

## AGENCY BULLETIN

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August 28, 2015

Ref: 1519

To: All South China Travel Agents

### 1. AC Fuel Surcharge (YQ) - Updates

With effective for tickets issue/reissue on/after September 1<sup>st</sup> 2015, the fuel surcharge for each AC transpacific sector from Hong Kong to Vancouver/Toronto will be revised to HKD192. All other conditions remain unchanged.

### 2. Air Canada Agency Commission reminder

Please see the attached file.

### 3. Name Field of AC PNRs

Passenger's name spellings on ticket should follow their valid travel document. The following applies to name field of AC bookings:

1. A **last name** is mandatory (minimum of 2 characters required)  
For one-letter last name: double the letter.
2. A **first name** is mandatory ( minimum of 1 character required)  
No first name on official document: repeat last name.
3. A **title** is mandatory. e.g. MR, MRS, MS, MISS, MSTR, DR.

Air Canada system allows a maximum of 28 characters (including the slash "/" and the title). It should be entered as **last name** followed by the slash **/** , **first name** and **title**. For names exceeding 28 characters, please keep full spellings of Last name; the first component of First name and initials of remaining first name; and the Title.

Example:     RICHARDSONSMITH/HENRYMICHAELJACKSONMR     (37characters)  
                 Name field enter: RICHARDSONSMITH/HENRYMJMR     (25 characters)

*Input the full name spellings in OSI field of the PNR is recommended.*

Kindly disseminate the above information to your staff concerned. Should you have any enquiries, please contact Air Canada sales office at (852) 2867 8226.