



Revenue Accounting Refund Services Guide

Air Canada Refund Services department is responsible for the:

- Refund of **eligible tickets for past travel**, referred to as Deferred Refunds; and
- Refund Audit, on Air Canada 014 tickets. Contact the other airline for non-014 tickets.

Refund Services complies with legislated country laws or regulations.

Section 1: Deferred Refunds

Deferred Refunds cannot be processed in GDS, or by the Air Canada Contact Centre.

Request a deferred refund at:

- aircanada.com **Customer Support** and select [Refund Request](#) and choose Travel Agent from the *Regarding* options
- BSPLink, if the airline has turned on the functionality for your country, by selecting 'Fill out a Refund Application'.

Deferred refunds must be reviewed manually by Refund Services. As such, before submitting a refund request, please ensure your tickets are eligible.

Eligible Tickets to Refund Request (Past Travel)

- If you can't display the eTicket, the fare and the historical
- Coupon status is OPEN
- Partial complex refund
- Multiple exchanges on a ticket
- Ticket over-refunded by the agency
- Purged tickets

Non-Eligible Tickets to Refund Request

BSP billing issues and payment investigations	See BSP Rejection in Tips section
Calculation of refunds	AC Rates, and your GDS Help Desk <i>Refund Services and Customer Relations do not calculate refunds to be processed in your GDS. If you request a calculation from Refund Services, a refund processing fee and a service fee will apply.</i>
Flown Tickets	Review PNR history
No-Show	As per fare rule; do not submit a request to AC
Fully unused ticket	As per fare rule; refund in the channel of booking
Taxes	Refer to the Refundable Tax Guide; do not submit a request to AC
Help processing a refund in your GDS	Please contact your GDS provider

Schedule Change, Flight Disruption	Refer to the applicable policy
AC disruption on Other Airline ticket	Other airlines
Cancellation within 24 hours	As per 24-hour rule GDS limitations and country specific rules may apply
Duplicate Tickets	As per policy
Name change, and Name correction	As per policy
Purged PNR	Contact the Air Canada Contact Centre
AC has control of ticket	Contact the Air Canada Contact Centre

With Death/Bereavement

You may refund in your GDS using the applicable refund waiver code and supporting documentation. Please retain documents for 6 months. If you are uncertain on processing, you may request a refund from Air Canada using the new link; please include waiver code and documentation to support request.

A confirmation email will be sent once your request is submitted; please save it for future reference.

Fraudulent request for refund due death and bereavement may result in a debit memo for the full value of the ticket. It is your responsibility to prevent fraudulent requests.

Do's and Don'ts with Refund Requests

- Do not ask for status update within the same month of your request.
- Do not send multiple requests for the same tickets from Refund Services or other departments. This creates duplicates and only slows down the response time.
- Do not submit ticket numbers in a spreadsheet unless instructed by Air Canada.
- If the ticket you submitted for refund, is subsequently refunded by your agency, rebooked or flown, please reply to the email receipt received when you submitted your request and that the case be closed.
- Ensure that information entered on the request form is accurate. Forms with incorrect information may cancel the claim or cause delays in the review time.
- Attach relevant documents that will assist in our review.
- Submit one request form per PNR.
- Enter each ticket numbers from the same PNR in the Ticket Number field, not in the additional information section.

Please note:

A request for refund does not guarantee that a refund will be processed. Refund Services reviews and validates each request for adherence to applicable rules, tariffs and policies. The refund policy applicable at the time the request is receive applies.

Refund Processing and Administration Fees

It is your responsibility to process refunds for tickets issued by your agency. As such, refund requests sent to Refund Services, which could have been processed in your GDS are subject to a non-disputable refund processing fee of \$50 plus applicable taxes, per ticket, collected via an Agency Debit Memo, or a reduced Agency Credit Memo.

This processing fee also applies when Refunds Services must correct a refund processed by the agency.

We understand there are times when you can't process the refund, ex: ticket is no longer within your control if exchanged by AC or other airlines, and therefore no fees will be charged.

Form of Payment

Refunds are processed to the original form of payment whenever possible.

CASH refunds are returned via an Air Canada Credit Memo (ACM)

- It is your responsibility to refund the client as quickly as possible.
- If the client contacts Air Canada claiming they have not received their refund from you, we may be required to refund the customer directly and to a different form of payment. If this happens, a non-disputable debit memo, plus error and processing fees to recover the original ACM value will be sent to the ticketing agency.

Credit card refunds are returned to the credit card used at time of purchase

- The credit to your client's account can take one or two credit card statements.
- With online banking, transactions are usually posted within 48 hours. If refunds are not posted, your client must contact their financial institution and provide them the date Air Canada processed the refund
- With expired or new credit cards, your clients need to contact financial institution directly, as funds may have already been transferred to the new card.
- With closed financial institution, Air Canada is notified and will contact the credit card holder directly to finalize payment details. Wait 2 months before contacting us at 1 888 247-2262

Should we become aware that a bank, credit union or other financial institution has rejected a refund, Air Canada will contact credit card holder.

For payment failures, please wait 2 months before calling Air Canada at 1-888 247-2262

Did you know?

Many times, customers believe they were charged twice. The added line on statements are "holds" where funds are held for the purchase. Once the credit card company confirms that there is enough room on the card to fulfill the purchase, the charge will follow.

An ARN number is confirmation of a successful transaction. This should be used for banking investigations when the customer claims they did not receive their refund.

Section 2: Refund Audit Process

Air Canada audits fare, tax, and commission compliance for all tickets refunded by travel agencies. The Audit team will look at the OSI and Remark fields for clues and insight as to why you processed the refund. Example: Duplicate booking/014 1234 567 891/seat cancelled

You can process refunds for tickets issued in your GDS on refundable and partially refundable tickets, provided you:

- Have ownership of the PNR
- Can display the e-ticket, the fare, and the historical
- The coupon for refund has an "open" status.

Step 1: Enter supporting information in OSI and Remarks and close the PNR.

Step 2: Retrieve and review your PNR for a refund health check.

- *Is applicable change fee collected?*
- *Are you refunding only refundable taxes?*
- *Are you returning the Time of Ticketing?*
- *Are you using the correct refund waiver code?*

Step 3: Cancel the flight and process the refund.

Always update OSI and Remark with comments **before cancelling your PNR**

OSI messages are not received by Air Canada when you cancel first and update OSI as a second step which means there is no indication of why the agency refunded a non-refundable, which will generate a debit memo.

TIPS to REDUCE ERRORS

– Refund Waiver Codes

Waiver codes fit in most GDS waiver code fields.

We understand that some GDS may have a limitation. If the entire waiver does not fit in the GDS waiver code field, you must add additional information in the OSI or Remark field, prior to refunding, otherwise the information is not transmitted to the airline. For example in OSI or Remarks AC9888 delay of 7 hours.

This is required for audit to prevent a debit memo. Refund Audit will look for clues on the PNR to validate the reason for refund and ensure compliance of policy. As such, you can prevent Debit Memos by entering the reason for the refund in the OSI or in the remark field.

Some situations/policies have unique refund waiver codes. Always refer to the applicable policy and Air Canada Flash for the correct waiver.

Most used refund waiver codes that must be entered in the WAVR field when processing a refund:

Situation	Waiver Code 10 characters	Additional characters Maximum of 4
Cancelled within 24 hours of purchase ¹	AC24HRRULE	n/a
Permitted refund per schedule change policy	ACUSKEDCHG	Add flight number Ex. ACUSKEDCHG871
Flight delay of more than 3 hours	ACUDELAY03	Add flight number Ex. ACUDELAY03871
Flight Cancellation	ACFLTIRROP	Add flight number Ex. ACFLTIRROP871
Death of passenger or travelling companion ² <i>When companion on a different PNR passed away, proof needed they were traveling together</i>	ACDUEDEATH	Add relationship Ex. ACDUEDEATHFTHR FTHR, MTHR, SIST, BROT, GMTH, GFTH, CHLD, GCHL, COMP
Jury/Military Duty ³	ACCAL2DUTY	Add Month Year Ex. ACCAL2DUTY0622

Refund Waiver Codes can't be used for agency errors; debit memos will be issued

¹ Consult Tariff Rule 100

² Consult Tariff Rule 100 – H; retain legal documents for up to 6 months.

³ Consult Tariff Rule 100 – G; retain legal documents for up to 6 months; proof that the duty is new, and ticket issued prior to duty

– Exchanges with a refund (negative tax-residual value)

You must, in this order:

1. Add a non-air segment
2. Create a new PNR, issue the ticket at applicable fare and taxes
3. Enter in the OSI field of the **original** PNR:
New PNR/NEG TAX/new ticket number. Eg. PNR/NEG TAX/NEW TICKET NUMBER
4. Refund the original ticket, minus change fees

If you can't display the ticket in your GDS, **or** for exchanged/partially used tickets, send a request to Refund Services and include:

- All ticket numbers on the PNR
- Taxes eligible for the refund
- Be specific and add comments: Exchange of partially used ticket; tax refund required; or residual value refund required.

Note: these requests are not handled by the Air Canada Contact Centre.

– Duplicate bookings

Air Canada reserves the right to issue debit memos or invoices when ticketed duplicate space is not cancelled prior to departure.

A duplicate booking is **defined** as any space held for the same passenger that cannot all be flown, due to timeline and/or illogical itinerary. This includes:

- More than one booking for the same passenger
- In the same or different PNR
- With the same or different travel segments
- In the same or different booking classes
- In the same or different GDS

Please note

This policy applies to duplicate 014 Air Canada tickets of equal or lesser value, and only prior to departure. If you find a lower fare after you have issued your ticket, a refund of the higher-priced ticket is not allowed under the Duplicate Bookings policy. Only the lower-priced ticket may be refunded if cancelled prior to departure.

If the passenger has 'no-showed' any of the flights on the duplicate PNR, refund per fare rules will apply. The passenger would also have the option to hold the ticket for future travel.

Duplicate Bookings and Tickets Processing and Ticket Error Fees

If the agency contacts Refund Services to process refund of a duplicate booking as defined above, and there is **seat spoilage**, Air Canada will charge, regardless of point of sale, a \$100 CA/US processing fee, the change fee of the most restrictive fare associated with the no-show ticket, and:

- \$100 CA/US for Canadian and Transborder itineraries
- \$150 CA/US for International itineraries

If the agency contacts Refund Services to process a refund, where 2 tickets are associated with one PNR and one flight booked, with **no seat spoilage**, Air Canada will charge, for all point of sale:

- \$100 CA/US processing fee plus a \$50 CA/US error fee
In some case, this could amount to be more than the value of the duplicate ticket

If the **agency processes the refund** and there is **seat spoilage**, Air Canada will charge, regardless of point of sale for duplicate tickets that are:

- **Not cross-referenced: undisputable** debit memo for the full value of ticket
- **Cross-referenced** and follow procedures: \$100 CA/US processing fee and the change fee applicable to the most restrictive fare rule associated with the NO SHOW ticket.

A debit memo will also be issues for error fees:

- \$100 CA/US for Canadian and Transborder itineraries
- \$150 CA/US for International itineraries

– **Children’s discount not taken at time of ticketing**

If a child's discount was not taken at time of ticketing, there are two options available:

1. Once travel is completed, apply for a refund of the applicable discount. You will receive a non-disputable ADM for an error fee and processing fee.
2. Purchase a new ticket and apply the discount (based on available fare at the time of ticketing). On the old PNR, enter in the OSI discount error and the new ticket number. Refund the old ticket. When the old ticket is audited, Refund Services will cross-reference and only apply an error fee of \$50 CA/US + tax.

– **Same-day VOID**

Canadian agencies must VOID the ticket and cancel the PNR by 23:59 the day it was issued.

U.S. agencies using Sabre, can VOID tickets and cancel PNRs until 23:59 local time, the next business day following ticket issuance. Tickets issued Friday, Saturday or Sunday can be voided the following Monday until 23:59.

ARC recognizes holidays. Therefore, if a holiday falls on a Monday, agencies can VOID Tuesday, the first business day after the holiday. Transactions are reconciled in Interactive Agent Reporting.

Coupons of an e-ticket must but show VOID in ARC and on AC systems to avoid a Debit Memo.

– **24-Hour Refund Policy**

Air Canada allows a refund within 24 hours of ticket issuance, to all fares (published and net), original tickets, and tickets with codeshare and interline flights

- For GDS, you must process the refund and apply refund waiver code AC24HRRULE. Refund errors may be subject to debit memos.
- For aircanada.com/agents', you can cancel the PNR within 24-hours of ticket issuance.

Applicable fare rules apply for any fares cancelled beyond 24 hours.

For **weekends and holidays**, Air Canada permits refunds up to 48 hours after the cancellation of the PNR. Refunds processed beyond 48 hours of PNR cancellation, using the 24-Hour waiver code is not permitted and subject to debit memo.

This policy does not apply to:

- Group tickets
- Tickets purchased for same-day travel
- Partially used tickets
- Tickets with coupon status other than OPEN
- Other airlines tickets

– Helpful reminders

- When cancelling 014 tickets with other airline segments, you must confirm the cancellation/coupon status with the other airline. If the other airline sends Air Canada a PAX NO SHOW message for the scheduled flight, a debit memo will be issued
- Notify your clients of schedule change, and action Schedule Change in a timely manner
- IATA prohibits to have 2 or more tickets for the same passenger on the same PNR
- IATA regulation 890 = a travel agency cannot use their own credit card, or an agent's personal credit card to pay for a client's travel.
 - This creates a two-step process for the client to receive their refund
 - May subsequently nullify the client's travel insurance and impact reissuance of tickets.
- If you believe that an error has occurred with your bookings at aircanada.com/agents, review 'Manage My Bookings' and call the Contact Centre to rectify. Do not make a second booking, as you may be charging your client's credit card more than once.

– Ticket flagged as fraud

- If ticket is within the VOID window/ 24 hrs rule is applicable, void and cancel the space
- If the fare is fully refundable, process refund
- If the fare is not refundable, or refundable with penalty:
 - Comment the PNR and OSI with remarks: Suspected Fraud
 - Cancel any open space
 - Call the AC Contact Centre to discuss options

If chargeback was received, the agency is liable for the fraud which will result in a debit memo.

– Debit Memo Disputes

The only way to dispute a debit memo is through BSPLink and ARC.

– Recall Commission

When a refund is processed on unused coupons, or unused/partially used tickets, commission must be returned. Failure to return commission will result in a debit memo.

Refund examples when commission must be returned to Air Canada:

- Voluntary refund for unused or partially used ticket
- **Voluntary refund credited to an AC Wallet**
- Voluntary refund using the 24-hour rule
- Refund of duplicate tickets
- Refund due to new tickets issued following a name correction
- Involuntary refund, when applicable, due to Schedule Change and Flight Disruption

– **BSP Rejections**

It is the travel agency's responsibility to check BSP reports for failed transactions (Report Name: DQAIVALID – Data Airline Validation).

If BSP rejects the sale or refund payment, corrective action must be taken as customers believe that their ticket has been paid or refunded.

Rejection due Refund

- If the ticket is listed in BSPLink, report agency error, request a refund by submitting a [Refund Request](#). Select 'Travel Agency requesting assistance' and 'Travel Agency requests assistance to correct a refund'
- In the comment section state BSP Rejection of Refund and provide as much detail as possible
- If the ticket is not listed on the report and more than 60 days since submission date, call Air Canada Contact Centre for assistance.

Rejections due to an error of the sale or exchange

- If listed on the BSP rejection report, a debit memo may be issued.

Hours of Operation

Monday to Friday, 07:00 – 15:00 CMT

We make our best efforts to review claims within 4 weeks. Complex claims require research, and at times, we will request more information via email. Please check your email and/or email spam.

Thank you for your support.