



# SCHEDULE CHANGE GUIDELINES FOR TRAVEL AGENTS

Updated: January 28, 2021

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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 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

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

Applicable 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
Ticket Validity Extension Fee (TVEF)	Waive	Waive

### **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:

<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>Air Canada-operated flights</u>: 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.</li> <li>• <u>OAL-operated flights</u>: original origin/destination only; Air Canada cannot offer alternate stations for OAL flight protection when an OAL is the carrier with the SKCH.</li> <li>• <u>Same Global Direction must be respected</u> (Exception: AC flights to India)</li> </ul>
<b>Routing</b>	<ul style="list-style-type: none"> <li>• American citizens cannot be re-routed via Cuba.</li> <li>• The Transatlantic or Transpacific carrier should always be Air Canada-operated and Air Canada-marketed_or per the carrier indicated in the original booking. 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>
<b>Premium Economy Cabin (All markets)</b>  <b>Premium Rouge Cabin (International only)</b>	<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 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</p>

	Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.
<b>Premium Rouge Cabin (Domestic, Sun and Transborder)</b>	<ul style="list-style-type: none"> <li>• Rebook up to J</li> </ul> <p>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.</p>
<b>Business Class Cabin (all booking classes)</b>	<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 J</li> <li>• Aeroplan: lowest Business Class booking code up to J</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>
<b>Downgrade</b>	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)
6. For trans-Atlantic, trans-Pacific, & South America only, for other OAL; the order of protection for using other carriers (Star Alliance or OAL – **excluding UA operated for Australia**) is only as a last option if no AC over-the-water flights are available.

#### 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)

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- 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 Air Canada-operated and Air Canada-marketed or per the carrier indicated in the original booking. **To/from Australia/New Zealand only: the over-the-water protection may be any OAL -operated (if no AC-operated, AC-marketed flight or UA-operated\* flight is available).** Connecting flights within the Asia & South-Pacific regions, may be operated by an OAL as per 'Order of selecting a flight for re-protection'. For OAL connectors, select the lowest available booking code within the same cabin.

\* UA operated for Australia, not permitted

If the customer has already commenced their journey, and re-protection is required for their return flights, the over-the-water and intra-Asia/South Pacific re-protection flight(s) must be Air Canada-operated, Air Canada-marketed, or on any OAL as per the 'Order of selecting a flight for re-protection'. For OAL connectors, 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 re-protection flight must be Air Canada-operated and Air Canada-marketed or per the carrier indicated in the original booking. Connecting flights within EMEA first priority re-protection 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.

Example: YVR-AC-LHR 10SEP//FRA-LH-YVR 20SEP. LH is now UN status on 20SEP. **LH** permitted as protection FRA-YVR on 21SEP (per the carrier indicated in the original booking)

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 Air Canada-operated, Air Canada-marketed, or on any OAL as per the 'Order of selecting a flight for re-protection'. Connecting flights within EMEA may be operated by any OAL. Select the lowest available OAL 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 re-protection 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 re-protection is required for their return flights, the long-haul re-protection flight must be rebooked on Air Canada-operated or Air Canada-marketed or on any OAL as per the 'Order of selecting a flight for re-protection'. Connecting flights within South America may be operated by any OAL. Select the lowest available OAL booking code within the applicable cabin.

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

## Upgrades

Upgrade Type		Air Canada	OAL	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.
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	

## 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.

	Class Travelled		
Original Class	Business Class	Premium Economy/Premium Rouge	Economy
Signature Class	Transborder: CAD315 (lie-flat surcharge) International: 50% of the base fare of affected coupon	Transborder: CAD315 (lie-flat surcharge) or 50% of the base fare of affected coupon, whichever is higher International: 50% of the base fare of affected coupon	
Business Class	N/A	N/A	50% of the base fare of affected coupon
Premium Economy/ Premium Rouge	N/A	N/A	50% of the base fare of affected coupon

## 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:

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- 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

Refunds are not permitted, except as per fare rules.

- If fare is refundable, applicable fare amounts/taxes are refunded.
- If fare is cancellable with a penalty fee (partial refund), applicable fare amounts/taxes are refunded less any cancellation fee. Any non-refundable fare amounts or taxes are forfeited.

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

Refunds of paid ancillary services (such as paid seating, meals, lounge access, etc.) are permitted; optionally customers can retain the fee EMDs for when they rebook flights or convert the fee EMDs into ACTVs or Aeroplan Miles when they convert their ticket value.

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

<b>Ticket 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 From Switzerland, United Kingdom, Iceland, and Norway	Yes Yes	21 days
From EU (Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France (including French Caribbean islands of Martinique and Guadeloupe), Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Turkey) From India (point of origin India, AC flights DEL-YYZ-DEL or DEL-YYZ: for cancelled flights originally ticketed March 25-May 24, 2020, with original	Yes Yes	

travel dates March 25-May 24, 2020)		
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**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.**

**Customers with flights to/from YYF/YSJ/YQY are also eligible between January 11, 2021 – April 11, 2021.**

**Customers with flights to/from YZF/YKA/YPR/YFC/YQX/YR/YQQ/ YZP are also eligible between January 23, 2021 – April 11, 2021.**

<b>Flight Origin</b>	<b>Refund of Unused Coupons</b>	<b>Waiver Code:</b>
<b>To/from Baie Comeau (YBC)/ Bathurst (ZBF)/ Gaspé (YGP)/ Kingston (YVK)/ Mont Joli (YYY)/ North Bay(YYB)/ Val D'Or (YVO) / Wabush (YWK)</b>	<b>Yes</b>	<b>ACAROUTE20</b>
<b>To/From Penticton (YYF) / Saint John (YSJ) / Sydney (YQY) 11Jan21-11Apr21</b>	<b>Yes</b>	<b>ACAROUTE20</b>
<b>Yellowknife (YZF), Kamloops (YKA), Prince Rupert (YPR), Fredericton (YFC), Gander (YQX), Goose Bay (YYR), Comox (YQQ), Sandspit (YZP):23JAN21-11APR21 only</b>	<b>YES</b>	<b>ACAROUTE20</b>
<b>Iles de la Madeleine (YGR) 08SEP20-31MAY21</b>		

**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

- 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

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 WFRIK 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 A B C D E F
RESERVATIONS WORLD FILES FARES & PRICING DOCUMENTATION INFORMATION SMART TOOLS SETTINGS
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 SSRPSPYVHK1///@----@/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 YVZBOS AC Y
R-OK ENTR SEG DATA -ADT
EXAMPLE - 4/S-1-BE30#A**30K**2/3-ME30#NV04JUN/04JUN
>4/S-1-Y#A
S-OK ENTR HORZ IADR -ADT
EXAMPLE - 4/L-ATLYVCHI 100.00 YYDEN 100.00 ETC
>4/L-YTO AC BOS Q7 50 2852.00CAD
2859.50END AC ZPYYZ

L-OK ENTR FARE DATA -ADT
EXAMPLE - 4/BF$300#XZP2 MCI1STL1 OR 4/BFUSD300#TX6
4/IPCAD2859.50#EVUSD2331.68#XVC5.89#XXY7.00#XUS152.10#XZP4.30YY
Z#XKA3.96#XCA8.60#XSQ17.70#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 YVZBOS 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 SSRPFTYVHK1////@----@/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- 3EA089
1.1DEMO/IULIA*ADT
1 ACOPENY 15DEC TU YVZBOS 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 SSRPFTYVHK1////@----@/F- 1.1
3 SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
**** ITEMS SUPPRESSED ****/DH/ML/ETA/DR
>5-ER WAIVER
5-ER WAIVER *
>ER
1P- 3EA089
1.1DEMO/IULIA*ADT
1 ACOPENY 15DEC TU YVZBOS 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
FOP- 1 CA
G- 1 SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2 SSRPFTYVHK1////@----@/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#*EET0147418542960X*A/OSCA#N1.1#CAC#ERTK-
ITEM GROSS P S A/I TKT NBR COMM PSGR NAME INVOICE
0.00A X E0147418542961 0.00 DEMO/IULIA
PNR >*3EA089(
>
1P- 3EA089
1.1DEMO/IULIA*ADT
1 ACOPENY 15DEC TU YVZBOS 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
FOP- 1 CA
G- 1 SSRDOCSACHK1////@----@/F//DEMO/IULIA- 1.1
2 SSRPFTYVHK1////@----@/F- 1.1
3 SSRDOCSYVHK1////@----@/F//DEMO/IULIA- 1.1
**** ITEMS SUPPRESSED ****/DH/ML/ETA/DR
>
```

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
1.1APOLLO/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

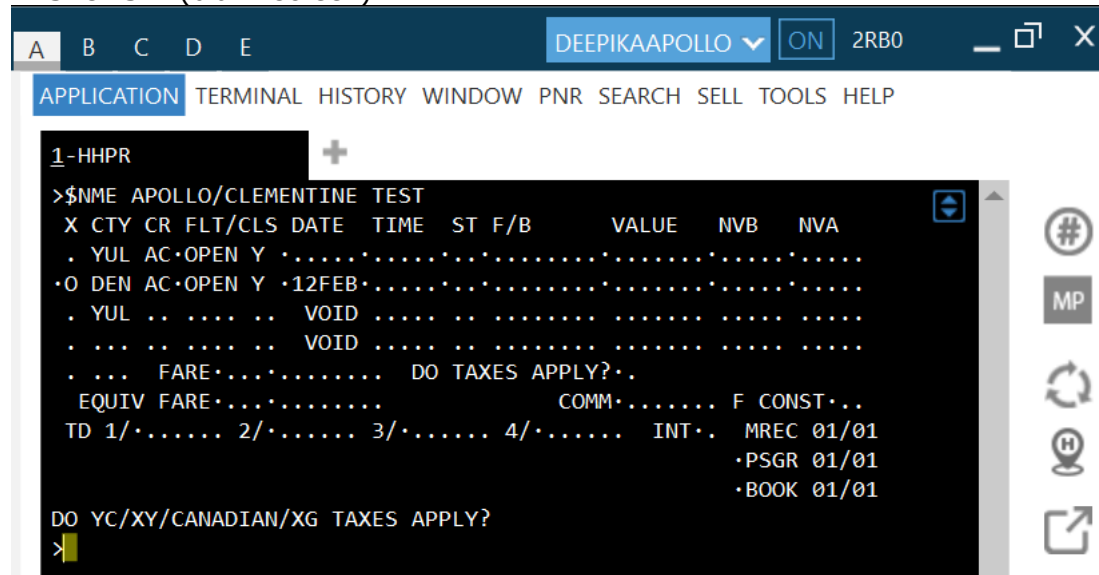
4. If automated pricing does not work, build a pricing record in the PNR using HHPR (Fill-In Format Pricing)

- a. Below is blank template for HHPR pricing that is initiated with

ENTRY:

>HHPR

RESPONSE: (blank screen)



- 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

```

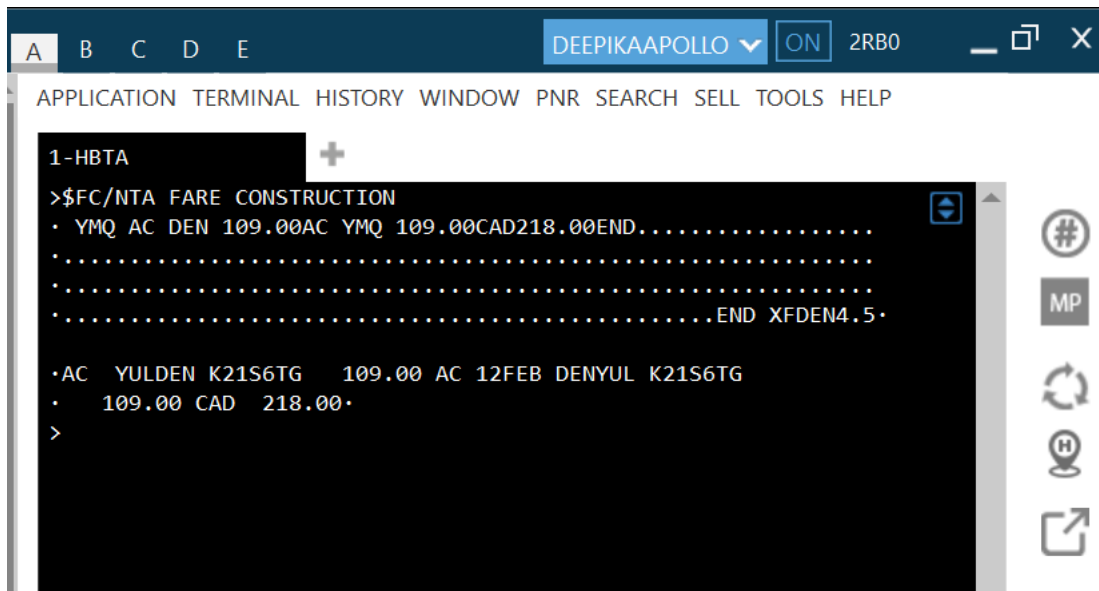
A B C D E DEEPIKAAPOLLO ON 2RB0
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
>$TA TAX BREAKDOWN SCREEN
FARE CAD 218.00 TTL CAD ..... ROE .....
T1 7.90...AY T2 30.00...SQ T3 13.01...XG T4 12.10...CA
T5 9.90...XY T6 8.30...YC T7 5.60...XA T8 2.99...XQ
T9 6.30...XF T10..... T11..... T12.....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

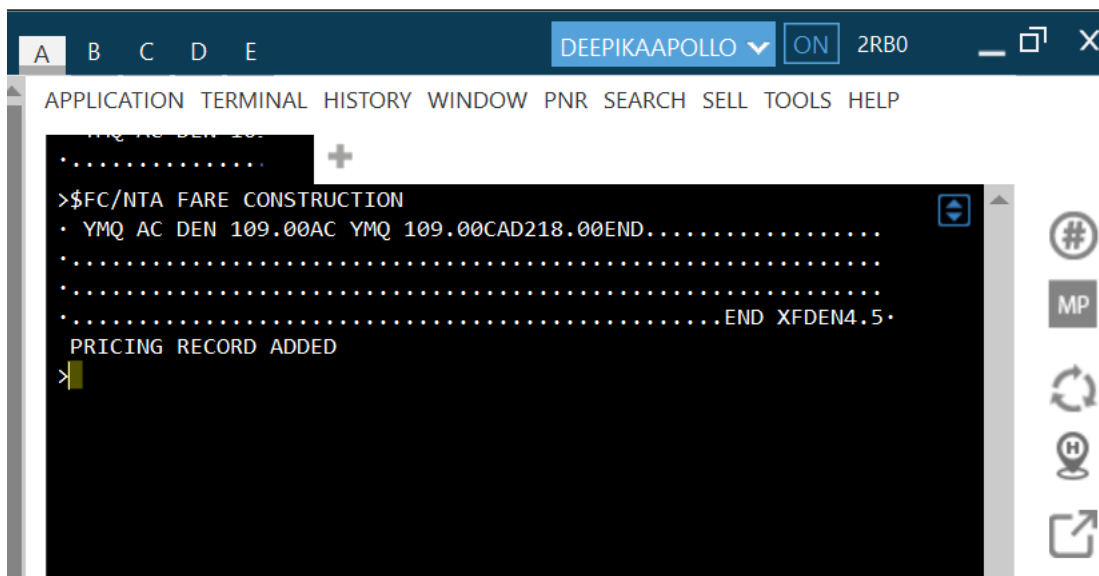
```

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





- 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:

```

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
TKT1·01499005007706
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

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 BELL TOOLS HELP
1-*FB1
+
*FB1
ENDORSEMENTS PRESENT
P01 GALILEO/JENNIFER TEST *ADT 01 OF 01
X CTY CX FLT CU 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 BELL 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
FQS1@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: >0SVGB5<
-----
>

```

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**