



AIR CANADA

AGENCY BULLETIN

July 8, 2022

Ref: 2236

To: All Travel Agents

Revised Process for requests for Air Canada Travel Voucher or Aeroplan Points

Air Canada has expanded the ticket types eligible for the conversion of GDS tickets to an Air Canada Travel Voucher (ACTV)* or Aeroplan points*. Travel agents have the option to process these requests through aircanada.com for a shorter turnaround time and increased transparency throughout the process.

* For general information about Air Canada Travel Voucher or Aeroplan points, please refer to 3.1 and 3.2 of this bulletin

1.0 Eligible Tickets

Eligible Tickets	Ineligible tickets
<ul style="list-style-type: none"> • Ticket stock: 014 ticket stock • Travel Dates: On or after March 1, 2020 • Eligible Tickets: <ul style="list-style-type: none"> ○ Itineraries with interline segments ○ Published fares ○ Fully unused ticket ○ Partially used tickets provided the coupons are used in sequence 	<ul style="list-style-type: none"> • Basic Fares: for tickets issued on/after 06Jul,2022 • IT/BT tickets no fare tickets • Tickets with a Corporate Contract number or Air Canada for Business number • Fully used tickets • Partially used if coupons are out of sequence • Refunded or Partially refunded • Forfeit, Void or Revoked • Groups / Flight Pass / Aeroplan / Air Canada Vacations • Tickets where a charge back request has been initiated

2.0 Where should I submit the request?

For Eligible Tickets Scenarios	Revised Request Process
Travel dates more than 3 business days from date of request	aircanada.com (Refer to 2.1)
A) Travel Dates within 3 business days B) GDS PNR is already cancelled, and the customer is holding a future travel credit	Web form (Refer to 2.2)

Important Notes:

- Please ensure that the PNR you are submitting meets the eligibility requirements.
- You must provide the **Air Canada Booking Reference** during the request process, not the GDS locator number
- **This request cannot be cancelled once submitted and only one request per booking is accepted.** (Refer 3.1 & 3.2 for General Information about ACTV and Aeroplan Points)



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2.1 Request Air Canada Travel Voucher or Aeroplan Points at aircanada.com via 'My Bookings'

- To avoid delays, **DO NOT CANCEL** your GDS booking **BEFORE REQUESTING** an Air Canada Travel Voucher and Aeroplan Points **UNLESS the TRAVEL DATE is WITHIN three (3) BUSINESS DAYS**
- When the PNR/Passenger name is submitted via 'My Bookings', the Air Canada system searches for LIVE bookings. If the PNR is cancelled in the GDS, it cannot be retrieved, and will require the completion of a form. This will increase the time required to process the request.
- Once complete the steps below, **1)** confirmation message will be displayed on the screen, **2)** an email will be sent to the address provided during the request process, and to all email addresses on the PNR, with details of the value that will be transferred, and **3)** a message will be queued to the agency via SSR OTHS field stating: **"1A PNR VOLUNTARILY CANCELLED VIA AIRCANADA.COM FOR ACTV OR AE POINTS"**

If the PNR **can** be retrieved and deemed **Eligible**, you will be presented with the option to 'Cancel booking'. 'Change flight' and 'Add/Change travel options' buttons are disabled.

Booking Reference: **ABC123**

[Print Itinerary](#) | [Share Itinerary](#) | [Add to calendar](#)



Cancel your booking

Please note that any cancellations done here will be strictly for your flight. If you purchased a package deal, please contact your agency to refund.

How would you like to cancel your booking?
Please select from one of the following options

Refund
Please contact your booking agent to process your refund.

Aeroplan points
39,810 PTS*

- Earn 65% more points versus our normal rate for buying points
- Use your points to redeem for a flight, starting at 7,500 points

Air Canada Travel Voucher
650.50 USD

- Use it to pay for travel, advance seat selection, fees, and more
- Fully transferable

FARE SUMMARY
View price summary 1 Adult, 1 Youth

All Transportation Charges	
Base Fare	
Adult/Infant/Child/Adult/Infant (Adult)	228.00
Child/Infant/Youth/Canadian (Youth)	225.00
International Sales Tax - Canada - 100002337 RT0001	16.64
Right Segment Tax - United States	0.00
Quebec Sales Tax - Canada - 1000043172 TQ1901	50.48
Airport Improvement Fee - Canada	56.12
Transportation International/Domestic - United States	43.36
Goods and Services Tax - Canada - 100002337 RT0001	25.30
Total fare paid	USD 660.50
Number of passengers	x2
Air Canada Travel Voucher	\$ 650.50*

This ticket is not entitled for a full refund. [Learn why.](#)

CONFIRM EMAIL ADDRESS
e*****@aircanada.ca

[Back](#) [Submit and Confirm](#)

NOTE for GDS bookings

The Refund option will display, but it will be disabled.

If the booking is fully refundable and the customer prefers a refund, it must be processed in your GDS.

Upon clicking 'Cancel booking', eligible options will be presented with the corresponding values.

The Travel Agent will only receive the ACTV if their email address is in the primary and secondary email address fields on the PNR.

Reminder that all travel service providers must be in accordance with IATA Travel Agency Handbook Resolution 830d. Air Canada requires that all trade partners include the correct contact information for travellers in the PNR using industry standard SSR CTCE or SSR CTCM formats



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2.2 Request through the web form (for travel agency use only)

Web Form: <https://acc-prod.microsoftcrmportals.com/en-CA/xujhnfg5/>

- **Create retention segment** that contains a date and itinerary in the GDS to keep your PNR from purging.
- Please **cancel any active segments** before submitting the web form request, to avoid ticket status change to No-Show, Revoked, or Forfeited.
- **All tickets on the same PNR must select the same option.** If different options are required, the PNR must be divided prior to submitting the request.
- Please **provide information exactly** as requested to avoid delays in processing. **Terms and conditions will be provided which agencies must acknowledge and accept prior to submitting each request.**
- Requests submitted via the form will include a confirmation receipt displayed on the screen and an email will be sent to the email address provided on the form, which will include a case number.
- Travel agent will not be presented a screen with the value for each option and the request will not be queued via SSR OTHS to the agency.
- If choosing to convert to the Air Canada Travel Voucher, the voucher and pin (two separate emails) will be sent to the **"The Passenger Email Address"** field which provided on the web form request.
- The web form request **cannot** be cancelled once submitted. Only one request per booking will be accepted.
- **Provide the AC booking reference, not your GDS locator, during the request process.**
- If the ticket was exchanged, please provide the AC PNR number of the exchanged ticket. Requests cannot be processed on original PNRs and your request will be closed.
- When dividing a PNR because only one/select customers want the ACTV/AE Points, please ensure you submit the correct PNR.
- When dividing a PNR because customers want separate or different options, please ensure to submit requests for each PNR.
- Submit the request via the processes outlined in this document. **Do not initiate a request via the Contact Centre, Customer Relations, Sales Support or Refund Services.**
- **Ensure the ticket meets eligibility requirements – it will take several weeks to review and respond that the request is not eligible. This will also delay the offering of other options for the customer.**



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3.1 General Information about Air Canada Travel Voucher (ACTV)

- Convert the customer's ticket to an Air Canada Travel Voucher that is **fully transferable** with **no expiration date** and can be **used multiple times** until the entire value is used.
- Please note the Air Canada Travel Voucher **cannot be redeemed in any GDS system**. It is accepted as a form of payment at www.aircanada.com/agents , www.aircanada.com. It can also be used in conjunction with a second form of payment if the value on the Air Canada Travel Voucher is insufficient.
- **Only one** Air Canada Travel Voucher will be issued **equal to the total value** of all unused tickets and EMDs associated with the PNR.
- If unique Air Canada Travel Vouchers are required for multiple tickets in one PNR, the PNR must be divided prior to submitting the request.
- The Air Canada Travel Voucher will be in the currency the ticket was purchased in, as long as it is one of the following currencies: **CAD**, GBP, EUR, **USD**, AUD, CHF, CNY, DKK, **HKD**, JPY, NOK, SEK, TWD, INR and BRL. If the ticket was paid using a currency unsupported by the voucher, it will be issued in Canadian dollars.
- The turnaround time can be approximately **10-16 weeks**, depending on the timing and volume of requests received.
- **The email sender will vary depending on whether the ACTV processing was automated or required manual intervention. Please advise customers to also check Junk/Spam folders.**
The "no-reply" email addresses are:
 - ACTTravelVoucher@aircanada.ca / bondevoyage@aircanada.ca
 - CustomerCare.ServiceClient@aircanada.ca

3.2 General Information about Aeroplan Miles

- Aeroplan Miles will be calculated based on the value of the ticket and EMDs in a booking, minus taxes. In addition to the Aeroplan Miles rate of conversion, a 65% bonus will be applied. The Aeroplan Miles for all tickets on the PNR will be awarded to one Aeroplan account of the passenger name provided on the request.
- This option is only available to Aeroplan members with a mailing address located in the following countries: CA, US, HK, UK, FR, DE, AU.

Hong Kong Sales Office

Email: hkg.sales@aircanada.ca