



# AC CONNEX USER GUIDE

FEATURES, USER ROLES AND FUNCTIONALITY



**AIR CANADA**  
FOR BUSINESS

# TABLE OF CONTENTS



**USER ROLES AND FUNCTIONALITY .....03**

**FEATURES OF AC CONNEX .....04**

**AC CONNEX REGISTRATION PROCESS .....05**

**AC CONNEX OUTAGE PROCESS .....05**

**AC CONNEX - CORPORATE PROFILE ACCESS .....06**

**NEXUSTAB - REPORTING AND ANALYTICS .....07**

**BACK OFFICE CONFIGURATION .....08**

# USER ROLES AND FUNCTIONALITY

There are 4 types of user roles:

- **Admin** - Admin can complete bookings and also book on behalf of others. Admin will get full access to the dashboard and nexusTab reporting tool.
- **Agent** - Agent can complete bookings, but cannot access the dashboard.
- **Sub-admin** - Sub-admin can complete bookings and also book on behalf of others. Sub-admin will get view access to the dashboard.
- **Sub-agent** - Sub-agent can search and see the shopping results, but cannot complete bookings.

S.NO.	AC CONNEX USER ROLES	ADMIN	AGENT	SUB-ADMIN	SUB-AGENT
	FUNCTIONALITIES				
1	<b>Access of AC Connex</b>				
1.1	View the shopping page	✓	✓	✓	✓
1.2	Perform the booking	✓	✓	✓	×
1.3	Perform booking on behalf of others	✓	×	✓	×
1.4	View other user's bookings	✓	×	✓	×
2	<b>Retrieve own booking</b>	✓	✓	✓	×
3	<b>Access in admin dashboard</b>				
3.1	View the dashboard	✓	×	✓	×
3.2	Edit the configuration	✓	×	×	×
3.3	Upload and create new users	✓	×	×	×
4	<b>Access in Nexus Profile and manage the corporations under their agency</b>	✓	×	×	×
5	<b>Access in nexusTab (which is the reporting tool where the agency admin can see all transactions and bookings performed)</b>	✓	×	×	×

# FEATURES OF AC CONNEX

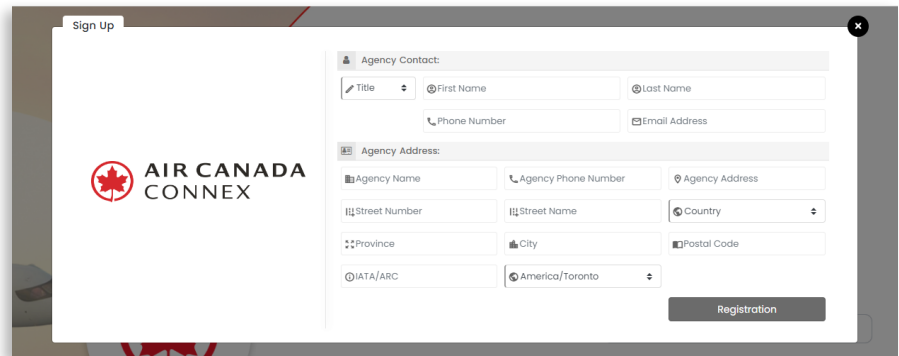
FUNCTIONALITY	DESCRIPTION	AIR CANADA NDC API	AC CONNEX
<b>SHOP AND ORDER</b>			
Shopping	Shop for one-way, round trip and multi-city itineraries	Yes	Yes*
	Up to 9 passengers supported with multiple passenger types	Yes	Yes
	Shop for all retail and private fares, including corporate fares and promotional offers	Yes	Yes
	Promotional fares requiring a promotional code	Yes	Yes
	Shopping results include branded fares for all cabins	Yes	Yes
	Shopping results include interline fares	Yes	Yes
	Displays rich content with amenities and product attributes	Yes	Yes
	Ability to search with +/- 3-day window	Yes	Yes
Offer details	Detailed and comprehensive pricing with a tax and surcharge breakdown for all offers	Yes	Yes
Select optional services	Add optional services to the trip such as paid seats, Maple Leaf Lounge access, Air Canada Bistro meal vouchers and more	Yes	Yes
View and select seat	View seat maps, select seats and view advanced and Preferred Seat pricing (pre and post booking)	Yes	Yes
	Loyalty recognition for Aeroplan and partner loyalty programs	Yes	Yes
Create and review an order	Place an order and complete the booking	Yes	Yes
	Retrieve and view the order details	Yes	Yes
Fulfillment	Ability to pay for the order immediately	Yes	Yes
	Accept payment with a credit card (UATP, Visa, American Express, Mastercard, Diners Club)	Yes	Yes
Payment	Accept payment with BSP Cash for Point of Sale Canada	Yes	Yes
	Settlement and reporting	BSP settlement supported in Point of Sale Canada	Yes
<b>SERVICING</b>			
Order Cancellations	Cancel the order before or after travel commences for any unflown segments and access refund options based on ticket refundability rules including:	Yes	Yes
	Refund to original form of payment	Yes	Yes
	Void per eligibility	Yes	Yes
	Retain credit value for future travel	Yes	Yes
Order change - voluntary exchanges	Make voluntary changes to the itinerary for all markets before or after travel commences	Yes	Yes
	Add or change your optional services and/or seat selection	Yes	Yes
Order change notifications	Ability for Air Canada to send real-time messages to travel agency provider systems in the event of involuntary changes to orders like cancellations and schedule changes	Yes	No
<b>PLATFORM</b>			
User profile management	Create and edit corporate profile		Yes
	Create and edit user profile		Yes
Other agency administration features	Agency administration features to manage your agency setup and configuration		Yes
	Agency dashboard for reporting and data analytics		Yes
	Integrated cart option (save multiple itineraries to the cart and share it before completing the booking)		Yes
	Available integration for your agency back office accounting system		Yes
	Online support servicing to raise and manage queries/issues online		Yes

\* Excludes international multi-city bookings, which will be supported in an upcoming release.

## AC CONNEX REGISTRATION PROCESS

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1. Agency is required to complete the registration form for AC Connex.
2. Once the registration form is complete, the agency contact user will receive an acknowledgment email.
3. After the agency is activated internally, the agency contact will receive a credentials email to log in on AC Connex.
4. The admin user can redirect to the admin dashboard from AC Connex to onboard other admin and agent role users.



The screenshot shows a 'Sign Up' form for Air Canada Connex. The form is divided into two main sections: 'Agency Contact' and 'Agency Address'. The 'Agency Contact' section includes fields for Title, First Name, Last Name, Phone Number, and Email Address. The 'Agency Address' section includes fields for Agency Name, Agency Phone Number, Agency Address, Street Number, Street Name, Country, Province, City, and Postal Code. There is also a dropdown menu for IATA/ARC with 'America/Toronto' selected. A 'Registration' button is located at the bottom right of the form. The Air Canada Connex logo is visible on the left side of the form.

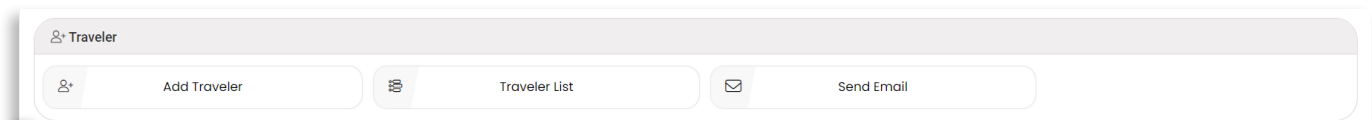
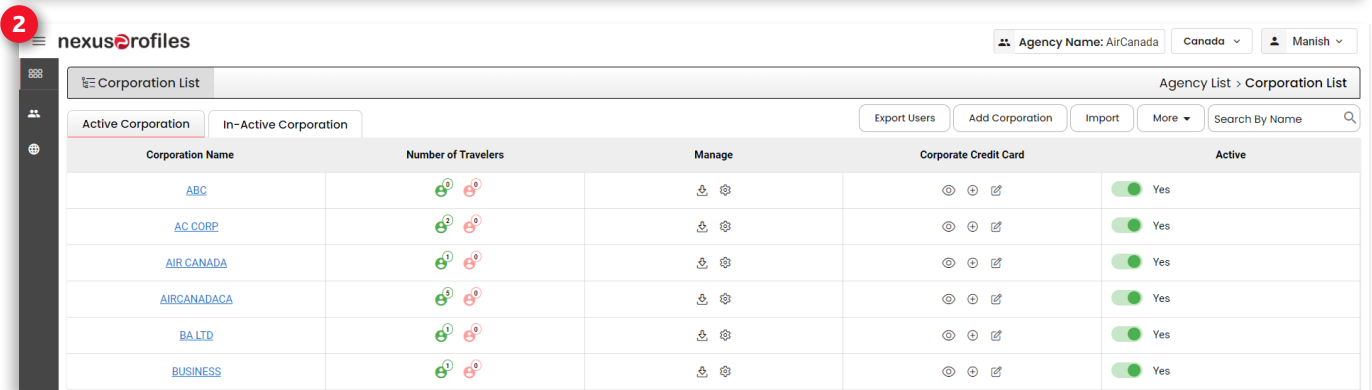
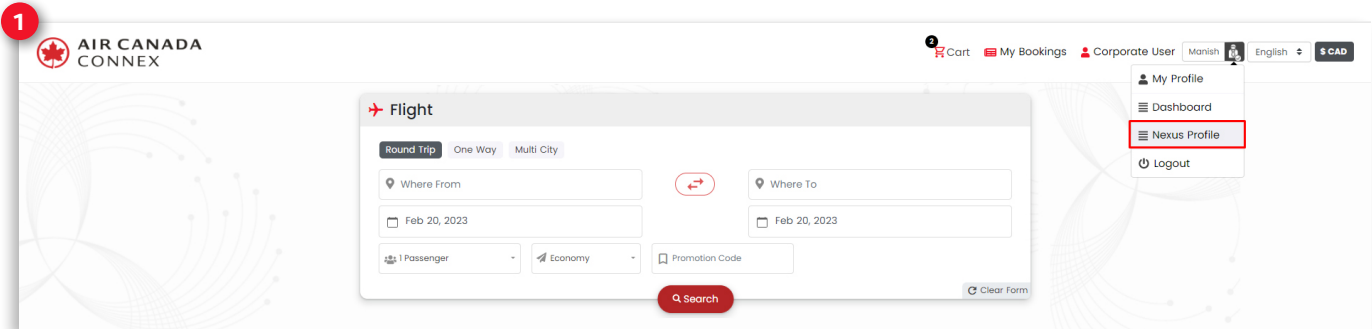
## AC CONNEX OUTAGE PROCESS

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1. If AC Connex is down, the team will always send an outage email to the agency admin.
2. When AC Connex is up again, a follow-up email will be sent to notify all users.

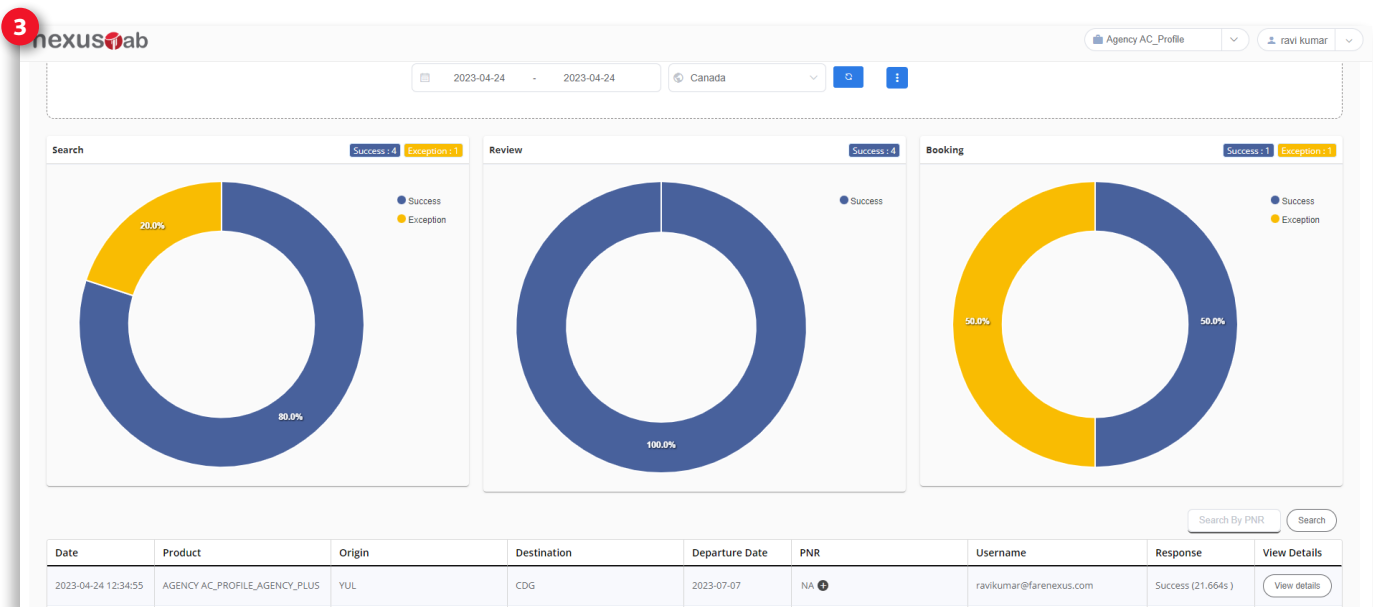
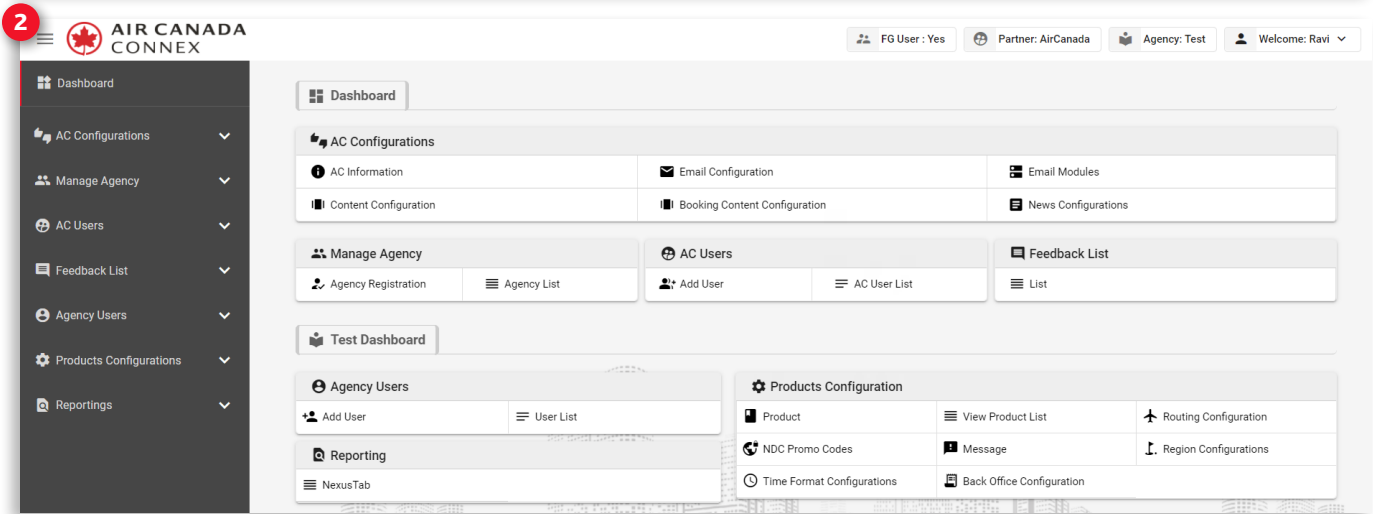
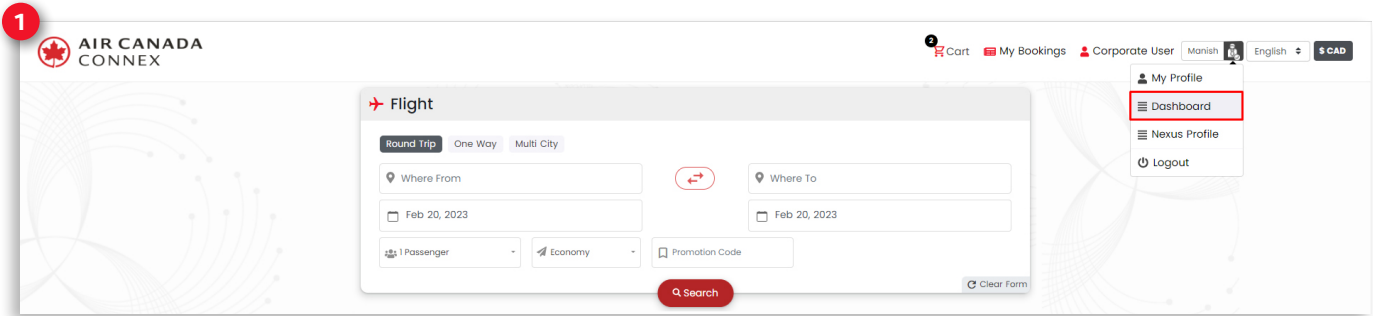
# AC CONNEX - CORPORATE PROFILE ACCESS

1. After logging into AC Connex, the user should select 'Nexus Profile'.
2. On the Nexus Profile landing page, the user will see their Agency Name and can add, view and manage the corporations.
3. Under the manage section from the corporation list, the user can add a discount code.
4. Upon clicking the Corporation Name, the user can add and view all of the corporation's travellers.



# NEXUSTAB - REPORTING AND ANALYTICS

1. After logging into AC Connex, the user will select **'Dashboard'** from the dropdown.
2. From the admin Dashboard, the user can view and manage the transactions from the **'All Transactions'** tab under the Reporting section.
3. Transactions can be viewed for a particular date range and Point of Sale.



## BACK OFFICE CONFIGURATION

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1. Enter FTP details in the AC Connex Dashboard.
2. Create a PNR via AC Connex, which will then trigger an AC Connex verification of the submitted FTP details.
3. If the FTP details exist, AC Connex will establish an FTP connection and transfer OrderViewRS/OrderCreate files after creating the PNR and OrderViewRS/OrderChange files following any PNR modifications.

The screenshot displays the 'Back Office Configuration' interface. At the top, there is a navigation bar with 'Dashboard' and 'Back Office Configuration' buttons. The main content area is titled 'Enter FTP Details for Test' and includes a toggle switch labeled 'Enabled: No'. Below this, there are four input fields: 'Address', 'Port', 'Username', and 'Password'. A 'Save' button is located at the bottom right of the form.



