



Estimados colaboradores,

Estamos actualizando en sistema los cambios en nuestra operativa. Queríamos avisaros que es probable que en las próximas horas recibáis Schedule Change, ya que nuestras rutas desde Madrid y Barcelona sufrirán cancelaciones en los próximos meses.

Os pasamos un recordatorio de los pasos a seguir si recibís SKCH:

Tened en cuenta que las reprotecciones automáticas se harán a rutas que si estarán operativas, en este caso, FRA o MUC.

Los tramos entre MAD/BCN-FRA/MUC-BCN/MAD los debéis reservar vosotros con las aerolíneas del grupo Lufthansa en la clase más baja disponible y reemitir como Involuntary a coste 0.

Os adjuntamos la Policy actual y un cuadro resumen para vuestra referencia, allí podréis ver los waivers que debéis usar en cada caso.

Si os quedan dudas, podéis poner os en contacto con nosotros,

Gracias y saludos,



## SCHEDULE CHANGE GUIDELINES FOR TRAVEL AGENTS

Air Canada has revised the Schedule Change policy, effective immediately

This policy and these procedures cover Air Canada operated flights affected by schedule changes. A schedule change (SKCH) is a flight cancellation, time change, flight number change, routing/airport change or operating carrier change which occurs **more than 48 hours prior to the original scheduled departure time**. These guidelines have been established to address the re-protection of your clients affected by such schedule changes.

For flight disruptions within 48 hours, please refer to the Irregular Operations policy.

### POLICY AND CONDITIONS

Air Canada will re-protect your clients:

- Applicable to 014 tickets issued prior to the schedule change
- All fare types
- AC to AC misconnection on the same day with separate tickets
- AC schedule change causes misconnection with OAL on 014 ticket stock
- OAL schedule change on 014 ticket stock
- Applicable to tickets with payment on the PNR but not ticketed.
- Once customers accept the re-protection, further voluntary changes or refunds are as per the fare rules
  - Exception: if the original flight goes through a schedule change and is subsequently reinstated (back to original date/times), the customer can be rebooked back on the original flight without penalty and remark the PNR
- Not applicable if AC provides a better connection/connecting time and/or earlier arrival time, that does not cause a misconnection
- For AIR MILES bookings, regular Air Canada Schedule Change Policy applies.
- If outside the rebooking window, only the change fee is waived; additional collection applies.
- Not applicable if the customer has made voluntary changes following the acceptance of a previous schedule change.
- Hotels will be provided if a schedule change forces a customer to overnight. Hotel costs relating to COVID-19 schedule changes and the 737 MAX grounding schedule changes will not be covered by Air Canada.

### Re-protection Window

<b>North America travel window</b> (including Hawaii)	+/- 3 days before/after original travel dates
<b>International travel window</b> (including Sun)	+/- 7 days before/after original travel dates

The following fare rules apply to all 014 tickets (same or separate tickets), including for non-changeable tickets (for example, Basic):

<b>Rule</b>	<b>Within Travel window</b>	<b>Outside Travel window</b>
Advance Purchase (APUR)	Waive	Waive
Additional Collection (ADCL)	Waive	Collect
Change Fee(s)	Waive	Waive
Min/Max Stay	Waive	Apply fare rule

#### RE-PROTECTION GUIDELINES

Rebook within the same cabin, starting with the original booking code, and apply waiver '**DUE SKCH**' in the endorsement box. Consider the following:

<b>Origin/destination</b>	<ul style="list-style-type: none"> <li>• Must remain the same</li> <li>• Change of connecting city permitted</li> <li>• <u>AC-operated flights</u>: only alternate AC stations can be offered to/from sister cities and any city within 200 miles in the same country. For example: SKCH on AC to MIA, we can offer AC to FLL as they are both AC stations and within 200-mile radius.</li> <li>• <u>OAL-operated flights</u>: original origin/destination only; we cannot offer alternate stations for OAL flight protection when an OAL is the carrier with the SKCH.</li> </ul>
<b>Routing</b>	<ul style="list-style-type: none"> <li>• American citizens cannot be re-routed via Cuba</li> <li>• The Transpacific carrier should always be Air Canada-operated and Air Canada-marketed.</li> <li>• Refer to additional routing guidance below this table.</li> </ul>
<b>Waitlist</b>	Permitted if original fare purchased permits it.
<b>Length of stay</b>	Customer will have the option to change departure or return date to preserve original length of stay for 014 ticket stock. Minimum and maximum stay may be waived. The return portion must be booked on original routing and carrier(s), as the return portion is not affected by a schedule change.
<b>Guaranteed reservation for VIPs, Super Elite 100K, Elite 75K</b>	Permitted.
<b>Economy Cabin</b>	<ul style="list-style-type: none"> <li>• <b>Basic/Standard/Flex/comfort</b>: rebook same booking code up to <b>M</b></li> <li>• <b>Latitude</b>: rebook up to <b>Y</b></li> <li>• <b>Aeroplan</b>: lowest booking code up to <b>Y</b></li> </ul>

<p><b>Premium Economy Cabin (All markets)</b></p> <p><b>Premium Rouge Cabin (International only)</b></p>	<ul style="list-style-type: none"> <li>• Rebook same booking code up to <b>O</b></li> <li>• Aeroplan: lowest booking code up to <b>O</b> (same cabin); if the new flight does not offer <i>Premium Economy</i>, then <b>Y</b> (Economy cabin). Must be booked in <b>Y</b> on pure OAL</li> </ul> <p>Customers booked in <i>Premium Economy</i> on Air Canada and the protection is on an airline that offers economy and First Class or Business cabins, Air Canada cannot protect in First Class or Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.</p>
<p><b>Premium Rouge Cabin (Domestic, Sun and Transborder)</b></p>	<ul style="list-style-type: none"> <li>• Rebook up to <b>J</b></li> </ul> <p>Customers booked in <i>Premium Rouge</i> on Air Canada and the protection is on an airline that offers economy and First Class or Business cabins, Air Canada cannot protect in First Class or Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.</p>
<p><b>Business Class Cabin (all booking classes)</b></p>	<ul style="list-style-type: none"> <li>• <b>For eUpgrades, AC Bid (AC Instant Upgrade): Refer to Upgrade section below</b></li> <li>• Rebook same booking code up to <b>J</b></li> <li>• Aeroplan: lowest Business Class booking code up to <b>J</b></li> </ul> <p>Customers on Air Canada and the protection is on an airline that offers Economy and First Class cabins only, Air Canada cannot re-protect in First Class. The protection must be in economy and a refund can be requested for the difference on a deferred basis.</p>
<p><b>Downgrade</b></p>	<p>See <i>Cabin Change due to Downgrade</i> section below.</p>

Order of selecting a flight for protection:

1. AC, AC Express and AC Rouge flights
2. A++ JV Partners (LH, UA, SN, LX, OS)
3. AC\*/Codeshare flights (operated by Star alliance)
4. Pure Star Alliance Partner flights, book lowest available booking code in the same cabin
5. AC\*/Codeshare flights (operated by OAL)

\*FFP tickets must **not** be re-protected on the following carriers: EK/QR/BA/KA/KL/JL/UL/CI/FJ

\*FFP tickets on STAR carriers must **always** be re-booked in frequent flyer booking codes I,X and O

*Note: Although Altéa will show West Jet (WS) flight in availability, it is strictly **not permitted** to rebook customers on WS flights.*

### **For Transpacific flights:**

Transpacific flights are defined as an aircraft routing to/from an Asia/Pacific station that generally traverses the Pacific Ocean. Below AC online airports are considered Trans-pacific:

- Auckland (AKL)
- Beijing (PEK)
- Brisbane (BNE)
- Hong Kong (HKG)
- Melbourne (MEL)
- Osaka (KIX)
- Seoul-Incheon (ICN)
- Shanghai (PVG)
- Sydney, AU (SYD)
- Taipei (TPE)
- Tokyo-Haneda (HND)
- Tokyo-Narita (NRT)

If the customer has not yet commenced their journey, the over-the-water re-protection flight must be AC-operated and AC-marketed. Connecting flights within Asia may be operated by CA, ZH, NH, BR, OZ, TG, KE, 7C or CX. Connecting flights within South Pacific may be operated by VA or NZ. For OAL connectors, select the lowest available booking code within the same cabin.

If the customer has already commenced their journey, and re-protection is required for their return flights, the over-the-water or intra-Asia re-protection flight(s) must be rebooked on AC-operated or on CA, NH, BR, OZ, TG, SQ, NZ, VA, KE, 7C or CX-operated flights.

### **For Transatlantic flights:**

If the customer has not yet commenced their journey, the over-the-water re-protection flight must be AC-operated and AC-marketed. Connecting flights within EMEAI may be operated by OAL; select the lowest available booking code within the applicable cabin.

If the customer has already commenced their journey, and re-protection is required for their return flights, the Transatlantic re-protection flight must be rebooked on AC-operated or AC Marketed on any OAL flights. Connecting flights within EMEAI may be operated by any OAL; select the lowest available booking code within the applicable cabin.

### **For Flights to/from South America:**

If the customer has not yet commenced their journey, the long-haul re-protection flight must be AC-operated and AC-marketed. Connecting flights within South America may be operated by OAL; select the lowest available booking code within the applicable cabin.

If the customer has already commenced their journey, and re-protection is required for their return flights, the long-haul re-protection flight must be rebooked on AC-operated or AC Marketed on any OAL flights. Connecting flights within South America may be operated by any OAL; select the lowest available booking code within the applicable cabin.

Note: US Carriers are permitted within North America and Caribbean.

## UPGRADES

Upgrade Type		Air Canada	OAL
eUpgrade	(R)	Up to J	Up to Y
	(N)	Up to O	
AC Bid Upgrade	(R)	Up to J	Up to J
	(N)	Up to O	In any premium economy class

You may contact Aeroplan to use your client's Aeroplan Miles in order to redeem for a Star Alliance Upgrade Award if your client wishes to travel in Business Class on a Star Alliance partner.

### OAL TICKET STOCK – AIR CANADA SCHEDULE CHANGE

- **Our schedule change policy applies to 014 tickets only.**
- Customers will be referred back to the issuing travel agent/carrier.
- Air Canada sends a schedule change message to the booking source (GDS or OAL).
- The booking source will update the PNR with the new schedule information.
- The booking source will reissue the ticket if required and advise the customer of the changes.
- If the re-protection offered by AC is unsuitable to the customer, then the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.

### CABIN CHANGE DUE TO DOWNGRADE

Customers may be downgraded from Signature/Business Class to Economy, Signature/Business Class to Premium Economy or Premium Economy to Economy, due to an equipment change and/or aircraft reconfiguration.

The schedule change can be validated by reviewing the PNR history (the original segments show HK/WK and the protection shows SC in the economy cabin).

### OPTION 1: STAY IN THE ORIGINAL CABIN OF SERVICE

The customer wants to stay in Signature Class/Business Class or Premium Economy as originally booked:

1. Rebook the customer on another flight with the same routing in Signature Class/Business Class or Premium Economy, as originally booked.
2. If not available, re-route the customer via another gateway.
3. No other compensation is offered.

**OPTION 2: DOWNGRADE FROM ORIGINAL CABIN**

The customer's original cabin is not available or no reroute options are acceptable.

1. If the customer is notified of the downgrade at least 7 days prior to departure, a partial refund may be applicable.

A. If a partial refund is applicable:

Confirm with the customer what kind of economy fare they are looking for:

- Book in Y
- Quote using historical fares
- Specify the fare family required/requested if the customer doesn't want the lowest fare

B. If a partial refund is not applicable:

If the economy fare is higher than the original Business Class/Signature Class or Premium Economy fare:

- Advise your customers to fill out the Customer Relations online form once travel is completed.
- Exchange the ticket using the Involuntary Exchange flow for SKCH (keeps the original linear fare on the ticket).

2. If the customer is notified within 7 days of departure, customers are entitled to a refund as per the below grid.

- Rebook in the class of service of the downgraded cabin (Y or O)
- Advise customers to fill out the Customer Relations online form once travel is completed.

Original Class	Class Travelled		
	Business Class	Premium Economy/Premium Rouge	Economy
<b>Signature Class</b>	<ul style="list-style-type: none"> <li>• Transborder: CAD315 (lie-flat surcharge)</li> <li>• International: 50% of the base fare of affected coupon</li> </ul>	<ul style="list-style-type: none"> <li>• Transborder: CAD315 (lie-flat surcharge) or 50% of the base fare of affected coupon, whichever is higher</li> <li>• International: 50% of the base fare of affected coupon</li> </ul>	
<b>Business Class</b>	N/A	N/A	50% of the base fare of affected coupon
<b>Premium Economy/Premium Rouge</b>	N/A	N/A	50% of the base fare of affected

Information subject to change without notice. ™Altitude Super Elite 100K, Air Canada Express and Air Canada rouge are trademarks of Air Canada. ®Aeroplan is a registered trademark of Aimia Canada Inc. ™Star Alliance is a trademark of the Star Alliance Members. April 13, 2020. V8.

			coupon
--	--	--	--------

REFUNDS

**Full refunds are not permitted.**

**Please refer to the *Save as Future Credit* and *Cancel and Refund as per fare rule* sections below.**

Exception: Refunds are permitted for flights originating from the below countries; apply waiver code: **ACUSKEDCHG** along with the flight number.

- Example: **ACUSKEDCHGXXXX**

<b>Flight Origin</b>	<b>Refund of Unused Coupons</b>	<b>Deadline to request refund after SKCH</b>
From Algeria	Yes + return to origin	8 days
To/From Israel	Yes	21 days

**Save as Future Credit**

Customers have the option to cancel their reservation to retain for future use. The credit will be valid for travel to be completed up to 24 months (see below for instructions for how to extend ticket validity) from date of the flight affected by the schedule change.

Upon rebooking the following conditions will apply:

- Change fee will be waived when customer books new flight.
- If the new fare is lower, the residual value is lost.
- ADCOL applies if the new fare is higher.
- Some original taxes that are non-refundable will remain non-refundable and new taxes will be collected.
- Any taxes that are refundable and no longer applicable to the reservation will be refunded.
- Apply waiver code to the ticket endorsement field: **CV20VL22**



## **Cancel and Refund as per fare rules**

- If the fare is refundable, refunds are permitted (minus non-refundable fees/taxes per fare rules).
- If the fare is non-refundable, any non-refundable fare amounts or taxes will be forfeited.

## **How to extend ticket validity to use for a future credit**

As always, the GDS Help Desk is your first point of contact for technical support. However, we have outlined a process and provided examples which may be helpful to you.

- Cancel all active segments.
- Book future travel date if it is known.
- If travel date is not known, create a retention segment that contains a date and itinerary in the GDS to keep your PNR from purging. For example: OTH in Sabre, TUR in Travelport and a memo segment in Amadeus. (No actioned required, if MIS/RU already added to your Amadeus PNR)
- Air Canada has extended the EMD validity to 24 months in our database. The EMD may be exchanged, reassocated or refunded via the Air Canada Contact Center.

### **Please note:**

- You may also add a remark to the PNR that includes the original ticket number.
- Although the original flight, date, name or record locator can be used to retrieve the PNR, it is recommended for the agency to track information using an internal logging process.

Below are examples of GDS exchange masks where the endorsement is entered and GDS Help Desk references:

## **How to enter a retention segment in the GDS**

Apollo:	0TURACBK1YYZDDMMM-FREE TEXT
Galileo:	0TURACBK1YYZDDMMM-FREE TEXT
Worldspan:	TNACMK1MISDDMMM/AN-FREE TEXT
Sabre:	0OTHACGK1YYZDDMMM-FREE TEXT
Amadeus:	RU1AHK1YYZDDMMM/FREE TEXT

Below are examples of GDS exchange masks where the endorsement is entered and GDS Help Desk references:

**Amadeus:**

Please reference the below help pages in Amadeus Service Hub:

[https://servicehub.amadeus.com/c/portal/view-solution/250207499/en\\_US/helpful-information-atc-refunds-reissues-exchanges](https://servicehub.amadeus.com/c/portal/view-solution/250207499/en_US/helpful-information-atc-refunds-reissues-exchanges)

**Sabre Exchange Mask**

```
WF WERTK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- USD 200.00 ADD COLLECT ELECTRONIC X PAPER
NEW TKT FULL COMM AMT <0.00 >
ADD COLL COMM AMT <0.00 > COMM PENALTY <0.00 >
WAIVER < >
TOURCODE < >
BAG ALLOWANCE 03P < > VIEW/MODIFY < >

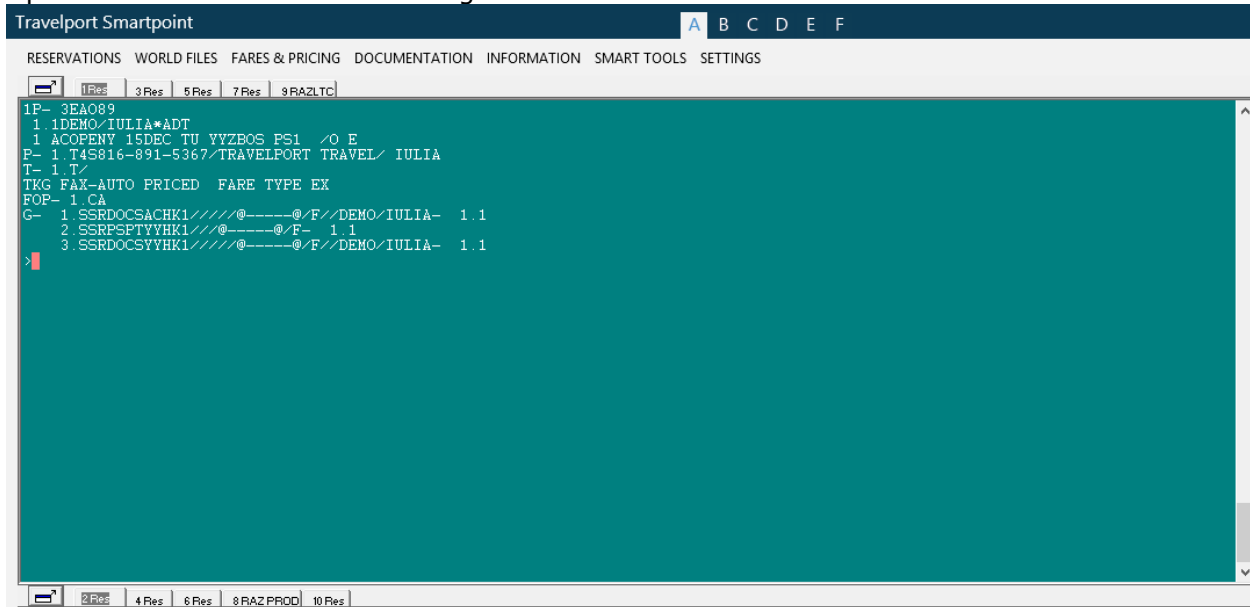
AGENT ENDORSEMENTS OVERRIDE EO < >

< >
CASH <X> CK < > CC < > VALIDATING CXR AA
CC NBR < > CC EXP < >
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >

RETAIN < > PREV < > QUIT < >
```

## Travelport

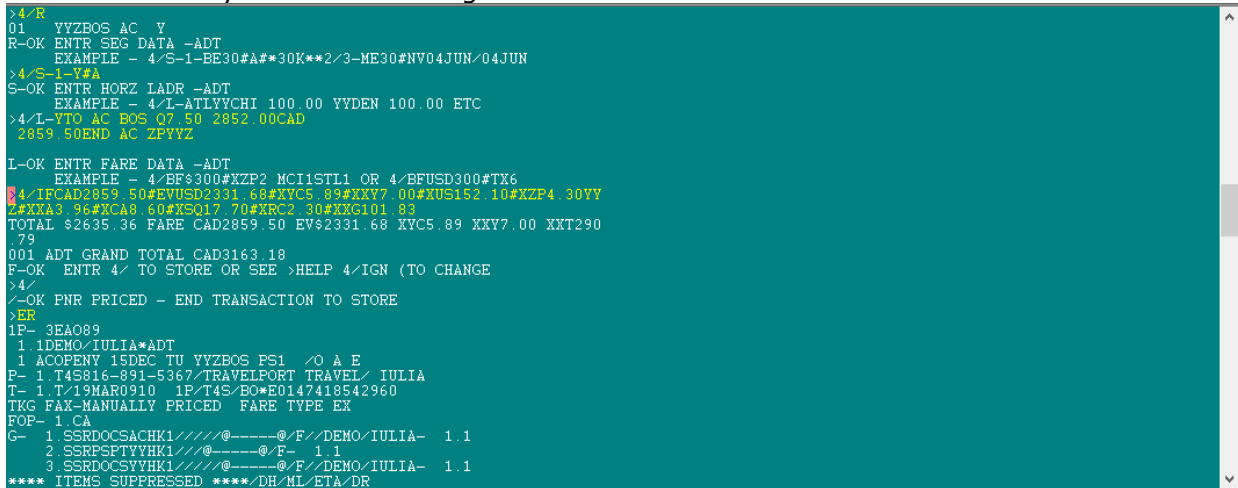
Update the PNR with the OPEN segments :



```
Travelport Smartpoint
RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION SMART TOOLS SETTINGS
1Res 3Res 5Res 7Res 9RAZLTC
1P- 3EA089
1 1DEMO/IULIA*ADT
1 ACOPENY 15DEC TU VVZBOS PS1 /O E
P- 1 T4S816-891-5367/TRAVELPORT TRAVEL/ IULIA
T- 1 T/
TKG FAX-AUTO PRICED FARE TYPE EX
FOP- 1 CA
G- 1.SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2.SSRFSPYVHK1////@----@/F- 1.1
3.SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
>
```

In order to add an OPEN segment in the GDS we will need to use the following format:  
**OACOPENY15DECYYZBOSPS1**

Start to Manually Price the booking:



```
>4/R
01 VVZBOS AC V
R-OK ENTR SEG DATA -ADT
EXAMPLE - 4/S-1-BE30#A#*30K**2/3-ME30#NV04JUN/04JUN
>4/S-1-T#A
S-OK ENTR HORZ IADR -ADT
EXAMPLE - 4/L-ATLYVCHI 100.00 YYDEN 100.00 ETC
>4/L-YTO AC BOS 07 50 2852.00CAD
2859.50END AC ZPYVZ
L-OK ENTR FARE DATA -ADT
EXAMPLE - 4/BF$300#XZP2 MCI1STL1 OR 4/BFUSD300#TX6
4/IFCAD2859.50#EVUSD2331.68#XVC5.89#XXY7.00#XUS152.10#XZP4.30YY
Z#XKA3.96#XCA8.60#XSO17.70#XRC2.30#XKG101.83
TOTAL $2635.36 FARE CAD2859.50 EV$2331.68 XVC5.89 XXY7.00 XXT290
.79
001 ADT GRAND TOTAL CAD3163.18
F-OK ENTR 4/ TO STORE OR SEE >HELP 4/IGN (TO CHANGE)
>4/
/-OK PNR PRICED - END TRANSACTION TO STORE
>ER
1P- 3EA089
1 1DEMO/IULIA*ADT
1 ACOPENY 15DEC TU VVZBOS PS1 /O A E
P- 1 T4S816-891-5367/TRAVELPORT TRAVEL/ IULIA
T- 1 T/19MAR0910 1P/T4S/BO*E0147418542960
TKG FAX-MANUALLY PRICED FARE TYPE EX
FOP- 1 CA
G- 1.SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2.SSRFSPYVHK1////@----@/F- 1.1
3.SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
**** ITEMS SUPPRESSED ****/DH/ML/ETA/DR
```

Add the WAIVER CODE from the carrier as an endorsement:

```

1P- 3EAO89
1 1DEMO/IULIA*ADT
1 ACOFENY 15DEC TU YYZBOS PS1 /O A E
P- 1 T4S816-891-5367/TRAVELPORT TRAVEL/ IULIA
T- 1 T/19MAR0910 1P/T4S/BO*E0147418542960
TKG FAX-MANUALLY PRICED FARE TYPE EX
FOF- 1 CA
G- 1 SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2 SSRPSPTYVHK1////@----@/F- 1.1
3 SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
**** ITEMS SUPPRESSED ****/DH/ML/ETA/DR
>S-ER WAIVER
5-ER WAIVER *
>ER
1P- 3EAO89
1 1DEMO/IULIA*ADT
1 ACOFENY 15DEC TU YYZBOS PS1 /O A E
P- 1 T4S816-891-5367/TRAVELPORT TRAVEL/ IULIA
T- 1 T/19MAR0910 1P/T4S/BO*E0147418542960
A-ER WAIVER
TKG FAX-MANUALLY PRICED FARE TYPE EX
FOF- 1 CA
G- 1 SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2 SSRPSPTYVHK1////@----@/F- 1.1
3 SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
**** ITEMS SUPPRESSED ****/DH/ML/ETA/DR
>

```

We can also add the waiver code in the exchange entry by adding at the end of the format #ERWAIVER`

Process the exchange:

```

>>EZE#s*EET0147418542960X*A/O9CA#N1.1#CAC#ERTK-
ITEM GROSS P S A/L TKT NBR COMM PSGR NAME INVOICE
0.00A X E0147418542961 0.00 DEMO/IULIA
PNR >*3EAO89(
>
1P- 3EAO89
1 1DEMO/IULIA*ADT
1 ACOFENY 15DEC TU YYZBOS PS1 /O A E
P- 1 T4S816-891-5367/TRAVELPORT TRAVEL/ IULIA
T- 1 T/19MAR0928 1P/T4S/BO*E0147418542961 N1.1
A-ER WAIVER
TKG FAX-MANUALLY PRICED FARE TYPE EX
FOF- 1 CA
G- 1 SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2 SSRPSPTYVHK1////@----@/F- 1.1
3 SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
**** ITEMS SUPPRESSED ****/DH/ML/ETA/DR
>

```

In my example, I have processed an Even Exchange

Add Retention Line:

TNZZMK1MIS18FEB/AN-RETENTION LINE

In 1P, in order to keep the booking more than 12 months , the agent needs to place the PNR in the queue that it is given by the carrier even though we add the retention line to keep it live.

In order to add the PNR in the queue , we will need to use the following information:

**QEP/9\*C3**

**Apollo**

**1V exchange to OPEN ticket**

Sample PNR below:

```

KQXJFY/66 YULPM C673966 AG 00000000 19MAR
1.1APOLLO/CLEMENTINE TEST
1. AC 1073 K 15MAY YULDEN HK1 1400 1621 * E FR
2. AC 1072 K 20MAY DENYUL HK1 1645 2219 * E WE

```

\*ALL \*PP \*FOP \*T \*LF \*PR \*VL \*PS \*PO \*HT \*HTE \*PT \*P

\*\*\* VENDOR LOCATOR DATA EXISTS \*\*\* >\*VL  
\*\*\* TIN REMARKS EXIST \*\*\* >\*T  
\*\*\* LINEAR FARE DATA EXISTS \*\*\* >\*LF  
\*\*\* ELECTRONIC DATA EXISTS \*\*\* >\*HTE

1. Update the flight segments to open. At least, one segment or connection must have a date in order to ER (end transact). We recommend this being the return.

- a. Calculate the furthest date you can use: >\*TAA/331
- b. Book the open segments. Refer to HELP 0:

OACOPENYYULDENNO1  
OACOPENY12FEBDENYULNO1

```

KQXJFY/66 YULPM C673966 AG 00000000 19MAR
1.1APOLLO/CLEMENTINE TEST
1. AC OPEN Y YULDEN NO1
2. AC OPEN Y 12FEB DENYUL NO1

```

\*ALL \*PP \*FOP \*T \*LF \*PR \*VL \*PS \*PO \*HT \*HTE \*PT \*P

\*\*\* VENDOR LOCATOR DATA EXISTS \*\*\* >\*VL  
\*\*\* TIN REMARKS EXIST \*\*\* >\*T  
\*\*\* LINEAR FARE DATA EXISTS \*\*\* >\*LF  
\*\*\* ELECTRONIC DATA EXISTS \*\*\* >\*HTE

2. Add Received and ER

Start the ticket exchange to OPEN ticket

- 3. Store the fare as originally priced and issued
  - a. Include Endorsements with modifier GEB and free flow endorsement text  
T:\$BS1✕K21S6TG+2✕K21S6TG/**GEB**COVID 19 WAIVER

- 4. If automated pricing does not work, build a pricing record in the PNR using HHPR (Fill-In Format Pricing)
  - a. Below is blank template for HHPR pricing that is initiated with

ENTRY:  
>HHPR

RESPONSE: (blank screen)

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1-HHPR +
>$NME APOLLO/CLEMENTINE TEST
X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
. YUL AC·OPEN Y .....
·O DEN AC·OPEN Y ·12FEB· .....
. YUL .. . . . . VOID .....
. . . . . VOID .....
. . . FARE..... DO TAXES APPLY?..
EQUIV FARE..... COMM..... F CONST..
TD 1/..... 2/..... 3/..... 4/..... INT. MREC 01/01
·PSGR 01/01
·BOOK 01/01

DO YC/XY/CANADIAN/XG TAXES APPLY?
>

```

b. Include details as per original ticket by tabbing to the required field and including information

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1-$NME +
>$NME APOLLO/CLEMENTINE TEST
X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
. YUL AC·OPEN Y ..... K21S6TG 109.00..... 31DEC
·O DEN AC·OPEN Y ·12FEB· ..... K21S6TG 109.00..... 31DEC
. YUL .. . . . . VOID .....
. . . . . VOID .....
. . . FARE CAD 218.00 DO TAXES APPLY?·Y
EQUIV FARE ..... COMM· 0.00/ F CONST·Y
TD 1/..... 2/..... 3/..... 4/..... INT. MREC 01/01
·PSGR 01/01
·BOOK 01/01

>

```

c. Include taxes as on original ticket

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
>$TA TAX BREAKDOWN SCREEN
FARE CAD 218.00 TTL CAD ..... ROE .....
T1 7.90...AY T2 30.00...SQ T3 13.01...XG T4 12.10...CA
T5 9.90...XY T6 8.30...YC T7 5.60...XA T8 2.99...XQ
T9 6.30...XF T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
AIRPORT 1 DEN AMT 4.5.. AIRPORT 2 ... AMT .....
AIRPORT 3 ... AMT ..... AIRPORT 4 ... AMT .....
>

```

- d. Include Fare calculation and add details as required and ENTER at the end of the fare calculation line

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-HBTA
>$FC/NTA FARE CONSTRUCTION
YMQ AC DEN 109.00AC YMQ 109.00CAD218.00END.....
.....
.....END XFDEN4.5
AC YULDEN K21S6TG 109.00 AC 12FEB DENYUL K21S6TG
109.00 CAD 218.00
>

```

- e. Once the user enters at end of FC, a response is returned that to indicate PRICING RECORD ADDED. The user has to confirm ticketing is ok with T:OK entry and save the pricing in the PNR

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
.....
>$FC/NTA FARE CONSTRUCTION
· YMQ AC DEN 109.00AC YMQ 109.00CAD218.00END.....
.....
.....END XFDEN4.5·
PRICING RECORD ADDED
>

```

5. Initiate exchange and include endorsements

Entry:

>HB:FEX0149900500770/GEBCOVID 19 (if waiver endorsement added during pricing, no need to add here)

Response:

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-HB:FEX0149900!
>$EX NAME APOLLO/CLEMENTINE TEST PSGR 1/ 1
FARE CAD 218.00 TOTAL CAD 367.50
TX1 CAD 53.40 US TX2 CAD 96.10 XT TX3

EXCHANGE TKTS ..... CPN ALL
TKT1·01499005007706 CPN·12.. TKT2·..... CPN·....
COMM·0.00/... ORIG FOP·CK..... EVEN·.
TTL VALUE OF EX TKTS CAD·367.50.....ORIG BRD/OFF·YUL·DEN
ORIG ISS·YYZ... ORIG DATE·19MAR20 ORIG IATA NBR·00000000
ORIG TKT·*..... ORIG INV NBR·.....
PENALTY CAD·..... COMM ON PENALTY·.....
TAX ON PENALTY
TP1·..... TP2·..... TP3·.....
>

```

Finish the screens and complete the exchange as below:



```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
TRT1 0149500900
COMM 0.00/...
>$TP NAME APOLLO/CLEMENTINE TEST PSGR 1/ 1
FARE CAD 218.00 TOTAL CAD 367.50
TX1 CAD 53.40 US TX2 CAD 96.10 XT TX3
PAID TAXES
T1 53.40...US T2 7.90...AY T3 30.00...SQ T4 13.01...XG
T5 12.10...CA T6 9.90...XY T7 8.30...YC T8 5.60...XA
T9 2.99...XQ T10 6.30...XF T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....
U.S. PSGR FACILITY CHARGES
APT1 DEN 4.50. APT2 ..... APT3 ..... APT4 .....
>

```

Once you enter in the previous screen, the ticket is exchanged for a new ticket.

```

A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
T5 9.90...XY
T9 2.99...XQ
ELECTRONIC MESSAGE DELIVERED
TKT ISSUED TTL FARE CAD 367.50
ITIN/INVOICE ISSUED
MIR ISSUED - TTL FARE CAD 367.50
TAB AND ENTER TO REDISPLAY PNR >*KQXJFY*
>

```

## 6. E-ticket display after exchange

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1-\*HTE +

>

«Back to Electronic Ticket List»

TKT: 014 9900 500772 NAME: APOLLO/CLEMENTINE TEST

ISSUED: 19MAR20 FOP:CHEQUE

PSEUDO: 2RB0 PLATING CARRIER: AC ISO: CA IATA: 00000000

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	AC	OPEN	Y		YULDEN		RQ	K21S6TG		1
									NVA31DEC	
OPEN	AC	OPEN	Y	12FEB	DENYUL	0000A	RQ	K21S6TG		2
									NVA31DEC	

FARE: CAD 218.00 TAX: 12.10 CA TAX: 13.01 XG

TAX: 124.39 XT TOTAL: CAD 367.50

COVID19WAIVER

YMQ AC DEN 109.00AC YMQ 109.00CAD218.00 END XT 53.

40US 30.00SQ 9.90XY 8.30YC 7.90AY 5.60XA 2.99XQ 6.3

0XFDEN4.5

EXCHANGED FOR: 0149900500770

ORIGINAL ISSUE: 0149900500770YYZ19MAR2000000000

RLOC 1V KQXJFY 1A N6Z7ZK

>

## 7. Add a TUR segment for to keep the PNR active

0TURZZHK1YYC18MAR-RETAIN PNR

## 1G Exchange to OPEN Ticket for BSP Agencies

### Using the Sample PNR below

## Galileo

```
DJPKKA/50 XDBKR C338505 AG 14537482 18MAR
1.1GALILEO/JENNIFER TEST
1. AC 5465 U 15MAY DENYYC HK1 1130 1411 0* E FR
OPERATED BY SKYWEST/UNITED EXPRESS
2. AC 5324 T 20MAY YYCDEN HK1 0630 0900 0* E WE
OPERATED BY UNITED AIRLINES INC
```

\*ALL \*P \*FOP \*TD \*FF \*NP \*VL \*VR



```
** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
** ELECTRONIC DATA EXISTS ** >*HTE
```

Update the flight segments to open. At least 1 segment or connection must have a date in order to end transact. We recommend this being the return.

```
DSVGBS/50 XDBKR C338505 AG 99999992 19MAR
1.1GALILEO/JENNIFER TEST
1. AC OPEN Y YYCDEN NO1
2. AC OPEN Y 12FEB DENYYC NO1
```

\*ALL \*P \*FOP \*TD \*NP \*VL \*VR \*SI \*HTI \*HTE \*DI

```
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
** ELECTRONIC DATA EXISTS ** >*HTE
```

Calculated the furthest date you can use... **\*TAA/331**

In our example, 12FEB, and use the correct booking class from your old segment

**0ACOPENY YYCDEN NO1**

**0ACOPENY 12FEB DENYYC NO1**

R.P and ER

---

### Start the Ticket exchange to OPEN Ticket:

Store the Fare Quote the PNR using the original ticketed fares (>FQS1@YLT/S2@YLT)

Start the Fare Build (\*FB1)

```
APPLICATION TERMINAL HISTORY WINDOW FNR SEARCH BEE TOOLS HELP
1- *FB1
+
*FB1
ENDORSEMENTS PRESENT
P01 GALILEO/JENNIFER TEST *ADT 01 OF 01
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. YYC AC Y OPEN YLT ..... 2PC 1
O DEN AC Y OPEN YLT ..... 2PC 2
. YYC
FARE CAD/ 2332.00 EQ .../..... ROE @.....
TAX CAD 1 12.10 CA 2 30.00 SQ 3 7.80 AY 4 52.60 US
5 5.50 XA 6 6.30 XF 7 9.70 XY 8 126.91 XT
TTL (INC TAX) CAD 2582.91
FC
YYC AC DEN 1166.00YLT AC YYC 1166.00YLT CAD2332.00END XF 6.30
)>
```

Remove the Taxes:

```
APPLICATION TERMINAL HISTORY WINDOW FNR SEARCH BEE TOOLS HELP
1- FBUTAX1/+TAX2
+
>FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TAX6/+TAX7/+TAX8/
DATA ACCEPTED *
>
```

Continue removing the remaining taxes

```
1- FBUTAX1/+TTL/
+
>FBUTTL/+TAX1/
DATA ACCEPTED *
>
```

Enter FBF to re-total fare without taxes

```
1- FBF
+
>FBF
MANUAL FARE FILED - TOTAL GENERATED
>
```

Update the fare build with the Endorsement for waiver code, in this case Waiver Covid19

```
1- FBUEB/AC ONLY
+
>FBUEB/AC ONLY/WAIVER COVID19
DATA ACCEPTED *
>
```

**\*FF1**

```
1-*FF1
>
FQ1 - S1-2 AP M 19MAR20 JH/
AG
FQ51@YLT/S2@YLT
P1 GALILEO/JENNIFER TEST ADT M CAD 2332.00
YYC AC DEN 1166.00 AC YYC 1166.00 CAD2332.00END
FARE CAD2332.00 TOT CAD2332.00
***ADDITIONAL FEES MAY APPLY*SEE>F01
S1 FB-YLT B-2PC
S2 FB-YLT B-2PC
AC ONLY
WAIVER COVID19
LAST DATE TO PURCHASE TICKET: 19MAR20

T P1/S1-2/CAC/ET/TABTM6
>
```

File the Fare Build (FBF)

Update modifier with FOP info  
>**TMU1FEX0149903354334**

```
1-TMU1FEX014990
>*EX **TICKET FOR** GALILEO/JENNIFER TEST PSGR 1/ 1
NEW FARE: CAD 2332.00 EQUIV:.....
TX1: 0.00 TX2: 0.00 TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
.01499033543346 . . . . .02
COUPONS FOR TKT1:12.. TKT2:.... TKT3:.... TKT4:....
TTL VALUE:CAD2332.00.. BSR:..... ORIG FOP:S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
.....YYC/YYC YOW 18MAR20 9999999
```

Enter at the . at the bottom

```
>*TP **TICKET FOR** GALILEO/JENNIFER TEST PSGR 1/ 1
NEW FARE: CAD 2332.00 EQUIV:.....
TX1: 0.00 TX2: 0.00 TX3: 0.00 TX4: 0.00
PAID TAXES
T1 -12.10...CA T2 -30.00...SQ T3 -7.80...AY T4 -52.60...US
T5 -5.50...XA T6 -6.30...XF T7 -9.70...XY T8 -8.20...YC
T9 -118.71...XG T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 -DEN-4.50. APT2 ..... APT3 ..... APT4 .....
```

Enter at the . at the bottom

```
T9 -118.71...XC +
>*TP **TICKET FOR** GALILEO/JENNIFER TEST PSGR 1/ 1
NEW FARE: CAD 2332.00 EQUIV:.....
TX1: 0.00 TX2: 0.00 TX3: 0.00 TX4: 0.00
PAID TAXES
T1 -12.10...CA T2 -30.00...SQ T3 -7.80...AY T4 -52.60...US
T5 -5.50...XA T6 -6.30...XF T7 -9.70...XY T8 -8.20...YC
T9 -118.71...XG T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 -DEN-4.50. APT2 ..... APT3 ..... APT4 .....
.
TICKET MODIFIERS UPDATED
>
```

Issue the open Ticket: TKP

```
1-TKP +
ELECTRONIC TKT GENERATED TTL FARE CAD 2332.00
SUPPORTING DOCUMENTS GENERATED
ITIN/INVOICE GENERATED
RECORD LOCATOR: >*DSVGB5*
-----
>
```

Enter a retention segment for 331 days out.

**OTURZZBK1YYC18MAR-RETAIN PNR  
R.P and ER**

**Add a RB to place the PNR on a queue to be reviewed later:  
>RB.2FEB/Q52\*FOLLOW UP ON REBOOKED**

**BAGGAGE**

When re-protection is on an OAL, your client is subject to the OAL's baggage policy. Air Canada is not responsible for expenses related to OAL baggage fees.



# HAS AIR CANADA CANCELLED YOUR FLIGHTS?

## NO

### Voluntary Changes - Apply Goodwill Policy

- Applies when a flight is not cancelled.
- Applies to 014 ticket stock.
- Applies to all fare types.
- Flight may be changed or cancelled up to 2 hours prior to the departure flight.

TICKET ISSUED UP TO	APRIL 30, 2020
Original travel dates	On/after March 1, 2020 and up to April 30, 2021
Re-booking window	24 months from the date of cancellation
Refunds	As per fare rule
Change Fee	Waived - one time
Fare Additional Collection (ADCOL)	Applies
Ticket Endorsement	CHNGFEE20

## YES

### Involuntary Changes - Apply Schedule Change Policy

Applies when there is a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs more than 48 hours prior to the original scheduled departure time.

	SCHEDULE CHANGE
<b>Rebooking:</b>	Permissible as per policy guidelines (does not allow OAL*). Add <b>DUE SKCH</b> in ticket endorsement.
<b>Refund:</b>	As per fare rules. Non-refundable amounts will be lost (including non-refundable taxes). Any cancellation fees will apply. <b>or</b> Credit** ONLY for 24 months. Add <b>CV20VL22</b> in ticket endorsement. Change fee waived – ADCOL collected if applicable.
*	Over-the-water re-protection flight must be Air Canada-operated and Air Canada-marketed.
**	Ticket will need to be exchanged prior to the ticket expiry. Instructions can be found in the Schedule Change policy located at <a href="http://aircanada.com/agents">aircanada.com/agents</a> , on the Online DRS or by contacting the GDS Help Desk.

For complete details, please refer to the Schedule Change policy.



A STAR ALLIANCE MEMBER

Version 2: April 15, 2020