

Agency Help Line

Information on:	GDS	www.aircanada.com/agents (Agent References Tab)
AD75/50	No	Reduced Rate Travel section
Escapes	CIC*170/8 (Economy Escapes) CIC*170/11 (Business Escapes)	Reduced Rate Travel section
Airport Services		Agent References tab.
Bereavement fare	No	Policies and Procedures section
eUpgrades	No	Frequently Asked Questions section
Services Fund Program	No	Frequently Asked Questions section
Name correction	No	Frequently Asked Questions section
Schedule Change Guidelines	CIC*170/61	Policies and Procedures section
Prepays	CIC*170/87 (prepays)	
Rates	CIC*170/104 (rates) CIC*170/92 (queues)	
Queues		
Accounting Issues	CIC*170/71	
BSP Canada	No	www.iata.org/customer-portal www.bsplink.iata.org

REQUESTS FOR ASSISTANCE/ACTION				
Type of request	Call Centres	GDS	www.aircanada.com/agents	Comments
Booking an AD75/50	No	No	Yes	Booking must be made using a promotion code
Booking an Escapes	No	No	Yes	Booking must be made using a promotion code
Seat Selection	No*	Yes	Yes	*Exception: preferred seating for companion of Super Elite 100K, Elite 75K, Elite 50K, Elite 35K
Paid Seats (Basic, Standard & Preferred)	No	Yes	Yes	
eUpgrade	No*	No	Yes	*Exception: you may contact the Call Centre for an existing upgraded segment that was booked online.
Name correction	Yes*	No	No	*Within 72 hours of departure if AC only
ET reversals	No	No	No	Email to: financebsp@aircanada.ca
Guaranteed booking for VIP red card, Super Elite 100, Elite 75	Yes	No	No	
Adding and/or changing PNR fields : AVIH, PETC, UMNR	Yes	No	No	
Unaccompanied Minor (UM) booking	Yes	No	No	Fee collection is done through Call Centres only
Schedule Change	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only
Changing PNR fields: WCHR, updating phone/address fields, SPML	Yes*	Yes	Yes: WCHR/SPML No: Phone/address fields	*Call Centre will provide assistance with Web bookings only
Unused ticket (credit) towards new booking	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only

Type of request	Call Centres	GDS	www.aircanada.com/agents	Comments
Partial cancellation of itinerary or changing any unused/partially used where travel dates are past	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only.
Itinerary changes after departure - International	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only.
Divide PNRs with a promotion code	Yes*	No	Yes	*Call Centre will provide assistance with Web bookings only.
Infant booking/ticket – Transborder/ International	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only.
Booking increased connection times	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only.
Waitlist (if fare permits)	Yes*	Yes	No	*Call Centre will provide assistance with Web bookings only.
24 hours refund policy	Yes*	<u>Canadian Agencies:</u> within 24 hours of purchase. To claim a refund, you must go through BSP and include “24 hours rules” in the OSI of the PNR. <u>US Agencies:</u> until midnight the next day of booking.	Yes	*Call Centre will provide assistance with Web bookings only.
Other pre-paid travel options, for example: Meal vouchers, Maple Leaf lounge access, etc)	No	Cannot be added on to GDS PNR	Yes	
PNR under AC control	Yes	Yes	No	

Consolidator PNRs (Seat selection and eUpgrade)	No	No	No	Contact the consolidator agency
Aeroplan enrollment or any Aeroplan PNR related issues	No	No	No	www.aeroplan.com or 1-800-361-5373

SUSPICIOUS CREDIT CARD TRANSACTIONS

If you suspect unauthorized use of a credit card on one of your agency-booked reservations, you must cancel the itinerary in your own system and then contact Air Canada Reservations to report the issue.

Travel agencies are liable for any booking activities using their IATA or TIDS number, including any credit card chargebacks. Travel agencies are also responsible for implementing their own fraud prevention measures.

If it is deemed necessary, you may receive a follow-up call from Air Canada Sales. At all times travel agencies are responsible for taking precautionary measures to protect themselves against fraudulent activity.