



TRAVEL AGENTS CONTACT GUIDE



Aeroplan

- 🌐 aircanada.com/aeroplan
- ☎ 1-800-361-5373

AC Wallet

- 🌐 Refer to [AC Wallet](#) and Frequently Asked Questions for Travel Agents

Air Canada for Business

- ✉ acforbusiness@aircanada.ca
- ☎ 1-888-335-4189

Air Canada Travel Voucher

- 🌐 For information on vouchers issued prior to 06 June, 2023 refer to [ACTV Information](#)

Assistance for Registration and Log in to aircanada.com/agents

- 🌐 Refer to [Sign-in Help](#)

Baggage Information

- 🌐 Refer to [Baggage Information](#) or contact [Customer Support](#) for missing bags and lost items

Customer Relations

- 🌐 Past travel issues, refer to [Customer Relations](#)

Debit Memo Correspondence

- 🌐 For POS Canada and **International agencies**: BSPLink at bsplink.iata.org
- 🌐 For agencies in the United States: ARC Memo Manager at arccorp.com

Group Travel

[Group Travel](#) information and support are found at aircanada.com/agents. Agents must log in to access:

- Video tutorial
- How-To Enroll and Access G-Cubed
- G-Cubed Support Form

Medical Assistance Desk (MEDA)

- ☎ 1-800-667-4732 / 514 369- 7039
- ☎ 1-888-334-7717 / 514 828-0027
- ✉ acmedical@aircanada.ca
- 🌐 [Air Canada - Special Assistance](#)

Policies

- 🌐 Refer to [Agent Reference](#) at aircanada.com/agents
- 🌐 [A to Z Help](#)

Queues for Rates Desk

Amadeus

- QE/YMQAC1100/5 (beyond 72 hours),
- QE/YMQAC1100/0 (within 72 hours)

Apollo

- Outside USA:
QEP/QAD/50 (beyond 72 hours), QEP/QAD/51 (within 72 hours)
- USA only:
QEP/QAD/10 (beyond 72 hours), QEP/QAD/11 (within 72 hours)

Sabre

- Outside USA:
QP/QAC20/4 (beyond 72 hours), QP/QAC21/4 (within 72 hours)
- USA only:
QP/QAC10/4 (beyond 72 hours), QP/QAC11/4 (within 72 hours)

Refund (Post Travel)

- 🌐 [Refund Services Guide](#)
- 🌐 [Refund Application Form](#)
- 🌐 [Refundable Tax Guide](#)
- 🌐 [Air Canada Refund and Cancellation Policy](#)

Receipt Request

If you need a copy of your booking, a receipt for paid seat/upgrade fee, change fee and more, please refer to [Customer Support](#), select 'General **Concern**', click 'Regarding' and select 'Receipt Request'.

Travel Ready Hub

- 🌐 [Air Canada Travel Ready Hub](#)

