

# Call Centre Service Fees



Dear travel professional,

Over the past months, Transat has enhanced self-service functions to support travel professionals both in the form of new technology and online forms that allow you to manage certain aspects of a booking without having to call the Contact Centre. To support these enhancements, the Transat sales team has created a comprehensive collection of training materials including video tutorials and guides. We greatly appreciate the support of the travel professional's community who have embraced these tools.

To increase the use of these tools and to improve the service level of our Contact Centre, we will charge \$25 per file when the contact center performs a task that could be done using a self-service tool. A fee of \$25 per paying traveler will apply if the contact center creates a booking for a travel agent that could have been booked using a reservation system.

Starting on **March 6, 2023**, our Contact Centre agents will inform you if the task being requested can be done using a self-service function. You may choose to end the call and perform the task yourself, or you may ask the Contact Centre agent to complete the task and accept the charge. We will not charge for tasks that cannot be completed independently.

As a reminder of the self-service functions available to you, we have developed a reference guide that lists each function, how to complete the task and we have provided a link to a video tutorial or reference document on each.

Thank you for your continued support,

Transat

# Self-service Functions



Actions that can be performed by travel professional using self-service functions.  As of March 6, 2023, fees will apply if the Transat Contact Centre completes these tasks.	Agent Direct	Revnet	Sirev (Tripbook)	Manage My Booking on Air Transat.ca	Forms on Transat Agent Direct	Agent Resources
Create a new booking (not including deviations)	√	√	√			<a href="#">How to make a booking</a>
Create a file on option (at least 21 days prior to departure).	√		√			<a href="#">Booking file on option (with Option Flex)</a>
Book multiple rooms in different room categories on one file.		√				<a href="#">Booking Multiple rooms on one file</a>
Confirm a file, add payment (by cheque or credit card) or add Bonbon to a file	√	√	√			<a href="#">Applying payment on file</a>
Apply a credit as payment (the name of the 1st passenger on the credit must appear on the new reservation)	√		√			<a href="#">Making a new reservation with an FTC</a>
Make a name correction or add a 2nd / middle name at least 3 days prior to departure (name correction must not exceed 20% of the passenger's full name)	√		√			<a href="#">Making a name correction</a>
Date of birth correction for adults 18+ (at least 21 days prior to departure)					√	<a href="https://www.airtransat.com/en-CA/forms/option-flex">https://www.airtransat.com/en-CA/forms/option-flex</a>
Add, remove, or modify Option Flex (conditions apply)					√	<a href="https://www.airtransat.com/en-CA/forms/option-flex">https://www.airtransat.com/en-CA/forms/option-flex</a>
Add seat selection	√		√	√		<a href="#">Adding seat selection</a>
Add Option Plus (excluding Luxury Collection promo or prepurchased seats)	√			√		<a href="#">Adding Option Plus</a>
Add a non-guaranteed request for hotel and flight (example: KING / WCHC) certain requests can be applied directly on the file, for others the form is available	√		√		√	<a href="#">Non-guaranteed remark</a> <a href="https://www.airtransat.com/en-CA/forms/option-flex">https://www.airtransat.com/en-CA/forms/option-flex</a>
Download e-documents for departures within 45 days (file must be paid in full)	√		√	√		<a href="#">Downloading e-docs</a>
Modify a flight reservation booked via fare options (Sirev Webfares) (terms and conditions of the fare option purchased will apply)				√		<a href="#">Modification on fare options bookings (webfares)</a>
Cancel a file with terms and conditions (files without Option Flex)	√	√	√	√		<a href="#">How to cancel a booking</a>
Cancel a file with flexibility (ie Option Flex or other promotional offer)					√	<a href="https://www.airtransat.com/en-CA/forms/b2b-cancellation-request">https://www.airtransat.com/en-CA/forms/b2b-cancellation-request</a>

As of March 6, 2023, a \$25 fee per file will apply when the Transat Contact Centre completes a task listed above that could be performed using a self-service function. A fee of \$25 per paying traveller will be applied if the Transat Contact Centre creates a file for a travel professional that could have been booked using a reservation system. These fees are not applicable on group files, please contact the group department if you require assistance with group files. Transat reserves the right to modify the list of functions for which a fee is charged as new tools are created. February 21, 2023