



eUpgrades for Travel Agents

aircanada.com/agents



Introducing eUpgrades

The benefit you and your clients have been waiting for has arrived – **Air Canada upgrades are now electronic.**

Eligible members will have their eUpgrade Credits deposited directly into their eUpgrade account soon after they qualify for them, giving them direct access at all times through aircanada.com.

eUpgrade Credits allow your clients to enjoy the comfort of our Executive cabin, especially on intercontinental flights featuring our Executive First Suites, which are complete with lie-flat beds, multi-course meal service and personal touch-screen TVs with hundreds of hours of on-demand entertainment.

Here's what you need to know:

- **eUpgrades are based on credits.** Unlike paper certificates which can only be applied to an entire one-way itinerary on a specific route, eUpgrade Credits can be used for any Air Canada or Jazz itinerary or flight segment across our network.
- **eUpgrade Credits can be shared.** Depending on their Air Canada Top Tier status, your client can designate eUpgrade Nominees whom they can then upgrade with their credits, even when they are not travelling with them.
- **eUpgrades can be requested online.** Travel agents with access to aircanada.com/agents can make upgrade requests online, so long as they completed the original booking and the member sponsoring the upgrade with their eUpgrade Credits is travelling on the reservation.
- **eUpgrade waitlist requests are carried through until flight departure.** If your client's waitlisted upgrade request does not clear before they check in, it is automatically transferred to the airport upgrade standby list for clearance at the gate.
- **eUpgrade Credits are valid for travel on or after March 1, 2011.** Upgrade requests using eUpgrade Credits will only be valid for travel on or after March 1, 2011. But you can request an upgrade for your client as soon as the credits appear in their account.

The following guide will introduce you to the many features of the aircanada.com eUpgrade Service for Travel Agents, available exclusively through aircanada.com/agents.

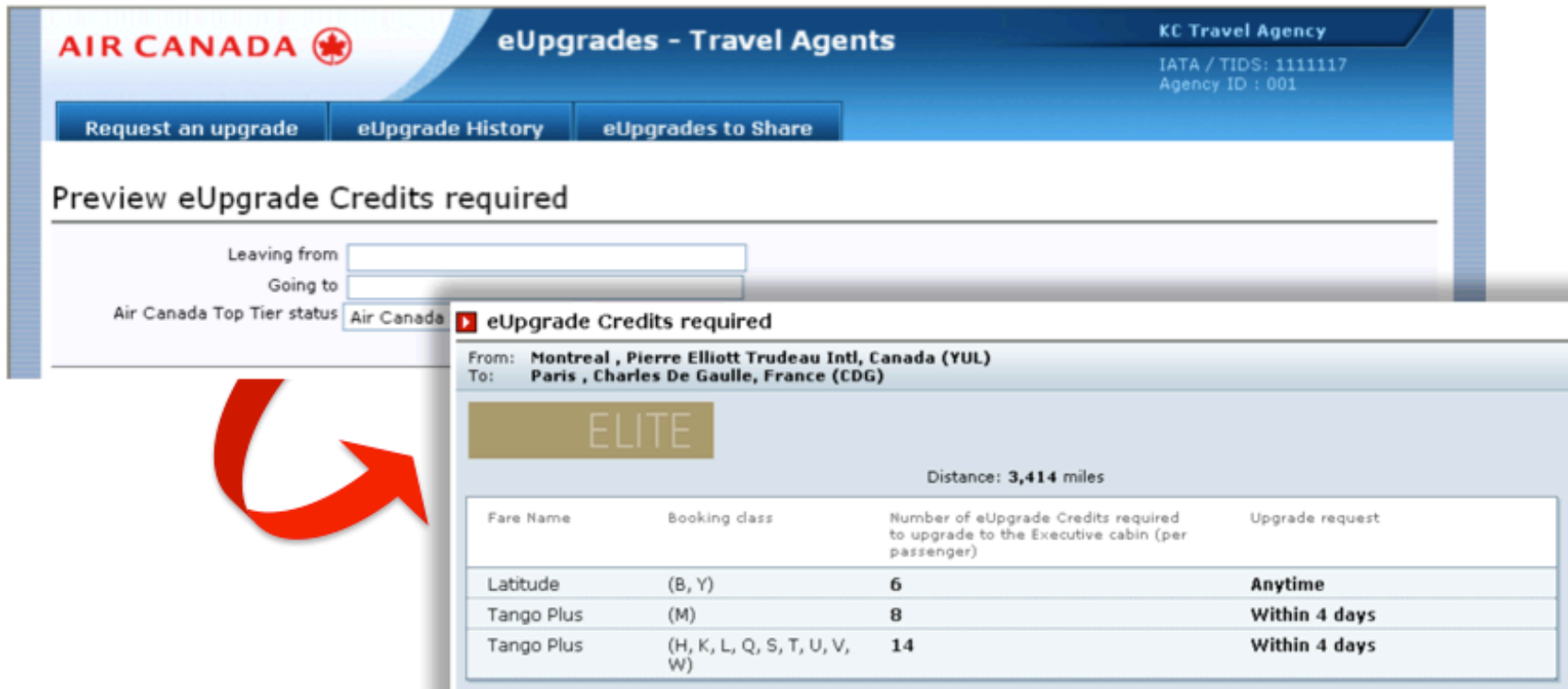
aircanada.com eUpgrade Service


To access the aircanada.com eUpgrade Service for Travel Agents, simply sign in to aircanada.com/agents and visit the eUpgrades homepage, aircanada.com/eupgrades. When you access the site, your travel agency credentials will automatically be recognized. You will be presented with this page:

- 1** To view the number of eUpgrade Credits required to upgrade a specific journey, click this link. (Learn more on Page 3)
- 2** To request an upgrade, you will need to enter both the Air Canada PNR and the last name of one of the travelling passengers. Ensure that the passenger sponsoring the upgrade with their eUpgrade Credits is travelling on the reservation, or you will not be able to request the upgrade on behalf of your client. (Learn more on Page 4)
- 3** eUpgrade History and eUpgrades to Share are not accessible by travel agents.
 - **eUpgrade History** provides detailed transaction history for every member's account. Should your client have questions about their transactions, they can access their aircanada.com eUpgrade account directly, or contact Air Canada Reservations.
 - **eUpgrades to Share** is where Air Canada Top Tier members can manage their eUpgrade Nominees. Nominees entitle Air Canada Top Tier members to select up to four people (depending on their tier status) with whom they can share their eUpgrade Credits, even when they are not travelling with them. Should your client wish to select their eUpgrade Nominees, they can access their aircanada.com eUpgrade account directly, or contact Air Canada Reservations.

Preview eUpgrade Credits Required

Should you or your client be interested in the number of eUpgrade Credits required to upgrade a specific itinerary, simply enter the origin and destination of the one-way journey, along with the member's applicable Air Canada Top Tier status.



AIR CANADA  **eUpgrades - Travel Agents** KC Travel Agency
IATA / TIDS: 1111117
Agency ID : 001

[Request an upgrade](#) [eUpgrade History](#) [eUpgrades to Share](#)

Preview eUpgrade Credits required

Leaving from
 Going to
 Air Canada Top Tier status

eUpgrade Credits required

From: **Montreal , Pierre Elliott Trudeau Intl, Canada (YUL)**
 To: **Paris , Charles De Gaulle, France (CDG)**

ELITE

Distance: **3,414 miles**

Fare Name	Booking class	Number of eUpgrade Credits required to upgrade to the Executive cabin (per passenger)	Upgrade request
Latitude	(B, Y)	6	Anytime
Tango Plus	(M)	8	Within 4 days
Tango Plus	(H, K, L, Q, S, T, U, V, W)	14	Within 4 days

You will be provided with the number of eUpgrade Credits required depending on the fare product and/or booking class, along with the booking window within which the upgrade may be requested. Should you require more information on how the number of eUpgrade Credits is calculated for various types of itineraries, visit aircanada.com/eupgrades for full details.

Note that upgrades are only possible on flights operated by Air Canada or Jazz which feature an Executive cabin.

Requesting an upgrade

Upon entry of an Air Canada PNR with the last name of one of the travelling passengers, we will attempt to authorize you to perform the upgrade. However, if we are unable to validate you as the owner of the PNR, you will be prompted to confirm your Pseudo City Code or Office ID. This will be validated against what is on the PNR.

The screenshot shows the Air Canada eUpgrades - Travel Agents interface. At the top, there is a header with the Air Canada logo, the text 'eUpgrades - Travel Agents', and agency information: 'KC Travel Agency', 'IATA / TIDS: 1111117', and 'Agency ID: 001'. Below the header, there are three buttons: 'Request an upgrade', 'eUpgrade History', and 'eUpgrades to Share'. The main content area displays a welcome message: 'Welcome to Air Canada eUpgrades. You can use this tool to:'. A modal dialog box titled 'Retrieve a booking' is open, featuring a warning icon and the text: 'We require more information to determine whether you are authorized to access this booking. Please enter your Pseudo City Code or Office ID.' Below this message is a text input field labeled 'Pseudo City Code or Office ID' and a red 'CONTINUE' button. At the bottom left of the dialog, there is a red 'Cancel' link.

Should the match fail, you will not be permitted to perform the upgrade. It may be due to the following reasons:

- You did not book the original PNR.
- Your Pseudo City Code or Office ID is not the one under which the PNR was originally booked. Refer to the original PNR in order to confirm the correct Pseudo City Code or Office ID.

If you are unable to access the reservation, please advise your client to request the upgrade themselves through their aircanada.com eUpgrade account directly, or to contact Air Canada Reservations.

Should the match be successful, you will be presented with the option to upgrade the reservation. Remember, upgrade requests for travel prior to March 1, 2011 will not be possible using eUpgrade Credits.

Requesting an upgrade

5

AIR CANADA  **eUpgrades - Travel Agents** KC Travel Agency
IATA / TIDS: 1111117
Agency ID: 001

[Request an upgrade](#) [eUpgrade History](#) [eUpgrades to Share](#)

Request an upgrade

Booking reference: **KEMKIR**

Passenger(s)

Name	eUpgrade account owner
ELITEFPMB CANADIAN	eUpgrade account owner
JAMIE GAUTREAU	eUpgrade Travel Companion

[Don't want to upgrade all passengers?](#)

eUpgrade account owner

Name	Available eUpgrade Credits
ELITEFPMB CANADIAN	1777 eUpgrade Credits

[Change](#)

Select flights to upgrade

Departing flight

Flight	From	To	eUpgrade Credits required (per passenger)
AC691	St. John's (YYT) St Johns Mon 01-Nov, 2010 05:20	Toronto (YYZ) Lester B. Pearson Intl Mon 01-Nov, 2010 07:15	 This flight can only be upgraded using a paper certificate. Please contact Air Canada Reservations to request an upgrade.
AC998	Toronto (YYZ) Lester B. Pearson Intl Mon 01-Nov, 2010 09:30	San Jose (SJO) Juan Santamaria Intl Mon 01-Nov, 2010 12:55	 This flight can only be upgraded using a paper certificate. Please contact Air Canada Reservations to request an upgrade.

Returning flight


Flight	From	To	eUpgrade Credits required (per passenger)
AC999	San Jose (SJO) Juan Santamaria Intl Wed 10-Nov, 2010 14:55	Toronto (YYZ) Lester B. Pearson Intl Wed 10-Nov, 2010 21:20	 Not available for upgrade. You will be waitlisted . <input checked="" type="checkbox"/> 2 Credits
AC698	Toronto (YYZ) Lester B. Pearson Intl Wed 10-Nov, 2010 22:55	St. John's (YYT) St Johns Thu 11-Nov, 2010 03:16	 Available for upgrade. <input checked="" type="checkbox"/> 1 Credit

eUpgrade Credits required	
Departing flight: (per passenger)	-
Returning flight: (per passenger)	2
Total (per passenger)	2
Number of passenger	x2
Total	4

[QUIT](#) [CANCEL](#) [REQUEST AN UPGRADE](#)

- You will first be prompted to provide the Aeroplan Number of the member sponsoring the upgrade. Note that this member must be travelling on the reservation.

eUpgrade account owner

 **You must enter the Aeroplan number of the eUpgrade account owner.**

Aeroplan number:

[CONTINUE](#)

- If the member sponsoring the upgrade is not travelling on the reservation, please advise your client that the member must request the upgrade themselves through their aircanada.com eUpgrade account directly, or by contacting Air Canada Reservations.
- You will have the option to request an upgrade for the entire one-way journey, or for specific flight segments.
- The eUpgrade Service will identify whether upgrade space is available or not, and when an upgrade request is not possible (for instance, because the member is not within their eligible booking window).
- When you click the "Request an Upgrade" button, you will be prompted to agree to the Terms & Conditions.

Upgrade request confirmation

6

AIR CANADA eUpgrades - Travel Agents EC Travel Agency
IATA / TDS: 1111117
Agency ID: 001

Request an upgrade | **eUpgrade History** | eUpgrades to Share

Confirmation

Your upgrade request has been completed successfully.

[Printer friendly version](#)

Booking reference: **KEMKER**

Passenger(s)

Name	eUpgrade Travel Companion
JAMIE GAUTREAU	
ELITEFPMB CANADIAN	eUpgrade account owner

[Don't want to upgrade all passengers?](#)

eUpgrade account owner

Name	Available eUpgrade Credits
ELITEFPMB CANADIAN	1773 eUpgrade Credits

[Change](#)

Itinerary

Departing flight

Flight	From	To	eUpgrade status
AC691	St. John's (YYT) St Johns Mon 01-Nov 05:20	Toronto (YYZ) Lester B. Pearson Intl Mon 01-Nov 07:15	This flight can only be upgraded using a paper certificate. Please contact Air Canada Reservations to request an upgrade.
AC998	Toronto (YYZ) Lester B. Pearson Intl Mon 01-Nov 09:30	San Jose (SJO) Juan Santamaria Intl Mon 01-Nov 12:55	This flight can only be upgraded using a paper certificate. Please contact Air Canada Reservations to request an upgrade.

Returning flight

Flight	From	To	eUpgrade status
AC992	San Jose (SJO) Juan Santamaria Intl Wed 10-Nov 14:55	Toronto (YYZ) Lester B. Pearson Intl Wed 10-Nov 21:20	Waitlisted We will upgrade you if space becomes available.
AC698	Toronto (YYZ) Lester B. Pearson Intl Wed 10-Nov 22:55	St. John's (YYT) St Johns Thu 11-Nov 03:16	Upgraded You will be seated in the Executive Cabin. JAMIE GAUTREAU Seat: 1A ELITEFPMB CANADIAN Seat: 1F

[Select seat\(s\)](#)

eUpgrade Credits required (per passenger) 2

Upgraded: When you are **upgraded**, you have a confirmed seat in the Executive cabin. However, your booking remains subject to the rules and restrictions of the fare you originally purchased.

Eligible: Upgrade requests can only be made for flights that are listed as **eligible**.
All requests must be made within the applicable upgrade booking window.

Waitlisted: When you request an upgrade but it is not immediately confirmed, your request is **waitlisted**.
If you do not receive an upgrade confirmation via email for your waitlisted flight(s) before check-in, your request is automatically transferred to the airport standby list.
If a seat in the Executive cabin becomes available at the airport, an agent at the gate will call your name and provide you with a new boarding card.

	Credits
Departing flight: (per passenger)	0
Returning flight: (per passenger)	2
Total (per passenger)	2
Number of passenger	x2
Total	4

[Modify this upgrade request](#) | [Request another upgrade](#)

- The number of eUpgrade Credits required to sponsor the upgrade will be immediately removed from the member's account. Should your client be entitled to a refund if their upgrade request does not clear prior to departure, their credits will be refunded within 72 hours of arrival of their last flight.
- Upon confirmation of an upgrade request, flight segments selected will be identified as either:
 - Upgraded** (ie, an upgrade has been confirmed in the Executive cabin), or
 - Waitlisted** (ie, the upgrade request has been added to the waitlist)
- For confirmed upgrades, seating in the Executive cabin will be automatically assigned. However, you can click the "Select seat(s)" link in order to choose your client's preferred seat, subject to availability.
- Notification will be sent when the upgrade is requested, and if a waitlisted request is later confirmed. (Learn more on Page 7)
- Should your client later wish to cancel a flight segment on which an upgrade has been:
 - Confirmed**, it can be cancelled through your GDS display.
 - Waitlisted**, it can be cancelled through your GDS display or via [aircanada.com/agents](#).
- Any eUpgrade Credits used to sponsor the cancelled upgrade will be returned to the member's account.

PNR Synchronization for GDS Bookings

For travel on or after March 1, 2011, all upgrade requests must be made through the aircanada.com eUpgrade Service or Air Canada Reservations. On March 1, 2011, **it will no longer be possible to request upgrades through your GDS.**

In order to ensure synchronization between both the GDS PNR and the Air Canada PNR:

- **When an upgrade is confirmed**, a message will be sent to inform the PNR owner that the upgraded flight segment has been confirmed in R class (the Air Canada upgrade class), and that the original Economy class flight segment has been cancelled. **The new, active R class segment should not be cancelled in your GDS PNR.**
- **When an upgrade is waitlisted**, a message will be sent to inform the PNR owner that the flight segment has been waitlisted in R class. **The new, active R class segment should not be cancelled in your GDS PNR.** Note that the original Economy class flight segment will remain confirmed on the PNR.

If a flight segment with a waitlisted or confirmed upgrade request is cancelled directly through your GDS display or aircanada.com/agents, the eUpgrade Credits associated to that upgrade will be automatically returned to the member's account by Air Canada.

Notification for GDS Bookings

To ensure appropriate notification on a GDS PNR whenever an upgrade is requested, or subsequently confirmed if the flight is only waitlisted at time of request, please ensure to submit the contact information of both your agency and your client in one of the following approved OSI format(s):

- **E-mail** (for instance, e-mail address jdoe@hotmail.com)
2.OSIAC CTCE YYZ JDOE//HOTMAIL.COM
- **SMS** (for instance, mobile phone number 416 111 1234)
2.OSIAC CTCP AC0416 111 1234 MOBILE
2.OSIAC CTCP AC0416 111 1234 CELL
2.OSIAC CTCP YUL416 111 1234 C
2.OSIAC CTCP YUL416 111 1234 M
2.OSIAC CTCC YVR 416-111-1234/CELL

Voluntary changes for GDS Bookings

Voluntary Changes to an upgraded flight segment

- Book the new flight in Economy Class.
- Cancel the R class flight segment.
- Exchange the ticket and collect the additional collection and change fee if required.
- Should your client wish to upgrade the new flight segment, request the upgrade via aircanada.com/agents, or by contacting Air Canada Reservations.

Voluntary Changes to a PNR where the R class flight segment is not being changed

- Changes to other segments can be processed as per normal.
- The ticket can be exchanged with the R class segment on the PNR. Note that we accept e-tickets issued with R class on any of the coupons.

Frequently Asked Questions on eUpgrades

9

After March 1, 2011, will I be able to book R class (the Air Canada upgrade class) directly in my GDS display?

No, any upgrade requests for travel on or after March 1, 2011 must be processed online via the aircanada.com eUpgrade Service, or by contacting Air Canada Reservations.

Will I need my client's Aeroplan Number and Password in order to complete the upgrade request?

You will only need the Aeroplan Number of the member sponsoring the upgrade with their eUpgrade Credits in order to process the upgrade request. No password is required.

Will I lose control of the PNR when I upgrade a client with eUpgrade Credits?

No, you will retain control of the PNR and it will be fully synchronized to reflect the upgrade status.

Can I cancel an R class flight segment, with either a confirmed or waitlisted upgrade status, through my GDS display?

Yes, you can cancel the segment directly. Note that this will trigger a refund of the eUpgrade Credits to the member's account. Alternatively, you can cancel a waitlisted R class flight segment through aircanada.com/agents.

How many eUpgrade Nominees can a member select?

Only Air Canada Top Tier members can share their eUpgrades with nominees. Members may choose nominees as follows:

Super Elite members – 4 nominees | **Elite** members – 2 nominees | **Prestige** members – 1 nominee

Can the member change eUpgrade Nominees throughout the year?

While a member may opt to deactivate a previously selected nominee in order to prevent further upgrade requests, they will not have the option to change or remove previously select nominees.

Can I request an upgrade for an eUpgrade Nominee not travelling with the member sponsoring the upgrade?

No, you will not be able to request an upgrade on a PNR where the member sponsoring the upgrade with their eUpgrade Credits is not also travelling. In this case, the member sponsoring the upgrade must request the upgrade themselves through their aircanada.com eUpgrade account directly, or by contacting Air Canada Reservations.

Full details are available at aircanada.com/eupgrades.