



## Travelfusion - Air Canada (AC Connex)

Live 12 Feb 24

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### Step 1 - Starting point



Parent step: 3

## Travelfusion - Air Canada

### Question

- |                                       |         |
|---------------------------------------|---------|
| 1. General info and login             | Step 2  |
| 2. Cancellation and refund            | Step 4  |
| 3. Rebooking                          | Step 8  |
| 4. Name correction/Name changes       | Step 9  |
| 5. Adding ancillaries and requests    | Step 10 |
| 6. Split PNR                          | Step 11 |
| 7. New ticket sell / Add child-infant | Step 12 |
| 8. Flight Irregularities (FM/SC)      | Step 17 |

## Step 2



Question

Parent step: 1

### New Question

- |                           |         |
|---------------------------|---------|
| 1. General info and login | Step 13 |
| 2. Retrieve PNR           | Step 14 |
| 3. PNR history            | Step 15 |

## 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
- Send cancellation confirmation email

### New Question

- |                               |        |
|-------------------------------|--------|
| 1. Void/24H Rule Cancellation | Step 5 |
| 2. Fare Rules                 | Step 6 |

3. GDPR

Step 7

4. Retain

Step 16

5. Dupe

Step 20

Step 5

 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 6

 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	

[Economy - Basic](#)  
1 Adult  
[Details](#)

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

**Economy - Basic**

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:

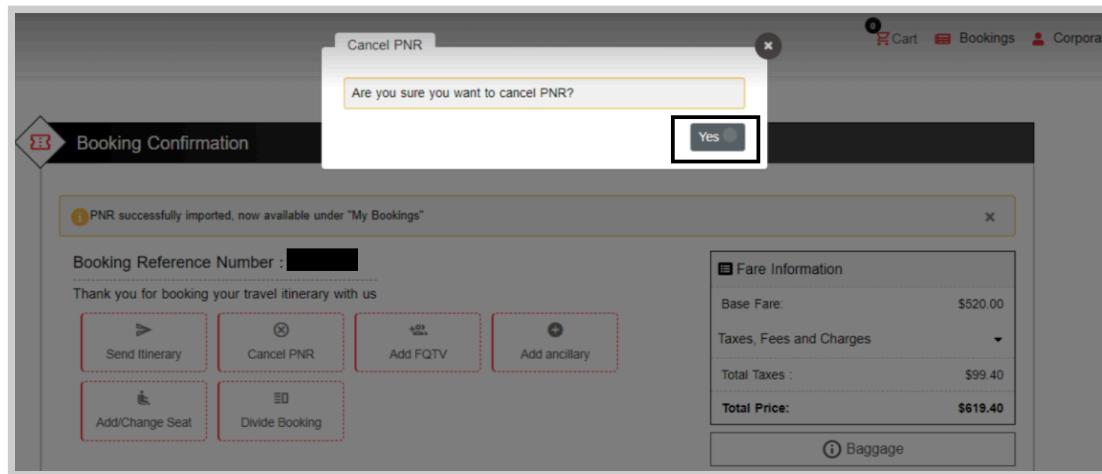
Fare Information

Base Fare:	£215.00
Taxes, Fees and Charges	▼
Total Taxes :	£76.00
<b>Total Price:</b>	<b>£291.00</b>

(i) Baggage

(i) 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).



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 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: 1

Rebooking

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

The screenshot shows a 'Booking Confirmation' page. At the top, it says 'Your Booking Is Confirmed' and displays a 'Booking Reference Number'. Below that, a message says 'Thank you for booking your travel itinerary with us'. There are several buttons: 'Send Itinerary', 'Cancel PNR', 'Add FQTV', 'Add Ancillary', 'Add/Change Seat', and 'Change Flight'. The 'Change Flight' button is highlighted with a red box. To the right, there's a 'Fare Information' section with a table:

Fare Information	
Base Fare:	\$6500.00
Carrier Surcharges:	\$1540
Taxes, Fees and Charges	(dropdown menu)
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:

A pop-up window titled 'Change Flight' is shown. It asks 'Change flight for PNR [REDACTED]'. Below, it says 'Do you want to change this bound?' with two options: one checked for 'YUL - Montreal Pierre E Trudeau Intl' and one unchecked for 'CDG - Paris Charles de Gaulle'. It also shows travel details: 'Apr 06, 2023' and 'Apr 20, 2023'. At the bottom is a red 'Search' button.

- 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:

The screenshot shows the 'Change Flight' section of a travel booking system. At the top, there are two dropdown menus for 'From' and 'To' airports: 'YUL - Montreal Pierre E Trudeau Int'l' and 'CDG - Paris Charles de Gaulle'. Below these are two checkboxes: 'Do you want to change this bound?' and 'Do you want to change this bound?'. A red 'Search' button is positioned between the dropdowns and the calendar. To the right of the dropdowns is a date selector showing 'Apr 06, 2023' with a calendar for April 2023. The calendar highlights the 6th of April with a red circle. Below the calendar is a note: 'Use cursor keys to navigate calendar dates.' On the left side of the interface, there are buttons for 'Add Change Seat' and 'Change Flight'. At the bottom left is a link 'Flight Information'.

- The new availability/flights will appear as below:

**Air Canada Signature Service** now offered on certain Business Class fares with fully lie-flat seats.  
Business Class and Premium Economy may not be available on all of the flights in this itinerary. On those flights, you will be seated in Economy Class.

	Economy	Premium Economy	Business
<b>Departing flight</b>			
AC 874	Details	Standard \$82.50 <a href="#">Select</a>	
YUL 5:50 PM	—	6:45 AM CDG	
<b>Returning Flight</b>			
AC 875	Details	Flex \$364.70 <a href="#">Select</a>	
CDG 10:20 AM	—	12:00 PM YUL	
AC 870	Details	Standard \$82.50 <a href="#">Select</a>	
YUL 9:00 PM	—	9:45 AM CDG	
AC 871	Details	Latitude \$494.70 <a href="#">Select</a>	
CDG 2:45 PM	—	4:20 PM YUL	

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

The screenshot shows the 'Optional Services' section for a flight from Montreal (YUL) to Paris (CDG). The total estimated price is \$-366.21. There are two service options listed: 'Lounge' for \$45.99 and 'Passenger 1'. Both options have checkboxes next to them. At the bottom, there are buttons for 'View Summary' and 'Continue'.

Optional Services	Montreal (YUL) to Paris (CDG)	Total Estimated Price: \$-366.21
<input checked="" type="checkbox"/> YUL-CDG	<input checked="" type="checkbox"/> CDG-YUL	
Lounge	\$45.99	<input checked="" type="checkbox"/> Passenger 1
Montreal to Paris (Mon, Apr 10, 2023)		
Our award-winning Maple Leaf Lounges provide you with a private and serene hideaway while you await your flight in action packed airports. <a href="#">More</a>		

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

- 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 9

#### 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 10

#### 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:

	1	2	3	4	5	6	7	8
K								
G								
D								
A								

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

YEG-YYZ

Edmonton to Toronto (Wed, Jun 5, 2024)

Preferred Seat Front of Cabin seat Standard Seat Occupied Seat

Selected Seat

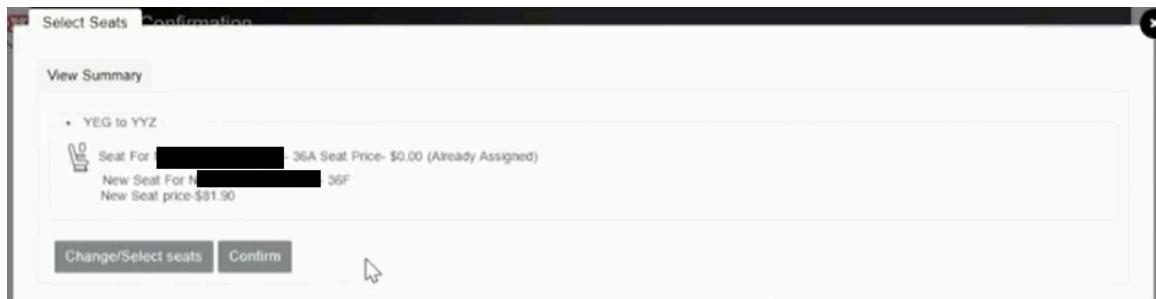
Passenger

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

(CHD)  
Seat 36B (Already Assigned)

Change Select Seat Confirm Seat Selection

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



- 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 11

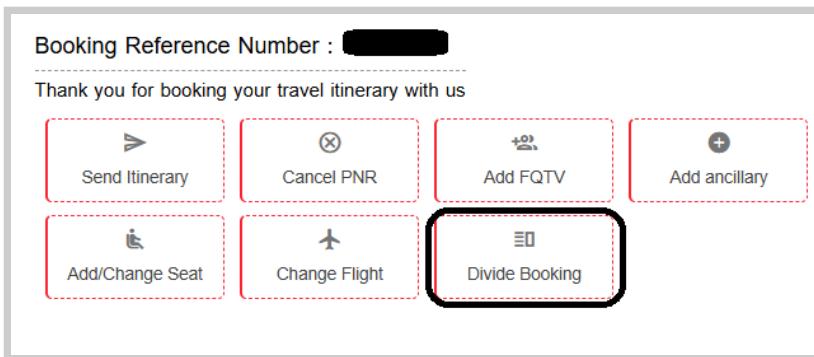
#### Solution

Parent step: 1

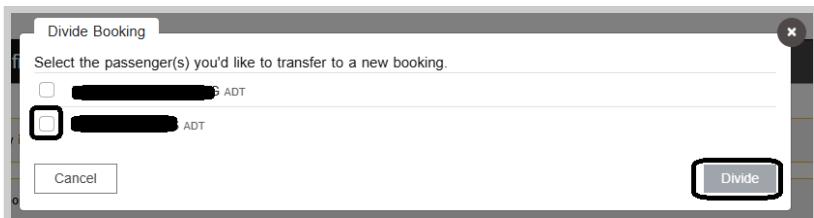
### Split PNR

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".

**ATTENTION**  Always link the new split PNR in Edvin.

#### Step 12

##### 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:

- 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:

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

The screenshot shows a flight search results page. At the top, there's a banner with three tabs: 'Economy' (selected), 'Premium Economy', and 'Business'. Below this, there are two sections: 'Departing flight' and 'Returning Flight', each with a 'Flight Search' button. Under 'Departing flight', there are flight details for AC 185: YYZ 6:00 PM to YVR 8:03 PM, Basic fare \$153.82. Under 'Returning Flight', there are flight details for AC 128: YVR 11:30 PM to YYZ 6:50 AM, Basic fare \$146.18.

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

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

This screenshot shows the 'Filter your search' dialog. At the top, there are tabs for 'Info', 'Baggage', and 'Seat'. A red arrow points to the 'Filters' button. Below it, a message about Air Canada Signature Service is displayed. The main area shows flight details for AC 185: YYZ 6:00 PM to YVR 8:03 PM, Basic fare \$153.82. At the bottom, there are 'Departing flight' and 'Returning Flight' sections with 'Flight Search' buttons.

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

This screenshot shows the 'Filter your search' dialog with the 'Sort By' section highlighted by a red box. The 'Sort By' section contains four options: 'Departure' (with an up arrow icon), 'Arrival' (with a down arrow icon), 'Duration' (with a double-headed arrow icon), and 'Price' (with a down arrow icon). Above this, there's a 'Reset Filter' button. Below the 'Sort By' section, there are additional filter options: 'Refine Search', 'Stops', 'Via', and '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

Flight Search

**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

Total Duration  
5 hrs 3 min

AC 185 Aircraft Type 789

From: Toronto (YYZ) To: Vancouver (YVR)

Tue, Jan 10, 2023 6:00 PM → Tue, Jan 10, 2023 8:03 PM

Operated By: AIR CANADA Terminal: M

5 hrs 3 min

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

Flight Search

**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

[Details | Select](#)

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

Departing flight

Flight Search

**AC 185**

YYZ 6:00 PM → 8:03 PM YVR

Basic \$153.82

Standard \$193.37

Flex \$295.07

**Comfort \$567.40**

Returning Flight

**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**

Basic \$ 153.82

Details | Select

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

- 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 → M YVR

**Amenities and Ticket Features**

Basic \$ 153.82

Details | Select

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

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

**Flex**

- 3-3-3 seat layout
- 787 (widebody)

**Baggage**

**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**

**Change Policy**

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

Flight search results:

- AC 185: YYZ 6:00 PM → 8:03 PM YVR (Comfort, \$567.40)
- AC 128: YVR 11:30 PM → 6:50 AM YYZ (Latitude, \$1096.51)

Total: \$1663.91 | 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

Flight search results:

- AC 185: YYZ 6:00 PM → 8:03 PM YVR (Comfort, \$567.40)
- AC 128: YVR 11:30 PM → 6:50 AM YYZ (Latitude, \$1096.51)

\$1663.91 | Book

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

Flight search results:

- AC 185: YYZ 6:00 PM → 8:03 PM YVR (Comfort, \$567.40)
- AC 128: YVR 11:30 PM → 6:50 AM YYZ (Latitude, \$1096.51)

\$1663.91 | 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*
Select			Select	01 Jan 1993
Aeroplan	Aeroplan Number	Address Number	Known Traveler Number	
Select				

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**

Email Address*	
Country Code*	Phone Number*
1	(XXX)-XXX-XXXX
<input type="checkbox"/> Add another phone number	

**Travel Agency Email**

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

**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

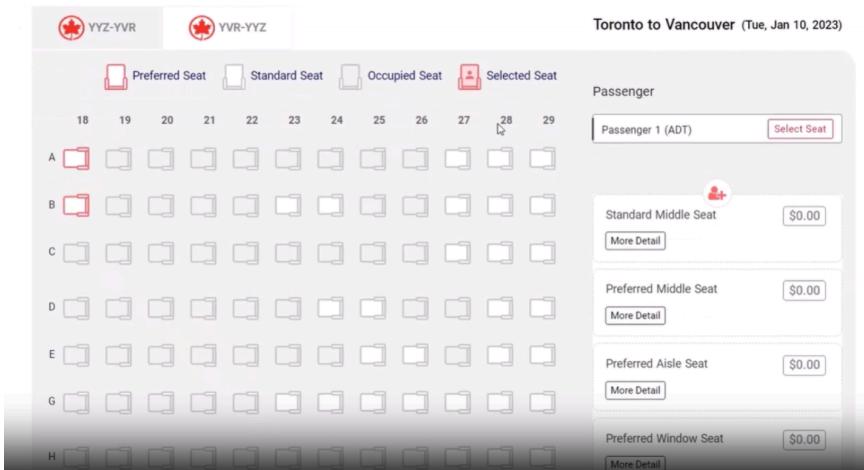
Add another email address

**Continue**

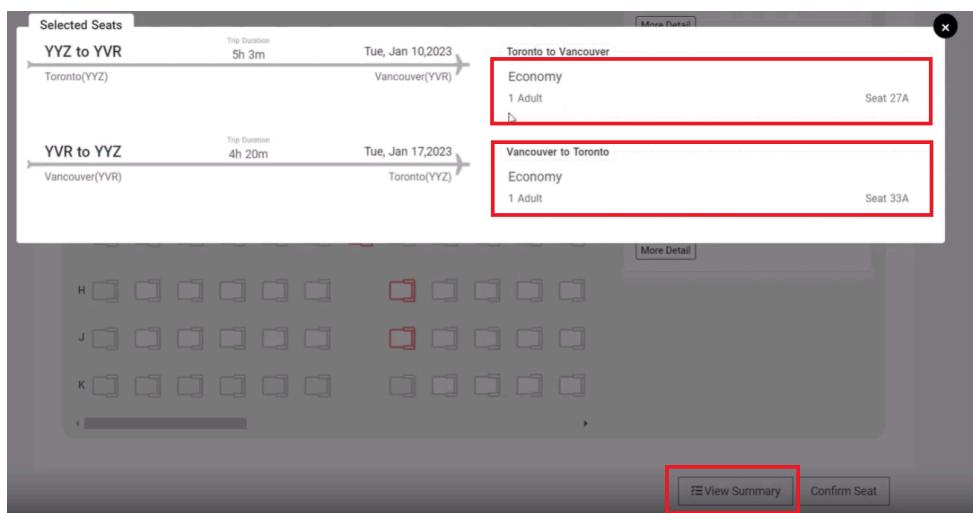
**Attention:** After the name(s) have been entered on the portal they cannot be changed.

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.

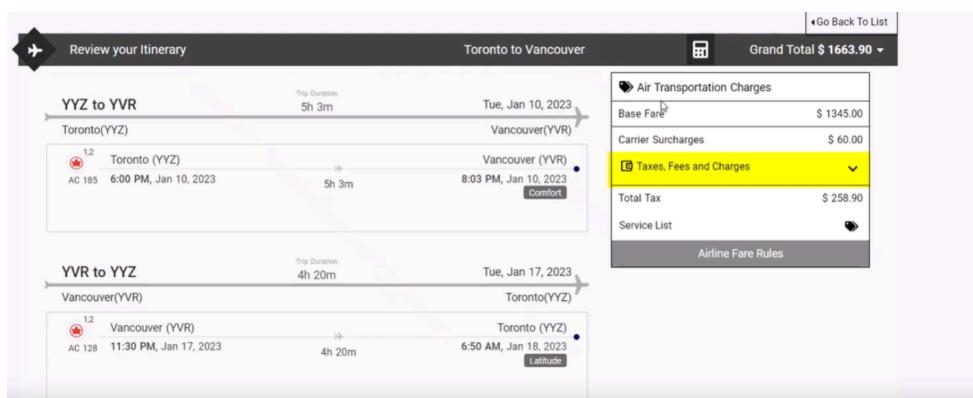
- The next step is to add any preferred ancillaries like Seat Selection:



- 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":



- 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)	\$00.00

Airline Fare Rules

ⓘ Baggage

ⓘ Penalty

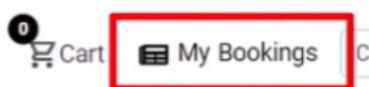
In Edvin, for choosing the correct payment cart:

- 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:

My Bookings Replying

Flight
Ticketed
Filter On <input type="checkbox"/> PNR <input type="checkbox"/> Origin <input type="checkbox"/> Destination Leave all unchecked to filter on all data
Search Type To Search Clear Sort Select Sort Options Ascending
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 YYV 2023-02-07 9:00 AM Round Trip CREDIT\_CARD Show Details

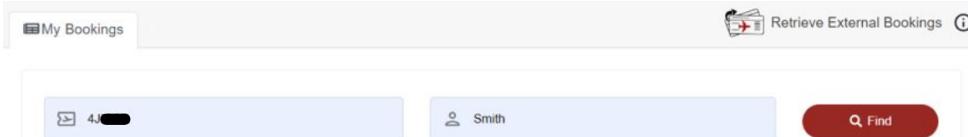
2BXZVB SOPHIA BRITO 2022-12-13 5:57 PM YUL YYZ 2023-01-10 6:00 AM Round Trip CASH Show Details

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 13

#### Solution

Parent step: 2

## General info and login

### IATAs and FOP

The FOP is **VAN** for both primary and post-booking flow.

AC content via TF is available in the following IATAs:

- CA 67599033
- US 10570781
- AU 02366173
- GB 91200233
- FR 20288030

## General info and login

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



## Login



A screenshot of a login form. It has two input fields: one for a user icon and one for a password 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 14

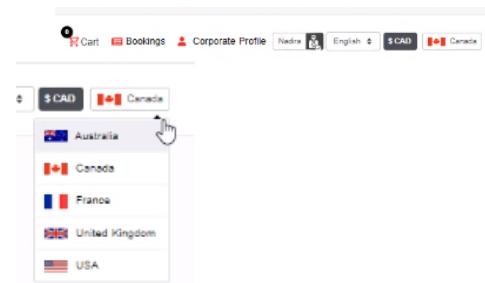
### Solution

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.



- 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.

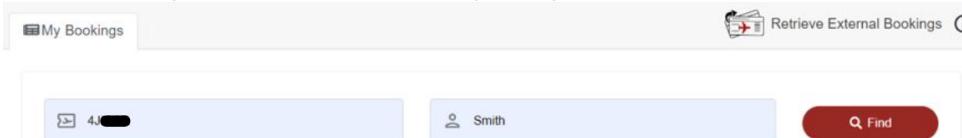
Use a Notepad to write the name in CAPS and copy it from there to paste it in AC Connex.

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](#).

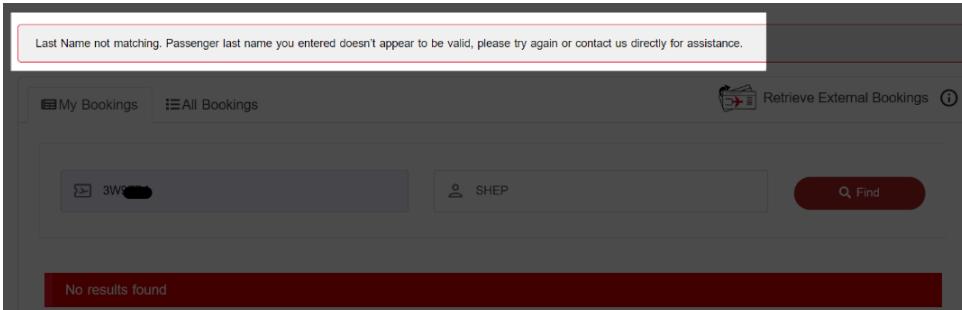
- You can click on the Retrieve "External Bookings" icon, to retrieve Portal's bookings.



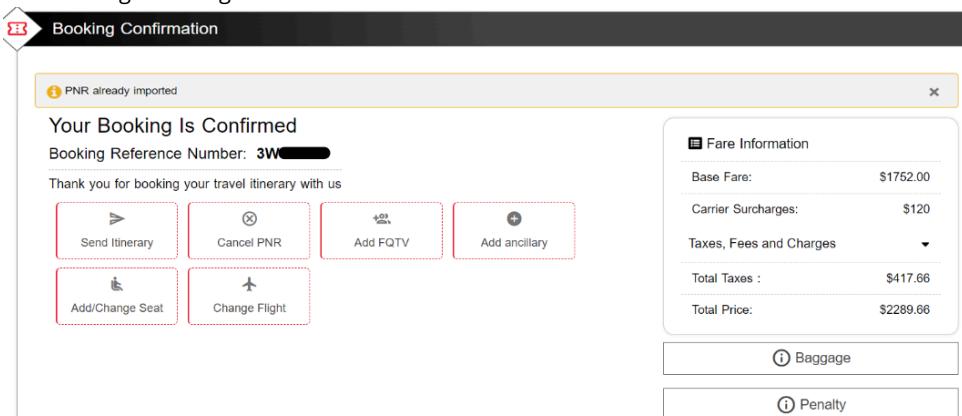
- Enter the Booking reference number and the passenger's last name. click on Find.



- 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	██████████	NA	██████████	ADT	1990-09-21	01421862██████	NA	<input type="button" value=""/>
2	██████████	NA	██████████	INF	2023-01-01	01421862██████	NA	<input type="button" value=""/>
3	██████████	NA	██████████	CHD	2020-01-01	01421862██████	NA	<input type="button" value=""/>

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 the AC Connex PNR information page. It includes three main sections: Segments, Travelers, and EMD.

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

**Travelers:** Shows one traveler named O [REDACTED] with Type ADT and Ticket number 014 [REDACTED].

**EMD:** Details about the EMD: Type EMD, Provider amount 23.73 CAD, Traveler O [REDACTED], Carrier Segment AC, Issuing office YYZ - YEG, Issue date, and Status 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 15

#### 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 16

#### 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.

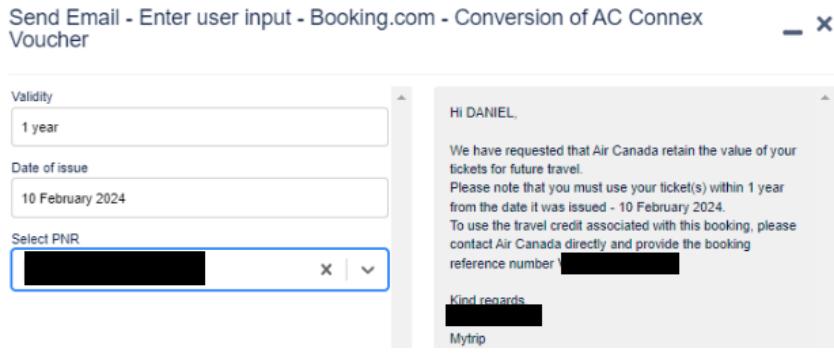
- First Line -> Others -> Others

Title: "Conversion of AC Connex Voucher"

- Booking.com-> First Line -> Other

Title: "Conversion of AC Connex Voucher"

An example,



#### 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 " <b>Retain</b> " 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 17

 Question

Parent step: 1

# Air Canada (via TravelFusion)

General Guidelines	Click <a href="#">here</a> 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 <a href="#">Phone SC task</a> Check the link for the handling via <a href="#">Chat SC task</a> Check the link for the handling via <a href="#">Email SC task</a> Check the link for the handling via SC WM task: <a href="#">SC Description Manual handling</a>
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:  <a href="#">FL/SC Genesys Qs to transfer an interaction and checklist</a>

## Flight Irregularities

1. Involuntary Reissue Step 18
2. Involuntary Refund Step 21
3. FM - Force Majeure Step 19

Step 18



Solution

Parent step: 17

Involuntary Reissue

## Involuntary Reissue

### Accepting Alternate

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

**Booking Confirmation**

PNR successfully imported, now available under "My Bookings"

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
<sup>1,2</sup> AC 42	Standard	YYZ	DEL	Wed, Oct 23, 2024 7:40 PM	Thu, Oct 24, 2024 8:25 PM	0	Departure : 1, Arrival : 3
<sup>1,2</sup> AC 43	Standard	DEL	YYZ	Wed, Nov 27, 2024 11:55 PM	Thu, Nov 28, 2024 6:25 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	KH [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 [REDACTED] 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
<sup>1,2</sup> AC 42	Standard	YYZ	DEL	Wed, Oct 23, 2024 7:40 PM	Thu, Oct 24, 2024 8:25 PM	0	Departure : 1, Arrival : 3
<sup>1,2</sup> AC 43	Standard	DEL	YYZ	Wed, Nov 27, 2024 11:55 PM	Thu, Nov 28, 2024 6:25 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	Non-stop   15hr15m	20:25	Economy Class - Standard
Toronto		Delhi	1 Adult
AC 042			<a href="#">Details</a>

Your return flight has not changed.

#### UNCHANGED

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

23:55	Non-stop   17hr	06:25	Economy Class - Standard
Delhi		Toronto	1 Adult
AC 043			<a href="#">Details</a>

### 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 1 Adult
Toronto	Delhi		Details

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

23:55	Non-stop   17hr	06:25	Economy Class - Standard 1 Adult
Delhi	Toronto		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 \*  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      Updated      AC 042

20:25      +1 day      20:25      Updated

**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  
Meals, Breakfast  
Wi-Fi  
Cabin : Economy Class (T)

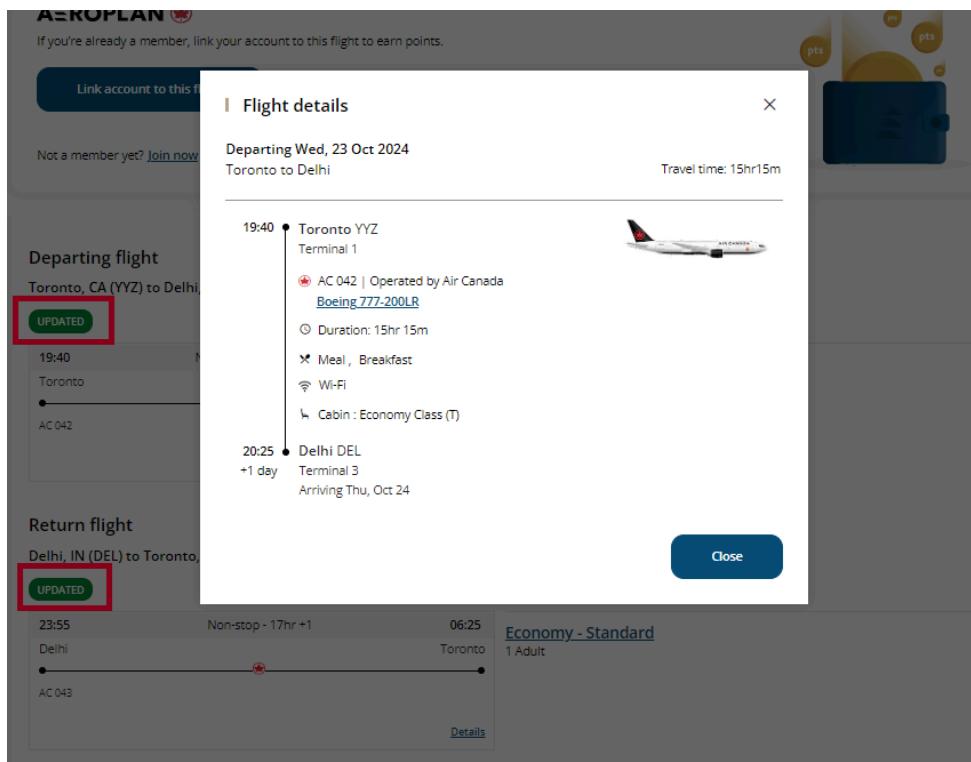
20:25 • Delhi DEL Terminal 3  
Arriving Thu, Oct 24

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

06:25      Updated      AC 043

23:55      Non-stop - 17hr +1      06:25      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 [Select Seats](#)  
2M7MNC  
Date of issue: 20 Aug, 2024

[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**.

### Step 19

Solution

Parent step: 17

FM - Force Majeure: TF 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 Involuntary 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-reaccommodation 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:

## 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 ▾

- Choose 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 <b>NDC - RA in BSP</b>	Channel <input type="checkbox"/> Select channel...
Refund application needs to be sent by BO via bsp link	Category <input type="checkbox"/> Select category...
Order note Ticket numbers: RA/Refund reason: Emd's to be refunded:	Type <input type="checkbox"/> Select type...
	Action <input type="checkbox"/> Select action...
Templates <a href="#">▼</a> <input checked="" type="radio"/> Frontline <input type="radio"/> Back Office	
<a href="#">Escalate</a> <a href="#">Cancel</a>	

## Step 20

### 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 21

### Solution

Parent step: 17

## Involuntary Refund AC TF

### Procedure for Handling Involuntary 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.