SCHEDULE CHANGE GUIDELINES FOR TRAVEL AGENTS

Updated: July 9, 2020

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Overview

Air Canada has revised the Schedule Change policy, effective immediately, for schedule changes processed as of March 19, 2020.

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.

For flight disruptions within 48 hours, please refer to the Flight Disruptions policy.
Policy and conditions

- Applicable to 014 tickets issued prior to the schedule change.
- Applicable to all fare types.
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada 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 Air Canada provides a better connection/connecting time and/or earlier arrival time, that does not cause a misconnection.
- Air Canada schedule change policy also applies to Air Miles bookings.
- 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 (defined as all schedule changes on/after March 19, 2020, and until further notice) and the 737 MAX grounding schedule changes will not be covered by Air Canada.

Air Canada schedule change on OAL ticket stock

- 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 Air Canada is unsuitable to the customer, then the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.
- 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.
Re-protection window

<table>
<thead>
<tr>
<th>North America travel window (including Hawaii)</th>
<th>+/- 30 days before/after original travel dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>International travel window (including Sun)</td>
<td>+/- 30 days before/after original travel dates</td>
</tr>
<tr>
<td>Partially used tickets on all markets</td>
<td>+/- 30 days before/after original travel date of remaining coupon(s)</td>
</tr>
</tbody>
</table>

Applicable to all 014 tickets (same or separate tickets), including for non-changeable tickets (for example, Basic):

<table>
<thead>
<tr>
<th>Rule</th>
<th>Within Travel window</th>
<th>Outside Travel window</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advance Purchase (APUR)</td>
<td>Waive</td>
<td>Waive</td>
</tr>
<tr>
<td>Additional Collection (ADCL)</td>
<td>Waive</td>
<td>Collect</td>
</tr>
<tr>
<td>Change Fee(s)</td>
<td>Waive</td>
<td>Waive</td>
</tr>
<tr>
<td>Min/Max Stay</td>
<td>Waive</td>
<td>Apply fare rule</td>
</tr>
<tr>
<td>Ticket Validity Extension Fee (TVEF)</td>
<td>Waive</td>
<td>Waive</td>
</tr>
</tbody>
</table>

**Exception: Route suspensions due to COVID-19**

For route suspensions as a result of the COVID-19 pandemic, the following exceptions to the protection window are permitted.

A route suspension is defined as a destination where AC will not have a direct service to for a period of time.

Note that the below is **not applicable to flight cancellations** due to COVID-19 where we are continuing to operate a reduced schedule.

The 30 days window for partially used and fully unused tickets, is only applicable when rebooking the same flights, that were originally suspended and have now resumed.

The regular schedule change policy applies when rebooking the passengers via other hubs/connections or reroutes. See the example below:

YYZ-PVG currently scheduled to resume as of September 1, 2020.
If you are rebooking the customer YYZ-YVR-PVG the regular schedule change policy will apply.

If rebooking the customer YYZ-PVG, as indicated on their original reservation, apply the 30-day exception and rebook the customer up to September 30, 2020 with no ADCOL or change fee.
**Partially used tickets**

Customers with partially used tickets can rebook up to a maximum of 30 days after we resume service. ADCOL and change fee are waived, and customers can be rebooked up to M class.

Customers originally in Premium Economy can be rebooked up to O class for their new travel dates.

Customers originally in Business Class can be rebooked up to J class for their new travel dates.

Note: If rebooking on codeshare (AC*) flights, see the grid of permitted carriers and classes of service in the *Protection Guidelines* section.

**Unused tickets**

Customers with fully unused tickets will have the following options:

Rebooked on Air Canada marketed and operated flights for all markets up to a maximum of 30 days after we resume service. ADCOL and change fee are waived, and customers originally in economy can be rebooked up to M class for their new travel dates.

Customers originally in Premium Economy can be rebooked up to O class for their new travel dates.

Customers originally in Business Class can be rebooked up to J class for their new travel dates.

**Conditions:**

The transborder/transatlantic/transpacific sector must be rebooked on Air Canada marketed and operated flights.

Same original routing must be carried on to the new ticket. Length of stay may be reduced or maintained.

Note: Should classes of service higher than M class only be available, the flight will not be eligible to have both the ADCOL and change fees waived. Customers will still be able to select this flight by paying the applicable ADCOL – the change fee will continue to be waived.

Alternatively, customers can be rebooked on other flights where lower classes of service are available.

Customers can retain the value of the ticket for future use for travel to be completed up to 24 months from the date of cancellation change fee will be waived. *(Applicable to GDS bookings only.)*

Convert unused tickets to an Air Canada Travel Voucher or Aeroplan Miles. *(Applicable for bookings made on aircanada.com or aircanada.com/agents only.)*
Re-protection guidelines

Rebook within the same cabin, starting with the original booking code, and apply waiver ‘DUE SKCH’ in the endorsement box. Also consider the following:

| Origin/destination | Must remain the same  
|                    | Change of connecting city permitted  
|                    | Air Canada-operated flights: only alternate Air Canada stations can be offered to/from sister cities and any city within 200 miles in the same country. For example: SKCH on Air Canada to MIA, we can offer Air Canada to FLL as they are both Air Canada stations and within 200-mile radius.  
|                    | OAL-operated flights: original origin/destination only; we cannot offer alternate stations for OAL flight protection when an OAL is the carrier with the SKCH. |

| Routing | American citizens cannot be re-routed via Cuba.  
|         | The Transpacific carrier should always be Air Canada-operated and Air Canada-marketed.  
|         | Refer to additional routing guidance below this table. |

| Waitlist | Permitted if original fare purchased permits it. |

| Length of stay | 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. |

| Guaranteed reservation for VIPs, Super Elite 100K, Elite 75K | Permitted. |

| Economy Cabin | Basic/Standard/Flex/comfort: rebook same booking code up to M  
|               | Latitude: rebook up to Y  
|               | Aeroplan: lowest booking code up to Y |

| Premium Economy Cabin (All markets) | Rebook same booking code up to O  
| Premium Rouge Cabin (International only) | Aeroplan: lowest booking code up to O (same cabin); if the new flight does not offer Premium Economy, then Y (Economy cabin). Must be booked in Y on pure OAL  

Customers booked in Premium Economy 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.
| Premium Rouge Cabin (Domestic, Sun and Transborder) | • Rebook up to J  
Customers booked in Premium Rouge 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. |
|---------------------------------------------------|---------------------------------------------------------------|
| Business Class Cabin (all booking classes) | • For eUpgrades, AC Bid (AC Instant Upgrade): Refer to Upgrade section below  
• Rebook same booking code up to J  
• Aeroplan: lowest Business Class booking code up to J  
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. |
| Downgrade | See Cabin Change due to Downgrade section below. |

**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)

**Note:**

- Although Altéa will show Westjet (WS) flight in availability, it is strictly not permitted to rebook customers on WS flights.  
- *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

**For Transpacific flights:**

Transpacific flights are defined as an aircraft routing to/from an Asia/Pacific station that generally traverses the Pacific Ocean. Below Air Canada online airports are considered transpacific:

- 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 reprotection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within Asia may be operated by CA, ZH, NH, BR, OZ, TG, KE, CI, 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. Select the lowest available booking code within the same cabin.

If the customer has already commenced their journey, and reprotection is required for their return flights, the over-the-water or intra-Asia reprotection flight(s) must be rebooked on Air Canada-operated or on CA, NH, BR, OZ, TG, SQ, NZ, VA, KE, CI, 7C or CX-operated flights. Select the lowest available booking code within the same cabin.

For Transatlantic flights:

If the customer has not yet commenced their journey, the over-the-water reprotection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within EMEAI first priority reprotection is LH:AC* codeshares operated by Lufthansa Group (LH, SN, LX, OS) and then any OAL*; select the lowest available booking code within the applicable cabin.

If the customer has already commenced their journey, and reprotection is required for their return flights, the Transatlantic reprotection flight must be rebooked on Air Canada-operated or Air Canada-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.

Warsaw and Intra-Poland

LOT Polish Airlines (LO) can be used between European hubs and WAW, protection on LO must only be done in these select booking codes in the economy cabin only (lowest to highest): O, U, L, W, V.

*For OAL connectors, applicable carriers are as per the "Order of selecting a flight for protection". Ensure to select the lowest available booking code within the same cabin, up to the highest booking code within the same cabin.

For Flights to/from South America:

If the customer has not yet commenced their journey, the long-haul reprotection flight must be Air Canada-operated and Air Canada-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 reprotection is required for their return flights, the long-haul reprotection flight must be rebooked on Air Canada-operated or Air Canada-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

<table>
<thead>
<tr>
<th>Upgrade Type</th>
<th>Air Canada</th>
<th>OAL</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>eUpgrade</td>
<td>(R) Up to J</td>
<td>Up to Y</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(N) Up to O</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AC Bid Upgrade</td>
<td>(R) Up to J</td>
<td>Up to J</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(N) Up to O</td>
<td>In any premium economy class</td>
<td></td>
</tr>
</tbody>
</table>

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:

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

**Option 2: Downgrade from original cabin**

If the customer is notified of the downgrade at least 7 days prior to departure, a partial refund may be applicable (original cabin is not available or no reroute options are acceptable).

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

If a partial refund is not applicable because 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).

If the customer is notified within 7 days of departure, they 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.

<table>
<thead>
<tr>
<th><strong>Class Travelled</strong></th>
<th><strong>Original Class</strong></th>
<th><strong>Premium Economy/Premium Rouge</strong></th>
<th><strong>Economy</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature Class</td>
<td>Transborder: CAD315 (lie-flat surcharge)</td>
<td>Transborder: CAD315 (lie-flat surcharge) or 50% of the base fare of affected coupon, whichever is higher</td>
<td>50% of the base fare of affected coupon</td>
</tr>
<tr>
<td></td>
<td>International: 50% of the base fare of affected coupon</td>
<td>International: 50% of the base fare of affected coupon</td>
<td>50% of the base fare of affected coupon</td>
</tr>
<tr>
<td>Business Class</td>
<td>N/A</td>
<td>N/A</td>
<td>50% of the base fare of affected coupon</td>
</tr>
<tr>
<td>Premium Economy/ Premium Rouge</td>
<td>N/A</td>
<td>N/A</td>
<td>50% of the base fare of affected coupon</td>
</tr>
</tbody>
</table>

**Refunds**

**Schedule Change occurred on/before** March 18, 2020

A refund is permitted and applies only for a 014 ticket if an acceptable protection cannot be found due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express (Jazz, Sky Regional, Air Georgian, EVAS), AC*/OAL or OAL that is:
- A schedule change of 60 minutes or more.
- A change of operating carrier.
- A routing/airport change.
- Not permitting a same-day connection.
- An aircraft change that results in a cabin change.
- Refunds are processed back to the original form of payment.
- Apply waiver code: **ACUSKEDCHG** along with the flight number.
Schedule Change occurred on/after March 19, 2020

Full refunds are not permitted.

Please refer to the Save as Future Credit and Cancel and Refund as per Fare Rules sections below.

Exception: Refunds are permitted for flights originating from the below countries; apply waiver code ACUSKEDCHG along with the flight number (e.g. ACUSKEDCHGXXXX).

<table>
<thead>
<tr>
<th>Flight Origin</th>
<th>Refund of Unused Coupons</th>
<th>Deadline to request refund after SKCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Algeria</td>
<td>Yes + return to origin</td>
<td>8 days</td>
</tr>
<tr>
<td>To/From Israel</td>
<td>Yes</td>
<td>21 days</td>
</tr>
</tbody>
</table>

Exception: Refunds are permitted to the eight station closures listed below. Customers with flights to/from YGR are also eligible between September 8, 2020-May 31, 2021, as this service is resuming as seasonal, next summer.

<table>
<thead>
<tr>
<th>Flight Origin</th>
<th>Refund of Unused Coupons</th>
<th>Waiver Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>To/from Baie Comeau (YBC)/ Bathurst (ZBF)/ Gaspe (YPG)/ Kingston (YGK)/ Mont Joli (YYY)/ North Bay (YYB)/ Val D’Or (YVO)/ Wabush (YWK)</td>
<td>Yes</td>
<td>ACAROUTE20</td>
</tr>
<tr>
<td>Iles de la Madeleine (YGR) 08SEP20-31MAY21</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 that the schedule change occurred.

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

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• 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, re-associated or refunded via the Air Canada Contact Centre.

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.

How to enter a retention segment in the GDS

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:


Sabre Exchange Mask
Travelport

Update the PNR with the OPEN segments:

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

**0ACOPENY15DECYYZBOSPS1**

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Start to Manually Price the booking:

Add the WAIVER CODE from the carrier as an endorsement:

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

Process the exchange:

Add Retention Line: TNZZMK1MIS18FEB/AN-RETENTION LINE

In 1P, in order to keep the booking more than 12 months, place the PNR in the queue that it is given by the carrier even though the retention line is added 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.APOLLO/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  *
```

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:

   **0ACOPENYYULDENNO1**
   **0ACOPENY12FEBDENYULNO1**

```
KQXJFY/66 YULPM C673966 AG 00000000 19MAR
1.APOLLO/CLEMENTINE TEST
  1. AC OPEN Y YULDEN N01
  2. AC OPEN Y 12FEB DENYUL N01

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

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/GEBCOVID 19 WAIVER

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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)

   ![HHPR screen with original pricing details]

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

   ![HHPR screen with updated pricing details]

   c. Include taxes as on original ticket
d. Include Fare calculation and add details as required and ENTER at the end of the fare calculation line.

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.
5. Initiate exchange and include endorsements

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

Finish the screens and complete the exchange as below:
Once you enter in the previous screen, the ticket is exchanged for a new ticket.
6. E-ticket display after exchange

![E-ticket display](image)

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

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.

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)

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Remove the Taxes:

Continue removing the remaining taxes

Enter FBF to re-total fare without taxes

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

*FF1
File the Fare Build (FBF)

Update modifier with FOP info

>TMU1FEX0149903354334

Enter at the . at the bottom

Enter at the . at the bottom
Issue the open Ticket: TKP

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