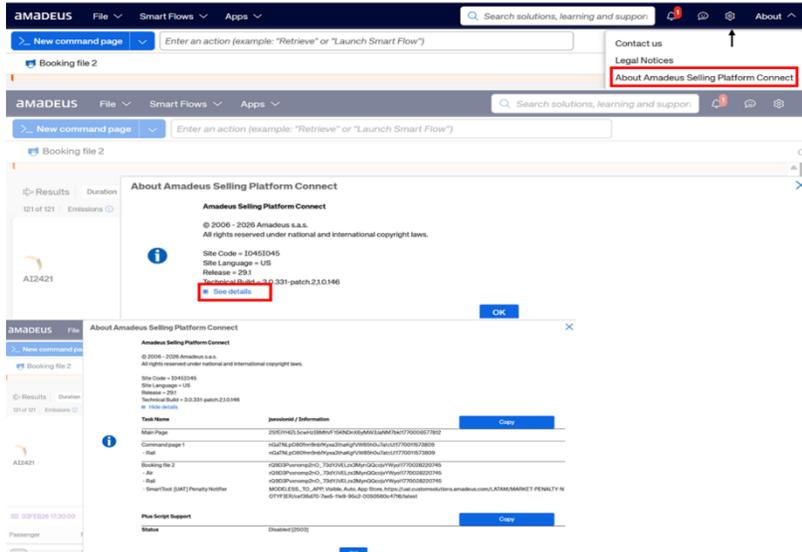


Amadeus NDC[X] - FAQs on Air Canada NDC bookings

1. How do I report an issue with Air Canada booking in Amadeus NDCX?

Report to assistance@amadeussouthasia.com , with an error screenshot and copy/paste of J-session logs (in text format).

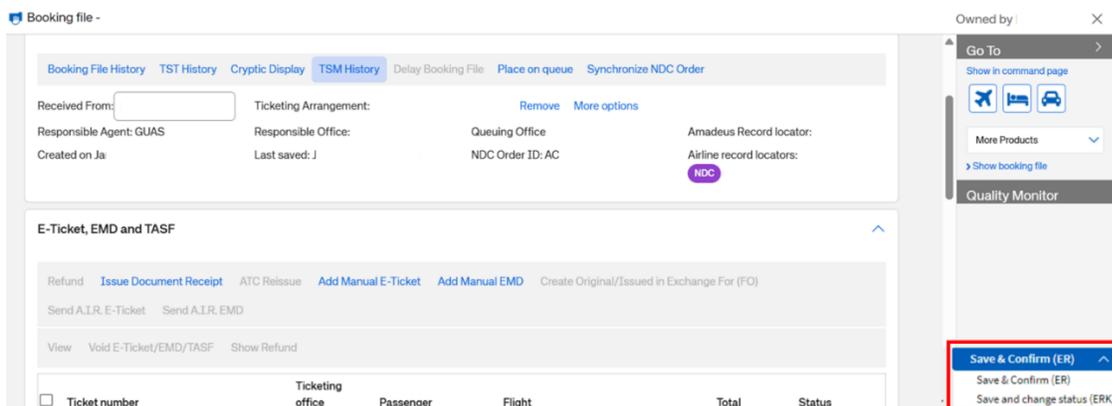


2. How to book ancillary services in my Air Canada NDC booking.

Seat and other ancillary services are to be booked during order creation, before payment in Amadeus NDCX. Under “**Services**” and “**Seats**” panel is where you can find “**Service Catalogue**” and “**Seat Map**”.

3. How to accept a TK in the PNR?

Use SECO tab “**Save and Change Status (ERK)**’ in your **graphical page**. Any changes done out of graphic page will lead to synchronization issue between Airline and Amadeus, which will restrict you from servicing the NDC order further.



- 4. How do I check exchange/reissue penalty, without committing the segment change?**
Ensure the segment status is HK, accept change in graphic page if segment is in TK status. Penalty can be checked under product panel “fare conditions”. To know the fare difference (ADC) and penalty for an exchange you can shop for a new offer with revised date.
- 5. Can I add GST, DOCS and contact SSR’s?**
GST, Passport and contact details in SSR to be added at the time of order creation, prior to payment, under passenger information panel.
- 6. Can I add INF to a NDC PNR?**
Infant to be added with the adult passenger at the time of order creation.
- 7. Can I reissue a ticket after an involuntary change for Air Canada NDC?**
Airline to be contacted for acceptance, exchange and cancellation of a ticket post an involuntary change.
- 8. Is void/refund permitted in Air Canada NDC?**
Void and voluntary full, partial and exchanged ticket refunds are allowed.
- 9. Does Air Canada NDC support Split PNR?**
Split of a single passenger (one passenger at a time) is allowed pre & post ticketing.
- 10. When do I reach out for Air Canada support?**
Amadeus helpdesk to support and investigate the issue as first step. If the query/issue is time bound and the investigation requires longer time, Amadeus to advice agency to contact Air Canada for support.