

Agency Bulletin

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May 27, 2022

To: All Travel Agents

Inventory Circumvention

Air Canada manages inventory, on an origin and destination (O&D) basis, using a point of commencement (POC) logic. As a result, inventory that is available on a particular segment for one O&D, may not be available for another O&D, even though both O&D include the same segment as part of the itinerary. Also, the same O&D could not be available in case of another POC for another customer journey.

Bookings, must always be made from the availability display, per O&D in the chronological order of each O&D. A full O&D availability is mandatory, whether the reservation involves AC only, or includes codeshare, or other airline flights. The booking of a connecting O&D through separate local O&D's (availability requested per segment) shall also be considered as O&D abuse.

During the booking process, changing the point of commencement; breaking the marriage of segments; or using segment availability, all with the intent to circumvent inventory management controls in order to obtain access to lower booking classes, are not allowed.

Air Canada prohibits all booking practices that result in the circumvention of inventory management controls and/or to obtain inventory for ticket sales which Air Canada does not intend to offer for the passenger's actual O&D itinerary, even if the GDS or other booking channels do not block this. Prohibited practices include, but are not limited to, hidden cities that do not reflect the intended traveller's O&D, and the booking of segments out of sequence/order.

To prohibit agents to engage in the circumvention of Air Canada's inventory controls, Air Canada reserves the right to take the following measures, which include:

- **Debit memo of a minimum \$1,000.00 per booking, or the value of the lost revenue in addition to the ticketing error fee.**
- **and/or inhibit the agency from booking Air Canada inventory.**

Ticketing agencies will be held responsible for all bookings and tickets, in violation of this policy, booked by their employees in all locations, their sub-agents, and their independent agents working through the ticketing agency.

Please refer to the Air Canada [CRS Booking & Ticketing policy](#) for full policy details.

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