



REFUND INFORMATION FOR TRAVEL AGENTS

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CONTACT INFORMATION

Winnipeg Refund Services handles Deferred Refunds (PAST TRAVEL) and refund audits for 014 tickets only. Refunds for other airlines must be referred to the ticketing carrier.

- ▯ Web: <https://aircanadarefunds.business.xerox.com/Refunds/Create>
- ▯ Fax: 1-204-941-2789
- ▯ Mail: Air Canada Winnipeg Refund Services
P.O. Box 6475
Winnipeg, MB
Canada, R3C 3V2

PROCESSING TIMEFRAME

Our hours of operation are Monday to Friday, 07:00 – 15:00 CMT

The normal processing time for deferred refunds sent to Winnipeg Refund Services is up to 3 business weeks. However, due to unforeseen circumstances (ex: technical issues with files, increases in our volumes due to extreme weather), processing time may increase.

- ▯ Please refrain from requesting a status update within the same month of your refund request.
- ▯ Please do not send in a request for the same claim multiples times or through more than one department.
- ▯ Once all of the above has been done, if you still require assistance regarding the refund, please visit <https://aircanadarefunds.business.xerox.com/Refunds/Create>; we will gladly investigate further.

Note:

- ▯ A request for refund does not guarantee that a refund will be processed. Winnipeg Refund Services reviews and validates each request for adherence to applicable rules, tariffs and policies.
- The credit to your client's account can take another one or two credit card statements before your client sees the refund. With online banking, your client should see the transaction within 48 hours. If not, your client should contact their credit card company and inform them of the date Air Canada processed the refund.
- ▯ If your travel agency is expecting a credit memo, please ensure that you refund the client back as quickly as possible.

REFUND PROCESSING ADMINISTRATION FEE

Refunds that could have been processed in the GDS but have been sent to Winnipeg Refund Services will be subject to a non-disputable refund processing administration fee (\$50 plus applicable taxes), per ticket. The fee is collected through an Agency Debit Memo (ADM) or a reduced Agency Credit Memo (ACM).

Winnipeg Refund Services continues to process *eligible** refund requests.

*processing fee is not charged.

Note: Refund Calculations

- Please refrain from sending requests to Winnipeg Refund Services or Customer Relations for refund calculations. Send the request for refund to Winnipeg Refund Services and we will process the refund, if applicable. (Fee may be charged.)
- If you have made a refund error and have requested that Winnipeg Refund Services fix the error, you may be subject to both a processing fee and an error fee.

HOW TO PREVENT DEBIT MEMOS

All non-refundable tickets refunded will be audited by the Air Canada Refund Services Audit Team, which will:

- A. Retrieve the PNR.
- B. Look for the remarks, new ticket number, flight information.
 1. The remarks must be entered in the OSI line **prior** to refunding.
 2. Remarks provide information to the auditors and give them insight into why you refunded the ticket.
Example: Due Death/grandfather/funeral 10oct14/submitted Death cert to YWG
Example: Death/passenger/10oct14/death cert retained
Example: Duplicate booking/014 1234 567 891/seat cancelled
Example: Unacceptable sked chg/flt 123/10oct14/greater than 60 mins
- C. Recalculate to ensure that:
 - i. Change fee was deducted.
 - ii. Any residual value was not refunded if the new ticket's fare was less than the old ticket's fare.
 - iii. Check for non-refundable taxes that could not have been applied to the new ticket.

By adding in remarks;

- Debit memos may go out for only a fee instead of the full value
- Reduces the time required to research a memo
- Reduces the number of disputes
- Reduces the number of times a ticket needs to be handled.

EXCHANGE WITH A REFUND (NEGATIVE TAX-RESIDUAL VALUE)

For further information, please refer to **CIC*170/17**.

Policy and Conditions

- Since 2005, exchanges with refund values are no longer processed through BSP.
- Air Canada sent a reminder to travel agencies in February 2011 on handling these requests.
- These requests **are not handled** by Call Centres.

Processing Fees

- Air Canada charges a processing fee of CA/US \$50 for each request sent to Air Canada Refund Services.
- The fee is processed if Air Canada is asked to process a refund that could have been processed by an agency itself.
- An error fee is charged if a step is missed the process; for instance, referencing the newticket.

Travel Agency Process

1. If you can display the ticket in its GDS, you must:
 - A. Add a non-air segment
 - B. Purchase a new ticket* (see note below)
 - C. Collect applicable fare and taxes
 - D. Remark the original PNR and in the OSI field, add "NEG TAX" and the new ticket number**. Example: PNR/NEG TAX/NEW TICKET NUMBER
 - E. Refund the original ticket, ensuring that change fees are deducted

*If you miss Step 1.B (Purchase a new ticket) and a debit memo has been issued for the full value of the original ticket, if you dispute that Step 1.B was missed with proof, you will be charged an Error Fee plus applicable taxes.

**Please note Step 1.D must be completed prior to Step 1.E.

2. If you cannot display the ticket in your GDS, you must:
 - A. Email a refund request to Air Canada Refund Services
 - B. Send in specific information, including:
 - i. All ticket numbers
 - ii. Taxes you would like refunded
 - iii. In the subject line of the email: S/B Exchange of partially used ticket; tax refund required or residual value refund required
3. For exchanged, partially-used tickets:
 - A. Any refundable taxes or residual value must be sent to Refund Services. Travel agents cannot process these items.
 - B. Send in specific information, including:
 - i. All ticket numbers
 - ii. Taxes you would like refunded
 - iii. In the subject line of the email: S/B Exchange of partially used ticket; taxrefund required or residual value refund required.

How to Prevent Debit Memos:

All non-refundable tickets refunded will be audited by the Air Canada Refund Services Audit Team, which will:

- D. Retrieve the PNR.
- E. Look for the remarks and new ticket number (Neg tax + 014)
Example: PNR/NEG TAX/NEW TICKET NUMBER
- F. Recalculate to ensure that:
 - iv. Change fee was deducted
 - v. Any residual value was not refunded if the new ticket's fare was less than the old ticket's fare.
 - vi. Check for non-refundable taxes that could not have been applied to the new ticket.

Note: If Neg tax + new ticket number step is missed, a debit memo will be sent out for the full value. You may dispute by providing the new ticket number; however you will be charged any applicable error fees.

TIPS FOR TRAVEL AGENTS WHEN PROCESSING REFUNDS

With GDS issued tickets, you can process refunds on:

- Refundable and partially refundable tickets, provided you:
 - Can display the e-ticket and the coupon available for refund has an “open” status.
 - Can display the fare and the historical in your GDS.
 - Have ownership of the PNR.
- Duplicate tickets, provided that you cancel the duplicate space and enter the duplicate ticket number in an OSI field of the valid PNR. (For more information on Duplicate Bookings, see below.)
- Schedule change (SKCH) or irregular operation (IROP) tickets, when the entire itinerary has been cancelled by Air Canada. First enter the cancelled flight number, date, origin and destination, in an OSI field of PNR, then process the refund.

Note: Taxes may be refunded for GDS tickets where the cancellation fee is higher than the base fare; however the fare and cancellation fee will be omitted from the refund.

DUPLICATE BOOKINGS

Air Canada reserves the right to issue debit memos or invoices when your agency fails to cancel duplicate space which is ticketed and not refunded prior to departure.

Violations may include multiple tickets that were issued for the same passenger and booked in the GDS; booked in the GDS and online; multiple online bookings and multiple tickets in the same PNR.

What is considered a duplicate booking?

Any space held for the **same** passenger that cannot all be flown, due to timeline and/or illogical itinerary.

This includes when you hold:

- more than one booking for the same passenger;
- **in the same or different PNR;**
- with the same or different travel segments;
- in the same or different booking classes;
- in the same or different CRS system.

DEBIT MEMO AMOUNTS OR INVOICE PENALTIES:

Prior to departure, cancel space:

- Step 1: agency should quote the **OSI** line with dupe refund and cross refer the ticket that is going to be used.
- Step 2: when the agency refunds the dupe, the agency will simply receive a debit memo for \$50 error fee because the agency followed these instructions and corrected their error.

If the agency contacts Refund Services to process the same refund as described above Air Canada will charge:

- \$100 CA/US for Canadian and Transborder itineraries
- \$150 CA/US for International itineraries in error fees
- plus a \$100 CA/US processing fee

If the agency contacts Refund Services to process the same refund as described above and there is *seat spoilage*, Air Canada will charge (regardless of point of sale) a \$100 CA/US processing fee, the applicable change fee of the most restrictive fare rule associated with the NO SHOW ticket PLUS:

- o \$100 CA/US for Canadian and Transborder itineraries
- o \$150 CA/US for International itineraries including Sydney

If the agency contacts Refund Services to process a refund where there are 2 tickets associated with 1 PNR and 1 booked seat (no seat spoilage):

- o a \$100 CA/US processing fee
- o plus a \$50 CA/US error fee will be charged

Note: Above penalty may exceed value of the duplicate ticket

If the agency processes the refund and there is *seat spoilage* Air Canada will charge (regardless of point of sale)

- o If you **do not** cross reference the dupe tickets (as outlined above), the agency will receive an undisputable debit for the **full value of ticket**
- o If you **do** cross reference the ticket and follow procedures, in addition to a \$100 CA/US processing fee and the change fee of the most restrictive fare rule associated with the NO SHOW ticket, Air Canada will charge a debit memo of :
 1. \$100 CA/US for Canadian and Transborder itineraries
 2. \$150 CA/US for International itineraries in error fees

Note: Above penalty may exceed value of the duplicate ticket

DISCOUNTS NOT TAKEN AT TIME OF TICKETING

Corporate contracts

Effective February 14, 2011, Air Canada will no longer process a refund retroactively if the discount was not taken at the time of ticketing due to agent/agency error.

Net fare contracts

Deferred refunds are accepted; however, each ticket is subject to a processing fee and an error fee.

Children's discounts

If a child's discount was not taken at time of ticketing, there are two options available to you:

1. Once travel is complete, apply for a refund of the applicable discount. You will receive a non-disputable ADM for an error fee and processing fee.
2. Purchase a new ticket and apply the discount (based on available fare at the time of ticketing). On the old ticket, quote the OSI line with discount error and the new ticket number. Refund the old ticket. When the old ticket is audited, Winnipeg Refund Services will cross-reference and only apply an error fee of \$50 + tax.

SAME-DAY VOID

Canadian travel agencies

You must void the ticket and cancel your client's itinerary by 23:59 the day the ticket was issued. Otherwise, tickets sent to for refund by Winnipeg Refund Services will be subject to a refund processing administration fee.

U.S. travel agencies

ARC travel agents can void transactions in Sabre until 23:59 local time the next business day after ticket issuance. For example, tickets issued on Friday, Saturday or Sunday can be voided the following Monday until 23:59. ARC recognizes holidays; agencies can void the first business day after the holiday. Transactions are reconciled in the Interactive Agent Reporting (IAR).

An e-ticket must reflect the status VOID in the coupons on the both the ARC side and the airline side to avoid ADMs.

24 HOUR REFUND RULE

When a GDS fare is purchased, Air Canada will allow a refund within 24 hours of your purchase:

For example: A fare that was purchased on your GDS on May 1, 2015 at 9:00 a.m. EST, can be refunded up to May 2, 2015 at 9:00 a.m. EST.

The 24 hour refund rule is applicable on:

- Published and net fares
- Tickets with codeshare flights
- Tickets with interline flights

To claim a refund, you are required to go through the BSP and include "24 hour rule" in the OSI field on the PNR **prior** to cancelling the PNR. Refund errors may be subject to debit memos.

In order to refund a ticket without cancelling the segments or PNR itself, you must enter the OSI, cancel the PNR and then process the refund.

Please note the 24 hour refund policy does not apply to group fares or fares purchased for same-day travel. Fare rules apply for any fares cancelled or refunded beyond 24 hours.

FREQUENT EXCHANGE REFUND ERRORS

- a) If the value of a non-refundable ticket is applied towards a refundable ticket, the value of the exchanged ticket always remains non-refundable and carries forward to the exchanged ticket. (Original non- refundable value always remains non- refundable.)
- b) If you have a refundable ticket that has been exchanged for a non-refundable ticket, please forward to Winnipeg Refund Services for processing.

Example 1 – in error, agency charged the client \$1133.93 for a change fee instead of \$133.93:

The travel agent should let the client know that they have gone to Air Canada on their behalf to recoup the funds. Winnipeg Refund Services will review the claim and charge the agency any applicable processing and error fees.

Example 2 – agency exchanged a ticket with an ADCOL that is more than the cost of the original ticket:

- a) If an open ticket is worth \$500 and the new ticket purchased has an ADCOL of \$200, but the entire ticket is only \$600, the residual value of the exchanged ticket is forfeited.
- b) If ticket #1 is valued at \$500 is exchanged for ticket that is \$700 and the travel agency processes an ADCOL of \$1200 instead of \$200, we will refund and then issue an ADM for applicable fees.

WEB TICKETS/FLIGHT PASSES REFUNDED ONLINE

- Refundable and non-refundable tickets, as well as flight passes, within 24 hours of booking:
 - The tickets will be refunded without penalty.
- Refundable tickets at anytime:
 - The refund will be credited to the original form of payment or your clients can choose to retain the value for future travel.

DEATH AND IMMINENT DEATH REFUNDS

Travel agents can process a refund to due to death or imminent death for both fully refundable tickets and non-refundable tickets on Air Canada (014) ticket stock only.

When processing a refund due to death or imminent death, the following remarks must be included in the OSI field:

- flight number(s)
- date(s) of travel
- origin/destination
- relationship to the deceased or advise who passed away

The customer must also provide one of the following:

- copy of the death certificate
- funeral director's statement
- coroner's statement
- acknowledgement of registration issued by a provincial government

In the case of imminent death, a letter from the treating physician on official letterhead and/or on a prescription pad must be provided.

Please ensure you keep the document(s) on file for 7 years, as you may be requested to produce it for audit purposes.

MILITARY PERSONNEL CALLED TO DUTY AND JURY DUTY

If a customer is called to military or jury duty and is no longer able to travel as ticketed as a result of being called to duty, Air Canada's policy allows for a full refund on an unused ticket without penalty upon presentation of military or judicial orders.

If a change fee is paid, change fees can be refunded on a deferred basis.

The refund applies to:

- the customer called to military or jury duty
- immediate family members ticketed to travel with the military personnel/juror
- travel companions ticketed to travel with the military personnel/juror

When processing a refund due to being called to duty, the following remarks must be included in the OSI field:

- Military/Jury Duty
- Date
- Military/Judicial order on file
- Military/Judicial order of travelling companion on file

For partially used tickets:

- If your customer prefers to keep the value of the unused ticket for future travel, please advise your customer that they are responsible for any additional collection. However;
- One change fee may be waived. Please remark the reason why the change fee is being waived. Example: Jury Duty/14sep15/change fee waived

Please ensure you keep the orders on file for one year, as you may be requested to produce it for audit purposes.

TICKET USAGE

If you are unable to display the e-ticket, please contact Air Canada at tusage@aircanada.ca to validate the coupon status.

Please refrain from contacting Ticket Usage for refund requests.

HELPFUL REMINDERS AND TIPS

- When cancelling 014 tickets which include other airline segments, please confirm the cancellation/coupon status with the other airline. An ADM will be issued if the other airline sends Air Canada a PAX NO SHOW message for the scheduled flight.
- It is against IATA ticketing rules to issue 2 or more tickets for the same passenger on the same PNR.
- Ensure that your clients are notified of schedule changes.
- When an itinerary has been cancelled by Air Canada as a result of irregular operation (IROP) – please cancel any associated tickets. Enter the cancelled flight number, date, origin and destination in the OSI field of the PNR, then process the refund.
- As per IATA regulations, a travel agency cannot use their own credit card or an agent's personal credit card to pay for a client's travel. This practice is not only a significant client irritant as it creates a two-step process for the client to receive their refund, but it may subsequently nullify the client's travel insurance and impact re-issuance of tickets.
- Web tickets (non-refundable and refundable) can be refunded without penalty within 24 hours of booking. Outside of 24 hours of booking, refundable web tickets will be credited to the original form of payment. Clients may also choose to retain the value for future travel.
- If you believe that an error has occurred when making an online booking, verify your booking activity via *Manage My Bookings* tab from the home page of aircanada.com/agents and contact Air Canada Reservations. Do not make a second booking, as you may be charging your client's credit card more than

once.

- GDS tickets can be refunded provided:
 - you have ownership of the PNR
 - the e-ticket and the fare can be displayed
 - the coupon status is OPEN

Please try to correct any errors as soon as they are discovered. If the error occurred on a non-refundable fare, the travel agency will be subject to an ADM based on the applicable fare rules.

- Under-refunded tickets should visit <https://aircanadarefunds.business.xerox.com/Refunds/Create> for handling.
- Future travel errors (child fare/wrong name/duplicate bookings) should be handled as follows:
 - Refund in full, quote the reason for the refund/error in the OSI line and ensure the new booking is referenced. Agency will only receive a debit memo for the error fee. Winnipeg Refund Services does not handle requests for future travel.
- If you are unable to display an e-ticket, please contact send an email to tusage@aircanada.ca for validation of the coupon status.
- Refunds submitted without the cancellation penalty cannot be adjusted once submitted. An ADM will be automatically generated.
- If a ticket has been voided instead of refunded in error, an ADM will be automatically generated.

GDS TRANSACTIONS TO DISPLAY HISTORICAL FARES IN GDS

Your GDS provides help pages and help desks to assist you with various transactions:

Apollo HELP \$DHISTORY Display up to 1 year prior to today's date \$DYZZYVR11JUN09T24MAY09+AC (departure date / ticket issue date)	Galileo H/FD or HELP FD Display up to 1 year prior to today's date FDYZZYVR11JUN09/AC (departure date)
Sabre FQAFO010 under Format Finder Display up to 400 days prior to today's date FQ24MAY09YYZZYVR11JUN09-AC (ticket issue date / departure date)	Amadeus HELP FQD (also see MS190) Display up to 1 year prior to today's date FQDYZZYVR/AAC/D11JUN09 (departure date)
Worldspan HELP 4F Display up to 13 months prior to today's date 4FYZZYVR11JUN0924MAY09-AC (departure date / ticket issue date)	