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Tel. (905) 405-2160 Fax (905) 405-2169 E-mail : yyz@airindiacanada.ca

We are pleased to inform you that your agency has been authorized to ticket on our carrier effective

In this regard please note the following:

1. Air India 's direct flights to/from Toronto are currently temporarily suspended further notice. We however operate daily flights from JFK Airport, Newark as well as from Chicago in the United States.
2. We also have attractive fares in place from Canada to India via London, using Air Canada. We are attaching the current fares in an excel attachment. These are the published/ public fares and you may take 4% commission on them. Since Air India is not the over the water carrier from Canada, these fares will not auto price in the system. Hence you will have to input the fare in Phase 4 or in the Ticketing Mask (manually enter the tax amounts and fares).
3. From Delhi's new terminal, which serves as Air India's new hub, passengers from Canada, have convenient connecting flights with baggage transfer facilities, to all major Indian cities, getting them quickly to their destination. For passengers travelling to Mumbai, Ahmadabad, Hyderabad, Kolkata, & Chennai, baggage from Toronto is through-checked and they clear their baggage & custom formalities at these cities.
4. The baggage allowance on Air India is as follows (International).

First Class and Executive Class:

Hand baggage - Max 1 pieces total weight not to exceed 8kgs.

Checked baggage – 2 pieces with linear dimensions (L+H+W) of each piece not to exceed 158 cms (62inches). Weight of each bag not to exceed 32 kgs (70 lbs).

Economy Class:

Hand baggage - Max 1 piece with weight not to exceed 8kgs.

Checked baggage – 2 pieces with linear dimensions (L+H+W) of both pieces not to exceed 273 cms (107inches). Weight of each bag not to exceed 23 kgs (50 lbs).

5. For Reservations and ticketing please be guided on the following:
Reservations and ticketing on Air India and on our Interline Partners (when applicable), must conform to the correct Reservation Booking Designator (RBD), which has been designated, for travel on the specified routes.

6. Credit Card Sales (Sample is attached on how to issue such a ticket)

Air India does not have a Merchant Account Number for credit card sales. In the event of credit card sales, the transactions have to be through your Agency's Merchant Number for obtaining the authorization and payment. Air India will **only reimburse** to a maximum of 2.50% or actual, whichever is less as credit card commission, on Visa, MasterCard and American Express. This deduction of 2.50% will be applicable on the net fare and tax amounts only, and not on the total amount, for which the approval is sought from the Credit Card Company on the transaction.

When reporting the ticket through BSP, payment to Air India will be for the Fare + Taxes Minus the amount of 2.50% credit card commission (on CC Sales only). This amount should be indicated as Commission in the Commission box of the ticket.

For tickets issued against Credit Cards, you have to indicate 'MFVI' or 'MFCA' or 'MFAX' (Merchant Fee - Visa / MasterCard / Amex) along with the last 4 digits of the passenger's credit card. This will be reflected in the FORM OF PAYMENT BOX i.e. AGT CHQ/ MFAX 1234 etc. (Use of Travel Agency's Corporate Credit cards is not permitted).

Incase of refund on such tickets, and the credit card commission deducted at the time of sale of the ticket, has to be returned back to Air India.

7. All system-fares sold on Air India are commissionable by 4%, whether on Air India operated or Air-India code share flights

8. Tickets are valid for flight and ticketed date only. Wholly unutilized tickets may be revalidated by your agency if the original ticket is issued by you. However partly used tickets must only be reissued by an Air India Office for change in travel dates, or reissued as procedure subject to collection of penalties if applicable. Ticket may be reissued by your agency if fees are to be collected.

9. Air India's Automated Revenue Management system uses the Net Fare Codification -'Cumberland Coding' system, whereby every Air India document (tickets, MCOs, VMPDs) are to be coded, to indicate the net fare collected (excluding taxes) on all accountable documents issued by your offices. This is to facilitate tracking of revenues based on ticket uplifts. The system works as follows:

C U M B E R L A N D
0 1 2 3 4 5 6 7 8 9

For example if the Net fare is \$1200 – the Cumberland Code will be "UMCC". This Cumberland Code "UMCC" should be indicated in the Tour Code Box of the ticket along with the AOS code. Depending on the net fare, the alphabets in the CUMBERLAND code would vary.

The endorsement box will have the following NON END / NON REF valid on AI or AC/AI Flight, or WS/AI flights only as the case may be

10. Once tickets have been issued, all penalties for change of date (as applicable) have to be collected and tickets reissued for travel. Passengers booked for travel and who do not report for check-in within the stipulated timings or who report with improper documents will be considered as “no show passengers”, for which the no-show penalty will apply in addition to a date change fee, or refund charges. Fares must be reflected on tickets.

For any clarifications or information, we could be reached at the following as follows:

Central Reservations /	1-800-625-6424
Ticketing:	Tel: (905) 405 2160 x 5
Fax	905-405-2169

rkolipakam@airindiacanada.ca	-	Ram Kolipakam
yyzcargo@airindiacanada.ca	-	Amit Chhaya
akhan@airindiacanada.ca	-	Agnes Khan
amathur@airindiacanada.ca	-	Avinash Mathur
gkardam@airindiacanada.ca	-	Girish Kardam
schowhan@airindiacanada.ca	-	Satyajit Chowhan
nandrade@airindiacanada.ca	-	Neville Andrade.

We look forward to working with your office and are confident that we can both work towards our mutual advantage.

Please do not hesitate to call any of us as listed above if you have any questions.

Sincerely,

SALES TEAM CANADA