



Self-serve features

Travel Agents Reference Guide

September 2022

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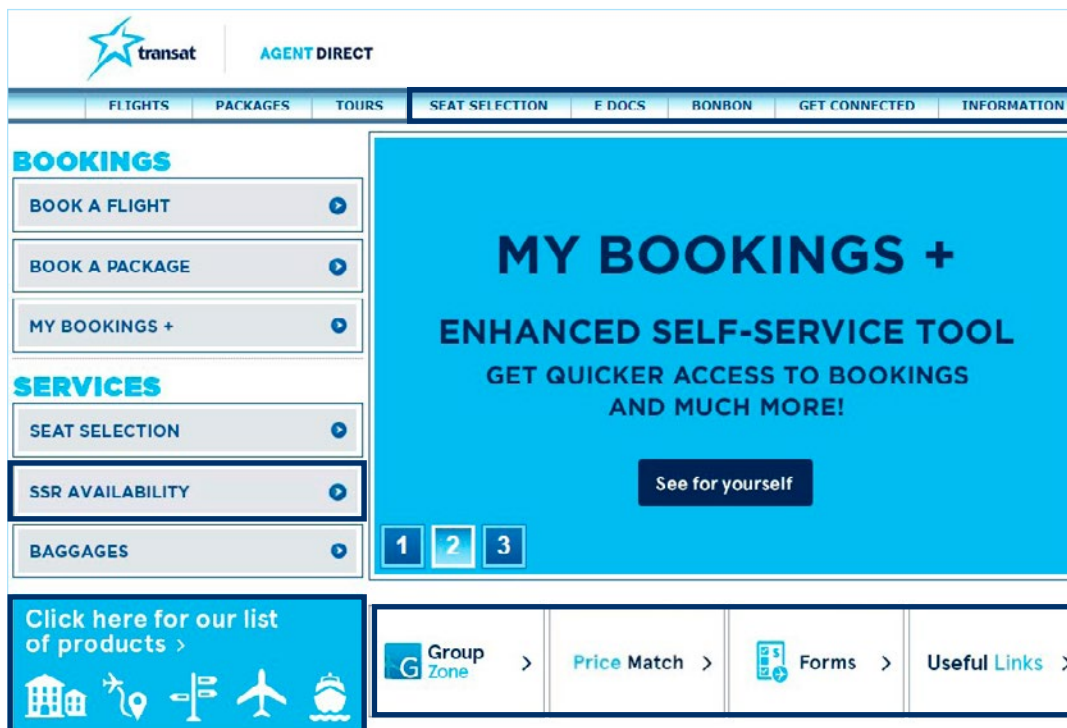
Our Resource Centre for travel agents

All you need to know about self-service tools.

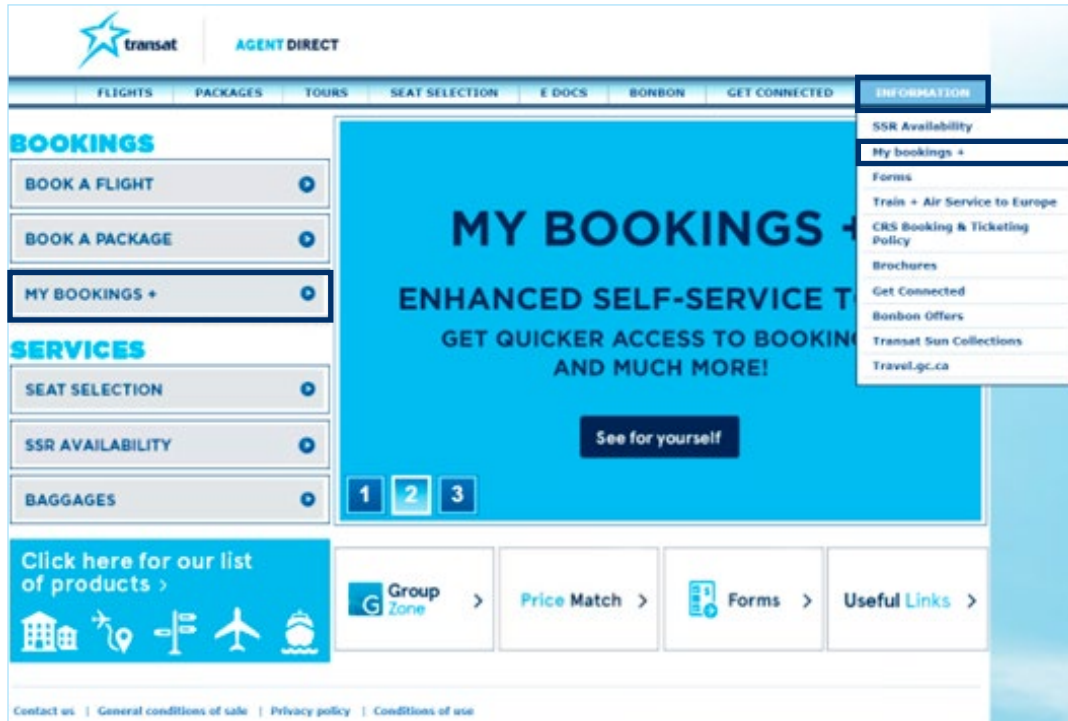
Go to transatagentdirect.com.
Everything you need is there!

Access important information and tools with one click.

- > [Useful Links](#)
- > [Quick e-learning videos](#)
- > [MY BOOKINGS +](#)
- > [Forms](#)
- > [Price Match](#)
- > [Hotel recommendation tool](#)
- > [Group Zone](#)



The screenshot shows the Transat Agent Direct website interface. At the top, there is a navigation bar with the Transat logo and 'AGENT DIRECT' text. Below this is a menu with categories: FLIGHTS, PACKAGES, TOURS, SEAT SELECTION, E DOCS, BONBON, GET CONNECTED, and INFORMATION. The main content area is divided into two sections. On the left, there are two columns of buttons: 'BOOKINGS' (BOOK A FLIGHT, BOOK A PACKAGE, MY BOOKINGS +) and 'SERVICES' (SEAT SELECTION, SSR AVAILABILITY, BAGGAGES). Below these is a blue banner with the text 'Click here for our list of products >' and icons for a building, location pin, ticket, airplane, and train. On the right, there is a large blue banner for 'MY BOOKINGS + ENHANCED SELF-SERVICE TOOL' with the text 'GET QUICKER ACCESS TO BOOKINGS AND MUCH MORE!' and a 'See for yourself' button. Below this banner are three numbered tabs (1, 2, 3). At the bottom, there is a footer with four buttons: 'Group Zone', 'Price Match', 'Forms', and 'Useful Links'.



Improved self-service tools

Available functions:

- › Name correction
- › Add a payment (credit card only)
- › Seat selection
- › Retrieve e-documents
- › Add a special request
- › Cancel a reservation (with regular terms & conditions)

Here's how to access it:

- › Go to transatagentdirect.com
- › Log in to your personal account
- › Access the tool via the "MY BOOKINGS +". Button on the left or find it under the "Information" section at the top right.



[Click here to watch the quick e-learning video](#)

Easy access to bookings made via Sirev Webfares

Travel agents can now access bookings made via Sirev Webfares through the **"Manage My Booking"** tool on [Airtransat.com](https://www.airtransat.com).

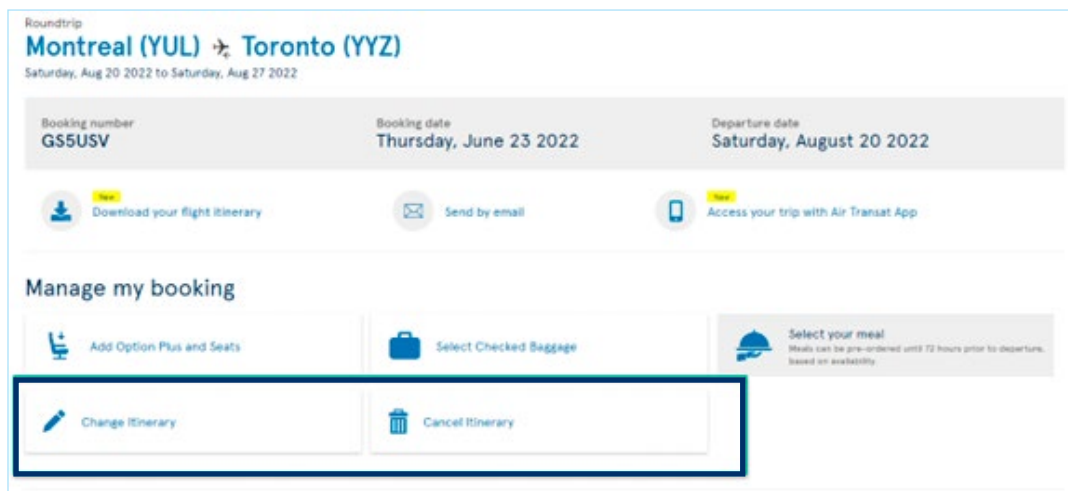
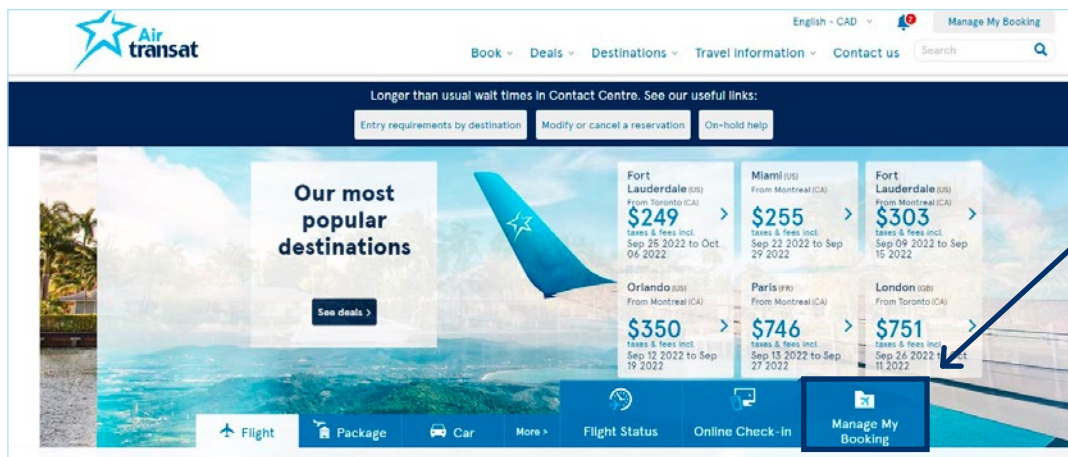
The Manage My Booking (MMB) tool allows the agent to:

- › Access files online at any time and from anywhere
- › Modify a reservation as per the fares' terms & conditions, even during the trip
- › Cancel a reservation as per the fares' terms & conditions

Here's how to access it:

- › Go to [airtransat.com](https://www.airtransat.com)
- › Access the tool via the **"Manage My Booking"** button found on the top right of the Home page
- › Enter booking information
- › Select the action you want to do

[Click here to access the Q&A](#)



SSR Inventory Consultation Tool



NEW!

Travel agents can now check the availability of Special Service Request (SSR) for their clients' upcoming Air Transat flights.

This new tool allows you to check the availability per flight for:

- > Option Plus
- > Pets in cabin
- > Pets in checked baggage hold
- > Sports equipment

Here's how to access it:

Step 1

- > Go to transatagentdirect.com
- > Access the tool via the "SSR Availability" button on the left

The screenshot displays the Air Transat Agent Direct website. At the top, the 'transat' logo and 'AGENT DIRECT' are visible. A navigation bar includes links for FLIGHTS, PACKAGES, TOURS, SEAT SELECTION, E DOCS, BONBON, GET CONNECTED, and INFORMATION. On the left, a sidebar menu lists 'BOOKINGS' (BOOK A FLIGHT, BOOK A PACKAGE, MY BOOKINGS +) and 'SERVICES' (SEAT SELECTION, SSR AVAILABILITY, BAGGAGES). The 'SSR AVAILABILITY' option is highlighted. The main content area features a large blue banner with the text 'MY BOOKINGS + ENHANCED SELF-SERVICE TOOL' and 'GET QUICKER ACCESS TO BOOKINGS AND MUCH MORE!'. A 'See for yourself' button is positioned below the banner. At the bottom, there are four navigation buttons: 'Group Zone', 'Price Match', 'Forms', and 'Useful Links'. A footer section contains icons for various services and the text 'Click here for our list of products >'.

SSR Inventory Consultation Tool



Step 2

- › Enter the flights information
- › Select the SSR service you wish to know the availability for

The screenshot shows the 'Special Service Request (SSR) Availability' page. At the top, there's a navigation bar with 'AGENT DIRECT' and various menu items like 'FLIGHTS', 'PACKAGES', 'TOURS', 'SEAT SELECTION', 'E DOCS', 'BONBON', 'GET CONNECTED', and 'INFORMATION'. Below this, the page title is 'Special Service Request (SSR) Availability' with a subtitle: 'Check availability for sports equipments, pets in cabin or checked baggage hold and Option Plus per flight per date.' There are two radio buttons for 'Roundtrip' (selected) and 'One way'. The flight details are: From 'Toronto, CA (YYZ)', To 'Punta Cana, DO (PUJ)', Departure 'Sat, Oct 8, 2022', and Return 'Sat, Oct 15, 2022'. A dropdown menu for 'Select a product or service' is open, showing options: 'Option Plus', 'Pets in cabin', 'Pets in the checked baggage hold', and 'Sports equipment'. A green 'Check availability' button is visible on the right.

IMPORTANT

To add a SSR service to a reservation, travel advisors will have to call our Customer Care Centre up to 72 hours prior to departure.

Step 3

- › Consult the availability

The screenshot shows the 'Special Service Request (SSR) Availability' page with the flight details confirmed: 'Departure flight From Toronto (YYZ), Canada to Punta Cana (PUJ), Dominican Republic'. A date selector shows a calendar for October 2022, with 'Saturday, October 8, 2022' selected. Below the calendar, a box displays 'Flight TS186' with a departure time of '9:00 AM' and '11 Specials for equipment left'. A 'New search' link is visible in the top right corner.

Types of forms available:

- › Price Match requests
- › Price Drop Guarantee (when included in a promotional offer)
- › Cancellation request (individual bookings with Option Flex, Peace of Mind and added flexibility)
- › Request to apply Future Travel Credits to a file

PLUS

- › Various forms for accessibility, special needs and medical equipment
- › Various forms for customer service and post-travel claims

Here's how to access online forms:

- › Go to transatagentdirect.com
- › Log in to your personal account
- › Click on the "Forms" tab
- › Select the desired form
- › Fill in all required fields

IMPORTANT

Pay particular attention to the accuracy of the information provided.

<p>Click here for our list of products ></p> 	 >	Price Match >	 Forms >	Useful Links >
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AGENT DIRECT

FLIGHTS
PACKAGES
TOURS
SEAT SELECTION
E DOCS
BONBON
GET CONNECTED
INFORMATION

Home > Forms

Forms

This section contains online forms you can use for specific tasks related to your Transat bookings.

Forms exclusively for the use of travel agents

Price Match Request
This form is for the exclusive use of travel agents requesting a Price Match for their clients.
[Click here](#)

Price Drop Guarantee – Request for Fare Adjustment
This form is for the exclusive use of travel agents requesting a Price Drop for their clients who booked during the 2022 Book Early, Get Plenty (BEGP) Promo.
[Click here](#)

Cancellation request for bookings with Option Flex or Peace of Mind Promotion and added flexibility.
This form is for the exclusive use of travel agents for individual bookings made with Transat's Contact Centre, via Sirev or Revenit. This form is not to be used for GDS bookings.
[Click here](#)

Temporary form to apply a Future Travel Credit to a new booking.
This form is for travel agents exclusively when applying a FTC as form of payment on an individual booking made via the Transat contact centre, Sirev or Revenit.
[Click here](#)

Forms for accessibility, special needs and medical equipment

Special requests and reduced mobility (flights)
Fill in the form for a request or question pertaining to future travel.
[Click here](#)

Special requests and reduced mobility (hotel)
This form is intended to provide us with confidential information regarding your specific requirements in order for us to request the appropriate services. This information is very important and will allow us to make your stay more comfortable.
[Click here](#)

Special requests and reduced mobility (guided tour)
In order to help our booking centre determine which guided tour is best suited to your specific requirements
[Click here](#)

Post travel questions, comments or claims regarding accessibility, special needs
Complete this form if you have a question, comment or claim regarding a past trip.
[Click here](#)

Offer for Military Personnel
Air Transat is pleased to welcome members of the Canadian and United States military (currently serving and veterans) on board our flights. Once your flight booked, complete the form below. To take advantage of this offer please submit your CFOne Card or supporting document.
[Click here](#)

Forms for customer service questions, comments or claims

Post travel questions, comments or claims (excluding flight delay)
Complete the form below for post travel questions, comments or claims.
[Click here](#)

Flight disruption / delay

English - CAD
Manage My Booking

Book
Deals
Destinations
Travel Information
Contact us

Home > Forms > Cancellation request form

Cancellation request for bookings with Option Flex or Peace of Mind Promotion.

This form is for the exclusive use of travel agents for individual bookings made with Transat's Contact Centre, via Sirev or Revenit. It does not apply to GDS bookings.

This form must be used to cancel a file with a flexibility condition. The form must be submitted before the flexibility expires. We will no longer accept cancellations of this nature via the Contact Centre.

Once the form is submitted no additional changes or requests will be possible. Transat will proceed with the cancellation as requested, in accordance with the terms and conditions of the applicable promo.

*** Mandatory fields**

Booking information

Which of the following promotions/offers applies to your booking?

- Flight booked during the "Book with Peace of Mind" promotion (valid up to 30h before departure)
- Package booked with Option Flex Extra (valid up to 30h before departure)
- Package booked with Option Flex Standard (valid up to 72h before departure)

Booking number*

8 number-digits for files booked with Transat Tour; 4 number-digits for files booked with Air Transat

Departure date*

(YYYY-MM-DD)

I confirm that this cancellation request is within the flexibility limit of the applicable offer/promotion. I understand that I do not need to call Transat at any stage of this cancellation process. Transat will grant the credit or refund as applicable, based on form of payment.

Does the cancellation apply to all passengers? Yes No

Lead passenger's first name*

Lead passenger's last name*

In order to ensure that we meet the expectations of our clients, we would like to know the reason for their cancellation request

- 1- My clients no longer wish to travel due to the restrictions imposed by governmental authorities.
- 2- My clients do not feel confident about travelling at this time.
- 3- The sanitary rules are still too strict and/or cause additional costs.
- 4- My clients have decided to travel with another airline.
- 5- My clients have decided to travel with another means of transportation.
- 6- Other / I prefer not to answer.

Travel agency information

Travel agency name*

Travel agency phone number

Travel agency PIN*

Agent's first name*

Agent's last name*

Agent's professional email*

Price Drop Guarantee – Request for Fare Adjustment

This form is for the exclusive use of travel agents requesting a Price Drop for their clients who booked during the 2022 Book Early, Get Plenty (BEGP) Promo.

To be eligible the booking must meet all criteria:

- Booked May 24 – July 10, 2022
- Travel September 1, 2022 – April 30, 2023
- South Package
- Individual booking (groups do not qualify)
- Minimum 7 night

The following products do not qualify: Sandals & Beaches Resorts, Marival District Luxury Residences, Velas Resorts, or Couples Resorts Jamaica, Transat 72-hour sales, deals of the day, SPC rooms and promotional room upgrades.

The Price Drop Guarantee is valid up to 30 days before departure and applicable only when the departure city, travel dates, destination, room category and flights (including class of service) are the same as in the initial booking.

Please complete the mandatory fields below to request a Price Drop. Commission is based on the original selling price!

*** Mandatory fields**

Travel agency information

Travel agency name*:

Travel agency phone number:

Travel agency PIN*:

Agent's first name*:

Agent's last name*:

Agent's professional email*:

Booking information

Booking number*: 8 number-digits

Departure date* YYYY-MM-DD
(YYYY-MM-DD)
To be eligible the departure must be 30+ days from submission date.

Lead passenger's first name*:

Lead passenger's last name*:

Applying Future Travel Credits to a new booking

This form is for travel agents exclusively when applying a FTC as form of payment on an individual booking made via the Transat contact centre, Sirev or Revenit. To apply a FTC on a GDS booking or a booking via Sirev/Revenit, you must call the contact centre.

This form is to be used to apply the following types of future travel credits (FTCs):

- Option Flex FTC*
- Peace of Mind FTC
- Onepass FTC
- Detailed booking FTC

*COVID FTC when the credit has been transferred to another person - otherwise please use the payment option in Sirev!

*If you have cancelled a file using Option Flex Standard please note that there is a 15 day wait period before you can book a new file if you intend to use these credits as payment.

If you need to apply a FTC that was issued by the Customer Relations department for a past In-destination issue or a FTC that is on a Sirev website booking, you must call the contact centre.

This form may be used to apply a future travel credit on a new reservation for which the departure date is more than 7 days. If the departure is less than 7 days, please contact our Contact Centre.

*** Mandatory fields**

Travel details

Travel agent name*

Agency email*

Agency phone number*

Travel agency PIN*

New booking number*

New departure date (YYYY-MM-DD)*

Name of one passenger on new booking*

Original booking number*

Original departure date (YYYY-MM-DD)*

Name of one passenger on original booking*

Hotel recommendation tool



This innovative tool is designed to help travel agents in the sales process.

Select the hotels that you are proposing to your client and they will receive an email with detailed information on each property.



[Click here to watch the quick e-learning video](#)

Here's how to access online forms:

Step 1

- > Go to transatagentdirect.com
- > Log into your account
- > Click on the "List of products" section

IMPORTANT

Pay particular attention to the accuracy of the information provided.

- > Your clients are never directed to a transactional page on our website.
- > No dates or prices are presented to your clients.

The screenshot shows the transat AGENT DIRECT website interface. At the top, there is a navigation bar with the transat logo and the text "AGENT DIRECT". Below this is a secondary navigation bar with tabs for "FLIGHTS", "PACKAGES", "TOURS", "SEAT SELECTION", "E DOCS", "BONBON", "GET CONNECTED", and "INFORMATION". The main content area is divided into two columns. The left column has a "BOOKINGS" section with buttons for "BOOK A FLIGHT", "BOOK A PACKAGE", and "MY BOOKINGS +", followed by a "SERVICES" section with buttons for "SEAT SELECTION", "SSR AVAILABILITY", and "BAGGAGES". Below these is a blue box with the text "Click here for our list of products" and icons for a hotel, location pin, flag, airplane, and train. The right column features a large blue banner with the text "MY BOOKINGS + ENHANCED SELF-SERVICE TOOL GET QUICKER ACCESS TO BOOKINGS AND MUCH MORE!" and a "See for yourself" button. Below the banner are three numbered tabs (1, 2, 3). At the bottom, there is a footer with four boxes: "Group Zone", "Price Match", "Forms", and "Useful Links", each with a right-pointing arrow.

Hotel recommendation tool



Step 2

- › Click **"Share"** to proceed to the selection step

The screenshot shows the Air transat website's 'List of products' page. At the top, there is a navigation bar with the Air transat logo, a language/currency selector (Canada (CAD) - English), and a 'Manage My Booking' button. Below the navigation bar, there are links for 'Book', 'Deals', 'Destinations', 'Experiences', and 'Travel Information', along with a search bar. The main content area is titled 'List of products' and features a sub-heading 'Hotel recommendation tool' with a blue 'Share' button. Below this, there is a paragraph of text explaining the tool's purpose and a note about its limitations. At the bottom, there are tabs for 'Hotels' and 'Itineraries', and a list of countries: Belgium, El Salvador, Mexico, and United Kingdom.

Step 3

- › Fill in all the fields and select the hotels that will interest your customers
- › When your selection is complete, click **"Share"**

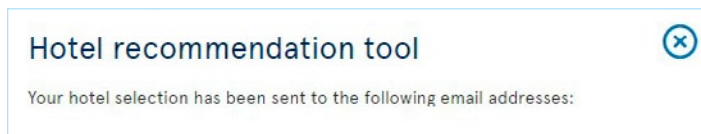
The screenshot shows the 'Hotel recommendation tool' form and a 'Select your products' dropdown menu. The form is titled 'Hotel recommendation tool' and has a close button (X). It contains several sections: 'Products' with a dropdown menu for selecting products; 'Client information' with fields for 'First name *' and 'Email *', and a language selector (English/French); 'Agent information' with fields for 'Full name *', 'Email *', and 'Phone number *'; and 'Personalize your message' with a text area (800 characters max). The 'Select your products' dropdown menu is open, showing a list of hotel options: Meliá Marbella Banús, Meliá Orlando Suite Hotel at Celebration, Meliá Peninsula Varadero, Meliá Puerto Vallarta, Meliá Punta Cana Beach - A Wellness Inclusive Resort for Adults Only, Meliá Sevilla, Meliá Varadero, Meliá White House Hotel, Micra Anglia Boutique Hotel, and Miland Suites.

Hotel recommendation tool



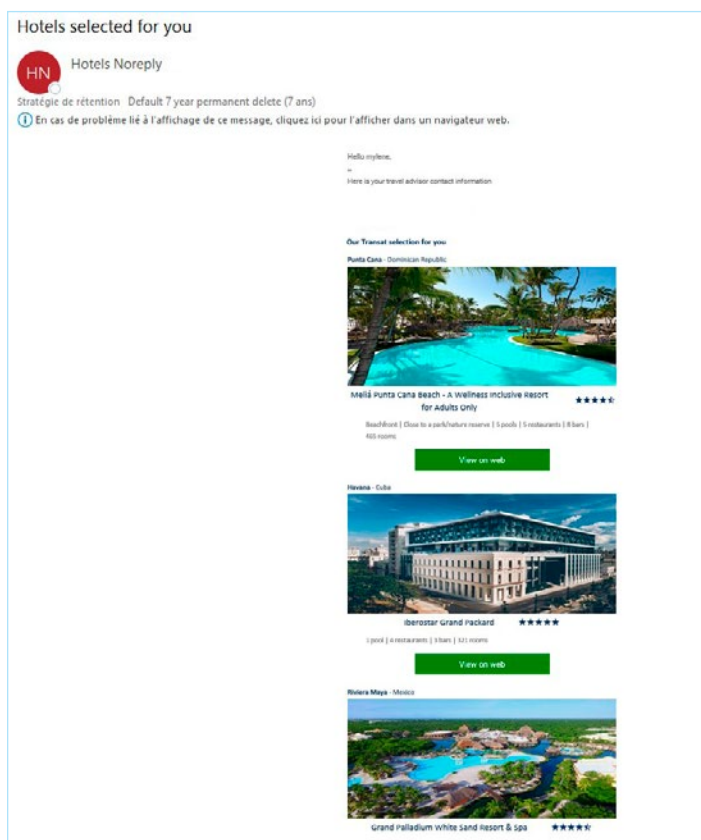
Step 4

- › You will see a confirmation box on your screen



Step 5

- › Your clients will receive an email with the selected products and can access more information



Visit the Group Zone for all your needs

- › Request a group quote
- › Access your quote history
- › Find information on Group Flex
- › Find various promotions
- › Find detailed inclusions per type of product and destination
- › Discover agent's incentives
- › Much more!

Here's how to access it:

- › Go to transatagentdirect.com
- › Log into your account
- › Click on the "Group Zone" section

AGENT DIRECT

FLIGHTS | PACKAGES | TOURS | SEAT SELECTION | E DOCS | BONBON | GET CONNECTED | INFORMATION

GROUP ZONE

REQUEST A QUOTE | REQUEST YOUR QUOTE HISTORY

Flexibility for groups
Learn more

Sun Groups | Wedding Groups | Europe Groups

Air Only & Air Transat | General Information | Agent Promotions

Group Newsletter – August 2022

GROUP QUOTING TIPS

1. Submit a quote for the true number of passengers required, rates are capacity controlled and can vary based on the total number of passengers.
2. When securing your booking we can only secure the maximum number of seats quoted. For example, if the original quote was for 20 passengers and now the group would like to secure 40, we will need to provide you a new quote for 40 passengers.
TIP – When quoting a wedding group, we suggest that you ask for 40 passengers, this will provide you an accurate rate and allow you to hold the maximum number of seats with a minimal deposit.
3. Some of our routes have AM and PM flights, our quote system will automatically provide the rate for the AM flight however should your clients prefer the PM flight please email us at groupquote@transat.com and our quote team will update your quote. It will be very helpful if you can validate if the route has an AM / PM flight before sending your request.
4. [Click here](#) to access our flight schedules prior to submitting a quote, this helps to ensure a quick turnaround.

Please refer to our helpful [How-to Flyers](#) for some additional tips!

[Requesting a quote](#) | [Amending your quote](#) | [Quote history and requesting a booking](#)

A COUPLE HELPFUL REMINDERS

1. Group seat assignment is done automatically for all groups 45 days prior to departure. To receive a copy of the assigned block please email grat@airtransat.com 45 days prior to departure, alternatively the seat numbers will be listed on the passenger's documents.
Sometimes families are split up, if that happens, please contact us and we'll be happy to move people around within the assigned block. If other passengers choose to move or purchase specific seats, we're happy to make the changes, please note a cost will be attached. Please contact with our seat block team for full details.
For full details and to help answer any further questions related to group seating please [click here](#).
2. If your group has seat selection, sporting equipment or Option Plus booked and change the date or the routing please email grat@airtransat.com to advise, unfortunately airline ancillaries are not transferred to the new file automatically, we will need to manually move it over.
3. It's as easy as 1,2,3 to apply payments and BONBON to your group file, not only is this the fastest way, it's also the most secure! [Click here](#) for a step-by-step.

World's Best Leisure Airline in 2021

