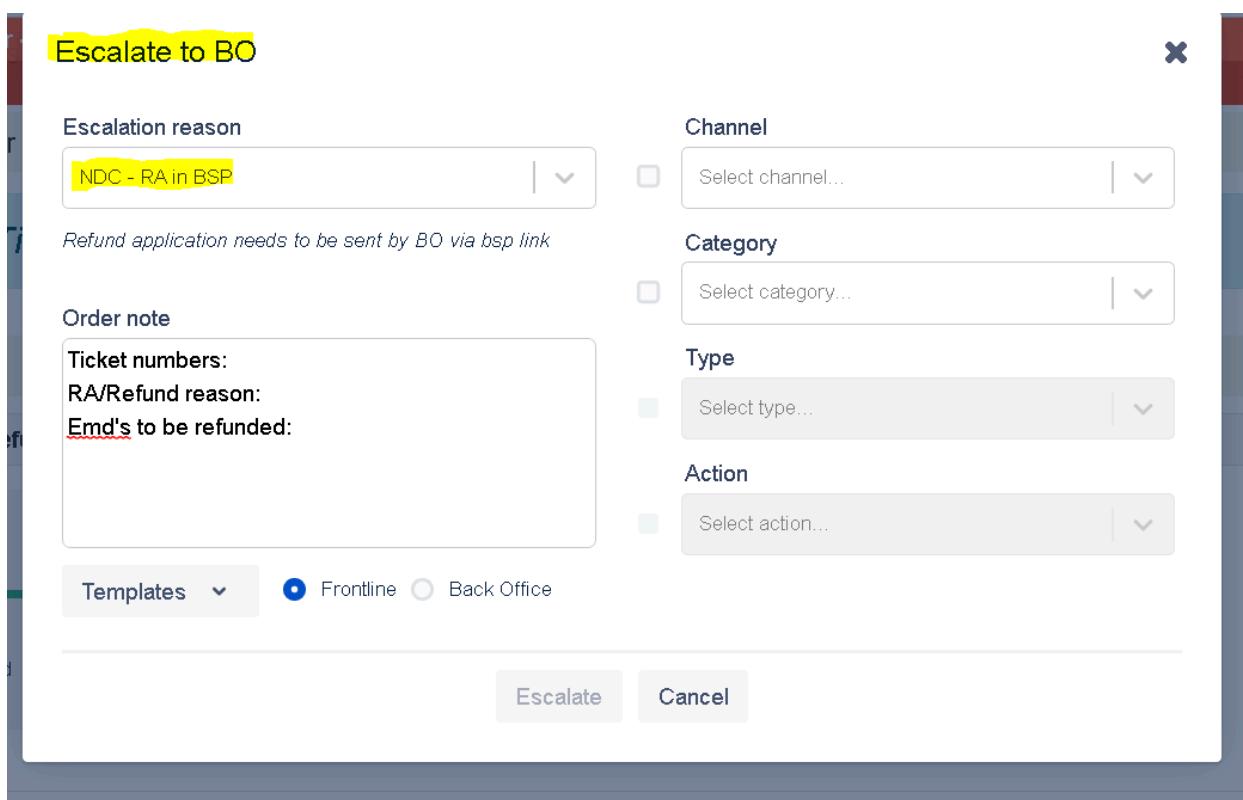
Category
Select category...

Type
Select type...

Action
Select action...

Templates Frontline Back Office

Escalate **Cancel**



Step 19

 Question

Parent step: 1

Air Canada (via TripStack)

General Guidelines	Click here for the login details.
How we receive the SC notifications?	Schedule change notifications from carrier are: - send via OTRs - placed on portal, from where our agent needs to pick up the cases
What ETG is responsible to handle?	Non-VI We handle all schedule changes that occurred up to 48 hours from departure from OTRs. VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.
How ETG handle the SC notification ?	Check the link for the handling via Phone SC task Check the link for the handling via Chat SC task Check the link for the handling via Email SC task Check the link for the handling via SC WM task: SC Description Manual handling
If the agent is not trained on SC handling, follow the below:	If customer, contact us for rebooking or refund due to schedule change, and there is no information under Edvin: 1. Open the booking via airline portal 2. Check if there is a schedule change. 3. Transfer the call to SC Q based on the division: FL/SC Genesys Qs to transfer an interaction and checklist

Flight Irregularities

1. [Involuntary Reissue](#) Step 21
2. [Involuntary Refund](#) Step 20
3. [FM - Force Majeure](#) Step 18

Step 20



Parent step: 19

Involuntary full or partially refund TS AC

Procedure for Handling NDC/LCC Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

2. Deadline Check

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund**.
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours**:

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours**:

Follow the manual handling refund routine and handle it.

Manual refund handling

1. Try to proceed with a refund via Air Canada self-reaccomadation tool, which will be reflected as acceptable via OTRs email.

2. If not working, then call the airline for assistance.

Step 21



Solution

Parent step: 19

Involuntary Reissue

Accepting Alternate

- Once we open the Booking, we will see that there is an 'Action Required' option on the Booking



Booking Confirmation

i PNR successfully imported, now available under "My Bookings" X

Booking Reference Number : 2N [REDACTED]

Thank you for booking your travel itinerary with us

Send Itinerary

Action Required

Fare Information

Base Fare: \$1040.02

Carrier Surcharges: \$833.98

Taxes, Fees and Charges ▾

Total Taxes : \$97.47

Total Price: \$1971.47

Baggage

Flight Information

Airline	Fare Family	Origin	Destination	Departure Date	Arrival Date	Free Bags	Terminal
---------	-------------	--------	-------------	----------------	--------------	-----------	----------

AC 42	Standard	YYZ	DEL	Wed, Oct 23, 2024 7:40 PM	Thu, Oct 24, 2024 8:25 PM	0	Departure : 1, Arrival : 3
-------	----------	-----	-----	------------------------------	------------------------------	---	-------------------------------

AC 43	Standard	DEL	YYZ	Wed, Nov 27, 2024 11:55 PM	Thu, Nov 28, 2024 8:25 AM	0	Departure : 3, Arrival : 1
-------	----------	-----	-----	-------------------------------	------------------------------	---	-------------------------------

1. MARKETED BY: AIR CANADA
2. OPERATED BY: AIR CANADA

Traveler Information

Sr. No.	First Name	Middle Name	Last Name	Passenger Type	Date Of Birth	Ticket No.	FFN Number	Other Details
1	P [REDACTED]	NA	KHA [REDACTED]	ADT	1988-10-16	014 [REDACTED]	NA	NA

- Then you will be directed to the action the case - Click on '**Continue**' to proceed further.

Your feedback is and will directly influence our new design. Complete our survey

Confirm

You are being redirected to the aircanada.com self-reaccommodation platform.

Continue

Booking Confirmation

PNR successfully imported, now available under "My Bookings"

Booking Reference Number : 2M7MNC

Thank you for booking your travel itinerary with us

Send Itinerary **Action Required**

Fare Information

Base Fare:	\$1040.02
Carrier Surcharges:	\$833.98
Taxes, Fees and Charges	▼
Total Taxes :	\$97.47
Total Price:	\$1971.47

Baggage

Flight Information

Airline	Fare Family	Origin	Destination	Departure Date	Arrival Date	Free Bags	Terminal
Revised Flight 1.2 AC 42	Standard	YYZ	DEL	Wed, Oct 23, 2024 7:40 PM	Thu, Oct 24, 2024 8:25 PM	0	Departure : 1, Arrival : 3
1.2 AC 43	Standard	DEL	YYZ	Wed, Nov 27, 2024 11:55 PM	Thu, Nov 28, 2024 8:25 AM	0	Departure : 3, Arrival : 1

1- MARKETED BY: AIR CANADA
2- OPERATED BY: AIR CANADA

Traveler Information

Sr. No.	First Name	Middle Name	Last Name	Passenger Type	Date Of Birth	Ticket No.	FFN Number	Other Details
1	PUNEET	NA	KHATRI	ADT	1988-10-16	0142103121428	NA	NA

- Once you are on booking, there will be an option at bottom '**I understand**' in Acknowledge changes box referring to accepting the changes

Toronto to Delhi

1 | Booking reference: [REDACTED]

We're sorry, one or more flights in your itinerary have changed. Please review the highlighted details below.

Departing flight

Your flight has been rescheduled. Please review the details below.

NEW ITINERARY

Toronto (YYZ) to Delhi (DEL) - Wednesday, October 23, 2024

19:40 Toronto	Non-stop 15hr15m	20:25 Delhi	Economy Class - Standard 1 Adult
AC 042			Details

Your return flight has not changed.

UNCHANGED

Delhi (DEL) to Toronto (YYZ) - Wednesday, November 27, 2024

23:55 Delhi	Non-stop 17hr	06:25 Toronto	Economy Class - Standard 1 Adult
AC 043			Details

What's next

Acknowledge changes

You are confirmed on this new itinerary. Click "I understand" to acknowledge your new trip details and receive a confirmation email.

If you do not request a change, this will remain your new itinerary.

[I understand](#)

Cancel booking

If you cancel your booking, you may be eligible for a full refund (including any seat selection or travel option fees). Click the button below to check your eligibility for a refund.

[Check refund eligibility](#)

- Once we accept the changes (SC) it will further ask to update/validate the Email address and contact no.
Ensure that we always update the '**Alias Email ID**'
Then click on '**Confirm Itinerary**'

Trip review

I Flight summary

Here are the details of your updated trip. Please review them carefully.

Departing flight Toronto (YYZ) to Delhi (DEL) Wednesday, October 23, 2024

19:40	Non-stop 15hr15m	20:25	Economy Class - Standard
Toronto		Delhi	1 Adult
Details			

Return flight Delhi (DEL) to Toronto (YYZ) Wednesday, November 27, 2024

23:55	Non-stop 17hr	06:25	Economy Class - Standard
Delhi		Toronto	1 Adult
Details			

I Contact information

Tell us where we can reach you in the event of a change in your itinerary. Your email will be our main point of contact.

Email address * *

Phone type * Mobile

Phone number * Add another phone number

Enter/Validate the **Alias Email ID**

◀ Back

Confirm itinerary

- Then the new flight will be shown as '**Updated**'

AEROPLAN

If you're already a member, link your account to this flight to earn points.

Link account to this flight

Not a member yet? [Join now](#)

Departing flight
Toronto, CA (YYZ) to Delhi, IN (DEL)

19:40
Toronto
AC 042

Return flight
Delhi, IN (DEL) to Toronto, CA (YYZ)

23:55
Delhi
AC 043

Non-stop - 17hr +1

06:25
Toronto

Flight details

Departing Wed, 23 Oct 2024
Toronto to Delhi

Travel time: 15hr15m

19:40 • Toronto YYZ
Terminal 1
 • AC 042 | Operated by Air Canada
 Boeing 777-200LR
 Duration: 15hr 15m
 Meal, Breakfast
 Wi-Fi
 Cabin : Economy Class (T)
 20:25 • Delhi DEL
 +1 day Terminal 3
 Arriving Thu, Oct 24



Economy - Standard
1 Adult

Close

Once this changes is accepted on website we will receive confirmation email in **OTRS tab**

Ticket# 7 — Air Canada - 23 Oct 2024: Toronto - Delhi (Booking reference: 2M7MNC)

Back Print Priority Title change People Communication Waiting Monitor Close Spam Miscellaneous Queue

Article Overview - 1 Article(s)

NO.	SENDER	VIA	SUBJECT	CREATED
1	Air Canada	E-mail	Air Canada - 23 Oct 2024: Toronto - Delhi (Booking reference: 2M7MNC)	30/08 2024 18:18

#1 – Air Canada - 23 Oct 2024: Toronto - Delhi (Booking reference: 2M7MNC) – Air Canada – 30/08 2024 18:18 via Email

To open links in the following article, you may need to hold down Ctrl, Cmd, or Shift while clicking the link (depending on your browser or operating system).

Simple format Print Share Bounce Forward Answer all Respond

To protect your privacy, remote content was blocked. [Show blocked content](#)

Booking Confirmation

Booking reference: 2M7MNC

Date of issue: 20 Aug. 2024

Select Seats
Check in
eUpgrade
Manage my booking

Thank you for choosing Air Canada. Below are your flight details and other useful information for your trip.

EMD

Do not forget to verify if there is an **EMD** and ensure that it has been re-associated, if it's not done, then call the airline for assistance.

Involuntary reissue for full or partially used tickets

The airline will always provide a valid alternative for each case. However, if customers wish to have another alternative, then SC agents need to **call the airline for assistance**.