

## FAQs

### **1. What are the benefits of the ACGlobePlus Program?**

In addition to detailed account statements and 24/7 access to DataMine, the ACGlobePlus Program offers a company a corporate payment solution that provides rebate savings (ACGlobePlus Purchase Rebates) on all charges made using the Air Canada® ACGlobe Corporate Payment Solution. DataMine is a secure online transaction portal that allows all ACGlobe customers to view and run reports on all their transactions. Additionally, you can quickly and easily check your ACGlobe Account balance in real-time via DataMine.

ACGlobePlus Purchase Rebate Program provides:

- 1.5% rebate on all purchases where the flights are operated by Air Canada, Air Canada Express or Air Canada rouge.
- 1.0% rebate on purchases where the flights are operated by another airline, including those flights marketed by Air Canada, but operated by a partner airline.

The ACGlobePlus Purchase Rebates are awarded on a calendar quarterly basis to your company in the form of an Air Canada Gift Card. Your company can opt to receive its Air Canada Gift Card as a plastic Gift Card or an eGift Card. ACGlobe Customer Service will verify this with you upon your company set-up. ACGlobe Customer Service is the customer service centre for both ACGlobePlus and ACGlobe.

### **2. What are the benefits of the ACGlobe Program?**

ACGlobe Program members have secure access to detailed transaction and management reports that will be available 24/7 through DataMine.

There are no annual subscriber fees associated with the ACGlobe Program and your monthly account statement covers a billing cycle of 28 days. Payment of the billed amount is to be made in full within 10 days following the statement date.

In addition, all ACGlobe customers (via DataMine) have access to various monthly financial reports that can be customized to various reporting requirements at no additional cost. Real-time access to your company's credit limit and account balance is also available in DataMine.

### **3. How does my company apply for an ACGlobe or ACGlobePlus Card?**

You can apply for an ACGlobe or ACGlobePlus card (plastic or "lodged") by completing our online application at <http://www.aircanada.com/en/acglobe/>.

Once submitted, if additional information is required you will be contacted by the ACGlobe Customer Service Team.

Upon completion of the credit review process, you will be contacted by the ACGlobe Customer Team to confirm the application status.

If you have any specific questions about the application process, please contact ACGlobe Customer Service at 1-800-221-9033 (hours are 7 a.m. to 7 p.m. Central Standard Time (CST)) or by email to [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com).

**4. Is there an annual fee associated with the ACGlobe or ACGlobePlus Card Programs?**

There is no annual fee associated with the ACGlobe Account.

There is an annual fee of CAD \$99.00 tax inclusive associated with the ACGlobePlus Account.

**5. What information do I need to provide in order to apply for an Account?**

You will need to: complete the application with all of the required information; and provide the previous two years audited financial statements and the most recent interim statements (including balance sheet, profit/loss and cash-flow statements).

If you have any specific questions about the application process, please contact ACGlobe Customer Service at 1-800-221-9033 (hours are 7 a.m. to 7 p.m. CST) or by email to [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com).

**6. How long will it take to process my application?**

If no additional information is required, you can expect to be notified of your application status within two (2) business days.

If additional information is required, you will be contacted with a request for additional information, and once provided, the process could take up to seven (7) days.

**7. How do I contact someone if I have questions about Payment Solutions?**

To speak to an expert, please contact us at 1-844-290-0219 or by emailing us at [ACGlobe.Info@aircanada.ca](mailto:ACGlobe.Info@aircanada.ca)

**8. Where are the ACGlobe and ACGlobePlus Accounts accepted?**

Your, ACGlobe and ACGlobePlus Accounts are accepted worldwide as a form of payment for purchases on more than 260 airlines and rail carriers who

accept the Universal Air Travel Plan® (UATP) Card. These Cards are accepted at over 10,000 International Air Transportation Association (IATA) appointed travel agencies in Canada, at over 130,000 IATA appointed travel agencies worldwide and at 30,000 Airlines Reporting Corporation accredited travel agencies in the U.S.

**9. Can I use the ACGlobe or ACGlobePlus Accounts to purchase travel on other airlines?**

Yes, these Accounts are an acceptable form of payment for purchases on other airlines worldwide, anywhere the UATP Program is accepted. Currently, more than 260 airlines and rail carriers accept the UATP Program.

If you are interested in knowing which merchants accept your ACGlobe or ACGlobePlus Account visit <http://uatp.com/clients/merchants/index.html>.

**10. Can I use the ACGlobe and ACGlobePlus Accounts to book travel online or through a mobile application?**

The ACGlobe or the ACGlobePlus Accounts are accepted wherever the UATP Program payment solution is an accepted form of payment.

**11. Can the Accounts be used for purchases at restaurants, hotels or with Car Rental Companies?**

The ACGlobe and ACGlobePlus Accounts are accepted worldwide at any merchant that accepts the UATP Program payment solution. However as this payment solution is generally targeted to air and rail providers, the Accounts are not widely accepted at restaurants, hotels or car rental providers.

**12. If your company has a requirement to include these charges as part of a payment solution, please contact us at 1-844-290-0219 or by emailing us at [ACGlobe.Info@aircanada.ca](mailto:ACGlobe.Info@aircanada.ca).**

**13. Is there a limit of how many cards we can set up and receive per Account?**

Cards are available in both a plastic and/or as a card-less "lodged" Account form. A company holding an ACGlobe or ACGlobePlus Account can establish up to 100 cost centres per "master" Account. Each cost centre can have up to 999 Cards rolling up into the master Account.

**14. How quickly can I expect to receive my ACGlobePlus or ACGlobe Account?**

Once approved, you will be contacted by the ACGlobe Customer Service Team and provided with your new 15-digit Account number.

You will be able to begin using your Account immediately. If you have chosen to receive a plastic card, cards will be issued on the 1<sup>st</sup> and 15<sup>th</sup> of each month and will be shipped out immediately. If you have chosen a card-less Account number, a confirmation letter with your card-less Account number will be mailed to you on the 1<sup>st</sup> and 15<sup>th</sup> of the month.

**15. How do I receive my ACGlobePlus Purchase Rebates associated with the ACGlobePlus Program?**

ACGlobePlus Purchase Rebates are earned and issued as a result of the purchases you make using your ACGlobePlus Account. Earned rebates are issued to you in the form of an Air Canada Gift Card with your choice of either a plastic Card or a card-less eGift Card. Rebates are measured and issued on a calendar quarter basis.

**16. Can I receive my Gift Card as an eGift Card?**

Yes, you have the option of receiving either a card-less eGift card or a plastic gift card. If desired, you can change this option quarterly by contacting an ACGlobe Customer Service representative at 1-800-221-9033 (hours are 7 a.m. to 7 p.m. CST) or by email to [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com).

**17. If I choose the plastic Air Canada Gift Card, how will I receive it?**

The plastic gift card will be issued to the company and mailed to the address listed on your ACGlobePlus Account.

**18. Can I make my purchase with multiple Gift Cards or eGift Cards?**

The ACGlobe Program accepts a maximum of two forms of payment on a single booking. To pay for your ticket, You can use the ACGlobe or ACGlobePlus Account, the Air Canada Gift or eGift Card or a combination of both as payment methods for your purchase. If the cost of the ticket being purchased is greater than the value of the Gift Card or eGift Card, the storedvalue will be depleted to zero value and the difference must be paid on your ACGlobe or ACGlobePlus Account or an additional gift card or eGift card.

**19. For questions related to my Account credit limit or statement, whom can I speak with?**

You can speak with an ACGlobe Customer Service Representative by contacting, 1-800-221-9033 (hours are 7 a.m. to 7 p.m. CST) or by email to [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com).

**20. What is the Account statement billing cycle?**

Your Account statement billing cycle for the ACGlobePlus Program is 14 days, billed on the 1<sup>st</sup> and 16<sup>th</sup> of each month. The Account statement cycle for the ACGlobe Program is 28 days, billed on the 1<sup>st</sup> of the month.

**21. How do I pay my invoices?**

Invoices are paid via Electronic Funds Transfer (EFT), either by authorizing Multi Service® (a company authorized by Air Canada to collect payments for ACGlobePlus and ACGlobe Accounts) to automatically deduct funds to cover the Account statement balance on the payment due date from your designated bank account, through a pre-authorized debit agreement, by submitting funds to Multi Service via a subscriber-initiated EFT agreement, or by cheque or wire transfers.

**22. If I want to change the payment method of my ACGlobePlus or ACGlobe Account, whom do I call?**

You can ACGlobe Customer Service Representative by contacting, 1-800-221-9033 (hours are 7 a.m. to 7 p.m. CST) or by email to [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com).

**23. Do I have online access to my Account history?**

Yes, you have access to your Account history for a period of thirteen (13) months. The ACGlobe Customer Service Team will ensure that you have proper credentials and all the information needed to conveniently access your transactions online.

**24. Can I open an Account in a currency other than CAD?**

Yes, you can request to have an Account denominated in USD or in CAD.

**25. Is there an interest charge if the Account statement balance is not paid in full?**

Full payment of the Account statement balance is due on the payment due date.

Accounts that have a remaining balance after the due date are considered past due.

Past due Accounts are assessed a late payment fee of 1.5% of the transaction value per month on all outstanding transactions up to the maximum permitted under applicable law. This late payment fee is charged at Multi Service's sole discretion with written notice to the Account holder. The Account holder is liable for all late charges assessed to the Account and must pay these charges to keep the Account in good standing.

**26. How do I gain access to the DataMine Portal?**

Your username and temporary password will be provided to you in your welcome email.

If you require additional assistance, you can contact the ACGlobe Customer Service Team at 1-800-221-9033 (hours are 7 a.m. to 7 p.m. CST) or by email to [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com).

27. The ACGlobe Customer Service Team will be happy to assist you with any questions on the DataMine Portal to ensure you feel comfortable using this valuable tool.

**28. What kind of information is available on the DataMine Portal? How can we see what this product has to offer?**

The DataMine Portal contains all ticket level details for all tickets purchased using your ACGlobePlus or ACGlobe Account. It holds data for up to thirteen (13) months and allows you to run reports to see all of your ticket purchases. Data includes: passenger name, routing, airline on which the ticket is purchased, and more. Corporations can quickly and easily check to see if their employees are following their travel policies and reports can be run to see who is traveling where and how much the tickets cost, etc.

The DataMine Portal is an intuitive interface that delivers all transactions and Level III data in one easily accessible single system, making it the all-inclusive solution for your data viewing needs. Please contact us at 1-844-290-0219 or by email to [ACGlobe.Info@aircanada.ca](mailto:ACGlobe.Info@aircanada.ca) or to arrange to view a demo of the product – its features and functionality.

**29. With my first AC ticket purchase over \$500 on my ACGlobePlus Account, when will I receive my \$250 CAD Air Canada Gift Card or eGift Card?**

The one-time \$250 CAD gift card or eGift card will be issued on the month following the reconciliation of Your ticketed and flown journey.

**30. Will Air Canada Customers who use their ACGlobePlus or ACGlobe Account still be eligible for other corporate deals?**

Yes, the ACGlobePlus and ACGlobe Accounts are a form of payment for purchases and do not affect any other agreements or rewards customers have with Air Canada or other airlines.

**31. Can I pay for my AC Flight Pass with an ACGlobePlus or ACGlobe Account?**

Yes, you can pay for your AC flight pass with your ACGlobePlus or ACGlobe Account. If you are purchasing it via [aircanada.com](http://aircanada.com), simply select ACGlobe as your payment method on the check-out screen.

**32. Who is Multi Service?**

Multi Service is a company established in 1978 that provides specialized credit extension services to the trucking industry. Since that time, Multi Service has evolved their business to include credit card programs for commercial and government clientele, private label billing and transaction processing services, Commercial Drive Legal protection, European toll services, and aviation software platforms.

In 2013, Multi Service became a wholly-owned subsidiary of World Fuel Services, a global leader in the supply, logistics, financing and servicing of transportation fuels and energy products.

Multi Service is headquartered in Overland Park, Kansas City, Kansas, and they have offices in Australia, the Netherlands and Mexico.

Air Canada has partnered with Multi Service to support the ACGlobePlus and ACGlobe Programs in order to provide the best product and customer service to our valued customers worldwide.

**33. Who is UATP?**

UATP is a corporate payment network that includes over 260 airlines from around the world (including Air Canada). Airlines, travel agencies and travel service providers such as Concur are all associated with UATP. Air Canada is proud to be partnering with UATP to support the ACGlobePlus and ACGlobe Programs. The UATP Network is a multi-currency platform that supports airline and rail service ticket purchases all around the globe and provides a secure platform with virtually zero fraud. UATP is listed as "TP" in all Global Distribution Systems (GDS).

**34. In what languages can I view my Account statements?**

You can select either English or French as your Account statement language. The ACGlobe Customer Service Team will verify your Account statement language preference during the Account Approval Call. Should you wish to change your Account statement language, you can do so by contacting them at [ACGlobeSupport@ACGlobe.com](mailto:ACGlobeSupport@ACGlobe.com) or by calling 1-800-221-9033 (hours are 7 a.m. to 7 p.m. CST).

**35. How can I book travel using my Account?**

It's very simple. You can book your travel the same way you always do – at [aircanada.com](http://aircanada.com), the Air Canada Call Centre, at an airport ticket counter, via your travel agent or with any airline accepting UATP as a form of payment.

**36. Can I use my Account to book travel on online business travel websites?**

Your Account is a corporate travel product and is an accepted form of payment when booking with Egencia (Canada and US), Orbitz for Business, Travelocity Business and the Air Canada Corporate Rewards booking engines.