

Requesting an Air Canada Travel Voucher

Customers who would like to cancel their bookings have the option to transfer the value of their eligible booking to an Air Canada Travel Voucher. The amount will be equal to the total value of all tickets including base fare, associated EMDs, eligible taxes and any surcharges.

Air Canada will issue ONE ACTV per PNR.

With multiple passengers on the same PNR, if you require more than one ACTV, you must divide the PNR and submit a request for each new PNR.

Air Canada Travel Vouchers are transferable, can be used multiple times, and do not expire.

TOPICS

- Eligibility
- Request Process
- Communication
- Good to know

Eligibility Criteria

Eligible Tickets

- Valid 014 tickets submitted for ACTV within ticket validity

This includes:

- 014 tickets with interline segments
- Published fares
- Fully unused ticket
- Net fares provided tickets reflect:
 - o The base fare and the total cost in the **Base** fare and **Total** boxes; **and**
 - o The fare breakdown in the fare calculation box

Non-Eligible Tickets

Aeroplan redemption tickets	Refunded tickets (in full or partial)
Air Canada for Business tickets	Partially used tickets requested on/after 23 Feb 2023
Air Canada Vacations tickets	Group contract tickets
Basic fares issued on/after 6 July 2022	IT/BT no fare tickets
Corporate Contract tickets	Partially used out-of-sequence coupons
Flight Pass	Tickets with Chargeback initiated
Forfeit, Revoked, Suspended and VOID tickets/coupons	Tickets where value was converted to e-Coupons

Request Process

Travel Agents must request an Air Canada Travel Voucher as follows, and always via “My Booking” to transfer the value of both current tickets or future travel credits

- In Canada via aircanada.com/agents
- Outside Canada, via aircanada.com

Travellers holding GDS tickets can also request their voucher via aircanada.com

Once the ticket number/booking reference is entered, it is being validated. If the ticket meets the criteria eligibility, the transfer of the value of the ticket will be automated, which means the fulfillment will be faster.

Once submitted, you can check the coupon status in your GDS

- Open status means the request is still pending processing
- Unavailable status means the PNR has been cancelled and the ACTV is awaiting processing
- Refund status means the ACTV has been issued and emails are being processed

Notes

- Enter the **Air Canada** Booking Reference **not the GDS** locator number.
- If the ticket was exchanged, please provide the current AC booking reference.
- Do not cancel your booking except when ticketed travel date is within 3 business days, we recommend that you cancel the booking in your GDS to avoid possible forfeit status.
- If the request via My Bookings is unsuccessful, you will be directed to an application form, more information will be required which will be reviewed manually for eligibility and will contribute to the processing time. This may take up to 10 weeks. For imminent travel you may keep your ticket as a future travel credit.
- Ensure the ticket meets the eligibility criteria. It will take several weeks to review and respond which can delay other options.

Communication

Once the ACTV is fulfilled, the notification will be sent to the email address on the PNR. With multiple emails, it will be sent to the email corresponding to the first passenger.

The first email will include the Air Canada booking reference, the ACTV number, the value, and general information. A second email will follow with the Air Canada booking reference and PIN number.

It may take up to 10 weeks to receive these emails. Elevated volumes may also increase the time required.

The “no-reply” email sender will vary depending on how the voucher was processed:

- ACTTravelVoucher@aircanada.ca / bondevoyage@aircanada.ca
- CustomerCare.ServiceClient@aircanada.ca

If this timeline has past, please check Junk/Spam email folders for notifications. If not received, please contact your Air Canada Help Desk, and provide us with:

- Air Canada PNR
- Passenger Name (s)
- Date of Initial ACTV request
- Ticket Number (s) and Travel Dates
- ACTV Submission Case Number (if applicable, provide original case number)

Good to know

Balance check and information	www.aircanada.com/actv
ACTV issued but Funds not loaded	It can take up to 3 business days for the funds to be loaded.
ACTV issued but amount different than expected	This may be due to non-refundable taxes.
ACTV not received, but customer must travel	Please contact your Air Canada Help Desk to ensure the ticket is in the proper status before attempting an exchange. If Air Canada confirms that you can proceed with the exchange, please ensure the exchanged ticket is on a new PNR.
Commission	Eligible and applicable commission or mark-up identified in the commission box will not be recalled. (over commission/mark-up will be recalled)
Where to use ACTV	ACTV can be used to pay for tickets on certain Air Canada direct channels including aircanada.com , aircanada.com/agents , NDC and Contact Centres. Please review the ACTV page at Air Canada Travel Voucher for full details. aircanada.com and aircanada.com/agents accepts a maximum of 2 forms of payment. Enter the ACTV first. For more than 2 forms of payment, the booking must be done via the Contact Centre.
ITBT	For IT/BT to be eligible, net fare must have values in the Fare Calculation box, and in the "Fare" and "Total" boxes of the ticket
Refund of ticket paid with ACTV	If the ticket is refundable, the value will be transferred to the same voucher. Voucher number and PIN must be retained.

Multiple ACTVs issued for the same request	There is a maximum value that can be applied to an ACTV. If the value of the PNR exceeds this, then multiple ACTV's will be issued.
Purged PNRs	Contact your Air Canada Help Desk who can recreate the booking and associate the ticket. For multiple passengers on the same purged PNR, the total value can only be processed as one ACTV.
Eligible currencies	ACTV are issued to select eligible currency used upon payment, CAD, GBP, EUR, AUD, CHF, CNY, DKK, HKD, NOK, SEK, TWD, and BRL. For any other currencies, it will be issued in Canadian dollars.