



Construct and ticket promotional international airfares

D2.TTA.CL2.07

Trainee Manual



Specialist centre for foods, tourism & hospitality

Construct and ticket promotional international airfares

D2.TTA.CL2.07

Trainee Manual



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality

Project Base

William Angliss Institute of TAFE
555 La Trobe Street
Melbourne 3000 Victoria
Telephone: (03) 9606 2111
Facsimile: (03) 9670 1330

Acknowledgements

Project Director:	Wayne Crosbie
Project Manager:	Jim Irwin
Chief Writer:	Alan Hickman
Subject Writer:	Carlene Harlock
Editor:	Jim Irwin
DTP/Production:	Daniel Chee, Mai Vu, Cindy Curran

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam.

The ASEAN Secretariat is based in Jakarta, Indonesia.

General Information on ASEAN appears online at the ASEAN Website: www.asean.org.

All text is produced by William Angliss Institute of TAFE for the ASEAN Project on "Toolbox Development for Tourism Labour Divisions for Travel Agencies and Tour Operations".

This publication is supported by the Australian Government's aid program through the ASEAN-Australia Development Cooperation Program Phase II (AADCP II).

Copyright: Association of Southeast Asian Nations (ASEAN) 2015.

All rights reserved.

Disclaimer

Every effort has been made to ensure that this publication is free from errors or omissions. However, you should conduct your own enquiries and seek professional advice before relying on any fact, statement or matter contained in this book. The ASEAN Secretariat and William Angliss Institute of TAFE are not responsible for any injury, loss or damage as a result of material included or omitted from this course. Information in this module is current at the time of publication. Time of publication is indicated in the date stamp at the bottom of each page.

Some images appearing in this resource have been purchased from stock photography suppliers Shutterstock and iStockphoto and other third party copyright owners and as such are non-transferable and non-exclusive. Clip arts, font images and illustrations used are from the Microsoft Office Clip Art and Media Library. Some images have been provided by and are the property of William Angliss Institute.

Additional images have been sourced from Flickr and SXC and are used under Creative Commons licence: <http://creativecommons.org/licenses/by/2.0/deed.en>

File name: TM_construct_ticket_promotional_intl_airf_270715



Table of contents

Introduction to trainee manual.....	1
Unit descriptor.....	3
Assessment matrix.....	5
Glossary.....	7
Element 1: Confirm client requirements for promotional air travel.....	13
Element 2: Interpret promotional airfare information.....	27
Element 3: Construct and cost itinerary for promotional air travel.....	63
Element 4: Process documentation for promotional air travel.....	103
Presentation of written work.....	123
Recommended reading.....	125
Trainee evaluation sheet.....	127
Trainee self-assessment checklist.....	129

Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim is of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees' chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service
- Front Office

- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Construct and ticket promotional international airfares

This unit deals with the skills and knowledge required to Construct and ticket promotional international airfares in a range of settings within the travel industries workplace context.

Unit Code:

D2.TTA.CL2.07

Nominal Hours:

50

Element 1: Confirm client requirements for promotional air travel

Performance Criteria

- 1.1 Identify and confirm needs and preferences of client
- 1.2 Identify and access appropriate resources to enable processing of client requirements

Element 2: Interpret promotional airfare information

Performance Criteria

- 2.1 Identify and explain promotional international airfare information

Element 3: Construct and cost itinerary for promotional air travel

Performance Criteria

- 3.1 Select carriers to accommodate identified client requirements
- 3.2 Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements
- 3.3 Obtain approval and authority to proceed with booking/s from client
- 3.4 Book approved itinerary with nominated carriers
- 3.5 Obtain payment from client, as required

Element 4: Process documentation for promotional air travel

Performance Criteria

- 4.1 Prepare required travel documentation to support approved client booking
- 4.2 Process payment/s by client
- 4.3 Issue travel documentation
- 4.4 Up-date internal records

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

The Assessment Matrix indicates three of the most common assessment activities your Assessor may use to assess your understanding of the content of this manual and your performance - Work Projects, Written Questions and Oral Questions. It also indicates where you can find the subject content related to these assessment activities in the Trainee Manual (i.e. under which element or performance criteria). As explained in the Introduction, however, the assessors are free to choose which assessment activities are most suitable to best capture evidence of competency as they deem appropriate for individual students.

		Work Projects	Written Questions	Oral Questions
Element 1: Confirm client requirements for promotional air travel				
1.1	Identify and confirm needs and preferences of client	1.1	1-2	1
1.2	Identify and access appropriate resources to enable processing of client requirements	1.2-1.6	3-6	2
Element 2: Interpret promotional airfare information				
2.1	Identify and explain promotional international airfare information	2.1-2.6	7-13	3
Element 3: Construct and cost itinerary for promotional air travel				
3.1	Select carriers to accommodate identified client requirements	3.1-3.2	14-15	4
3.2	Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements	3.3-3.4	16-18	5
3.3	Obtain approval and authority to proceed with booking/s from client	3.5-3.6	19	6
3.4	Book approved itinerary with nominated carriers	3.7-3.9	20-22	7
3.5	Obtain payment from client, as required	3.10	23	8

		Work Projects	Written Questions	Oral Questions
Element 4: Process documentation for promotional air travel				
4.1	Prepare required travel documentation to support approved client booking	4.1	24	9
4.2	Process payment/s by client		25-26	10
4.3	Issue travel documentation	4.2-4.3	27-29	11
4.4	Up-date internal records	4.4	30	12

Glossary

Term	Explanation
Accredited	Endorsed and licensed to sell and issue airline tickets.
Agency	An enterprise that will construct itineraries, calculate airfares and issue documents for their clients. It may be a travel agency, tour operator or travel wholesaler.
Agent	A person working for a travel enterprise and making airline reservations for their clients.
Air documentation	An itinerary and/or e-ticket for air transportation.
Amadeus	Amadeus is a Computer Reservations System owned by the Amadeus IT Group.
Approval	Either from an airline or credit provider where permission is given for a transaction to take place.
Automated pricing	When a CRS will automatically recognise a fare and price the airfare and taxes from a booking.
Baggage allowance	The amount of luggage the passenger may carry without additional cost.
Boarding pass	A document issued when a passenger has provided their flight details and had their details verified. It may be issued at the check-in counter at the airport or some airlines allow this to be completed online. It specifies the passenger's name, flight number, seat number, frequent flyer membership and departure gate.
Booking class	A letter of the alphabet, selected by an airline to represent a particular airfare. In a CRS, this letter indicates the remaining seat availability on a scheduled flight at a particular fare level.
BSP	Billing and Settlement Plan. The centralised system which enables ticket issuance and payments between travel agencies and airlines.
Cancellation	Discontinuation of an arrangement. May be client choice or airline choice.
Carrier	An airline.
Check-in	This is completed at the airport or online. After verifying the passenger details, a boarding pass is issued and luggage is given to the airline to load onto the aircraft.

Term	Explanation
Child	An airline passenger aged between 2 and 12 years. Discounts may apply depending on the airline and type of fare.
Class of travel	Airline classes of service such as economy, premium economy, business or first class.
CMS	Client Management System – used in a travel organisation/enterprise to record client details, preferences, payments and booking information.
Codeshare	When one carrier operates a flight on behalf of another, using the carrier's airline designator code.
Commission	A percentage of an airfare that an airline allows the travel agent to keep as earnings from selling the airfare.
Configuration	The seating plan for an aircraft.
Conjunction tickets	If an itinerary includes more than four flights, more than one ticket number is allocated to the itinerary. These ticket numbers will be issued in numeric sequence and at the same time.
Connecting flight	When a passenger travels between their origin and destination via an intermediate point where they disembark from one flight and board another.
Consolidator	Issues tickets on behalf of travel enterprises. A consolidator negotiates preferential commission rates with airlines and then offers these to airlines.
CRS	Central Reservation System (also Computer Reservation System) use by travel enterprises and airlines for airline bookings.
Destination	The city where the journey ends (on a one way itinerary). The final stop before returning (or a return itinerary).
Direct flight	A flight which may land between the origin and destination but there is no change in aircraft or flight number.
Disembark	Leave the aircraft after the flight.
E-docs	Electronic documentation for land arrangements.
E-ticket	Electronic documentation for airline ticket.
Enterprise	The organisation or agency booking the travel arrangements for clients.

Term	Explanation
Fare basis	A code that is allocated to each airfare. For promotional airfares, airlines create their own fare basis codes.
Fare construction	Steps and checks that are followed to ensure all IATA rules are met when calculating an airfare.
Fuel surcharges	Charges from airlines to account for increases in the costs of fuel. May be included in the fare or in the tax calculation.
Galileo	Galileo is a CRS and GDS owned by Travelport.
GDS	Global Distribution System – a CRS used as a single point of access for travel agents to make airline, hotel and car hire reservations.
Infant	A passenger under the age of two years. Infants generally pay 10% of an adult fare and have limited baggage allowance.
Instant purchase airfare	An airfare that requires immediate payment at the time of booking.
IATA	International Air Transport Association – the peak industry body for most of the world's airlines. IATA ensures inter-airline cooperation in promoting safe, reliable and secure airline services.
Interline transfer	A transfer from the service of one airline to another airline.
Intermediate point	A city between the origin and destination on an itinerary.
Invoice	Financial statement for arrangements made, describing the amount owing and the terms and conditions.
Issue ticket	After payment is collected from the client the ticketing process can occur.
Itinerary	Details of a passenger's travel schedule in date order.
Mandatory fields	The information that must be entered into a CRS before a PNR can be created.
Manual pricing	When an airline booking will not auto price, the agent will need to manually manipulate the data to create the airfare.
Minimum connecting time	The minimum amount of time needed at an airport between two flights.
Nett fare	Different to a published fare whereby the agent earns a percentage of the fare as commission. Nett fares usually have many restrictions and rules. They are provided for selected organisations to buy at cost price and the agent can determine their own sell price.

Term	Explanation
Non-air documentation	Paper based or electronic documents for any arrangement that is not for air travel.
Non-stop flight	A direct flight which does not land between the origin and destination.
Normal airfare	Refer to 'Regular airfare'
No-show	When a passenger holding a confirmed reservation does not check in for a flight and does not cancel.
NUC	Neutral Unit of Construction. A neutral currency developed by IATA for use in international fare construction. NUCs are used to calculate normal/regular airfares.
Online transfer	Transfer from a flight on one airline onto another flight on the same airline.
Open Jaw	A return journey when either: <ul style="list-style-type: none"> • The passenger is returning to a different city in the same country or region as the origin • The passenger is flying to a destination city but returning from a different city in the same country or region.
Open ticket	When a passenger has paid for a fully flexible fare, without a confirmed travel date. The booking needs to be made later, subject to availability.
Origin	The city where the journey starts.
Passport	Official documentation certifying the holder's identity and citizenship and authorising international travel.
PNR	Passenger Name Record in a CRS.
Pro-forma	A standard document.
Promotional airfare	An airfare that is less expensive than a regular airfare but has restrictions and rules that need to be applied.
Pseudo city code	A unique 3-4 character (alpha-numeric) code allocated to an enterprise using a CRS.
Published airfare	An airfare that can be located and priced using a CRS or airline website.
Quotation (Quote)	A list of components and applicable costs for proposed travel arrangements.
Refund	Reimbursements for unused services.

Term	Explanation
Regular airfare	A full priced airfare that is constructed using the mileage system and following IATA rules. Also called 'normal' fares.
Reissue fee	Charged when an alteration is made to a booking which requires a new ticket to be issued.
Reloc	Abbreviation for Record Locator. The airline booking reference which is a code made of a unique combination of 5 or 6 numbers and letters.
Revalidation	When an alteration is made to the dates or times of flights but a new ticket does not need to be issued.
Route map	A diagram that applies to an airfare, explaining which airline/s can be flown on the itinerary.
Sabre	A Computerised Reservation System (CRS).
Schedule / Timetable	Planned list of flight departures and arrivals times and dates of an airline.
Seasonality	When an airfare increases or decreases depending on the date of travel. The price is usually determined by the date of the first international flight. Often referred to as high or low season travel.
Sectors / Segments	Each flight in an airline booking.
Status codes	Codes that appear in a CRS to indicate the status of the flight segments. The status code indicates if the flight is confirmed, requested or waitlisted.
Stopover	A break in a passenger journey at an intermediate point for 24 hours or more.
Surface sector	A sector between two intermediate points which is not flown.
System	Abbreviation for the GDS or CRS.
Taxes	Government charges and fees that may apply to an airfare, based on the airports and countries visited on the flown itinerary.
Ticketing	The process of issuing an airline ticket for a CRS booking.
Ticketing time limit (TTL)	The last date that a ticket can be paid for and issued for an itinerary. The date is determined by the airline.
Transaction fee	A charge made by the airline or travel agent for services rendered. Also sometimes called a service fee or administration fee.

Term	Explanation
Transit	A break in a passenger journey to change aircraft, which is less than 24 hours.
Travel Visas	Endorsement on a passport allowing entrance to or exit from a country.
Unaccompanied Minor (UNMR)	A child travelling without an adult who requires supervision and assistance from the airline. Not all airlines allow UNMR passengers and most restrict the child age.
UTC	Coordinated Universal Time – this is the time standard commonly used across the world. The world's timing centres have agreed to keep their time scales coordinated.
Voucher	Documentation issued for land arrangements such as tours, airport transfers, accommodation and car hire.
Waitlist	When the flight is fully booked and the client does not have a confirmed seat. The agent advises the airline that the passenger is waiting for a cancellation.

Element 1:

Confirm client requirements for promotional air travel

1.1 Identify and confirm needs and preferences of client

Introduction

With all travel bookings the agent must begin by confirming the client's requirements. Each client will have needs and preferences that need to be identified. This is determined by asking the client a range of questions about their booking requirements.



Client needs and preferences

The client's needs and preferences may relate to:

- Airline preferences – this may be based on prior flying experiences or frequent flyer membership
- Single or multiple destinations
- Flexibility with travel dates and times
- Urgency – may need to travel as soon as possible
- Number of passengers travelling
- Reasons for travelling – holiday, business, visiting family
- Class of travel – economy, business or first class
- One way or return travel
- Special requests for meals, seats and assistance from the airline
- Budget – the amount of money they wish to spend
- Passport nationality and need for visas for countries visited
- Other travel arrangements that need to be booked.

Asking questions to identify needs

The client is likely to provide the agent with most of the information that they will require to make their booking. There may however be some questions that the agent needs to ask to confirm that they understand exactly what the client requires. The questions used will be guided by the client's needs and the amount of information previously given.

Suggested questions could include:

- Where are you interested in travelling to?
- When are you thinking of travelling?

- How long do you wish to be away?
- Which class do you wish to travel in?
- Are your dates flexible?
- Do you have a preference to fly with a particular airline?
- Do you wish to have checked baggage?
- Is meal service an important part of your airline experience?
- What nationality passport are you travelling on?
- Are you looking for a holiday package or an airfare only?
- How many passengers are travelling?



Each of these questions will help the agent to narrow down the number of airfares that will need to be looked at for the client. The responses to the last two questions may also influence how the booking is made and would require the agent to book through another party, such as an airline, wholesaler or tour operator. These types of bookings will not be covered in this unit but will be explained briefly.

Holiday packages

If the client wishes to purchase a holiday package including other travel components such as accommodation, car hire or an organised group tour, this may influence how the booking is made. There are wholesalers and tour operators who specialise in booking packages and will usually book airfares as part of the holiday package. The agent will contact the wholesaler or tour operator on their client's behalf.

Group bookings

When there are more than nine passengers travelling, reservations are usually made directly through the airline. Airline booking systems often do not allow bookings for larger groups to be made so an agent will contact an airline directly to make the reservation. The airline will confirm seat availability, the price and airfare conditions to the agent.

Confirming client needs

It is recommended that during the initial consultation, when the client's needs are being determined, that the agent should write notes. It is a much better idea to have written notes on the consultation, rather than to rely on memory.

After asking questions, it is a good idea to confirm with the client that their needs and preferences have been understood. Reading back over notes will ensure that they are accurate and also show the client that the agent has clearly understood their request.

After confirming the client's needs, the agent can feel confident that they know what they need and can begin looking at options that suit their needs. If their requests are specific, this will minimise the time it takes to construct an itinerary and calculate an airfare. If their requests are not specific, the agent may need to consider a range of options.

Depending on the agent's confidence and experience, they may immediately start to make recommendations to the client and find the information for them during the consultation. At other times, the agent may need to take some time to search for the relevant information after the consultation with the client has finished. This is why it is important to have good notes of the conversation and a clear understanding of how to proceed.

1.2 Identify and access appropriate resources to enable processing of client requirements

Introduction

Once the agent has confirmed the client's needs and preferences, they can begin to look for information to construct an itinerary and calculate an airfare that meets their requirements. In order to do this, the agent will need to identify and access a range of different industry resources and have an understanding of industry concepts in order to interpret the information.



Resources

General resources

To construct and calculate international airfares, it will be necessary to have access to a:

- Computer with internet access
- Calendar
- Calculator
- Pen and paper
- World map.

Specialist resources for travel industry staff

Travel industry enterprises will each develop their own policies and procedures for assisting clients to make international airfare bookings. Most enterprises that book a range of airlines, will have access to:

- A Computer Reservation System (CRS)
- Airline websites with agency logins
- Airline agency help desks (online and/or phone service)
- Consolidators (generally only for non-accredited agents).

We will now look at each of these in detail, including examples.

Computer Reservation System (CRS)

In travel industry enterprises, information relating to airfares is primarily sourced electronically, using a Computer Reservation System (CRS). Three examples of commonly used CRSs are Sabre, Amadeus and Galileo. For consistency when demonstrating examples of CRS processes and information screens, Galileo entries and screens will be used throughout this unit.

A CRS may also be referred to as a GDS, or Global Distribution System, as it allows the user to sell tickets on multiple airlines and for a range of other products including car hire, rail and accommodation. The agent can look up a range of information relating to airfares and airlines, including accurate airfares and taxes, as well as current seat availability. It also allows communication directly with airlines through the creation of bookings.

Airfare and airlines information that can be accessed through a CRS includes:

- Flight availability
- Airline schedules (timetables)
- Pricing including calculation of taxes
- Airfare rules.

An enterprise uses a unique pseudo city code to access a CRS. The pseudo city code is recorded in each booking, allowing the airline to see which enterprise has created the booking. Each enterprise is only able to access bookings made using their own pseudo code. (See Glossary for more information.)

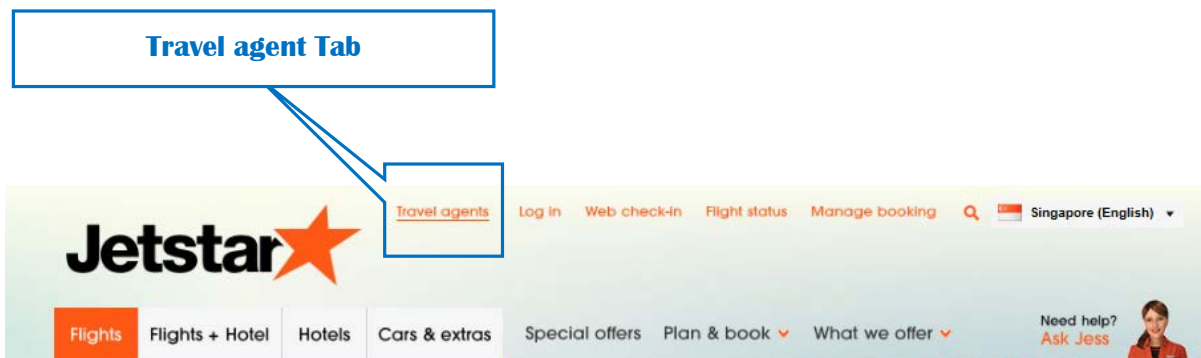
It is important to remember that a CRS is designed for travel industry use only and is not available to the public. An agent using a CRS will require substantial training prior to using the system to access information, making bookings and issue tickets. This unit will only provide an overview of some of information and processes involved in constructing promotional international airfares.

Airline websites

Not all airlines allow bookings to be made by agents through a CRS. In these instances, the agent can access the airline website in order to construct itineraries for their clients. Most airlines will enable an enterprise to access information via an agency website, using a login and password.

Having an agency login to access an airline website allows an airline to monitor the bookings made by the enterprise. It may also allow the enterprise to earn commission on the airfares booked and sold.

Here is an example of the agency login page on the Jetstar website:



Travel agent login screen

Jetstar Agent Hub

Username

Password

By logging in to the trade site you are acknowledging that you have read and accepted the [Travel Agency Terms & Conditions](#).

Please note: Effective 24 January 2012 Jetstar has changed its Travel Agency Terms & Conditions. The changes are in points 9-12 under 'General' in the updated version linked to above.

If you have any questions, please [contact Jetstar](#).

LOGIN

[Forgot your Password?](#)
[Don't have an account? Register](#)

Jetstar [Contact us](#) [Customer Guarantee](#) [Privacy policy](#) [Website Terms of use](#) [Terms & Conditions of Carriage](#)

Jetstar Airways Pty Ltd, ABN: 33 069 720 243.
 Jetstar Asia Airways Pte Ltd, BRN: 200403570D.
 Jetstar Japan Co., Ltd. Jetstar Holidays K.K. Japanese Travel Agent License No. 1829
 Jetstar Pacific Airlines, BRN: 0301103030
 © 2013 Jetstar Airways Pty Ltd.
 (en-CA) v.3.4.67.0 d.3.4.8.55 id.195

NAVITAIRE

Airline website general information

Airline websites are also a great source of general information on air travel, as well as the airline's policies. Useful information for the agent and the client will include:

- Airport information – maps of terminals, facilities
- Check-in options and facilities
- Baggage restrictions and fees
- Special assistance offered for passengers
- General policy and travel information.

Airline agency help desk

Many airlines offer additional services to agents in order to provide assistance with any queries or problems with bookings. Airline agency help desk staff can also provide advice to the agent when constructing complex itineraries or making amendments to booking which will require additional fees to be collected. Some airline help desks respond to phone calls and emails.

This service may also be provided online for travel agents. For example, Qantas have a website for agents called Qantas Industry Centre. The website is accessed using an agency login and password and the agent can obtain information on current airfares, changes, policies and procedures.

Consolidators

Consolidators provide an important service for many enterprises that issue airline tickets for clients. Although all enterprises issuing air tickets will need access to a CRS in order to make bookings for their clients, not all are accredited to issue tickets. For non-accredited enterprises, the services of a consolidator are required in order to issue tickets.

After receiving payment for a booking, an enterprise can request a consolidator to issue a ticket. The consolidator can access the booking to record ticket numbers and also sends an email to the agent to advise on the airfare cost and the allocated ticket numbers. The consolidator sends a detailed account for all of the tickets they have issued on the enterprise's behalf. This is usually issued each week.

A consolidator may also provide a range of other services including general airline and airfare information, including pricing and rules. The consolidator does not make bookings, only assists travel agents with ticketing.

Industry terminology

Most of the resources described are only used within the tourism and travel industry. There are also specific terms used within the industry that you may not be familiar with. These terms are included in the Glossary at the start of this resource.

The industry also uses a range of codes and concepts that you should be familiar with. Some are specific to the travel industry and others are used in different industries so you may be familiar with them. These codes and concepts include:

- Phonetic alphabet
- Time concepts and principles
- IATA codes.

Phonetic alphabet

To avoid confusion with accents and different types of speech and to eliminate spelling mistakes with names and booking details, the phonetic alphabet is routinely used.

The phonetic alphabet is used for communication between staff involved in the airline industry. It is particularly useful when spelling out a client's name over the telephone or when you need to receive or advise a reservation number. An airline or CRS booking number, commonly referred to as a PNR or a Reloc is a unique code made up of six letters and numbers. To avoid confusion, the phonetic alphabet is used when staff involved in air travel need to share this information. This will be discussed in more detail in future topics and these terms also appear in the Glossary.

Letter	Phonetic Code	Letter	Phonetic Code	Letter	Phonetic Code
A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whisky
F	Foxtrot	O	Oscar	X	X-ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

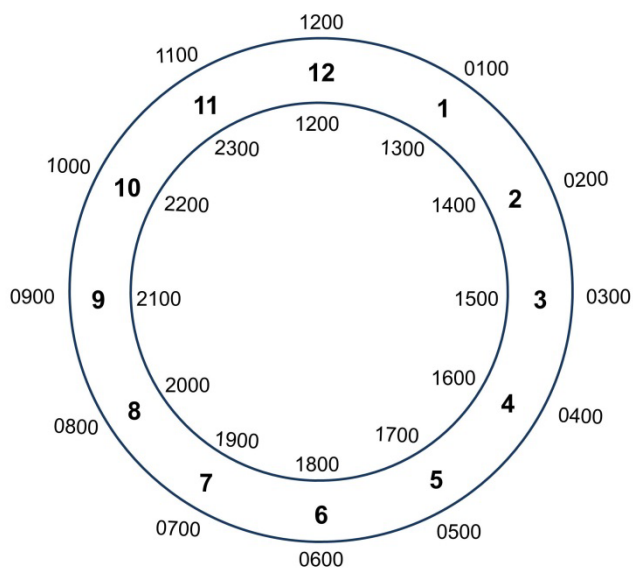
Airline time principles

To ensure that the time of departure and time of arrival are always clear to both the passenger and the travel agent, the 24 hour clock is used. It is essential that agents understand the 24 hour clock so that they can accurately reserve flights and advise clients correctly on arrival and departure times.

The 24 hour clock

The 24 hour clock is used in the travel industry throughout the world. The times shown in a CRS system are represented by the 24 hour clock and both domestic and international tickets are issued with time displayed using the 24 hour clock. It is represented with four digits.

The 24 hour clock	
1 minute after midnight	0001
30 minutes after midnight	0030
1 hour after midnight or 1am	0100
1 hour before midnight	2300
30 minutes before midnight	2330
1 minute before midnight or 1159pm	2359
1 minute after noon	1201
30 minutes after noon	1230
1 hour after noon or 1pm	1300
1 minute before noon	1159
30 minutes before noon	1130
1 hour before noon or 11am	1100



Further examples:

12 hour time	24 hour time
1.30 AM	0130
10.30 AM	1030
1.30 PM	1330
10.30 PM	2230

Equally important is an understanding of the UTC/GMT (refer to glossary for detailed definition) and various time zones within your own part of the world.

Time Zones

The standardisation of world time zones is called Co-ordinated Universal Time (UTC).

The Greenwich Meridian, also known as the prime meridian or international meridian, is the 'starting point' for dividing the Earth's surface into time zones. Each time zone is 15 degrees of longitude wide (with local variations) and the local time is one hour earlier than the zone immediately to the east on the map.

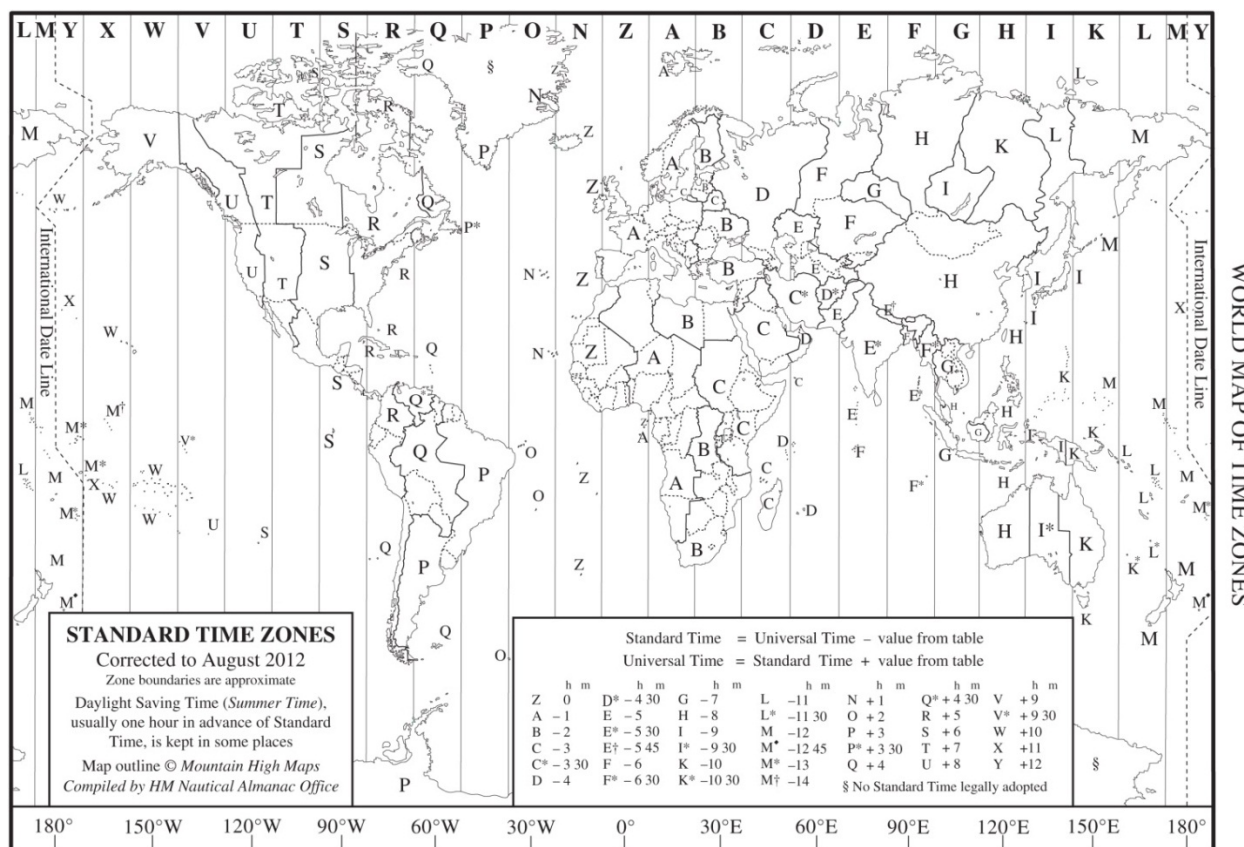
Reference: <http://www.timeanddate.com/time/time-zones.html>. This website has a great deal of useful information and is worth exploring.

A basic explanation is that time zones to the west of UTC are behind UTC and times to the east of UTC are ahead of UTC.

E.g. If the time is 1200 noon in London (as Greenwich coincides with the position of London) it will be morning in the USA.

If the time is noon in London, then it will be the afternoon in parts of Asia.

The 24 hour time zones of the world



International Date Line

On the right hand side of the map above, you will see the International Date Line which runs from the North Pole to the South Pole (through the Pacific Ocean). It is an imaginary line which marks the divide when the date changes by one day.

Departure and arrival times

Airline timetables and itineraries will always be stated in local time for departure and arrival; therefore you will need to consult the CRS system to confirm the duration of the flight. Never estimate the flight duration from the departure and arrival times as you must take into account the time zones the flight may cross. This is especially true if the passenger is crossing the International Date Line. For example, if a passenger is travelling from South East Asia to North America, their itinerary may appear particularly confusing as it appears that they arrive at the same time as they depart, and lose a whole day on the return back to South East Asia. It can be easier to explain these concepts to the client by explaining the duration for each flight on their itinerary.

Minimum connecting time

Minimum connecting time is the minimum time that must be allowed for a passenger to complete a transfer from one flight to another. This time will vary depending if the client needs to change carriers, terminals or even airports. Agents will learn in CRS training how to confirm the minimum time allowance in each airport and for each individual airline. It is the agent's responsibility to ensure that passengers have sufficient connecting time between their flights.

Day and month abbreviations

Day and month abbreviations are used by airlines, within CRS timetables and are standard throughout the industry.

Date abbreviations are always shown as 2 numeric digits e.g. the 6th March is shown as 06MAR and not as 6/3.

Frequency abbreviations		Month abbreviations	
Alphabetical	Numerical		
Monday = M or MON	1	January	JAN
Tuesday = T or TUE	2	February	FEB
Wednesday = W or WED	3	March	MAR
Thursday = T or THU	4	April	APR
Friday = F or FRI	5	May	MAY
Saturday = S or SAT	6	June	JUN
Sunday = S or SUN	7	July	JUL
Daily = DLY		August	AUG
Except = EX	X	September	SEP
		October	OCT
		November	NOV
		December	DEC

Passenger name format

Passenger names are always reflected in the booking and on the air ticket in this format:
FAMILY NAME/ FIRST NAME TITLE

For example, JONES/SAMANTHAMISS

When using a CRS to create and price a booking, the names and the titles of the passengers will need to be entered using the prescribed format above with no spaces. Family names that are hyphenated e.g. Parker-Bowles, are entered without the hyphen i.e. PARKERBOWLES/JANEMRS

Passenger names and titles created using an airline website may ask the agent to enter the name using purpose specific fields and a drop-down menu to select the title. Never the less, the name on the passenger document (E-ticket) will still appear in the IATA format which is FAMILY NAME/FIRST NAME TITLE.

There are many different title codes that can be included in a CRS booking. Examples are included in the table below.

Passenger title codes

Name	Code	Name	Code
Doctor	DR	MS	MS
Honourable	HON	Professor	PROF
Master	MSTR	Sir	SIR
Miss	MISS	Sister	SR
Mr	MR	Reverend	REV
Mrs	MRS	Father	FR

IATA – International Air Transport Association

IATA is the peak industry body for most of the world's airlines. IATA's mission is to represent and serve the airline industry and their goals include ensuring inter-airline cooperation in promoting safe, reliable and secure airline services.

IATA has established standards and procedures to facilitate the operation of international air transportation. This includes involvement with developing airfare related information and also industry codes which are used worldwide.

IATA Codes

Just as the 24 hour time clock and phonetic alphabet allow consistency through the airline industry, IATA has also developed codes for cities and airlines which are also used worldwide. Examples of some of these codes will be included in the next topic.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 1.1 List three components that could be included in a holiday package
- 1.2. List three general resources used in a travel enterprise.
- 1.3. Name three major CRS systems.
- 1.4. List three pieces of information that can be accessed from an airline public website.
- 1.5 Write down the correct format for the following dates:

23 October	
May 17	
23 rd of November	

- 1.6 Explain the purpose of Minimum Connecting Time.
-

Summary

Confirm client requirements for promotional air travel

Identify and confirm needs and preferences of the client

- Client needs and preferences
- Asking questions to identify needs
- Confirming client needs

Identify and access appropriate resources to enable processing of client requirements

- Resources
- Computer Reservation System (CRS)
- Airline websites
- Airline agency help desk
- Consolidators
- Industry terminology
- Phonetic alphabet
- Airline time principles
- Passenger name format
- IATA – International Air Transport Association

Element 2: Interpret promotional airfare information

2.1 Identify and explain promotional international airfare information

Introduction

Interpreting airfare information involves becoming familiar with many codes, concepts and terms. This topic will introduce you to a range of IATA codes and airfare information including fare types, rules, taxes and Galileo formats.

IATA codes and concepts

The system of codes was developed by IATA to help airlines standardise documentation and communication. Many of the codes can be seen at the airport on boarding passes, flight information boards and on baggage tags. An agent needs to be able to encode and decode travel related information in order to construct airfares and explain itineraries to clients.

Airline codes

Airlines are identified by a two letter code and a 3 digit number called an airline designator code.

Two letter airline codes are used in reservations, timetables, ticketing, schedules and airline communications.

The airline designator forms the first three digits of the document number shown on the passenger air ticket.

The tables below shows the two letter codes and three digit designator codes from the IATA website focussing on airlines from the Asia Pacific region.

Airline Name	IATA Designator	3-Digit Code	Country
All Nippon Airways	NH	205	Japan
Asiana	OZ	988	Korea
Bangkok Air	PG	829	Thailand
Biman	BG	997	Bangladesh
Fiji Airways	FJ	260	Fiji
Garuda	GA	126	Indonesia
Japan Airlines	JL	131	Japan
Jet Airways	9W	589	India
Korean Air	KE	180	Korea
Malaysia Airlines	MH	232	Malaysia
Nippon Cargo Airlines (NCA)	KZ	933	Japan
PAL	PR	079	Philippines
PIA	PK	214	Pakistan
Qantas	QF	081	Australia
Royal Brunei	BI	672	Brunei Darussalam
SIA	SQ	618	Singapore
Silkair	MI	629	Singapore
SriLankan	UL	603	Sri Lanka
Thai Airway International	TG	217	Thailand
Vietnam Airlines	VN	738	Vietnam
Virgin Australia	VA	795	Australia

Additional airlines not listed above are:

Airline name	IATA designator	3 digit code	Country
Angkor Air	G6	397	Cambodia
Lion Air	JT	990	Indonesia
Lao airlines	QV	627	Laos
Air Asia	AK	807	Malaysia
Cebu Pacific	5J	203	Philippines
Tiger	TR	388	Singapore
Bangkok Airways	PG	829	Thailand

City and airport codes

All cities and airports throughout the world are each allocated a 3 letter code. The city and the main airport will often share the same code, however when it does not, your search will generally default to the main airport. For example, Bangkok has two airports; BKK Suvarnabhumi Airport and DMK Don Meuang International Airport.

Manila in the Philippines is served by two larger airports, Ninoy Aquino (MNL) and Clarke International (CRK) airports situated in quite different locations but there are a number of other airports and the agent will have to ensure that your client is aware of where their flight arrives/ departs from.

The following are the codes for the more popular South East Asian cities.

Airports in Southeast Asia – Most Popular	
With direct flights from Australia	
Jakarta (JKT) airport	Bali (Denpasar) (DPS) airport
Bangkok (BKK) airport	Ho Chi Minh City (SGN) airport
Manila (MNL) (Philippines) airport	Taipei (TPE) airport
Kuala Lumpur (KUL) airport	Phuket (HKT) airport
Hong Kong International (HKG) airport	Kota Kinabalu (BKI) airport
Singapore (SIN) airport	

Airports in Southeast Asia – Most Popular

Other airports	
Surabaya (SUB) airport	Bandung (BDO) airport
Makassar (UPG) airport	Mini (MYY) airport
Medan (MES) airports	Pontianak (PNK) airport
Balikpapan (BPN) airport	Manado (MDC) airport
Yogyakarta (JOG) airport	Lombok International (LOP) airport
Hanoi (HAN) airport	Macau (MGM) (Macau) airport
Mactan-Cebu International (CEB) airport	Langkawi (LGK) airport
Chiang Mai (CNX) airport	Jayapura (DJJ) airport
Kuching (KCH) (Malaysia) airport	Johor Bahru (JHB) airport
Banjarmasin (BDJ) airport	Kalibo International - near Boracay (KLO) airport
Batam (BTH) airport	Iloilo International (ILO) airport
Palembang (PLM) airport	Bacolod-Silay (BCD) airport
Semarang (SRG) airport	Krabi (KBI) airport
Pekanbaru (PKU) airport	Udon Thani (UTH) airport
Penang (PEN) (Malaysia) airport	Kota Bharu (KBR) airport
Davao International (DVO) airport	Koh Samui / Samui Island (USM) airport
Padang (PDG) airport	Cagayan De Oro (CGY) airport
Tarakan (TRK) airport	Solo / Surakarta (SOC) airport
Da Nang (DAD) airport	Sibu (SBW) airport
Hat Yai (HDY) airport	Yangon (RGN) airport

Codes for other cities

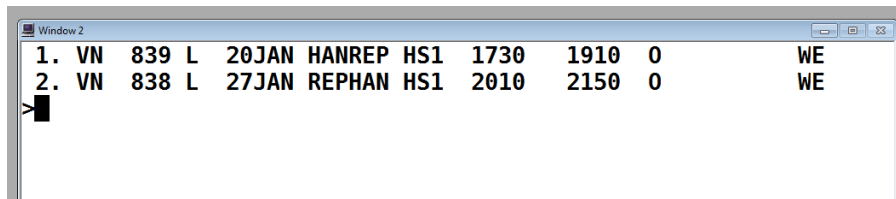
The following codes are for cities in other regions of the world that will be used in examples throughout this unit.

ADL	Adelaide, Australia
SYD	Sydney, Australia
DXB	Dubai, UAE
LON	London, United Kingdom
LAX	Los Angeles, USA
NRT	Narita Airport, Tokyo, Japan
SFO	San Francisco, USA

CRS format of flight itineraries

These examples demonstrate the flight itinerary format in a CRS.

This is a return itinerary from Hanoi to Siem Reap, flying with Vietnam Airlines.

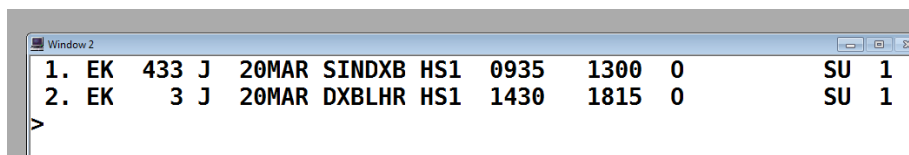


```

Window 2
1. VN 839 L 20JAN HANREP HS1 1730 1910 0 WE
2. VN 838 L 27JAN REPHAN HS1 2010 2150 0 WE
>

```

This is a one way itinerary from Singapore via Dubai to London Heathrow Airport, flying Emirates.



```

Window 2
1. EK 433 J 20MAR SINDXB HS1 0935 1300 0 SU 1
2. EK 3 J 20MAR DXBLHR HS1 1430 1815 0 SU 1
>

```

This is a return itinerary from Sydney to Los Angeles, flying with Qantas. Note the flight departure and arrival times, which are written in the local time for each city, indicate that the passenger's arrival time is on the same day and earlier than the departure time. This is because the International Date Line is being crossed during the journey.

When the passenger departs Los Angeles to return to Sydney, the flight departs at 10.05pm on the 28th of December and arrives at *0805. This * symbol means two days later, so the passenger is arriving into Sydney at 8.05am on the 30th December.

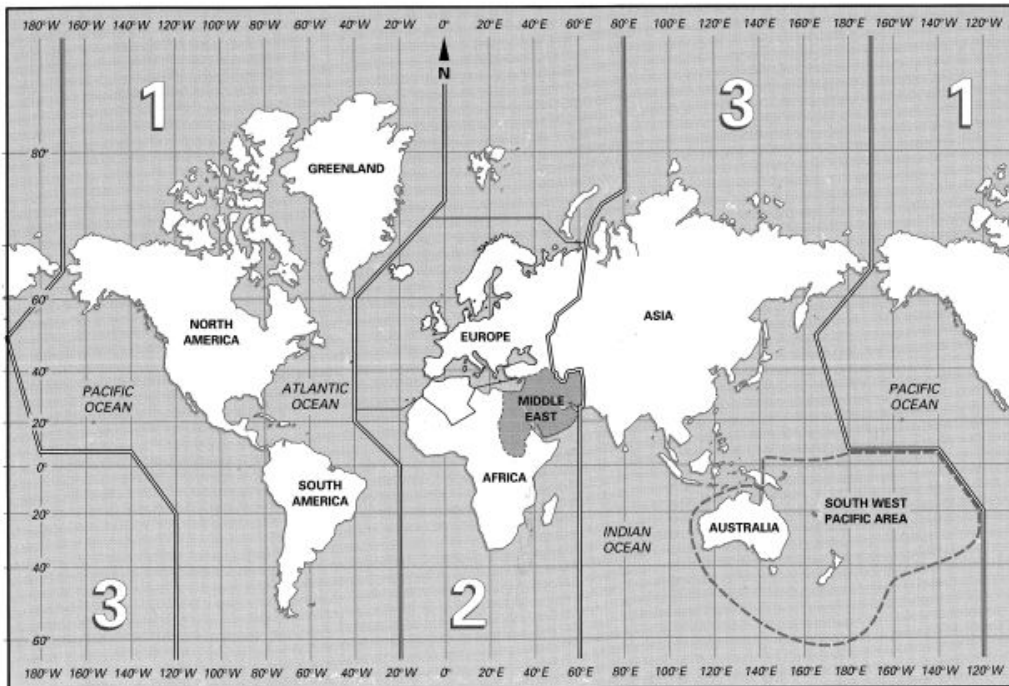
Flight	Carrier	Class	Day	Origin	Destination	Time	Stop	Time	Stop	Day
1.	QF	11	W	20DEC	SYDLAX	HS1	1150	0635	0	SU
2.	QF	12	W	28DEC	LAXSYD	HS1	2205	*0805	0	MO

In this example of a one way flight from Manila to Dubai flying Emirates, the passenger is departing Manila at 11.55pm on the 20th October and the # symbol indicates arriving the next day, at 4.20am on 21st October.

Flight	Carrier	Class	Day	Origin	Destination	Time	Stop	Time	Stop	Day
1.	EK	335	Y	20OCT	MNLDXB	HS1	2355	#0420	0	TU

IATA TC Areas

An important component of international airfare construction, is to consider the whole journey that the passenger wishes to undertake. This includes the airlines flown and the direction of travel across the globe, particularly across the world's oceans. For fare construction purposes, IATA has divided the world into three Traffic Conference areas, numbered TC1, TC2 and TC3. The three areas are shown on the map below:



These TC areas have been further divided into 'sub-areas' which are summarised as follows:

TC 1 has been divided into 3 sub-areas:

- North Atlantic (or North America)
- Mid Atlantic
- South Atlantic.

TC 2 is divided into the following sub-areas:

- Europe
- Middle East
- Africa, comprising the regions of Central, Western, Eastern and Southern.

TC 3 comprising the following regions:

- South East Asia, including Russian Federation
- South Asian Subcontinent
- Japan & Korea
- South West Pacific.

You may also come across the terms "**Western Hemisphere**" and "**Eastern Hemisphere**". The world is split into two (uneven) halves:

- **Western Hemisphere:** All of Area 1, that is, north, central and south America.
- **Eastern Hemisphere:** All of Areas 2 and 3, that is, Europe, Africa, Asia and Australia.

Global Indicators (GI)

IATA has also developed Global Indicators (GIs) to describe different directions for travelling on international journeys. Global Indicators are sometimes included in fare rules to indicate the direction of the route taken between the origin and destination cities on the passenger itinerary. A Global Indicator is represented by a two letter code. It generally shows which TC Areas are being travelled through and which oceans are being crossed.

These concepts are particularly relevant to mileage fares, rather than airline routing fares, which we are looking at in this subject. The difference between mileage and routing fares will be explained later in this topic.

Some examples relating to travel from South East Asia have been included below.

Examples:

EH Eastern Hemisphere

When all travel is within TC Area 3:

Singapore to Kuala Lumpur to Bangkok

Or

Travel between Area 3 and Area 2 via Eastern Hemisphere (there are some exceptions when travel is to Russia or if travel is via Japan or South Korea):

Bangkok to Dubai to London

TS Trans-Siberian

Travel between Area 3 and Area 2, including a sector having nonstop service between Europe and Japan/Korea:

Bangkok to Tokyo to London

Singapore to Seoul to Paris

PA Pacific

Travel between Area 3 and Area 1 via Pacific Ocean

Hanoi to Taipei to Los Angeles

AP Atlantic Pacific

Travel between Area 3 and Area 2 via the Atlantic and the Pacific oceans (via Area 1)

Sydney to Los Angeles to London



Importance of Global Indicators

Understanding GIs is very important as they will often determine which fare to charge.

Imagine a passenger wants to travel from Sydney to London. There are three directions that the passenger could travel. The journey may travel via Asia and Europe (EH), via the Trans-Siberian route including a sector from Japan or South Korea to Europe (TS) or via North America (AP). It is a much longer journey to travel via North America so the fare with the GI for the AP routing would also be higher.

The screen below is a Galileo display showing normal (regular) fares from Sydney to London. The important part of this screen to notice is on the right hand side, showing that the three different prices are for three different Global Indicators (GI), with AP being the most expensive. This screen is called a Fare Display. Similar screens will be introduced later showing promotional airfares.

```

Window 2
FARES LAST UPDATED 29JUN 1409
>FDSYDLON29JUN-RT@Y/YY
SYD-LON MON-29JUN15 YY
MPM 13219 EH 13292 TS 14889 AP
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
      CX   FARE   FARE      C  AP  MIN/   SEASONS..... MR GI DT
          AUD   BASIS
1  YY  7000.00R YIF      Y   Y           M  EH
2  YY  7000.00R YIF      Y   Y           M  TS
3  YY 15986.00R YIF      Y   Y           M  AP
      END
>

```

It is important to be aware of some of these concepts as they are often referred to when reading airline rules. Even if they do not have particular relevance to the airfare rules that you are reading, it is useful to understand the concepts and terminology and decide whether they need your consideration when constructing an itinerary.

Terminology

Glossary

The Glossary at the beginning of this unit contains many of the terms used when constructing international airfares. The most relevant terms are listed here and many of these will be explained further during this unit. It is suggested that you refer to the Glossary now to become more familiar with these terms.

Terms relating to bookings conditions and pricing:

- Automated pricing
- Booking class
- Class of travel
- Fare basis
- Instant purchase
- Published fare
- Route map
- Seasonality.

Terms relating to itineraries:

- Codeshare
- Connecting flight
- Direct flight
- Interline transfer
- Intermediate point
- Non-stop flight
- Online transfer.

Abbreviations

Code	Meaning	Code	Meaning
AGT	Agent	FLT	Flight
ARR	Arrive or Arrival	INF	Infant
CHD	Child	PAX	Passenger
CTC	Contact telephone	PSGR	Passenger
DEP	Depart or Departure	PNR	Passenger Name Record
ETA	Estimated time of arrival	TTL	Ticketing time limit (payment due)
ETD	Estimated time of departure	UMNR	Unaccompanied minor

Currency codes

Each currency code also has an internationally recognised three letter code. The code will appear in a CRS or on an airline website, before the airfare price to indicate which currency is being quoted.

The currency quoted is generally the currency for the first city (country) on the itinerary, or the currency of the country in which the enterprise and CRS are located. For example, a fare from Singapore will be displayed in Singapore dollars, using the symbol SGD.

Some countries choose to use US Dollars (USD) for international airfare calculations due to instability and fluctuations in the local currency.

This table contains the currency name and code for many South East Asian countries.

Country	Currency name	Currency code
Brunei	Brunei Dollar	BND
Cambodia	Riel	KHR
Indonesia	Rupiah	IDR
Laos	Kip	LAK
Malaysia	Malaysian Ringgit	MYR
Myanmar	Kyat	MMK
Philippines	Peso	PHP
Singapore	Singapore Dollar	SGD
Thailand	Baht	THB
Vietnam	Dong	VND

Fare types

There are many different ways of categorising types of airfares and many of them will be explained in this section.

Normal (regular) fares

Normal fares are created by IATA and are also referred to as 'regular' fares. They are the most expensive airfares and can be used for travel on any IATA approved airline. Normal fares are often referred to as 'full' fares as they are fully flexible in that, subject to availability, they can be changed at any time and if unused, are fully refundable.



These fares are generally used for corporate travellers who require total flexibility and wish to travel on multiple airlines on complex itineraries.

Normal fares are constructed using the mileage system and a range of steps and checks must be completed when calculating an airfare.

The construction of normal (regular) international fares is not covered in this unit as this unit relates to constructing promotional fares. For more information on normal fares, please complete the unit titled Construct and ticket regular international airfares.

Promotional fares

Although IATA publishes a range of promotional airfares, the most commonly used promotional international airfares are developed by each airline. The airline determines the cost of the airfare and also the fare rules and conditions. Each airline will have a range of different airfares. The lowest priced airfares generally have the most restrictions while the higher priced airfares are generally more flexible.

The airline can change their airfares at any time however they generally give advance notice to any travel enterprises that sell their tickets. There are many fares that are quite stable and can be sold year round. There are other fares that are only in the market place for a short time. For example, when the airline is having a sale, some new fares may be created only for sale for a short time.

Published fares

Most promotional airfares are published, meaning the airlines advise the actual cost of the airfare. This price can be found in the CRS and when a booking is made correctly in the CRS, the airline recognises the airfare and confirms the itinerary is accurate and the fare can be applied. When the CRS confirms the published fare price, it can also calculate applicable taxes and surcharges.

When using published fares, the airline determines how much commission the agent will earn from selling the fare. For example, the agent may earn 5% of the published fare. Agents do not earn commission on taxes. Some airlines no longer pay any commission to agents so the enterprise will charge service fees for making bookings for clients.

Nett fares

A nett fare means the cost price to the travel enterprise, rather than the published price which is given to the client. Consolidators have nett fares to offer agents when they have negotiated discounted fares from the airlines.

Nett fares differ from published fares in the following ways:

- The travel enterprise can determine their own sell price.
- Nett fares are not common and are usually only available for sale when there is a strong relationship between an airline and a particular travel enterprise.
- Although the booking will be created in the CRS, the airfare will not automatically calculate as the CRS will not recognise the fare.
- Nett fares usually have many restrictions and rules.

Although nett fares will not be covered in this unit, it is important to be aware that they exist and are sold by some travel enterprises. The enterprise will advise the agent on when to use nett fares and how to calculate a sell price for the fare.

Concession fares

The published price of most promotional airfares is the cost of a standard, adult airfare (excluding taxes and surcharges). Most fares will only charge a portion of this fare for children and infants. The information provided here is general and it is important to check the relevant airline rules.



Child fares

A child is a passenger who is over 2 and under 12 years of age and is travelling with an adult. Most fares will be discounted for a child and is generally 75% of the adult fare.

Infant fares

An infant is a passenger who is not yet 2 years of age and is travelling with an adult and will not occupy a seat. The infant will sit on the adult's lap. For smaller infants, the bulk head seat and a bassinet can be requested from the airline. An infant will generally pay 10% of an adult fare.

Unaccompanied minors

An unaccompanied minor is a child travelling without an adult who requires supervision and assistance from the airline. Not all airlines allow unaccompanied minors to travel and will also restrict the minimum age allowed. It is important to contact the airline directly when booking an unaccompanied minor as there will be further information they require.

Calculating child and infant fares

Airline websites have been designed to request the number of adults, children (including ages) and infants travelling so that appropriate discounts can be applied. When using a CRS, if the child age is entered in the booking, the CRS is able to calculate the child fare to apply. There is also a special entry for including an infant, without allocating a seat, and the CRS can also calculate this fare.

Other concession fares

There may also be concession airfares available to:

- Students
- Travel industry staff
- Groups.

Mileage and routing fares

Normal (regular) international airfares are constructed using the mileage system, which has been developed by IATA. This involves determining the number of miles that are being flown on the itinerary and comparing this to a maximum number of miles that is allowed on the itinerary. Most promotional international airfares are not constructed using the mileage system however it is useful to have a general awareness of this concept as you will see later that some of this information will appear in your CRS and it is important to understand what it means and decide if it is relevant to your fare construction.

Most promotional fares are routing fares, meaning they are based on the flight routing allowed by the carrier, rather than the number of miles flown.

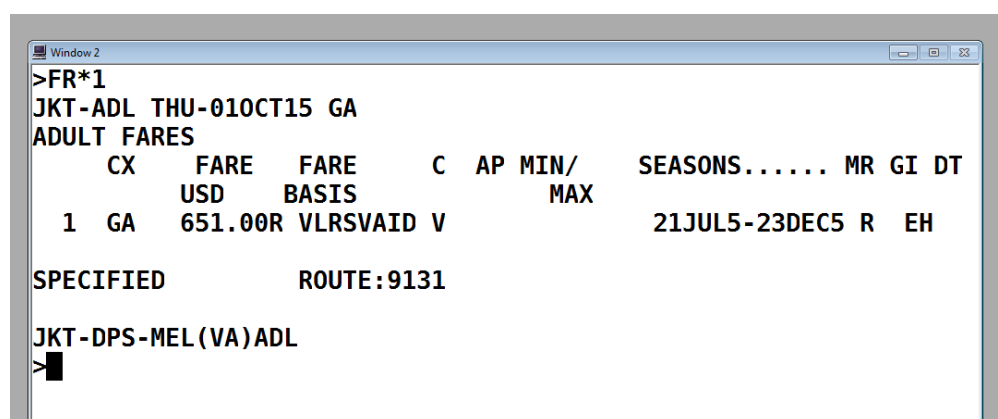
Route maps

Airlines develop route maps to explain the options on how a fare can be constructed. The route map may be very basic for shorter flight and itineraries, or more complex for longer routes.

For example, a route map for Thai Airways for fare from Bangkok to Dubai, may only allow a direct Thai Airways service to be flown. A route map for the same fare (Bangkok to Dubai) on Singapore Airlines would show that the routing is a flight from Bangkok to Singapore and then another flight from Singapore to Dubai.

A route map can also show additional or secondary carriers that may be flown as part of the itinerary. For example, Garuda Airlines publish fares from Jakarta to Adelaide in Australia, and allow the use of Virgin Australia services for domestic flights in Australia.

Route map example:



Route maps can be accessed from a Fare Display in the CRS. The fare display screens will be explained later in this topic.

A useful explanation of how to interpret route maps can be found on the Qantas website: www.qantas.com.au/agents/dyn/qf/fares/routeMapsRead

Itinerary types

When creating an itinerary for a client, you will need to determine what type of fare you need to access in order to calculate the cost of their itinerary. The general types of itineraries are:

- One way
- Return
- Multi city (which would include Round the world itineraries)

When using a CRS to access fare information, it is possible to specify whether one way or return fares are required.

Classes of travel

Most low cost carriers will only have economy class seating on board the aircraft they operate. Full service carriers will usually operate aircraft that are configured with multiple classes of travel on board, with economy and business class seats and service. Larger aircraft may also include premium economy and first class air travel.



Economy, premium economy, business and first class are referred to as the class of travel. On an aircraft offering all four classes of service, most of the aircraft provides seating for economy class passengers, which is located towards the rear of the aircraft. First class is generally at the front, followed by business class and then premium economy in front of economy class. This information is general and there are many ways to access the configuration of an aircraft. It is also important to be aware that the services provided for each class of travel will be different and will also vary for each airline. This will include baggage allowance, check-in procedures, airport lounge access and on board meals and entertainment. This information should be researched and advised to the client.

Each class of travel will have a range of airfares (prices) available for sale by the travel enterprise. For example, this means that everyone travelling in business class is not paying the same price as the airline allocates some seats at a lower airfare, which will have rules and conditions that the passenger needs to be aware of. The higher priced seats in business class will be sold to passengers who want more flexibility with the rules and conditions of the airfare, or may be purchased simply because all of the lower priced seats have been sold.

The term 'class' has different meanings in relation to airfare construction. Later in this topic you will be introduced to the term 'booking class' which is related to, but different from, class of travel.

Accessing airfares and rules

A travel enterprise can access airfare pricing and rules through the system that they are using to book the airfare. For example, if an agent is using an airline website, this website will provide information on the cost of the airfare and also the conditions that apply.

Consolidators, which are used by non-accredited travel enterprises for airline ticketing, may also provide information on airfare pricing and rules. This is usually provided as a general service for travel enterprises. This will vary for each consolidator.

When using a CRS, there are entries that an agent can use to access information on the airfares that they are considering. Galileo entries will now be introduced in this topic to demonstrate how information is accessed.

Entries and screen shots will be introduced and described throughout this topic to demonstrate how to access:

- Fare displays (pricing and some fare rules)
- Fare notes (to read airfare rules in detail)
- Availability screens to see if seats are available for the client.

Fare Basis codes

A fare basis is a code that an airline allocates to each airfare. As stated earlier, in each class of travel, the airline offers a range of prices for sale by the travel enterprise. Each price is allocated a fare basis starting with a different letter of the alphabet. This is best demonstrated by providing an example.

Fare Display

Galileo Fare Display

Example 1:

Below is an example, using a screen shot from Galileo to display after inputting the following entry:

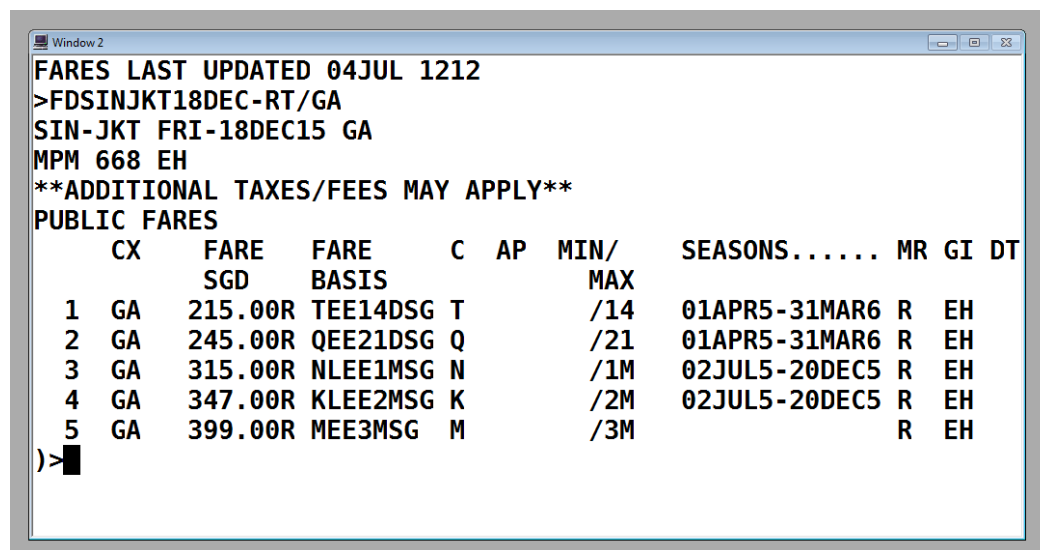
FDSINJKT01FEB-RT/GA

Here is a breakdown of the information entered:

FD	Fare Display
SIN	Singapore
JKT	Jakarta
01FEB	Departing 1 st of February
RT	Return fares only
GA	Garuda Airlines

This is an entry that the agent will use to ask Galileo to only display the return fares from Singapore to Jakarta, flying with Garuda Airlines, based on a departing Singapore on the 18th of December.

The information displayed in Galileo is as follows:



At the top of the screen you will see that it says ****ADDITIONAL TAXES/FEES MAY APPLY****. This is a reminder that the information display is the published fare by the airline and does not include taxes and surcharges which cannot be calculated until later when the itinerary is constructed.

Here is an explanation of how to interpret this information, reading across each column displayed:

- Numbers 1-5 are the five cheapest fares in order of price, with the lowest at the top
- Garuda is the carrier for all five fares (as was requested). The 'CX' above this column is an abbreviation for carrier
- The fares are displayed in price order and in Singapore Dollars (SGD). The letter 'R' after the price indicates that these are return fares (as requested). The fare on Line 1 is SGD215.00
- The Fare Basis is the unique code for each fare
- The letter in the next column (titled 'C') is the booking class. This information relates to seat availability and will be discussed later. You will note that the letter in this column (the booking class) is the same as the first letter of the fare basis. This is always the case for all airlines
- AP refers to Advance Purchase. If the airfare must be booked a certain number of days before departure, a number will appear in this column. For all fares displayed, the column is blank, indicating that there are no advance purchase restrictions
- MIN/MAX refers to Minimum and Maximum stay requirements. In each column, there is information after the / symbol, but not before. This indicates that these fares do not have a minimum stay restriction but do have a maximum stay restriction. On line 1, the /14, means a maximum stay of 14 days is allowed before the passenger must return to Singapore. The fare on line 3 states '1M' as the maximum stay, meaning one month is the maximum stay allowed on this fare.

This information demonstrates the importance of knowing when your client wishes to travel and how long they are travelling for before returning. For example, if the client was travelling to Jakarta for six weeks, the fares on lines 1, 2 and 3 could not be used.

Note that the maximum stay information is incorporated into the Fare Basis

- Although some of the fare rules are displayed on this page, more rules can be accessed with further entries and this will be discussed later
- SEASONS refers to seasonality and when the passenger can use the fare. The FD (Fare Display requested) a departure date of 01FEB. This column is indicating that the fares displayed are applicable for departures within a specified date range. For example, the fares on lines 1 and 2 are valid year round (from the 1st of April to 31st of March the following year). The fares on lines 3 and 4 are only valid if departing between 1st January and 4th February. The fare on line 5 is available any time.



Seasonality

The fares on Lines 3 and 4 are 'seasonal' and the limited date range for departures indicates that the fare will change after this time - either increasing or decreasing. To demonstrate this, here is a Fare Display for the same details but departing later in February.

Entry: **FD21DECSINJKT-RT/GA**

```

Window 2
FARES LAST UPDATED 04JUL 1212
>FDSINJKT21DEC-RT/GA
SIN-JKT MON-21DEC15 GA
MPM 668 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
   CX   FARE   FARE   C   AP   MIN/   SEASONS..... MR GI DT
       SGD   BASIS
1  GA   215.00R  TEE14DSG T       /14   01APR5-31MAR6 R  EH
2  GA   245.00R  QEE21DSG Q       /21   01APR5-31MAR6 R  EH
3  GA   336.00R  NHEE1MSG N       /1M   21DEC5-31DEC5 R  EH
4  GA   368.00R  KHEE2MSG K       /2M   19DEC5-31DEC5 R  EH
)>

```

Note that the fares on Lines 1 and 2 have not changed (as they are year-round), however the fares on Lines 3 and 4 have increased. Also note that the second letter of the Fare Basis has changed from L to H.

For seasonal fares, the second letter of the Fare Basis generally indicates the season.

L = Low season **H = High season**

Some fares have more than two seasons. The letters J and K represent a fare in-between low and high season, referred to as shoulder season.

Seasons are not related to summer, autumn, winter and spring but indicate price fluctuations for peak and off peak travel times. For example, peak times to visit Europe are June - August and also December- January. Seasonality can vary for each airline and destination.

Other information on Fare Display screens

Some of the information that appears on the screen relates to mileage fares and is not relevant but useful to understand:

MPM 668 EH

- **Maximum Permitted Mileage.** If the fare between Singapore and Jakarta was constructed using the mileage system, the passenger cannot travel more than **668** miles on the journey
- **EH** – Eastern Hemisphere (the applicable Global Indicator).

MR

- **Mileage** system or **Routing** fare – the method being used to construct the fare. The letter 'R' in the column for each fare indicates that the mileage system does not apply and that the routing permitted is determined by Garuda Airlines. A route map can be accessed from this screen using an FR entry. For example, **FR*3** would open the route map for the fare on Line 3.

GI

- Global Indicator – EH indicating that the applicable global indicator is Eastern Hemisphere.

)>

- This symbol at the bottom of the screen indicates that there are more fares. By entering **MD** (to Move Down), the agent can view more, higher airfares.

Example 2:

This is the entry to display one way fares from Manila to Kuala Lumpur, flying Philippine Airways, departing on 20th November.

FD20NOVMNLKUL-OW/PR

```

Window 2
FARES LAST UPDATED 29JUN 1409
>FDMNLKUL20NOV-OW/PR
MNL-KUL FRI-20NOV15 PR
MPM 1854 EH
**ADDITIONAL TAXES/FEEES MAY APPLY**
PUBLIC FARES
AUD CURRENCY FARES EXIST
   CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
      USD   BASIS
1  PR   242.00  XOREMY  X          MAX
2  PR   253.00  BOREMY  B
3  PR   263.00  YEXT    Y
4  PR   264.00  VOREMY  V
   )>

```

When comparing this screen to the previous example, you will note there are some similarities and differences:

- The screen format is the same (including MPM, EH and the comment that additional taxes and fees apply)
- Prices are display in US Dollars (USD)
- There is no minimum and maximum stay information as this only applies to return airfares
- These fares are not seasonal, meaning the prices are valid year round.

Booking classes

As stated earlier, the first letter of the fare basis is the airline booking class. This is a letter that allows the agent to see how many seats are available to be sold on each flight on a specific date (assuming all other fare rules and conditions have been met).

Airlines create their own fare basis codes and booking classes but there are some consistencies. These include:

- When an airline availability screen is displayed in the CRS, the information is displayed in order beginning with first class, then business class, premium economy and economy class. The availability screen will only display the classes of travel that exist on the aircraft
- IATA has allocated primary codes for normal (regular) fares in each class. They are F=First Class J=Business Class Y=Economy class and these can be seen in each availability screen
- When reading an availability screen, the airline will only show a maximum of nine seats for each booking class. This does not mean that there are only nine seats available, and there could in fact be many more. The airline controls this information and can change their allocation at any time to control the number of seats available at each price level.

The best way to understand how to interpret availability information is by looking at examples of Galileo screens.

The following screen shows the seats available on a Qantas flight from Los Angeles to Melbourne.

This screen is called an Availability screen and the entries will be included later on how to display this information.

```
FRI 26JUL LOS ANGELES /MELBOURNE          *QANTAS
1 LAX MEL 26/2330*0820 QF 94 F9 A9 J9 C9 D4 I3 W9 R6 T0 Y8 B7 H8 K3
                                     M0 L0 VC SC NC QC OC
```

The screen above shows that on Qantas flight QF94, there are four classes of service and the number of seats available for each:

Class of travel	Booking classes	Number of seats	Other information
First class	F and A	9 seats for each	9 means 9 or more
Business class	J and C	9 seats for each	9 means 9 or more
	D	4 seats	
	I	3 seats	
Premium economy	W	9 seats	
	R	6 seats	
	T	0	No seats left

Class of travel	Booking classes	Number of seats	Other information
Economy class (some examples only)	Y	8 seats	
	K	3 seats	
	M and L	0	No seats left
	V, S, N, Q and O	C	No seats and waitlist closed

Availability screens

A Fare Display screen will allow the agent to see the prices and booking classes. After reading this screen, the agent may decide to look at the rules in more detail or may decide to firstly check seat availability on the date required.

Continuing with the previous example, this is the entry to check availability from Singapore to Jakarta on the 1st of February, flying Garuda Airlines:

A01FEBSINJKT*GA

A	Availability
01FEB	Travel date
SIN	Singapore
JKT	Jakarta
*GA	Asks Galileo to access the live, up to date information from Garuda

This will display the following screen:

```

Window 2
MON 01FEB16 SINGAPORE /JAKARTA AREA *GA
** GARUDA INDONESIA - SN ** 217 MO 01FEB 0000
1 SIN CGK 0725 0815 GA 823 J9 C9 D9 I3 Y9 B9 M9 K9 N9 Q9#738C*E
2 SIN CGK 1000 1055 GA 825 J9 C9 D9 I5 Y9 B9 M9 K9 N9 Q9#738C*E
3 SIN CGK 1135 1225 GA 827 J9 C9 D9 I5 Y9 B9 M9 K9 N9 Q9#738C*E
4 SIN CGK 1220 1310 GA 829 J9 C9 D9 I4 Y9 B9 M9 K9 N9 Q9#738C*E
5 SIN CGK 1405 1500 GA 831 J9 C9 D9 I4 Y9 B9 M9 K9 N9 Q9#738C*E
6 SIN CGK 1520 1615 GA 833 J9 C9 D9 I4 Y9 B9 M9 K9 N9 Q9#738C*E
7 SIN CGK 1735 1830 GA 835 J9 C9 D9 I1 Y9 B9 M9 K9 N9 Q9#738C*E
8 SIN CGK 1845 1940 GA 837 J9 C9 D9 I1 Y9 B9 M9 K9 N9 Q9#738C*E
>AM*GA .
>

```

As there are many booking classes, not all are displayed on this screen. After selecting the preferred flight time, there is a further entry to display all booking classes for a single flight.

If the passenger wants the early morning flight (on Line 1), the entry is **A@\$1**, which will display this screen:

```

Window 2
MON 01FEB16 SINGAPORE /JAKARTA AREA *GA
1 SIN CGK 0725 0815 GA 823 J9 C9 D9 I3 Y9 B9 M9 K9 N9 Q9 T9C*E
          V9 HC
A*GA TO RETURN TO MAIN DISPLAY
>
    
```

This shows that all of the booking classes in the previous Fare Display (Example 1) are showing available.

The process can then be repeated for the return flight. Imagine that the client wishes to return five days later on an afternoon flight.

A06FEBJKTSIN*GA

```

Window 2
SAT 06FEB16 JAKARTA AREA/SINGAPORE *GA
** GARUDA INDONESIA - SN **          222 SA 06FEB 0000
1 CGK SIN 0610 0900 GA 824 J9 C8 D6 I4 Y9 B9 M9 K9 N9 Q9#738C*E
2 CGK SIN 0745 1035 GA 826 J9 C9 D8 I6 Y9 B9 M9 K9 N9 Q9#738C*E
3 CGK SIN 0830 1120 GA 828 J9 C9 D7 I4 Y9 B9 M9 K9 N9 Q9#738C*E
4 CGK SIN 0930 1230 GA 830 J9 C9 D7 I4 Y9 B9 M9 K9 N9 Q9#738C*E
5 CGK SIN 1130 1420 GA 832 J9 C9 D9 I6 Y9 B9 M9 K9 N9 Q9#738C*E
6 CGK SIN 1345 1635 GA 834 J9 C9 D8 I4 Y9 B9 M9 K9 N9 Q9#738C*E
7 CGK SIN 1445 1745 GA 836 J9 C9 D8 I4 Y9 B9 M9 K9 N9 Q9#738C*E
8 CGK SIN 1630 1920 GA 838 J9 C9 D8 I5 Y9 B9 M9 K9 N9 Q9#738C*E
>AM*GA .
>
    
```

A@\$7 (entry to show all booking classes on the flight on Line 7)

```

Window 2
SAT 06FEB16 JAKARTA AREA/SINGAPORE *GA
7 CGK SIN 1445 1745 GA 836 J9 C9 D8 I4 Y9 B9 M9 K9 N9 Q9 T9C*E
          V9 H9
A*GA TO RETURN TO MAIN DISPLAY
>
    
```

Again, seats are available in all classes in the Fare Display.

At this stage, it would be possible to proceed with making a booking and confirming the prices and taxes. This will be covered in a topic later in this unit.

Fare rules

Fare rules are the terms and conditions for the fare which are developed by the airlines. Generally, more expensive the fares have less restrictions and more flexibility with penalties, payment deadlines etc. However this is not always the case so it is better to check. For example, a heavily discounted business class fare may have more restrictive rules than a higher priced economy class fare.



Some fare rules have already been introduced earlier in this topic when providing examples of Galileo Fare Display screens. We will now look at a range of fare rules that you will need to consider and access. The code for accessing fare rules in Galileo is FN (Fare Notes) and this entry can be used after accessing a Fare Display.

Fare Notes

Fare Notes explain the fare rules that apply and they are displayed in numbered Paragraphs. Although all airlines, fare basis codes and pricing may be different, all airline fare rules accessed from a CRS will use these paragraphs.

A summary of paragraphs is below. You will note that not all paragraph numbers are used.

Paragraph		Contains information such as:
0	Application	Explanation including class of travel, applicable Global Indicator/s and the type of itinerary that can be created – e.g. one way or return airfares.
1	Eligibility	Provides details if it is a concession fare (e.g. Student)
3	Seasonality	Date ranges for applicable seasons, e.g. high, shoulder and low seasons.
4	Flight application	Airlines that can be flown Codeshare restrictions May advise the agent to refer to the Route Map
5	Advanced reservations and ticketing	Booking class How far in advance the booking must be paid and also must be ticketed (Advanced Purchase)
6	Minimum stay	The minimum number of days a passenger must stay at the destination returning. Not applicable for one way fares.
7	Maximum stay	The maximum number of days or months the passenger can stay at the destination before returning. Not applicable for one way fares.
8	Stopovers	How many stopovers are allowed and where.

Paragraph		Contains information such as:
		Additional charges for stopovers may apply.
9	Transfers	May refer to Route Map to see how many transfers are allowed and where. May refer to 'online' or 'interline' transfers.
10	Combinations	If add-ons are permitted. Explains if fares can be combined.
15	Sale restrictions	Deadlines and last day to purchase.
16	Penalties	Cancellation and amendment fees
17	HIP / Mileage	Applies to mileage fares only.
19	Children and infant discounts	% discount

Galileo entries to access Fare Notes from a Fare Display

```

Window 2
FARES LAST UPDATED 26JUN 1707
>FDSINJKT01FEB-RT/GA
SIN-JKT MON-01FEB16 GA
MPM 668 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
  CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
      SGD   BASIS
  1  GA   215.00R TEE14DSG T      /14   01APR5-31MAR6 R  EH
  2  GA   245.00R QEE21DSG Q      /21   01APR5-31MAR6 R  EH
  3  GA   315.00R NLEE1MSG N      /1M   01JAN6-04FEB6 R  EH
  4  GA   347.00R KLEE2MSG K      /2M   01JAN6-04FEB6 R  EH
  5  GA   399.00R MEE3MSG M      /3M                   R  EH
) >
    
```

FN*1 This entry will display the paragraph headings only for the fare on line 1.

```

Window 2
>FN*1
001 SINJKT 01FEB16 GA SGD 215.00 TEE14DSG STAY--/14 BK-T
0.APPLICATION 1.ELIGIBILITY 3.SEASONS 4.FLT APPS
5.ADV RES/TKTG 7.MAX STAY 8.STOPOVERS 9.TRANSFERS
10.COMBINATIONS 11.BLACKOUTS 12.SURCHARGES 14.TVL RESTR
15.SALES RESTR 16.PENALTIES 17.HIP/MILEAGE 18.TKT ENDORSE
19.CHILDREN 22.OTHER DISC 23.MISC 27.TOURS
31.VOL CHANGES
>
    
```

FN*1/16 This entry will display paragraph 16 of the rules for the fare on line 1.

Here are two screens which show sections of Paragraph 16 Penalties, outlining cancellation and amendment fees.

```

Window 2
16. PENALTIES
UNLESS OTHERWISE SPECIFIED
NOTE -
  A. CANCELLATIONS AND REFUND
    TOTALLY UNUSED TICKET -
    BEFORE FIRST FLIGHT DEPARTURE - SGD100.00
    - - - - -
    AFTER FIRST FLIGHT DEPARTURE - SGD250.00
    - - - - -
    PARTIALLY USED TICKET - NON REFUNDABLE
    - - - - -
    IN CASES OF NO-SHOW CHARGE NO SHOW FEE OF
    SGD150.00 FOR CANCEL/REFUND APPLIES UNLESS
) >

```

```

Window 2
  B. CHANGES
    CHANGES WILL INCLUDE REISSUE/REBOOKING/NO SHOW
    FOR ANY FLIGHT/DATE CHANGE WITHIN TICKET
    VALIDITY
    TOTALLY UNUSED TICKET -
    BEFORE FIRST FLIGHT DEPARTURE - SGD30.00
    - - - - -
    AFTER FIRST FLIGHT DEPARTURE - SGD180.00
    - - - - -
    PARTIALLY USED TICKET -
    BEFORE FLIGHT DEPARTURE - SGD30.00
    - - - - -
    AFTER FLIGHT DEPARTURE - SGD180.00
) > █

```

Explanation of Penalties

The Penalties paragraph is divided into two sections: one for Cancellations and the other for Changes. The penalties are different depending on when the passenger cancels or changes their itinerary. If the passenger cancels prior to departure, they can apply for a refund but the airline will keep SGD100.00. If the passenger changes the date of a flight prior to departure, the fee is SGD30.00. If the passenger departs on the first flight and then decided to make changes to the return sector, the fee is SGD180.00. In order to make these changes for the client, flights would need to be rebooked in T class. Changes are always subject to seat availability and this should be advised to the client.

Taxes

Taxes apply to international air travel and may be imposed by the government of each country that is included in the client's airline booking. Each country will impose taxes in their own currency or in USD, and for a variety of reasons. For example, taxes may be charged:

- Upon arrival or upon departure
- For both transit and stopovers or for stopovers only
- At different rates depending on the class of travel
- At different rates for each city and airport
- Only for adults (children and infants are exempt).



Taxes that apply to the airline itinerary are called ticketable-taxes. Some countries may also charge passengers locally when they arrive or depart from the airport. These are called non-ticketable taxes and are not collected by the agent. However, it is good customer service to provide this information to clients so that they know that they will need to pay additional taxes during their journey.

Despite the fact that taxes can vary significantly for each country, there is some information in the CRS that is consistent. Each tax that may apply to an international itinerary will have the following information recorded in the CRS:

- A name and a two letter code representing the tax
- The amount/s to be charged
- A list of exemptions which explains when the tax does not need to be charged.

Taxes can seem quite complicated but it is important to remember that a CRS and an airline website have been developed to accurately calculate the taxes that apply to an itinerary. The agent is responsible for charging and collecting the taxes but will not need to manually calculate the taxes that apply.

Accessing tax information


Below is an example of a list of taxes that can be accessed in Galileo. The entry to display taxes for Vietnam is:

FTAX-VN

```

Window 2
FTAX-VN
>*****
                VIETNAM
*****
    THE FOLLOWING TAX ASSESSMENTS APPLY TO VIETNAM:
PASSENGER SERVICE CHARGE           >FTAX-VN/AX·
PASSENGER AND BAGGAGE SECURITY SCRE  >FTAX-VN/C4·
AIR PASSENGER SOLIDARITY TAX        >FTAX-VN/JC·
VALUE ADDED TAX                     >FTAX-VN/UE·
SALES TAX                           >FTAX-VN/VN·
>
  
```

The following is an excerpt of fare rules and taxes from the Vietnam Airlines website.



Important information on Taxes, Fees and Charges

Please read the following carefully.

By making reservations on this site, you agree to abide by the policies described herein as well as in our Terms and Conditions. Please review these policies carefully from time to time as they are subject to change.

Taxes, Fees and Charges imposed by Vietnam Government:

- International Passenger Service Charges (JC) applied to international itineraries departing from Vietnam: From USD8 to USD20 for adult depending on airport. Children from 2 to under 12 years pay 50% applicable adult rate. Infants under 2 years without seats are exempt.
- Domestic Passenger Service Charges (AX) applied to domestic departures on Wholly Vietnam Domestic itineraries: From VND 50,000 to VND60,000 (including VAT 10%) for adult depending on airport. Children from 2 to under 12 years pay 50% applicable adult rate. Infants under 2 years without seats are exempt.
- Value Added Tax (UE): 10% of the air fare applied to the Wholly Vietnam Domestic itineraries only.

Fees, surcharges imposed by Vietnam Airlines:

- Passenger Surcharges may be applied depending on itineraries and passenger types.
- Ticketing charge (YR) : This charge is applied depending on itinerary and non-refundable in all cases.

Children (2-12 years) and infants (under 2 years) shall also pay 100% of this charge.

Airport/Tax/Surcharges imposed by other Governments and Airlines:

- Additional taxes and fees imposed by other governments and airlines may be applied depending on itineraries and fare types.

YOUR TOTAL PRICE FOR ANY TRANSACTION, INCLUDING ALL AMOUNTS PAYABLE TO VIETNAM AIRLINES, WILL ALWAYS BE DISPLAYED TO YOU PRIOR TO PURCHASE.

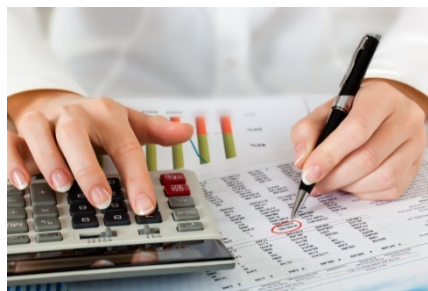
Fuel surcharges

Many airlines also include a fuel surcharge to account for increases in the costs of fuel. Each airline has a different method for applying a fuel surcharge. Most airlines will charge a fuel surcharge for each flight on the itinerary and the surcharge is higher for longer flights.

Some airlines will incorporate the fuel surcharge into the airfare shown in a Fare Display, while others will consider it an additional charge to be included with the applicable taxes. Other carriers include the fare surcharge as part of the airfare (rather than taxes) but only later in the process when the CRS is confirming the total price. For example, Malaysia Airlines currently does this. This may seem confusing but the key point is that the CRS is able to calculate the surcharge for an itinerary so this does not need to be done manually by the agent.

Calculating taxes

International airfares do not automatically include taxes and surcharges and these are not usually included until the later stages of calculating an airfare. When using a CRS, the agent needs to firstly check the airfare price and rules, and then check there are seats available for that fare on the dates required by the client. At this stage the agent can make a tentative, unconfirmed booking and an entry can be added to calculate the taxes that apply for each passenger. This is the stage when the agent can be confident that all fuel surcharges and ticketable taxes have been included. Taxes will vary depending on:



- The airline/s on the itinerary
- The countries visited on the itinerary and the length of stay in each country (e.g. different taxes may apply for transit or stopover)
- Whether the passenger is an adult, child or infant.

Although taxes are calculated using a variety of different currencies, the CRS or airline website will automatically convert the taxes into the local currency that is being used to calculate the airfare. The conversion is done using the Bank Selling Rate, which is automatically updated in the CRS each week.

Baggage allowances

Baggage allowances should be understood and communicated to the client at the time of quoting. There are two types of baggage that passengers are permitted to take with them on their journey. These are called checked baggage and carry-on baggage. Checked baggage is given to the airline at the airport and is carried in the hold of the aircraft. Carry-on baggage, often referred to as hand luggage, is carried onto the aircraft by the passenger.

The weight and size of baggage that a passenger can take on a flight varies for each airline and the class of travel. Some low cost carriers charge passengers for carrying any baggage while full service airlines have a free baggage allowance included in the fare.

It is important to be aware of both size and weight restrictions and the penalties that will apply for carrying excess baggage. This information is easily accessed from airline websites. Airlines will also have policies relating to the carriage of larger items of luggage including sporting equipment and musical instruments.

This information is from the Thai Airways website and relates to their general checked baggage policy:




Travel Information

- › Health And Well-Being Onboard
- › Unaccompanied Minors
- › Special Request/Assistance
- › Travel Document
- › Baggage
- › Pet Travel

Destinations & Airport

- › Destination Information
- › Airport Information

 Baggage Policy

Baggage Policy

Baggage Policy (General Service) for Thai Airways International Public Company Ltd.

General Information

Baggage Allowance determination and excess baggage charges calculation apply to baggage to be through checked from the point of departure to the point of arrival without stopover at any of the intermediate points. If passenger takes a stopover at an intermediate point, a new assessment of baggage allowance and baggage charges, if applicable, will be measured from the point of departure following the stopover.

Application to Thai Airways International Public Company Ltd.

Passengers may carry free of charge baggage as specified and subject to the conditions and limitations in THAI Regulations.

The weight allowance has been introduced by THAI for a journey:

- Wholly within Thailand Domestic sectors,
- A journey within TC3 (Asia, Australia, New Zealand) and a journey between TC2 (Europe, Africa, Middle East) and TC3 (Asia, Australia, New Zealand)

The Piece Concept used to apply for a journey :

- To/From the USA and Canada.

If you are traveling on THAI flights for your entire journey, details of the free baggage allowance of each of the above mentioned are published below:

• **Checked Baggage Policy by Weight Concept applicable to Purely Domestic Sectors**

Categories	Maximum Combined Weight
Royal Silk Class	30 kg (66 pounds)
Economy Class	20 kg (44 pounds)
Infant not occupying a seat	10 kg (22 pounds)
ROP & Star Alliance Gold Members Extra	20 kg (44 pounds)
ROP Silver Member (On TG sectors only) Extra	10 kg (22 pounds)

Dangerous goods and restrictions

All airlines will also impose restrictions on dangerous goods that cannot be packed into baggage. Dangerous goods include explosives, flammable liquids, alarms, weapons, etc. There are also restrictions on the amount and size of liquids, aerosols and gels that can be included in carry-on baggage on international flights.



Check-in requirements

This topic has covered a range of information relating to the different types of promotional airfares and has referred to some of the variations between different carriers. It is also important to make clients aware of the different ways that they can check-in for their flight before departure. Traditionally, passengers will check in at the airport a few hours before their flight, at the airline check-in counter.

Some airlines have now introduced the option of completing parts of the online check-in process online. This allows passengers to check-in and print their boarding pass before arriving at the airport. Clients will need their reservation number to do this. Individual airlines will indicate on their website the timeframes online check-in is available. It is not available where the passenger requires special handling e.g. wheelchair assistance. It is important that an agent advises their clients on the check-in options and procedures. Individual airline websites provide this information.

Below are examples of airline website check-in information pages:

Vietnam Airlines

Home > Before You Fly > Web Check In > Check In

Web Check in

Web Checkin is available 24 to 2 hours before flight departure

Please ensure you input the family name as it appears in your ticket

Family Name:

Departure City:

You can check in with one of below options

Enter your Reservation Code (06 caplock letters)

eTicket number (738xxxxxxxx)

Frequent Flyer number

Air Asia's check-in modes

SELF CHECK-IN

Makes traveling so much easier!

Now, you can choose to check-in at your convenience by using your mobile, at our airport kiosks or via the internet. Fast and convenient, **Self Check-In** is now available for all AirAsia and AirAsia X flights.



Kiosk Check-In

Beat the crowd, look for our Kiosks at the airport*. Check-in up to **6 hours prior** to your scheduled departure time. It's not too late to [Pick A Seat](#) and [Supersize Your Baggage](#) while checking in.

* Only available in selected airports in Malaysia, Indonesia and Thailand.



Web Check-In

Check-in online and print your boarding pass on your own. [Logon](#) to our [Self Check-In page](#) on [airasia.com](#) and follow our easy guide. All you'll need is your itinerary and a printer and you'll have your Boarding Pass up to **48 hours prior** to your flight.



Mobile Check-In (New!)

On the move? [Check-in via WAP or SMS](#) from your mobile up to 48 hours and up to **3 hours prior** to the scheduled departure time.

For more details on the options available for self-check in visit the [information page](#).

Air Asia Web Check-In information



Web Check-In

Welcome to AirAsia Web Check-In Service

✓ **WEB CHECK-IN IS AVAILABLE FOR**

- Individuals, or group bookings with up to 50 guests.
- All flights from 14 days up to 1 hour before departure for AirAsia (AK, QZ, FD, PQ, Z2, I5) flights and up to 4 hours for AirAsia X (D7, XJ, XT) flights.

✗ **WEB CHECK-IN IS NOT AVAILABLE FOR**

- Pregnant guests
- Guest(s) travelling with infant(s)
- Guest(s) with reduced mobility and those with special needs
- Guest(s) aged below 16 years old and travelling alone
- Guest(s) with a medical condition/illnesses
- Web check-in is not allowed for multi-city itineraries. Please proceed to check-in over the counter.

Enter your details below to check-in for your flight.

If you've already checked-in online and just need to reprint your boarding pass, please click on Reprint button

Departure	<input type="text" value="Kuala Lumpur (KUL)"/>	▼
Booking Number	<input type="text"/>	i
Family name/ Surname	<input type="text"/>	i
	<input type="button" value="Reprint"/>	<input type="button" value="Check-In"/>

Self-Service Check-in at the airport

Some airlines offer self-service check-in facilities for their passengers. This service allows passengers to check themselves in and bypass lengthy check-in queues.

The following information relates to Suvarnabhumi Airport in Bangkok, Thailand.

The screenshot shows the AOT Suvarnabhumi Airport website. At the top, there are navigation tabs for various airports: Suvarnabhumi, Don Mueang, Phuket, Chiang Mai, Chiang Rai, and Hat Yai. Below this is the AOT Corporate logo and the airport's name. A search bar is present with the text "Search in Suvarnabhumi Airport". The main navigation menu includes Home, Flight Information, Passenger Guide, Transportation, Facilities & Services, Shop, Dine & Lifestyle, Booking, and Plan your trip.

The "Passenger Guide" section is expanded, showing options like Arrival Procedures, Departure Procedures, Transfer / Transit Procedures, General Guide, Arrivals Guide, Departures Guide, Customs Services, Automatic Self Check-in System, Security Information, Meeting Passengers, Recommended VDO, and Special Guide. The "Automatic Self Check-in System" page is displayed, featuring a large graphic with the text "Automatic Self Check-in System" and Thai text "ระบบเช็คอินด้วยตนเองอัตโนมัติ". Below this, it states: "Suvarnabhumi Airport provides the Automatic Self Check-in System or CUSS that reduces the check-in time of the passengers and increases more convenience."

A list of "10 Airlines with Automatic Self Check-in System" is provided:

- Thai Airways
- Cathay Pacific
- KLM Royal Dutch
- Air France
- Kenya Airways
- Lufthansa
- Austrian Airlines
- Transnasa Airlines
- British Airways
- Delta Airlines

The "Process of using the Automatic Self Check-in System" section lists three options:

- using the Passport
- using the Ticket Number
- using the Frequent Flyer Number

A sample screenshot of the Thai Airways (TG) check-in interface is shown, with the text: "To check-in, please select one of these options". The interface includes buttons for "Enter reservation code or booking reference", "Enter E-Ticket number", and "Enter frequent flyer number (GLOBITR)". Below these are instructions: "or directly insert to the designated area." and a list of accepted items: "Passport photo and information page", "Credit card used for purchase E-ticket via telephone/web sale", and "Royal Orchid Plus Card". A "Reset Check-in" button is also visible.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 2.1 Correctly identify airport codes for 10 international airports.
 - 2.2 Correctly identify airline codes for 5 international carriers.
 - 2.3 Which TC Area (1, 2 or 3) are the following cities located in?
 - DXB
 - LAX
 - SYD
 - BKK
 - 2.4 It should not be assumed that a client understands industry terms and abbreviations. Provide three examples of industry terms or abbreviations and how you could explain them to clients.
 - 2.5 Research and summarise the baggage allowances for an international carrier.
 - 2.6 Research a full service carrier that offers economy, business and first class services and describe the differences in:
 - Baggage allowance
 - Airport services
 - On board meals and entertainment
-

Summary

Interpret promotional airfare information

Identify and explain promotional international airfare information

IATA codes and concepts

- Airline codes
- City and airport codes
- CRS format of flight itineraries
- IATA TC Areas
- Global Indicators

Terminology

- Glossary
- Abbreviations
- Currency codes

Fare types

- Normal fares
- Promotional fares
- Published fares
- Nett fares
- Concession fares
- Mileage and routing fares
- Route maps
- Itinerary types
- Classes of travel

Accessing airfares and rules

- Fare Basis codes
- Fare Display
- Booking classes
- Availability screens
- Fare rules

Taxes

Baggage allowance

Check-in requirements

Element 3:

Construct and cost itinerary for promotional air travel

3.1 Select carriers to accommodate identified client requirements

Introduction

It is important to establish the parameters of the client's needs during the initial sales consultation. The client's needs and preferences will determine the potential carriers, fares that should be recommended and where this information can be sourced.

Client information and preferences

Detailed information is required to construct a suitable itinerary for a client at the best available airfare. Asking questions to determine needs and preferences has been explained earlier in **1.1 Identify and confirm needs and preferences of the client.**

Some of these requirements will relate to the suitability of the carrier that is flown. For example:

- Frequent flyer point accrual
- Airline schedule – flight routes, dates and times
- Classes of service on board
- Airline reputation and personal preference
- Inclusions such as meals, entertainment and special assistance requirements
- Flexibility of the fare to make changes, payments, etc.
- Seat availability on preferred travel dates.



This information will assist the agent in deciding which carrier best suits the client's needs and determine which source will be used to access the airline information.

Low cost and full service carriers

Low cost and full service carriers provide different services to their passengers and also have different pricing and booking processes. For example, full service carriers will include baggage, meals and on board entertainment free of charge. Full service carriers usually have different classes of service (economy, business and first class) and a range of different prices to allow customers to choose a fare with the flexibility they require for making changes and payments. Low cost carriers will usually charge a base fare with additional fees for the inclusion of baggage and charge passengers on board for food and entertainment. They generally only have economy class seats on board.

When selling fares on 'low cost carriers such as Tiger Airways, Air Asia or Scoot, the agent may not be able to confirm these bookings in the CRS. The agent may need to make these reservations directly with the airline via their website. When processing a booking this way, the agent will need to use the client's own credit card for payment as, in most instances, the credit card holder must actually be one of the travelling parties.

A CRS allows the agent to access airline schedules, fares, seat availability and prices for full service carriers. Many fares can be booked and held for days or sometimes weeks (depending on the fare and the departure date) before the client needs to commit to making full payment.

Airline schedules and flight routes

Access to schedules, fares and information relating to the flights operated by the various airlines is available electronically to travel agents via:

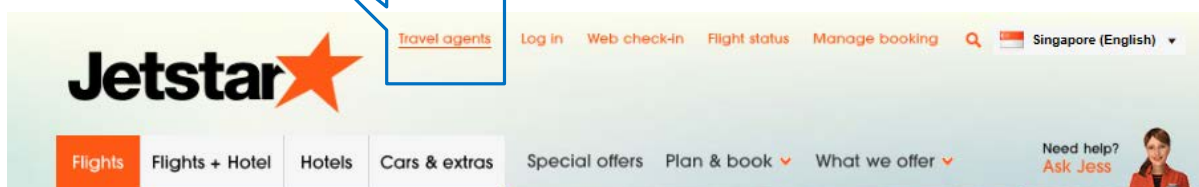
- Computer Reservation System (CRS)
- Travel Agent login for airline websites
- Airline websites – general public.

In most instances the agent will use the CRS to access schedules, construct the itineraries, source airfares and make bookings. There may however be instances when, because of ticket restrictions and/or commercial arrangements, the agent will:

- Access an airline travel agent website to check schedules and fares and to make the booking e.g. Lion Air and Air Asia
- Access the airline general public website e.g. Tiger Airways to check schedules and fares and to make the booking.

Jetstar Travel Agent login screens:

Travel agent Tab



Travel agent login screen



Thai Airways timetable example:

From China to Bangkok						
Origin	Frequency	Departure	Arrival	Flight No.	Flight Time	Aircraft Type
Beijing	1234567	0650	1105	TG675	5:15	A330
	1234567	1705	2120	TG615	5:15	A330
Shanghai	1234567	0845	1240	TG663	4:55	A330
	1234567	1720	2115	TG665	4:55	A330
Guangzhou	1234567	1440	1700	TG669	3:20	B777-300ER/B777-200
	1234567	2025	2245	TG679	3:20	A330/A333
Kunming	1234567	1520	1635	TG613	2:15	A333
Chengdu	12357	1505	1720	TG619	3:15	B777-300ER/A333
Xiamen	246	1610	1845	TG611	3:35	A333
	7	2005	2240	TG611	3:35	A300-600

Airline schedules and flight routes may be accessed using a Timetable entry in Galileo.

Galileo timetable example – Thai Airways scheduled flights from Bangkok to Yangon in January.

Entry: TT10JANBKKRGN/TG

```

Window 2
10JAN16-06FEB16  MTWTFSS  BANGKOK  /YANGON
                  1234567  BKK  RGN  0800  0845  TG 303  330*
                  1234567  BKK  RGN  1305  1350  TG 301  330*
                  1234567  BKK  RGN  1805  1850  TG 305  330*
END OF DISPLAY
>

```

This entry shows that Thai Airways operates three daily flights to Yangon.

Airline Pricing

Strong competition in the air travel market place means that as well as the standard fare types, special airfares and deals become available from time to time. These specials and deals usually have clear book and pay conditions, limited availability and often sell out quickly. The airlines will generally provide advance notice of specials to their travel agent network however there are instances where this does not happen. Travel agents need to keep up to date in terms of what is happening in the international marketplace.

These fluctuations in pricing mean that the agent cannot assume that one carrier is always cheaper than another. If a client is requesting the lowest fare, rather than requesting a specific airline, the agent may need to check a range of different airline pricing and availability.

When discussing airfare costs with a client, the agent must make a thorough check of the fare rules to ensure that the client is correctly advised of the fare conditions.

Seat availability is also an important consideration as many lower priced fares, particularly for travel in peak periods, will sell quickly.



Seat availability

When quoting airfares, it is important to check seat availability before providing information to the client. In the CRS and on airline websites, it is possible to check availability for:

- The particular class of travel (e.g. economy, premium economy, business or first class)
- The cheapest available fare on a specific date
- A specific fare type (e.g. Selecting the cheapest fare or deliberately selecting a higher fare which allows greater flexibility with payments and amendments).

3.2 Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements

Introduction

The itinerary that is constructed will depend on the client requirements that have been identified and the airlines to be booked. The method used will also depend on operational requirements of the enterprise that the agent is working for and the CRS or airline website being used.

We will begin by considering bookings made using airline websites. Most of this topic will be focussed on constructing and costing itineraries using a CRS as this process is more complex but also allows the agent to consider many options for their clients. For consistency, Galileo will be used throughout the topic.

Airline website bookings

Airline websites are normally used for low cost carriers that do not allow booking and ticketing through a CRS. Special access to the website may be granted to agents, with the use of an agency login and password, otherwise the agency may use the public website.

The entries to search for flights and enter passenger details are usually more user-friendly than the CRS as they have been designed for use by the general public. A CRS is only used by agents who are working in the travel industry and have training on industry processes, codes, etc.

Despite their simplicity, there are some challenges when using airline websites as fares can change frequently and most bookings cannot be held for a client to consider as full payment is required immediately to confirm the airfare.



Constructing and costing itineraries in Galileo

Enterprise operational requirements

There are different ways of constructing and costing itineraries using Galileo. The basic principles and entries will be introduced throughout this topic. Some enterprises will use different versions of Galileo, including ViewPoint and SmartPoint. The processes for making bookings are the same but the screens appear differently. We will use the FocalPoint entries, referred to as cryptic, as all agencies are able to make bookings using these entries. Also, once FocalPoint entries are understood, it is easy to transfer this knowledge to use other versions of Galileo.

This table provides a summary of the entries we will use and includes a brief explanation of the meaning of each entry. Some of these entries have been used previously in Topic 2.1.

Galileo entry	Explanation
TT	Timetable
TT01OCTBKKVTE/TG	Display Thai Airways scheduled flights from Bangkok to Vientiane, departing in October.
TT01MARSYDSIN	Display all carriers operating direct flights from Sydney to Singapore, departing in March.
FD	Fare Display
Example: FD20OCTSINRGN-RT/SQ	Display the Singapore Airlines return airfares from Singapore to Yangon, based on departing 20 October.
FN	Fare Notes (Rules) from a Fare Display
Example: FN*3/8	Display the stopover rules (paragraph 8) for the fare on Line 3 of the Fare Display.
A	Availability
Example: A20OCTSINRGN*SQ	Display availability on Singapore Airlines flights from Singapore to Yangon on 20 October.
A@\$1	Entry to display all booking classes for a flight on Line 1 of the availability.
0 (Zero)	Sell from an Availability
02L3	Sell (book) two L class seats from the flight on Line 3 of the availability screen.
FQ	Fare Quote booked segments
FQ	Confirms the airfare, taxes and surcharges for the booked itinerary and advises the TTL (Ticketing Time Limit).

Selecting carriers

As mentioned in the earlier topic **3.1 Select carriers**, to accommodate identified client requirements you may have a request to book a specific airline or a direct flight. For example, your client may wish to fly direct from Bangkok to Sydney in September, but does not request a specific airline. There are different ways that you could approach this situation. One option is to begin by checking airline schedules (timetables) in your CRS to see which airlines fly direct between these two cities.

Entry: **TT01SEPBKKSVD**

This entry will display all airlines with scheduled flights between Bangkok and Sydney in September. This entry will only display direct flights.

A second option is to enter information to see all flights between Bangkok and Sydney on a specific date.

Entry: **A01SEPBKKSVD**

If your client wishes to fly with Singapore Airlines, you could request to only see flights operated by Singapore Airlines.

Entry: **A01SEPBKKSVD*SQ**

This screen shows that there are multiple options to travel from Bangkok to Sydney via Singapore, flying Singapore Airlines.

```

Window 2
TUE 01SEP15 BANGKOK /SYDNEY *SQ
** SINGAPORE AIRLINES - SN ** 59 TU 01SEP 0000
1 BKK SIN 01/1530 1855 SQ 977 Z4 C4 J4 U4 D1 Y9 B9 E9 M9#772C*E
2 SYD 01/2015#0555 SQ 221 R4 F4 A4 Z4 C4 J4 U4 D1 S9#388C*E
3 BKK SIN 01/1830 2155 SQ 979 Z4 C4 J4 U4 D2 Y9 B9 E9 M9#333C*E
4 SYD 02/0045 1025 SQ 231 F4 A2 Z4 C4 J4 U4 D2 S9 T4#77WC*E
5 BKK SIN 01/1215 1540 SQ 975 Z4 C4 J4 U4 D1 Y9 B9 E9 M9#772C*E
6 SYD 01/2015#0555 SQ 221 R4 F4 A4 Z4 C4 J4 U4 D1 S9#388C*E
7 BKK SIN 01/1530 1855 SQ 977 Z4 C4 J4 U4 D4 Y9 B9 E9 M9#772C*E
8 SYD 02/0045 1025 SQ 231 F4 A2 Z4 C4 J4 U4 D4 S9 T4#77WC*E
>AM*SQ .
>

```

If your client is a member of the Qantas Frequent Flyer program, use this entry to see flight options and availability on Qantas only.

Entry: **A01SEPBKKSYP*QF**

This screen shows that there is only one option to fly direct with Qantas for this route. Although this screen provides multiple options, only one direct service is operated by Qantas. The other options are not direct and are codeshare flights which are operated by other carriers.

```

Window 2
TUE 01SEP15 BANGKOK /SYDNEY *QF
** QANTAS AIRWAYS - SN ** 59 TU 01SEP 0000
1 BKK SYD 1825#0645 QF 24 J9 C9 D4 I0 Y9 B9 H9 K9 M9 L9#333C*E
2 BKK SIN 1250 1615 @QF4215 Y9 B9 H9 K9 M9 L9 V9 SC NC QC#320C*E
3 SYD 2020#0615 QF 82 J9 C9 D9 I9 Y9 B9 H9 K9 M9 L9#332C*E
4 BKK SIN 1140 1510 @QF4239 Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9#320C*E
5 SYD 2020#0615 QF 82 J9 C9 D9 I9 Y9 B9 H9 K9 M9 L9#332C*E
6 BKK SIN 1515 1840 3K 510 Y4 B4 V4 T4 S4 R4 Q4 P4 O4 N4#320
7 SYD 2020#0615 QF 82 J9 C9 D9 I9 Y9 B9 H9 K9 M9 L9#332C*E
8 BKK SYD 1950#0745 @QF8418 F4 A4 J7 C7 D7 Y9 B9 H9 K9 M9#77WC*E
>AM*QF .
>

```

Availability - One way journeys

Using the Availability entry example above, you could continue to book flights and start creating an itinerary. In order to do this, you would need to know which booking class you will need to use. This information is obtained from a fare display which we will consider in a moment.

Imagining that the above flight itinerary was booked from Bangkok to Sydney only (either with Qantas or Singapore Airlines), this would create a **one way journey**.

The journey from Bangkok to Sydney on Qantas would be a **single sector one way journey**.

The journey from Bangkok to Sydney, via Singapore, flying Singapore would be a **one way journey with two sectors**. Singapore would be considered an **intermediate point**.

If the passenger is only in Singapore for a short time waiting for their next flight, this intermediate point is referred to as a **transit**.

If the passenger wishes to stay in Singapore for more than 24 hours, Singapore is considered an intermediate stopover flight. This would require the journey to be booked in two segments, using two availability screens. For example:

Entry: **A01SEPBKKSIN*SQ**

Entry: **A03SEPSINSYD*SQ** (Two night stopover in Singapore)

Availability – Return journeys

Continuing with the examples above, imagine that the passenger wishes to return from Sydney one week later.

The Qantas entry would be:

Entry: **A08SEPSYDBKK*QF**

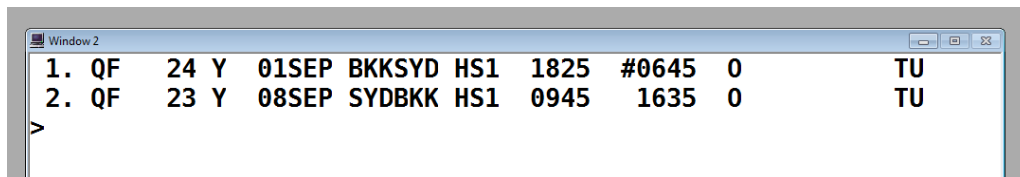
The Singapore Airlines entry would be:

Entry: **A10SEPSYDBKK*SQ**

(Assuming no stopover is required in Singapore):

Although we have not yet considered which booking classes or flights to book, and the entries required for this part of the process, let's look at the itineraries that could be created for these booking examples:

Qantas itinerary:

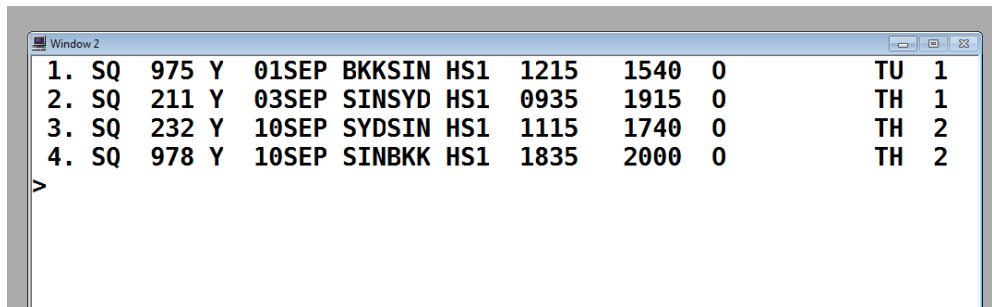


```

Window 2
1. QF 24 Y 01SEP BKKSyd HS1 1825 #0645 0 TU
2. QF 23 Y 08SEP SYDBKK HS1 0945 1635 0 TU
>

```

Singapore Airlines itinerary:



```

Window 2
1. SQ 975 Y 01SEP BKKSIN HS1 1215 1540 0 TU 1
2. SQ 211 Y 03SEP SINSYD HS1 0935 1915 0 TH 1
3. SQ 232 Y 10SEP SYDSIN HS1 1115 1740 0 TH 2
4. SQ 978 Y 10SEP SINBKK HS1 1835 2000 0 TH 2
>

```

Terminology

Both itinerary examples above are **return** journeys. Bangkok is the **origin** and Sydney is the **destination**.

The Qantas itinerary has a **direct, non-stop flight** in each direction.

The Singapore Airlines itinerary has an **online transfer** through Singapore on the **outbound component** and Singapore is a **stopover**. On the **inbound component**, there is also an **online transfer** through Singapore, and Singapore is a **transit** point.

In the itineraries above, the booking class Y has been used. As mentioned earlier in Element 2.1, a Fare Display will explain which booking class to use.

Booking classes

Before making either of the bookings above, you would need to thoroughly understand the fares that you are wanting to book and be able to interpret the information from the availability screens.

Remember that a booking class is different to class of service (economy, business, etc.).

- Each booking class represents a unique airfare for a specific airline
- Each airline uses different booking classes and has different prices
- The number next to the booking class in the availability screen represents how many seats are available for that price
- To find out information about fares and booking classes, you will need to access information from the CRS fare display.

Creating an itinerary for a one way airfare

This is the process for calculating a fare for a client who wishes to travel one way (OW) from Bangkok (BKK) to Tokyo Narita Airport (NRT) flying with Malaysia Airlines (MH). She wishes to depart on the 14th of October and have a four night stopover in Kuala Lumpur.

Fare Display

FD14OCTBKKNRT-OW/MH

```

Window 2
FARES LAST UPDATED 29JUN 1806
>FDBKTTY014OCT-OW/MH
BKK-TYO WED-14OCT15 MH
MPM 3442 EH
**ADDITIONAL TAXES/FEEES MAY APPLY**
PUBLIC FARES
  CX  FARE  FARE  C  AP  MIN/  SEASONS..... MR  GI  DT
      THB  BASIS
1  MH  11300  OBCOWTH  0  3           R  EH
2  MH  12800  QBCOWTH  Q           R  EH
3  MH  14300  NBCOWTH  N           R  EH
4  MH  16530  SBCOWTH  S           R  EH
5  MH  18870  VSTOWTH  V           R  EH
)>

```

The screen above shows that the cheapest fare needs to be booked in O class and must be booked at least three days prior to departure.

At the client wishes to stopover in Kuala Lumpur, it is recommended to also check the stopover rule (Paragraph 8) to see if stopovers are permitted and if any additional cost applies.

Fare Notes**FN*1/8**

```

Window 2
>FN*1/8
001 BKKTYO 14OCT15 MH THB 11300 OBCOWTH STAY---/-- BK-0
8. STOPOVERS
UNLESS OTHERWISE SPECIFIED NOTE - GENERAL RULE DOES NOT
APPLY
6 STOPOVERS PERMITTED ON THE PRICING UNIT
LIMITED TO 1 FREE AND 5 AT THB 3750 EACH.
1 FREE IN KUL
5 IN AREA 3 AT THB 3750 EACH.
>

```

Although this screen is a little confusing to read, it does state that one free stopover is permitted.

Availability**A14OCTBKKKUL*MH**

```

Window 2
WED 14OCT15 BANGKOK /KUALA LUMPUR *MH
1 BKK KUL 0600 0910 MH 797 J4 C4 D4 Z4 I4 Y9 B9 H9 K9 M9#738B E
DESIGNATED NON-SMOKING SERVICE
MH CODESHARE WITH MK
2 BKK KUL 1105 1415 MH 785 J4 C4 D4 Z4 I4 Y9 B9 H9 K9 M9#738B E
DESIGNATED NON-SMOKING SERVICE
MH CODESHARE WITH TG/PG/AY/WY
3 BKK KUL 1415 1725 MH 789 J4 C4 D4 Z4 I4 Y9 B9 H9 K9 M9#738B E
DESIGNATED NON-SMOKING SERVICE
MH CODESHARE WITH TG/PG/WY/8M
>AM*MH .
>

```

Assuming the client would prefer to fly early in the morning and O class does not appear on the screen, the follow on entry to display all booking classes for Line 1 is:

A@\$1

```

Window 2
WED 14OCT15 BANGKOK /KUALA LUMPUR *MH
1 BKK KUL 0600 0910 MH 797 J4 C4 D4 Z4 I4 Y9 B9 H9 K9 M9 L9B E
V9 S9 N9 Q9 O2 GR
A*MH TO RETURN TO MAIN DISPLAY
>

```

There are two seats remaining on this flight in O class.

Sell seat entry

To book one seat in O class on Line 1 of the above screen, the entry is:

0101

The following screen will display:

```
Window 2
1. MH 797 0 14OCT BKKKUL HS1 0600 0910 0 WE
>
```

Four days later, the client wishes to fly from KUL to NRT.

Availability

A18OCTKULNRT*MH

There is only one flight that day and O class is available.

```
Window 2
SUN 18OCT15 KUALA LUMPUR/TOKYO *MH
1 KUL NRT 2330#0740 MH 88 J4 C4 D4 Z4 I2 Y9 B9 H9 K9 M9 L9B E
V9 S9 N9 Q9 O9 GR
A*MH TO RETURN TO MAIN DISPLAY
>
```

Sell seat entry

To book one seat in O class on Line 1 of the above screen, the entry is:

0101

The following screen will display:

```
Window 2
1. MH 797 0 14OCT BKKKUL HS1 0600 0910 0 WE
2. MH 88 0 18OCT KULNRT HS1 2330 #0740 0 SU
>
```

Fare quote

To confirm the fare, the taxes and the TLL, the entry is:

FQ

```

Window2
>FQ
  PSGR          FARE          TAXES          TOTAL PSG DES
FQM 1          THB          15180          1330          16510 ADT
GRAND TOTAL INCLUDING TAXES **** THB          16510
**ADDITIONAL FEES MAY APPLY**SEE >F0
ADT          LAST DATE TO PURCHASE TICKET: 14SEP15
ADT          TICKETING AGENCY G58
ADT          DEFAULT PLATING CARRIER MH
ADT          FARE HAS A PLATING CARRIER RESTRICTION
ADT          PAPER TICKET REQUIRED
UNABLE TO FILE - NEED NAMES
BAGGAGE ALLOWANCE
ADT
)>

```

Note that the fare above has been confirmed with an additional surcharge added to the fare.

Creating a return airfare booking in Galileo

This is the process for creating a booking for passengers named Sheryn and Myla Mallillin. They wish to fly from Manila to Singapore on Philippine Airlines for a 5 night holiday, departing on the 10th of February. They would prefer to fly in the evening.

The agent's name is John and the travel enterprise is called William Angliss College, based in Manila. These details will be required later in this unit.

Fare Display

FD10FEBMNL SIN-RT/PR

```

Window2
FARES LAST UPDATED 29JUN 1511
>FDMNLSIN10SEP-RT/PR
MNL-SIN THU-10SEP15 PR
MPM 1771 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
AUD CURRENCY FARES EXIST
  CX   FARE   FARE   C   AP   MIN/   SEASONS..... MR GI DT
      USD   BASIS
1 PR  260.00R ERBESG E     /12M           M  EH
2 PR  290.00R KRRESG K     /12M           M  EH
3 PR  320.00R XRRESG X     /12M           M  EH
4 PR  350.00R BRRESG B     /12M           M  EH
)>

```

The lowest fare has a fare basis code ERBESG and seats need to be available in E class in order to sell this fare of USD260.00 plus taxes and charges. This fare does not have any minimum or maximum stay requirements.

Availability

A10FEBMNLIN*PR

```

Window 2
THU 10SEP15 MANILA /SINGAPORE *PR
10SEP THU MNL/Z$8 SIN/$0
NO MORE - 1* TO CONTINUE
1 MNL SIN 0600 0940 PR 511 J7 C7 D7 I6 Z2 Y7 S7 L7 M7 H7#321B E
2 MNL SIN 1000 1340 PR 507 J7 C7 D7 I4 Z2 Y7 S7 L7 M7 H7#320B E
3 MNL SIN 1510 1850 PR 501 J7 C7 D7 I6 Z2 Y7 S7 L7 M7 H7#321B E
4 MNL SIN 1930 2310 PR 509 J7 C7 D7 I7 Z2 Y7 S7 L7 M7 H7#320B E
>

```

To view availability in E class on line 4 (the evening flight), the follow on entry is:

A@\$4

```

Window 2
THU 10SEP15 MANILA /SINGAPORE *PR
4 MNL SIN 1930 2310 PR 509 J7 C7 D7 I7 Z2 Y7 S7 L7 M7 H7 Q7B E
V7 B7 X7 K7 E7 T7 U6 07
A*PR TO RETURN TO MAIN DISPLAY
>

```

Sell seat entry

To book two seats in E class on Line 4 of the above screen, the entry is:

02E4

The following screen will display:

```

Window 2
1. PR 509 E 10SEP MNLIN HS2 1930 2310 0 TH
>

```

Availability

A15FEBSINMNL*PR

```

Window 2
TUE 15SEP15 SINGAPORE /MANILA *PR
15SEP TUE SIN/Z$8 MNL/$0
NO MORE - 1* TO CONTINUE
1 SIN MNL 0030 0420 PR 510 J7 C7 D7 I6 Z2 Y7 S7 L7 M7 H7#320B E
2 SIN MNL 1030 1420 PR 502 J7 C7 D7 I6 Z2 Y7 S7 L7 M7 H7#321B E
3 SIN MNL 1430 1820 PR 508 J7 C7 D7 I7 Z2 Y7 S7 L7 M7 H7#320B E
4 SIN MNL 1945 2330 PR 512 J7 C7 D7 I6 Z2 Y7 S7 L7 M7 H7#321B E
>
    
```

To view availability in E class on line 4 (the evening flight), the follow on entry is:

A@\$4

```

Window 2
TUE 15SEP15 SINGAPORE /MANILA *PR
4 SIN MNL 1945 2330 PR 512 J7 C7 D7 I6 Z2 Y7 S7 L7 M7 H7 Q7B E
V7 B7 X7 K7 E7 T7 U7 07
A*PR TO RETURN TO MAIN DISPLAY
>
    
```

Sell seats

To book two seats in E class on Line 4 of the above screen, the entry is:

02E4

The following screen will display

```

Window 2
1. PR 509 E 10SEP MNLSIN HS2 1930 2310 0 TH
2. PR 512 E 15SEP SINMNL HS2 1945 2330 0 TU
>
    
```

Fare quote

To confirm the expected fare of USD260 and to confirm the taxes and TTL, the entry is:

FQ

```

Window 2
>FQ
  PSGR          FARE    TAXES    TOTAL PSG DES
FQG 1-2      USD    260.00    59.70    639.40 ADT
  GUARANTEED
GRAND TOTAL INCLUDING TAXES ****    USD    639.40
  **ADDITIONAL FEES MAY APPLY**SEE >FO
  **CARRIER MAY OFFER ADDITIONAL SERVICES**SEE >FQ/DASO
  ADT    LAST DATE TO PURCHASE TICKET: 20JUL15
  ADT    TICKETING AGENCY G58
  ADT    DEFAULT PLATING CARRIER PR
  ADT    FARE HAS A PLATING CARRIER RESTRICTION
  ADT    PAPER TICKET REQUIRED
UNABLE TO FILE - NEED NAMES
)>

```

This screen explains:

- The fare is USD 260.00 plus 59.70 taxes per person
- The total fare and taxes for both passengers is USD639.40
- The code ADT indicates both passengers have been quoted Adult fares
- The last date to purchase the ticket (the TTL) is 20 July
- Please ignore the line stating that paper tickets are required. E-ticketing is now the form of ticketing for all international fares
- The last line states that the fare cannot be filed (saved) with the itinerary unless names are entered and a booking is created.

This example will continue later in this unit to demonstrate how bookings are created.

Itinerary examples:

The following itineraries include a range of different itineraries that can be created. For each itinerary, the process is the same as described above and the formats and codes are the same.

Each itinerary example has a purpose which is to demonstrate a different type of fare or to explain a new concept.

Open Jaw itinerary

This itinerary is with Thai Airways, flying from Bangkok to Jakarta and returning from Denpasar to Bangkok. The 'ARNK' between flights indicates that this sector has not been booked by the agent and means 'Arrival Unknown' (or own arrangements). Five seats are being held.

Segment	Carrier	Class	Yield	Origin	Destination	Day	Time	Fuel	Other	Day
1.	TG	435	Y	200CT	BKKCGK	HS5	1405	1740	0	TU
2.	ARNK									
3.	TG	432	Y	280CT	DPSBKK	HS5	1610	1925	0	WE

Codeshare flights

This itinerary contains codeshare flights which have Qantas flight numbers but are operated by Emirates (Segments 1 and 4). You will note that the Qantas flight numbers contain four digits. This is a way of identifying codeshare services although this is also clearly advised on this booked itinerary.

When reading this itinerary, you will note the final **destination** is London Heathrow and on the outbound flights, the passenger is having a **stopover** in Dubai for 4 nights. On the return, the passenger will only **transit** through Dubai.

1.	QF	8409	A	01FEB	KULDXB	HS1	0950	1300	0	MO
OPERATED BY EMIRATES AIRLINES										
2.	QF	9	A	05FEB	DXBLHR	HS1	0830	1225	0	FR
3.	QF	10	A	05MAR	LHRDXB	HS1	1235	2330	0	SA 1
4.	QF	8408	A	06MAR	DXBKUL	HS1	0300	1350	0	SU 1
OPERATED BY EMIRATES AIRLINES										

Online and interline transfers

The itinerary below is a return journey from Bangkok to San Francisco, flying with Thai Airways and Singapore Airlines.

On the **outbound component**, the passenger will **transit** through Hong Kong.

On the **inbound component**, the passenger will **transit** through Singapore. Note that flight SQ1 arrives into Singapore at #1200, meaning 12.00pm the next day – 21 November.

The passenger will arrive into Hong Kong on Thai Airways and depart on Singapore Airlines. This is called an **interline transfer**.

The passenger will return from San Francisco to Singapore and change aircraft, continuing to fly with Singapore Airlines. This is called an **online transfer**.

```

Window 2
1. TG 602 Y 20OCT BKKHKG HS1 1830 2215 0 TU
2. SQ 2 Y 20OCT HKGSFO HS1 2330 2115 0 TU
3. SQ 1 Y 20NOV SFOSIN HS1 0005 #1200 0 FR 2
4. SQ 974 Y 21NOV SINBKK HS1 1310 1435 0 SA 2
>

```

Add-ons

This is a return itinerary from Jakarta to Adelaide (Australia), travelling via Perth (Australia).

Jakarta is the **origin**, Adelaide is the **destination** and Perth is an **intermediate point**.

The passenger will fly Garuda Airlines on the **international** flights and Virgin Australia on the **domestic** flights (within Australia). There is an **interline transfer** at Perth in each direction.

Although Garuda do not fly to Adelaide, they do publish a fare from Jakarta to Adelaide and allow Virgin Australia to be used as a carrier for this sector that they do not fly. This is called using an **add-on**, in order to publish fares through to destinations that are not being flown by the main carrier. The route map indicates the permitted use of secondary carriers as well as the flight routing.

```

Window 2
1. GA 724 M 20FEB CGKPER HS1 1035 1600 0 SA
2. VA 714 E 21FEB PERADL HS1 0810 1330 0 SU
3. VA 719 E 27FEB ADLPER HS1 1410 1505 0 SA
4. GA 725 M 27FEB PERCGK HS1 1740 2115 0 SA
>

```

3.3 Obtain approval and authority to proceed with booking/s from client

Introduction

It is essential to obtain authority from the client before making the airline booking. It is the agent's responsibility to provide the client with all of the required details so that they can make an informed decision.

Obtaining client approval and booking the carrier can often be a combined instant decision as most low cost carrier fares and some full service carrier fares will require immediate payment at the time of booking. In other instances payment is not required immediately. This means the agent can hold a confirmed booking, allowing time for the client to reach a decision on whether or not to proceed.



Confirming booking with client

Confirmation from the client to proceed with the booking will be given either face to face, via the telephone or email. Once the passenger has agreed that the booking is accurate and the relevant fare is suitable for them, the agent would make arrangements to confirm all the details in writing.

Whenever possible, it is preferable to provide both written and verbal information for the client. This will ensure that the client has the best possible opportunity to understand the itinerary and airfare before proceeding.

Confirming itinerary details

It is important to provide all relevant details to the client using language and terms that they will understand. Remember that passengers are not always familiar with 'travel jargon' which includes terms, codes and formats that are specific to the travel industry. For example, it may be appropriate to convert time from the 24 hour clock to 12 hour time, showing AM and PM to distinguish between morning and evening.

Ensure that you explain that the departure and arrival times are the local times for each city shown on the itinerary. When crossing through different time zones, this information may be confusing for clients. It is also suggested that the itinerary could include the duration of each flight as this can help the client to understand itineraries with departure and arrival times which seem illogical due to changes in time zones.

For example the client's flight itinerary may read as follows, however what the agent would say is expanded:

Window 2										
1.	PR	509	E	10SEP	MNLSIN	HS2	1930	2310	0	TH
2.	PR	512	E	15SEP	SINMNL	HS2	1945	2330	0	TU

An agent might say:

“You are confirmed to fly on Thursday 10 September with Philippine Airlines in economy class on flight PR509. The flight departs Manila at 7.30pm and arrives into Singapore at 11.10pm. You will stay in Singapore for 5 nights before returning to Manila on 15 September, departing at 7.45pm and arriving at 11.30pm.”

It is not necessary to explain that the booking is made in E class but it is recommended to mention the class of service, particularly for business and first class itineraries.

When verbally explaining the itinerary, it is also a good opportunity to reconfirm the airline, dates, times and stopovers. Ask the client if they understand and if they have any questions. Do not assume that they understand.

Confirming pricing

When providing the client with the price, it is usual practice to provide a cost ‘per person’ as well as the total price for the whole booking when there are multiple passengers. This ensures that any child, infant and concession fares are clearly itemised and explained.

Also ensure that the prices are quoted in the local currency. Some international airfares are priced in the CRS and airline websites in US dollars (USD). This is the case for the example we have used earlier in this topic. As the clients are also based in Manila, the fares should be converted into the local currency for the Philippines – Peso, with the code PHP.



FZS entry in Galileo

The ‘FZS’ entry will use the current Bank Selling Rate (BSR) to convert the currency. The BSR is automatically updated each week by Galileo.

Galileo entry to convert 641.40 USD into Peso (PHP).

FZSUSD641.40PHP

Equals PHP 28990. This needs to be divided by two to calculate the per person price.

It is essential that the client is provided with airfare pricing that they fully understand before any payments are made and to ensure that all taxes and surcharges are also included in the final price.

Confirming airfare conditions

After explaining the itinerary and pricing, ensure that the client is aware of the entire general booking conditions. The most important conditions will relate to inclusions, payments and penalties.

- **Inclusions**

Advise the client of the baggage allowance and whether or not on-board entertainment, food and beverages are included in their airfare.

- **Payments**

Advise the client if full payment is required immediately and what payment methods they can use. If immediate payment is not required, advise the client on the payment due date. It is usual practice to provide this information in writing.

- **Penalties**

The most restrictive fares may be non-refundable and non-changeable. Other promotional airfares will usually have a penalty fee which applies if the fare is cancelled or amended. Amendment fees should also be explained clearly. Many clients assume that date changes can be made without cost. Date changes may be restricted and are subject to availability. Rerouting (changing cities) is often not permitted or incurs higher fees.

Most tickets are also non-transferable, meaning that name changes are not permitted so only the passenger originally booked can use the ticket (they cannot give it to someone else to use). All tickets require accurate spelling of the passenger name and it cannot be assumed that incorrect spelling can be corrected without incurring fees.

Obtaining approval

Once the client has all of the airfare details, the agent should feel confident to ask if they would like to proceed with the booking. Each enterprise will have different procedures for obtaining authority from their clients to make bookings. These procedures will also be influenced by how the agent is communicating with the client.

When the client is speaking with the agent, either face to face or on the telephone, it is possible to receive verbal authority to proceed with the booking. When communicating via email, the client can respond in writing to confirm their approval to proceed.

Some enterprises will require the client to sign documentation before proceeding. This documentation may be an invoice which explains the pricing and conditions. Some enterprises may also require a signed copy of the itinerary and others may have a formal authority form which the client needs to complete and sign to confirm their personal details.

It is also recommended to ask for all of the client's details when authority to proceed has been received. For some enterprises, it is common practice to request copies of each passenger's passport before bookings are made. This provides an opportunity to check correct spelling of names at the time of booking. It also allows the agent to confirm that all passengers have valid passports, which are required for international travel, and to check any visa requirements.



3.4 Book approved itinerary with nominated carriers

Introduction

Once approval has been obtained from the client, the agent can proceed with making the booking. The method for booking the airfare will vary depending on whether the booking is being made on an airline website or using a CRS, however the information that is required is generally the same.



Creating bookings in a CRS

After booking the itinerary and confirming the total price, the passengers' details need to be entered before the booking is finalised.

You must enter:

- The full name and title for each passenger
- Child and infant ages
- Travel agency details.

When making a booking in a CRS, the agent must also enter the date that the itinerary must be paid for in full and ticketed. This is also referred to as the Ticketing Time Limit (TTL).

An entry to acknowledge who had made the booking is also required. This may be the name of the client or the name of the agent. Some enterprises will enter the name or initials of the client making the booking and others will require the agent making the booking to enter their name or initials.

A CRS booking cannot be confirmed until all of this information is entered into the system. The information described above is essential and referred to as 'mandatory fields'. The mandatory fields can be entered in any order.

Galileo – Five mandatory fields

Galileo entry	Explanation
Itinerary	Confirmed flights
Names Example: N.3JONES/TOMMR/MARYMISS*P-C08 N.I/JONES/LUCYMISS*10FEB15	Two passengers, named Tom Jones and Mary Jones, who is 8 years old. Also travelling with an infant without a seat (Lucy Jones, date of birth 10 February 2015).
Agency details Example: CMT/G58//+*-JOHN	Adding the agency pseudo (G58), name, phone number and consultant name John to the booking.
Ticketing Time Limit Example: T.TAU/10SEP	Adding the ticketing deadline to the booking. This is the last date that the ticket can be issued for this booking.
Received by Example: R.JOHN	Acknowledging who made the booking (John). Some enterprises may enter passenger name or initials, e.g. R.TOM or R.TJ

Name formats

You will notice that there is a format for entering names into a CRS. The format is Surname / First Name / Title. There are also specific formats for including the child age and for entering infants without a seat, including their date of birth.

N.3JONES/TOMMR/MARYMISS***P-C08**

N.I/JONES/LUCYMISS***10FEB15**

P-C08 Child 8 years of age

N.I/ Infant passenger not requiring a seat

10FEB15 Infant date of birth

Passenger Name Record

After all mandatory fields have been completed, the information can be saved and the agent will receive a reference number. This reference is called a PNR – Passenger Name Record. This is a unique six digit code made up of a combination of letters and numbers. When a PNR is created, the airlines in the booking are automatically notified via the CRS. To acknowledge the booking, each airline will allocate their own unique identification code which is called a RELOC (abbreviation of Record Locator) or vendor locator. This code is stored within the PNR.

Airline website bookings

Bookings made on an airline website will generate a unique PNR code upon completion. On many airline websites, airfares require instant payment which means that flights are not confirmed for your passenger unless full payment is made by credit card at the time of booking. In this situation, a PNR is generated only when all required details, including the credit card payment, are entered.

This is an example of a Tiger Airways booking confirmation with reference R7H8VZ.



The image shows a screenshot of a Tiger Airways flight confirmation page. At the top left is the Tiger Airways logo. The main heading is "your flight confirmation". Below this, there is a disclaimer: "This is not a boarding pass." followed by the booking reference "R7H8VZ" and the booking date "Thu, 15 Nov 2012 (UTC)". A barcode is visible on the right. A section titled "departing flights" lists a flight on Wednesday, 26 Dec 2012. The flight details are as follows:

Flight	Date	Depart	Arrive
TR 2816	Wed, 26 Dec 2012	Singapore (SIN) Singapore Changi Intl Airport (T2)	Phnom Penh (PNH) Phnom Penh Intl Airport

Check-in: Wed, 26 Dec 2012 1:00 PM

All times displayed are local.

Additional information and requests

Depending on the airline, special requests and additional information can also be added to the PNR. Examples include:

- Frequent flyer numbers
- Meal requests (for example, vegetarian or child meals)
- Seating requests
- Bassinet requests for infants
- Special assistance requests (for example, wheelchair assistance while boarding)
- Linking multiple PNRs when passengers in different bookings wish to be seated together.

CRS booking examples - Galileo

The following examples will demonstrate the process of creating bookings in Galileo. Each CRS will have different but similar entries for booking flights and entering passenger details and requests. Airlines and airport codes are created by IATA and are not unique to each CRS. This means that the itinerary will appear the same in each CRS.

To begin with, we will continue with the Singapore Airlines example that we have used previously.

Itinerary:

```
Window 2
1. PR 509 E 10SEP MNLSIN HS2 1930 2310 0 TH
2. PR 512 E 15SEP SINMNL HS2 1945 2330 0 TU
>
```

Mandatory field entries:

Names: N.2MALLILLIN/SHERYNMISS/MYLAMISS
 Agency details: CMT/G58//+*-JOHN
 Ticketing Time Limit: T.TAU/10SEP
 Received by: R.JOHN

Here is the booking with all mandatory fields entered.

```
Window 2
1.2MALLILLIN/SHERYNMISS/MYLAMISS
1. PR 509 E 10SEP MNLSIN HS2 1930 2310 0 TH
2. PR 512 E 15SEP SINMNL HS2 1945 2330 0 TU
** SERVICE INFORMATION EXISTS ** >*SI*
** CUSTOM CHECK RULES EXIST ** >*RU*
FONE-MELT*03 9606 2111 WILLIAM ANGLISS COLLEGE--JOHN
RCVD-JOHN
TKTG-TAU/TH10SEP
>
```

Now that the names have been entered, typing the 'FQ' entry will ensure that the fare can be stored in the booking. The booking can then be ended using the entry "ER" which will End (Save) and Retrieve the booking so that the agent can immediately see and record the allocated PNR, which will appear in the top left hand corner of the screen.

Additional details to be added:

This table includes examples of other information that can be added to a PNR:

Galileo entry	Explanation
M.P2/PR7890987	Adding a Philippine Airlines frequent flyer number for passenger 2.
SI.P1/VGML	Requesting a vegetarian meal for passenger 1.
SI.PR*CTC MNLH 88998899	Advising a passenger home contact number to Philippine Airlines.
S.NW	Advise the airline that the passengers prefer a non-smoking window seat

After any additional information is added to a PNR, the agent must again enter the Received field and End and Retrieve the booking. For example:

R.JOHN

ER

The agent will record the booking reference in a client file. The booking can be retrieved later using this code or by using the client surname. For example:

***T5RE34** Will retrieve the PNR T5RE34

***-MALLILLIN** Will retrieve a booking with any passenger with this surname

Example including children and infants

This is the process for creating a booking for passengers named Anthony and Lisa Smith and their two children. Amanda is 5 years old and Simon is 3 months old. They wish to fly from Singapore to Los Angeles, departing on the 1st of November for a two month stay. They advise that they may decide to stay longer and want to know if any penalties will apply to change the return date.

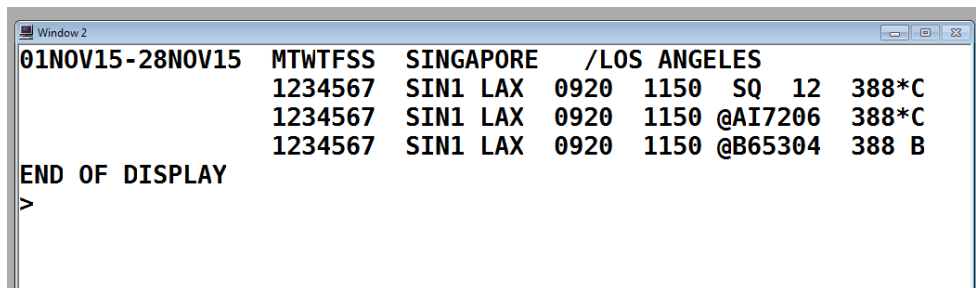
The agent's name is John and the travel enterprise is called William Angliss College, based in Singapore.

We will begin by checking to see which airlines fly direct from Singapore to Los Angeles.



Timetable

Entry: **TT01NOVSINLAX**

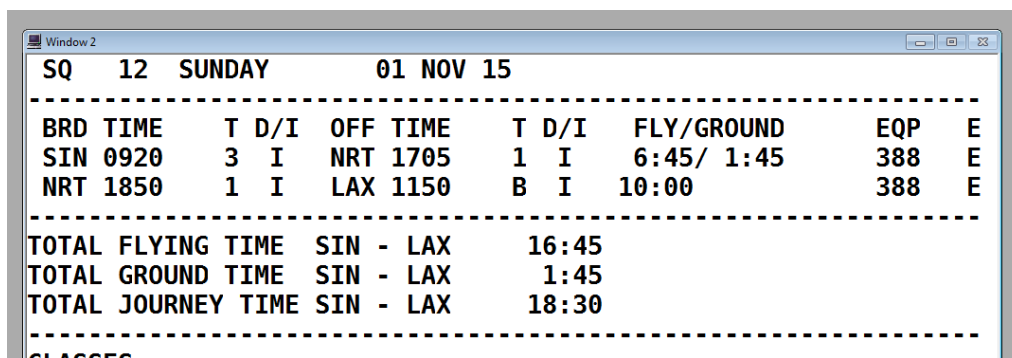


Important points to note from this timetable screen:

- Initially it appears that there are three airlines operating flights but the @ symbol in front of the airline codes AI and B6 indicates that these are codeshare services operated by another carrier. All three lines are showing flights operating on the same days of the week with the same flight departure and arrival times. This indicates that the only carrier operating flights on this route is Singapore Airlines
- The display reads SIN1LAX, this indicates that there is one stop enroute from Singapore to Los Angeles. This means that SQ12 is a **direct flight** (single flight number from Singapore to Los Angeles) but not a **non-stop flight**. The aircraft will stop along the way to collect and drop off passengers and refuel. It is important to make the clients aware of this.

To find out where the flight will stop, there is another timetable entry that can be used to find out information on a specific flight number (SQ12) on a specific date (01NOV).

Entry: **TTSQ12/01NOV**



This screen explains that the flight will transit at Narita Airport in Tokyo, Japan and the aircraft will be on the ground for 1 hour and 45 minutes. All times displayed are the local time for each country.

Fare Display

Entry: **FD01NOVSINLAX-RT/SQ**

```

Window 2
FARES LAST UPDATED 30JUN 1107
>FDSINLAX01NOV-RT/SQ
SIN-LAX SUN-01NOV15 SQ                UNSALEABLE FARES
MPM 10524 PA 15100 AT
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC/PRIVATE FARES FOR G58
   CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
       SGD   BASIS
1  -SQ  1800.00R HESGPO  H   7   5/3M                R  PA
2  -SQ  2100.00R ESGPO   E           /12M                R  PA
3  -SQ  2300.00R BSGPO   B           /12M                R  PA
4  -SQ  2800.00R YSGPO   Y           /12M                R  PA
5  -SQ  3100.00R PESGPO  P           3/3M                R  PA
) >

```

This display indicates that there is a fare basis HESGPO which allows a three month maximum stay. To check the rules for any penalties (Paragraph 16), the follow on entry is:

Entry: **FN*1/16** (then type **MD** to Move Down to Amendments)

```

Window 2
CHANGES
  ANY TIME
  CHARGE USD 20.00 FOR REISSUE/REVALIDATION.
  NOTE -
  BEFORE FIRST FLIGHT DEPARTURE - USD 20.00
  -----
  AFTER FIRST FLIGHT DEPARTURE - USD 20.00
  -----
  IN CASE OF TICKET UPGRADE THE ORIGINAL NON-
  REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE.
  -----
  AT ANY TIME FARE MAY BE USED AS CREDIT TOWARDS
  PAYMENT OF ANY SQ FARE OF EQUAL OR HIGHER VALUE
) >

```

This screen explains that there is a USD20.00 per person fee to make changes. This should be advised to the client and it should also be explained that:

- Changes are subject to seat availability
- The maximum stay on the ticket is three months so they cannot stay longer than three months or they will not be able to use their ticket.

Availability

Entry: **A1NOVSINLAX*SQ**

Follow on entry: **A@\$1**

```

Window 2
SUN 01NOV15 SINGAPORE /LOS ANGELES *SQ
1 SIN1LAX 01/0920 1150 SQ 12 R4 F4 A3 Z4 C4 J4 U3 D2 Y9 B9C*E
E9 M9 H9 W0 Q0 NC VC G0 L0 KC
A*SQ TO RETURN TO MAIN DISPLAY
>
    
```

There are nine or more seats available in H class so we can proceed to the sell entry to buy three seats for the Smith family, remembering that the infant does not require a seat.

Sell seats

Entry: **03H1**

```

Window 2
1. SQ 12 H 01NOV SINLAX HS3 0920 1150 0 SU
>
    
```

Availability

Check the availability for the return flight.

Entry: **A02JANLAXSIN*SQ**

Follow on: **A@\$1**

```

Window 2
SAT 02JAN16 LOS ANGELES /SINGAPORE *SQ
1 LAX1SIN 02/1420*0330 SQ 11 R0 F0 A0 Z4 C1 J0 U0 D0 S9 T4C*E
P1 Y0 B0 E0 M0 H0 W0 Q0 NC VC
G0 L0 KC
A*SQ TO RETURN TO MAIN DISPLAY
>
    
```

Note that there are no seats available on this flight. Continue to check other dates until seats are available, remembering to advise the client.

There are seats available on 4th of January:

```

Window 2
MON 04JAN16 LOS ANGELES /SINGAPORE *SQ
1 LAX1SIN 04/1420*0330 SQ 11 R0 F0 A0 Z4 C4 J4 U0 D0 S9 T3C*E
                                P0 Y9 B9 E9 M9 H9 W0 Q0 NC VC
                                G0 L0 KC
A*SQ TO RETURN TO MAIN DISPLAY
>

```

Sell seats

Entry: 03H1

```

Window 2
1. SQ 12 H 01NOV SINLAX HS3 0920 1150 0 SU
2. SQ 11 H 04JAN LAXSIN HS3 1420 *0330 0 MO
>

```

Fare quote

Entry FQ

```

Window 2
>FQ:SGD
PSGR          FARE      TAXES      TOTAL PSG DES
FQM 1-3      SGD      1820.00    803.40    7870.20 ADT
GRAND TOTAL INCLUDING TAXES **** SGD      7870.20
**ADDITIONAL FEES MAY APPLY**SEE >F0
ADT PRIVATE FARE SELECTED
ADT TOUR CODE: P00
ADT LAST DATE TO PURCHASE TICKET: 30SEP15
ADT TICKETING AGENCY G58
ADT DEFAULT PLATING CARRIER SQ
ADT FARE HAS A PLATING CARRIER RESTRICTION
ADT PAPER TICKET REQUIRED
UNABLE TO FILE - NEED NAMES
)>

```

Note the following:

- The fare is SGD1820, rather than SGD1800 as shown in the fare display. This is an additional surcharge imposed by the airline (similar to a tax)
- Galileo is assuming all three passengers are adults as the child age (and infant) details have not yet been entered
- The TTL is 30 September.

Adding Galileo mandatory fields

Mandatory fields	Galileo entry
Itinerary	Confirmed flights
Names	N.3SMITH/ANTHONYMR/LISAMRS/AMANDAMISS* P-C05 N.I/SMITH/SIMONMSTR*10MAR15
Agency details	CMT/G58//+*-JOHN
Ticketing time limit	T.TAU/30SEP
Received entry	R.JOHN

The booking will look like this:

```

Window 2
1.3SMITH/ANTHONYMR/LISAMRS/AMANDAMISS*P-C05
4.I/1SMITH/SIMONMSTR*10MAR15
1. SQ  12 H  01NOV SINLAX HS3  0920  1150  0          SU
2. SQ  11 H  04JAN LAXSIN HS3  1420  *0330  0          MO
** SERVICE INFORMATION EXISTS **      >*SI·
** CUSTOM CHECK RULES EXIST **       >*RU·
FONE-MELT*03 9606 2111 WILLIAM ANGLISS COLLEGE-JOHN
RCVD-JOHN
TKTG-TAU/WE30SEP
>

```

Fare quoteEntry **FQ**

```

Window 2
>FQ:SGD
  PSGR          FARE      TAXES      TOTAL PSG DES
FQM 1-2      SGD      1820.00    803.40    5246.80 ADT
FQM 3        SGD      1370.00    791.80    2161.80 C05
FQM 4        SGD       180.00     92.80     272.80 INF
GRAND TOTAL INCLUDING TAXES **** SGD      7681.40
**ADDITIONAL FEES MAY APPLY**SEE >F0.
  ADT          PRIVATE FARE SELECTED
  ADT          TOUR CODE: P00
  ADT          LAST DATE TO PURCHASE TICKET: 30SEP15
  ADT          TICKETING AGENCY G58
  ADT          DEFAULT PLATING CARRIER SQ
  ADT          FARE HAS A PLATING CARRIER RESTRICTION
)>

```

Note that the adult, child and infant fares have been quoted separately.

This fare can be stored in the PNR.

Final entry: **ER** (To End and Retrieve the booking and generate a PNR)

Additional details to be added:

This table includes examples of other information that can be added to a PNR:

Galileo entry	Explanation
M.P1/SQ8889337	Adding a Singapore Airlines' frequent flyer number for passenger 1.
SI.P3/CHML	Request a child meal for passenger 3.
SI.P2/BSCT	Request a bassinet for passenger 2 to hold the infant.
SI.SQ*CTC SINNLH 64646357635	Advising a passenger home contact number to Singapore Airlines.

After any additional information is added to a PNR, the agent must again enter the Received field and End and Retrieve the booking.

Entry: **R.JOHN**

Entry: **ER**

Status codes

When a flight itinerary is being created, the HS code in each flight display indicates that seats are available and are temporarily being held. When a PNR is ended, this code should convert to HK, indicating the seats are now held in the passengers' names and the airline has been advised.

It is always important to check that the flights have a HK status code. There are a range of other codes that also exist. These codes are standard across the airline and travel industry and are used in all CRS systems. Here are some examples of other status codes:

Status	Computer Code
Confirmed	HK
Confirmed from Waitlist	KL
Pending need (not confirmed – awaiting airline notification)	PN
Holding Waitlist (not confirmed)	HL
Time change has occurred	TK
Flights are cancelled (if TTL is missed)	HX
Flights are unavailable (no longer operating)	UN

Airline website bookings do not use status codes and will only allow bookings for available fares. Time changes are advised by email or phone.

Airline acknowledgement

After a PNR is created, the airline will acknowledge the booking to confirm that seats are held (if flight status is HK). The airline will add their own unique 5 or 6 digit alpha-numeric code to the booking. This is called a **Vendor Locator**.

There is a range of different ways that the airline and agent can communicate information about the booking. For example:

Vendor remarks

If the airline would like to advise the agent of any additional information about the booking, they will add this information to the booking as a **Vendor Remark**. An example could be an airline advising a new, earlier TTL (payment date) if the flight is during a peak time or the fare is going to expire. Although this is unlikely, it can sometimes happen, particularly for heavily discounted fares. If this does occur, the TTL in the booking will need to be adjusted by the agent.



Time changes

After a PNR is created, the airline will advise the agent if there are any time changes or flight cancellations. They do this by updating the status codes (see table above). When flights are cancelled, the airline may add new flights to the booking which the agent needs to advise to their clients so that they can decide whether to accept the changes.

Service information

Airlines will also acknowledge any special requests, such as requests for specific meals, infant bassinets and seating requests. The agent should check the booking to see if special requests have been acknowledged and accepted by the airline.

Ticket numbers

As stated above, when an agent creates a PNR, the airline acknowledges that they are aware of the reservation by adding their Vendor Locator code to the booking. The airline is assuming that the agent will accept payment and issue tickets for this PNR, before the ticketing time limit (TTL).

When ticket numbers are added to a PNR, this advises the airline that the booking has been paid for. If ticket numbers are not included by the TTL, the booking will be cancelled by the airline.

There are specific entries for the agent to order and assign ticket numbers to bookings. Before starting the ticketing process, full payment must be obtained from the client. These steps are explained in the next topics.

3.5 Obtain payment from client, as required

Introduction

Each enterprise will have policies and procedures for accepted payment methods, particularly for credit card and cheque payments. It is important for an agent to be familiar with these procedures before providing information to a client on the payment options. It is also important to follow enterprise policy as incorrect procedures may result in a financial loss to the enterprise.



Enterprise policies

Enterprise policies and procedures relating to payments from clients will include:

- Whether cheques are accepted as a form of payment
- If credit card payments can be accepted over the phone
- Not accepting or charging additional fees for the use of certain credit cards, such as American Express
- Allowing corporate clients to have an account that is paid for at the end of each week or month, rather than processing payments for each airline booking separately
- Transaction or service fees which may apply for each component of a booking
- Acceptance of foreign currencies as payment may be prohibited
- Protocols for counting, storing and banking cash.

Cash payments

When accepting payment by cash, an agent needs to follow all enterprise procedures which may include:

- Count out and state aloud the amount the client is paying. Some enterprises will require two different staff members to count large amounts of cash to ensure accuracy
- Issue a receipt for the client
- Put the cash tendered on top of the cash drawer
- Calculate any change using the register or other means
- Take the change from the cash drawer
- Count the change back to the client
- Place the money tendered which is on top of the cash drawer into the drawer and close the till
- Store large amounts of cash in a safe or immediately deposit it at the bank.

Direct deposits

Some enterprises encourage their clients to deposit money directly into their bank account. This means that both the enterprise and client do not need to be concerned with the security issues related to handling large amounts of cash. It also means that the client does not need to come into the agency to make payment. This is preferable for some clients who do not live or work nearby. It is very important to check the enterprise's bank account to ensure that the money is in the account before receipting the payment and issuing the tickets.

Cheque payments

Some fare rules require that tickets be issued at the time of booking (instant purchase airfares) or within a few days of booking. In this instance payment by cheque would not be encouraged, as once a ticket is issued all cancellation penalties would apply. If for some reason the client's cheque has 'bounced' and was not cleared into the account, the agent would effectively have a ticket that the passenger has not paid for and would be liable for all fees associated with the cancellation of the ticket.

Always check with your supervisor or manager before accepting payment by personal cheque from a client.

Bank cheques are considered to be the same as cash. You may accept a bank cheque in all the same circumstances you would accept cash.

EFTPOS transactions

A common method of payment is using an EFTPOS machine for credit card and debit card transactions. The agent will need to swipe the client's card through an EFTPOS machine to process the transaction. The receipt provided will go into the cash register as you would with cash and is balanced at the end of the day, following enterprise procedures.

Credit card EFTPOS transactions usually incur fees for the agency. These fees are generally passed on to the client as a small percentage surcharge and may vary for each type of credit card. It is very important that the client is made aware of this before and at the time of payment. Outlining this on the invoice is recommended.



Credit card payments directly to airlines

In some circumstances, credit card details can be provided to airlines for direct payment for an airfare. This can be done on airline websites and also through the CRS for some carriers. It is important to check with the enterprise to see if this is permitted. Some enterprises prefer to accept all payments directly and not provide client credit card details directly to the airline. In this case, payment will be processed through the EFTPOS machine and, if required, the enterprise's credit card will be used for online payment to the airline.



The process for ordering tickets through a CRS using the client credit card will be discussed further in the topic. **4.3 Issue travel documentation.**

Issuing a receipt

Each enterprise will have different procedures for issuing receipts. Most systems are now automated and will ensure that you include all of the required information. If a hand written receipt is issued, it is still important to ensure that there is sufficient detail on the receipt. The receipt should include:

- The date of the purchase
- The client name and booking reference
- The items being paid for
- The total cost of the items
- How the amount was paid (cash, cheque, credit card, etc.).



Creating and maintaining internal records

It is essential that the enterprise maintains accurate and up to date financial records for each booking. The client record will store all of the client's personal information, details on their current booking and may be linked to past bookings made by the client. Record keeping software used by a travel enterprise is designed to be both an accounting system and client database. To ensure accuracy, all information on payments received should be recorded immediately.

If the client has paid in full for their travel arrangements, you may now update their client records and order their airline ticket/s. If only part payment is received, do not issue airline tickets until the final payment has been received and receipted.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 3.1 Research and list five carriers that fly from South East Asia to Australia.
- 3.2. Research and list four carriers that fly from South East Asia to Europe.
- 3.3. When checking seat availability in a CRS, how does the agent know which booking class to use?
- 3.4. Explain the terms Vendor Locator and Vendor Remarks.
- 3.5 Explain what it means to obtain approval from a client and use an example of an enterprise procedure used when doing this.
- 3.6 Decode the following Galileo entry and explain what it is used for:
FZSUSD950.00SGD
- 3.7 What are mandatory fields in a CRS?
- 3.8 Why is booking and payment often completed at the same time?
- 3.9 Why is it important to record the age of a child in a PNR?
- 3.10 Provide an example of a policy or procedure that an enterprise may have that relates to payment methods.

Summary

Construct and cost itinerary for promotional air travel

Select carriers to accommodate identified client requirements

- Client information and preferences
- Low cost and full service carriers
- Airline schedules and flight routes
- Airline pricing
- Seat availability

Construct and draft itinerary in accordance with host enterprise operational requirements and identified client requirements

- Airline website bookings
- Constructing and costing itineraries in Galileo
- Airline pricing
- Availability - One way journeys
- Availability - Return journeys
- Booking classes
- Creating an itinerary for a one way airfare
- Creating a return airfare booking in Galileo
- Itinerary examples

Obtain approval and authority to proceed with booking/s from client

- Confirming booking with client
- Confirming itinerary details
- Confirming pricing
- Confirming airfare conditions
- Obtaining approval

Book approved itinerary with nominated carriers

- Creating bookings in a CRS
- Airline website bookings
- Additional information and requests
- CRS booking examples

Obtain payment from client, as required

- Enterprise policies
- Cash payments
- Direct deposits
- Cheque payments
- EFTPOS transactions
- Credit card payments directly to airlines
- Issuing a receipt
- Creating and maintaining internal records

Element 4:

Process documentation for promotional air travel

4.1 Prepare required travel documentation to support approved client booking

Introduction

Before issuing an air ticket, it is important to ensure that all of the details are accurate. This includes the passenger's details and also the itinerary, pricing and conditions. This information is usually provided to the client as a written invoice. It is important that the client has read and understood the airfare conditions before the payment is processed and tickets are issued. Each enterprise will have different policies and procedures for doing this although most are quite similar and all aim to ensure accuracy of booking details.



Ensuring accuracy of client information

When booking any travel arrangements, it is important to ensure that all of the client's personal details are correct. This is especially important with international airline bookings as the consequences of incorrect details are severe. Examples and consequences are listed below.

Names don't match passport

This is particularly important to check, especially when a passenger may have recently changed their name. A passenger's name must exactly match the name on their passport or they may not be able to travel and may need to purchase a new ticket.

Spelling mistakes

Sometimes airlines will allow one or two letters in a name to be misspelt however this should not be assumed. Often an airline will charge a reissue fee to have the name corrected.

Children and infant ages

It is important that infants and children's details are recorded accurately. Child fares are restricted to children under the age of 12. On most airlines, children that have reached 12 years of age must pay an adult fare. If an agent incorrectly issues a child fare, the airline will charge the issuing enterprise a penalty fee. This is also the case for infants. The infant must be under two years of age at the time of travel to qualify for an infant fare. If the infant has turned two before the time of travel, the family will have to purchase a child fare with an allocated seat for their infant.

Nationality – visa requirements

It is important to check the nationality and expiry date on a passenger's passport. Many countries require a minimum of six months duration on the passport of an international visitor. If the passenger does not have the required validity, they may be refused boarding by the airline and cannot clear customs.

It is also important to know the nationality of the passport so that the agent is able to check visa requirements for the passengers. If visas need to be pre-arranged, it is important to understand the visa application process for the countries being visited and ensure that there is time to arrange visas prior to the departure date on the itinerary.



Although it is the responsibility of passengers to ensure that they have the required visas, it is the travel agent's role to provide advice and guidance. Some agencies will assist their clients by providing instructions, visa application forms and courier the passport to and from the relevant embassy or consulate.

Client contact details

It is important to ensure that both the agency and client telephone numbers are recorded in their reservation. This ensures that the airline can contact the client directly if necessary and also advise the agency of any changes to the booking.

Special requests

It is good customer service to ensure that the client's requests are entered into their booking. This includes frequent flyer numbers, meal and seating requests. On most full service carriers, it is also possible to request child and baby meals and bassinets for small infants.

Most international airlines can also provide special assistance for passengers with special needs such as assistance in boarding for the elderly and physically impaired. It is also important to contact the airline and record details in the booking if the passenger has special medical needs which require equipment to be taken on board, such as a wheelchair, oxygen tank or other medical equipment.

Ensuring accuracy of the itinerary and airfare details



It is the agent's responsibility to check that the dates, times, board and off points are correct and in line with the passenger requirements. This should be done prior to issuing the ticket. If any changes are required once the ticket has been issued, it is likely that fees will apply. Any major changes may require that the ticket be cancelled and reissued. This means that cancellation fees will apply.

In addition to the passenger details described above, the following checks should be applied to the booked itinerary:

Dates and times

Ensure the client clearly understands the itinerary including the day of the week, date and month that they are travelling. This is particularly important if the passenger is leaving in the middle of the night. A 1.00am departure on a Saturday morning will mean that the passenger needs to check in at the airport on a Friday night. Do not assume that your client understands this and take the time to explain this in detail. This also applies to their return flight from their destination and any stopovers.

It is also recommended that if the passenger has stopovers on their itinerary that you ensure they clearly understand their arrival and departure dates and times and the number of nights that they are staying. Changes in time zones can cause the customer confusion and it is important to help them understand their itinerary.

Itinerary changes

For bookings made in a CRS, the airline automatically advises the agent if time changes have occurred. Sometimes these changes are very minor and other times they can be quite significant, with changes to flight times, flight numbers and dates of travel. It is the agent's responsibility to ensure that the client is made aware of these changes and to acknowledge to the airline that these changes have been explained and accepted by the client. There is a process to do this in each CRS.

When checking time changes, the agent should consider date and sector continuity. Generally the CRS will always ensure that flights remain in a logical time sequence but it is particularly important that the agent check the time between connecting flights. If the passenger is travelling through intermediate points, they must ensure that they meet the minimum connecting time requirements of the airlines; otherwise the airlines will not take any responsibility if flights are delayed and passengers miss connecting flights.

Airfare and tax changes

Ensure that the airfare has not changed since the time the price was advised to the client. Airfares do occasionally change or are withdrawn. In most cases, agents are advised before this occurs but, as there are so many airlines operating, it is not always possible for agents to be aware of such changes. Taxes also change regularly and need to be requoted at the time of ticketing. There are quick and easy entries in each CRS to reconfirm the fare and taxes prior to issuing a ticket.

Airfare conditions and ticketing time limit

Each airfare has a ticketing time limit. Many airfares require payment at the time of booking but in a CRS, there are many fares that can be booked without requiring payment immediately. The date that payment is required is called the ticketing time limit (TTL). Some airlines will require a specific date, particularly if it is a sale fare that ends soon. Some fares will require payment within a number of days of the booking being created, for example 72 hours. Other fares will require payment in advance of the departure date. For example, the fare must be paid one month prior to departure.

It is the agent's responsibility to ensure that the booked airfare is paid for and ticketed prior to the TTL. If the TTL has passed, the booking is no longer valid and flights are cancelled. A new PNR will need to be created with flights rebooked, subject to availability.

Online bookings

Where the booking has been made online, via an airline website or via an airline travel agent website (e.g. Zujj, Webjet etc.), the agent will issue the ticket at the time of booking and will therefore not have a second opportunity to get it right. All the checks therefore must be done at the time of the booking and prior to purchasing and paying for the ticket.

Issuing an invoice before payment

Ideally an invoice should be issued and given to the client prior to the travel arrangements being paid for. This ensures that the client has had an opportunity to read through all of their booking details to ensure accuracy of their details and also understanding of the airfare costs and conditions.

Issuing an invoice prior to payment is not always possible, particularly with internet bookings or instant purchase airfares, which require immediate payment. It is still the agent's responsibility to ensure the client's understanding and accuracy of the booking details.

Regardless of the type of airfare or travel arrangements booked, it is important to issue an invoice so that the client has a record of the travel arrangements that they have booked and paid for.

Preparing an invoice

A travel enterprise invoice is usually created using a standard pro-forma which would include the enterprise details such as name, logo and contact details. Each enterprise may use a different format but the included information is usually the same. Invoices usually include the following information:

Details of all travel arrangements booked

Airfare details should include the name of the airline, dates, destinations and the class of travel. Some enterprises include minimal detail and advise the client to read their itinerary for full details. Other enterprises include all itinerary details in the invoice.

Pricing

Pricing for airfares is usually shown as a per person cost. Some agents will show the airfare and taxes separately and others will combine them together.



Service / transaction fees

Travel agencies generally charge service fees in addition to the costs of the airfare and taxes. The amount of the service fees will be advised by the agency that you work for.



Airfare conditions

It is important the relevant airfare conditions are summarised and explained in a way that is clear to the client. The relevant conditions usually include fees involved with any cancellations or amendments. It may also be necessary to include any minimum or maximum stay restrictions, particularly if the client is intending to change their travel arrangements at a later date.

Payment details

The invoice should clearly state the last day that the client can pay for the airfare. It should also explain the different payment methods available and if any additional fees apply for payment by credit card.

Enterprise policies and procedures

Throughout this topic it has been explained that policies and procedures may vary between different enterprises. Each agency will make decisions on their own policies and will advise their staff on how they want them to operate. This includes providing instructions, checklists, pro-formas and systems to be used when processing documents. This will ensure consistency throughout the enterprise. If you are intending to start your own travel enterprise, these are decisions that you will need to make as you establish your business and these will need to be advised to your staff.



4.2 Process payment/s by client

Introduction

Payment methods have been outlined earlier in **3.5 Obtain payment from client**. This section explains some of the issues relating to acceptance of credit card payments from clients and the process of paying suppliers.



Payment to suppliers

After full payment is received from the client, tickets are issued and suppliers need to be paid for the services booked. For airline tickets, there are different ways that this can be done. It will depend on the following:

- Whether or not the enterprise has accreditation to issue the tickets. This will be explained in the next topic, **4.3 Issue travel documentation**
- Whether the airfare was booked through the CRS or through an airline website. This will also be explained in the next topic **4.3 Issue travel documentation**
- The enterprise policy on the use of credit cards, discussed earlier in **3.5 - Obtain payment from client**.

Updating internal records

Once air tickets are issued, there is a commitment to make payment to the relevant airline. Instant purchase fares require immediate payment at the time of booking. If the client wishes to cancel or amend their flight booking, cancellation or amendment fees will apply as soon as the ticket is issued.

If the client's credit card has been used for payment directly to the airline, it is essential that the client records reflect this information.

If a credit card has not been used to pay the airline, the enterprise will pay for the ticket on a weekly statement. How this will occur will depend on whether the ticket has been issued through the CRS or via a consolidator. This is explained further in the next topic. With either method, payment is to be made within one week of the ticket being issued and this need to be recorded in the client file, explaining the exact amount and the name of the supplier and the airline.

4.3 Issue travel documentation

Introduction

Once full payment has been received by your clients, their tickets can be issued. There are different ways of doing this. Booking made through the CRS are processed differently to bookings made on airline websites. When bookings are made through the CRS, the process for issuing tickets will vary depending on whether or not the enterprise is accredited. As well as understanding the ticketing processes and options, there is also general ticketing information that should be understood by all travel agents.



Issue tickets through airline websites

When a booking is ticketed via an airline travel agent website, no actual ticket details are provided to the enterprise. The passengers will instead receive an itinerary which details their PNR, the flight details, the fare and taxes, the fare conditions and personal details.

In most cases, bookings made on airline websites do not provide commission to the enterprise. The travel enterprise will usually charge the client a service fee for making the booking on their behalf. If the enterprise has an agency logon for the airline website, it may be possible that some airfares will earn commission and this may be paid to the agency directly (not through BSP). These types of commission payments may be made weekly or monthly.

For airline website bookings, accredited and non-accredited enterprises will make bookings in the same way.

Accredited enterprises

To issue airline tickets, an agency must be accredited by IATA (International Air Transportation Association) and also have authority from each airline that they wish to ticket. An IATA accredited travel enterprise can issue tickets on approved airlines through their CRS. When the agency is accredited, ticket numbers are electronically provided through the Billing Settlement Plan (BSP).

Billing Settlement Plan

The Billing Settlement Plan is a centralised system which allows travel agents to issue tickets on IATA approved airlines. When an agent tickets a confirmed flight booking, a ticket number is allocated for each person in the booking. Each ticket has a monetary value which includes the airfare and the taxes. Agents only earn commission on the airfare component of a ticket.

Each evening, information from the enterprise's CRS reports to BSP the tickets that have been issued throughout the day. The information reported includes the airlines, ticket numbers and the monetary value of each ticket. This information is collated into a report which is issued to the agency each week. This report (BSP statement) lists the money owing for all of the tickets sold and is itemised by airline and date of issue.

BSP offers a simplified system allowing agents to make one weekly payment for airline tickets issued through their CRS, rather than making payments for each airline and each ticket separately.

Issuing an e-ticket using a CRS

Requirements

Amadeus, Galileo, Sabre and other CRS systems all offer an e-ticketing facility. In order to use this functionality the enterprise needs to ensure that the following requirements are met:

- Agency activated for e-ticketing
- Airline/s approval for e-ticketing
- Electronic ticket numbers assigned
- Appropriate CRS e-ticket training is provided
- The booking has been created and a PNR is assigned
- The airfare is current and has not missed the Ticketing Time Limit (TTL)
- The airfare and taxes have been stored in the PNR.

ELECTRONIC TICKET ITINERARY/RECEIPT

Thank you for choosing Japan Airline's Electronic Ticket!
 Your airline ticket is electronic and held in Japan Airline's Electronic Ticketing computer system. As with all tickets, this electronic ticket is not transferable. At check-in, please present all necessary travel documentation and this Itinerary/Receipt. This Itinerary/Receipt must be presented to customs and immigration if requested. Please retain this Itinerary/Receipt throughout your journey.

NAME: [REDACTED] TICKETING DATE: [REDACTED]
 TICKET NUMBER: [REDACTED] TICKETING AIRLINE: JAPAN AIRLINES INTL TICKETING PLACE: JAL TOS PARIS, FR
 [REDACTED]

ITINERARY

DATE	CITY/AIRPORT	TERMINAL	FLIGHT	CLS/STATUS	TIME (FB)	REFERENCE /NWB /NVA)
[REDACTED]	PARIS/CHARLES DE OSAKA/KANSAI	2E	JL5052	M/OK	1355 0035 011400	[REDACTED]
			OPERATED BY AIR FRANCE JL5051		04HRTJLFR/20K	[REDACTED]
[REDACTED]	OSAKA/KANSAI PARIS/CHARLES DE	2E		M/OK	1155 1715 02405	[REDACTED]
			OPERATED BY AIR FRANCE		04HRTJLFR/20K	[REDACTED]

FB: FARE BASIS BGG: FREE BAGGAGE ALLOWANCE
 NUB/NVA: NOT VALID BEFORE/AFTER_NSC/MOM-SMOKING

Ticket Modifiers

Each CRS system has a series of entries that must be entered to allocate a ticket number to each passenger in the booking. When issuing a ticket, the agent must include the carrier, the percentage commission earned from the carrier and the form of payment from the client (cash or credit card paid to the airline). These pieces of information are called Modifiers.

- Galileo entry: **TKPCSQZ5FS**
- TKP** Print tickets
 - CSQ** Carrier – Singapore Airlines
 - Z5** Commission – 5%
 - F** Form of payment
 - S** Cash

Issuing tickets – Cash payment

When including the form of payment as 'Cash', this means that the agency will pay for the airfare. This means that on the weekly statement from BSP, the agency will be billed by the airline for this ticket.

Example: Airfare is SGD2000 with taxes SGD157.40

Commission is 5%

Agent will pay 2000 less 5% = SGD1900 plus SGD157.40 to Singapore Airlines.

The enterprise keeps SGD100 as commission on the airfare.

BSP arrange the payment to the airline on the agent's behalf and will include the cost of this airfare on the weekly statement sent to the enterprise.

Issuing tickets – Credit card payment

The other option is payment using the client's credit card. There is an entry in each CRS to firstly ensure there are sufficient funds on the card. There is then a further entry to advise the credit card number and expiry date directly to the airline to charge the card and issued the ticket. This means that on the weekly statement from BSP, the agency will receive commission from the airline for this ticket.

Galileo entry: **TKPCPRZ6F5555666677778888*0316**

TKP	Print tickets
CPR	Carrier – Philippine Airlines
Z6	Commission – 6%
F	Form of payment
5555666677778888	Credit card number
0316	Credit card expiry date – March 2016

Example: Airfare is USD1000 plus taxes USD 99.50

Commission is 6%

Agent will receive 6% of USD1000 as commission = USD60

The airline is receiving the payment directly from the client's credit card. Philippine Airlines will pay the agent's commission through the weekly BSP statement. This means that instead of paying for the ticket, the agent will receive the commission (USD60) from the airline.

Ticket numbers

A used ticket number has 11 digits. An issued ticket has 14 numbers and the first three numbers assigned will represent the three digit designator code of the airline that is being flown. When multiple airlines are being flown, the agent must choose which airline to issue the ticket through. It is usually the first or the most used carrier on the itinerary. As explained previously, the agent is not responsible for paying for each airfare individually and this is dealt with through BSP.

The ticket number/s are automatically generated and recorded in the booking. The associated paper work that is generated by this process is minimal and is only for audit purposes, BSP remittance and agent records.

Non-accredited enterprises

It is also possible for non-accredited agencies to issue tickets through their CRS by using the services of a consolidator. When booking airfares in a CRS, the process is the same for both accredited and non-accredited enterprises. The difference is in how the ticket is issued and how the agency pays for the tickets.

Consolidators

Consolidators have IATA accreditation to issue tickets, however they do not deal directly with clients. Consolidators provide a means for non-accredited travel enterprises to ticket their bookings. Some accredited agencies may also use the services of a consolidator for issuing tickets for any airlines that they do not have approval from for ticketing.

The agent makes the booking in their CRS but follows a process to request the consolidator to issue the ticket. The consolidator can access the booking to record ticket numbers and will also send an email to the agent to advise on the airfare cost and the allocated ticket numbers.

At the end of each week, the consolidator sends a detailed account for all of the tickets they have issued on the enterprise's behalf.

General ticketing information

- All the relevant details in relation to the air booking and the ticket issued are held in the passenger PNR and are sent electronically to the airline. The information can be displayed in the CRS if necessary
- One ticket is issued per passenger
- A ticket number can only be issued for up to four flights on an itinerary. Where the itinerary consists of more than 4 flights, conjunction tickets must be issued and must be issued in numeric order. This happens automatically, regardless of how the ticket is issued
- Tickets cannot be transferred from the named ticketed passenger to anyone else
- Until about ten years ago, tickets were issued on paper, rather than electronically. Many older passengers may still expect to carry a paper ticket when travelling and it is important to ensure them that ticketing is now electronic and it is sufficient to carry a travel itinerary instead of a paper ticket. It may be useful to highlight the benefits of e-ticketing which is more convenient and cost effective.



Documentation

E-tickets

Each CRS and consolidator will issue electronic ticketing information (e-tickets) in different formats but the content is the same. The e-ticket information will include:

- The passenger name and flight itinerary
- The allocated ticket number/s
- The date of issue
- The agency details
- The value of the ticket/s
- The CRS record number (PNR)

The client should be given a copy of the electronically issued air ticket. When the passenger checks in for their flight, the check-in staff member will access the airline system and retrieve all the passenger booking details including the e-ticket details. The passenger must be in possession of a valid passport and any required visas, in order to travel.

Example of a Tiger Airways international website booking confirmation

tiger
airways.com


your flight confirmation

This is not a boarding pass.
booking reference **R7H8VZ**
booking date **Thu, 15 Nov 2012 (UTC)**


departing flights All times displayed are local.

TR 2816	Wed, 26 Dec 2012	Depart	Singapore (SIN)	3:00 PM
			Singapore Changi Intl Airport (T2)	
		Arrive	Phnom Penh (PNH)	3:50 PM
			Phnom Penh Intl Airport	


Check-in: **Wed, 26 Dec 2012 1:00 PM**




**size does matter!
upgrade now with
luggage upsize™**





**beat the queue
with
boardme first™**



e-deals sign up

 e-deals sign up

 like us on facebook!

 follow tiger tweets for treats!

passenger details

TR 2816	
Seat	Services
1) Wood , Scott Charles	17C Prepaid Baggage 20kg
2) Wood , Pamela Judith	17B Prepaid Baggage 20kg
3) Wood , Victoria Peggy	17D Prepaid Baggage 20kg

Itineraries

It is common practice to also provide a client with a detailed itinerary, particularly when there are other travel arrangements that have been made on their behalf. An itinerary usually includes all travel arrangements in date and time order. Remember that passengers are not always familiar with travel industry terminology and codes. It is important to prepare an itinerary using terms that they will understand.

Most enterprises will have a pro-forma or preferred format that is used for preparing client itineraries. Regardless of which method is adopted the information provided to the passenger is what is important. This information should always include:

- The enterprise name, logo, address and contact details
- The agent's name and the date the itinerary was prepared. This is just in case any details of the itinerary change. Having the date of preparation helps to clarify when the information was provided and if changes may have occurred since its preparation
- The passenger's name as shown in the booking (all passengers) – this is to double check that the spelling is the same name as what appears on the passenger's passport
- The travel details in sequential order
- All dates to include day, date and month
- All cities to be in written in full and if a particular airport is being utilised this should also be indicated. For example MNL would be Manila, PEN would be Penang
- Airlines may be written in full as well as using the 2 letter code e.g. Bangkok Airways flight number PG 906
- Always try to account for all days while away, this can include accommodation, tours, and sightseeing and time spent on 'own arrangements'
- Try to avoid using any jargon
- Flight times may be in both 12 and 24 hour clock. Passengers need to understand the 24 hour clock as this is how the flights are displayed at airports around the world. Some passengers however may not be familiar with the 24 hour clock so you can put both times in so that they do not miss their flights
- Suggested arrival times for check in at the airport prior to each flight (this will vary from city to city) although 90-180 minutes is most common.

The enterprise will advise the agent on the format and detail to include in an itinerary. Itineraries are usually very detailed as the more information the agent can provide in the itinerary, the better for the passengers.

Here is an example of an itinerary format for a return itinerary from Sydney to London, via Kuala Lumpur in each direction, flying Malaysia Airlines. The itinerary also includes one night of accommodation upon arrival into London.

Travel Insights Suite 303, 488 Bourke Street, MELBOURNE VIC 3000 Tel: 03 9602 2122 Fax: 03 9602 2141 ABN:51 006 003 612 ATAS Nbr: 30813			
ITINERARY			
ITINERARY ESPECIALLY PREPARED FOR IRWIN / JAMES MR CHEE / DANIEL-JAMES MR			
DATE OF ISSUE	14 May 2015	CCTE REFERENCE	Z574XW140515
CONSULTANT	BELINDA GALLETI		
09 Jun 15	Tue	This afternoon please check in at the Thai Airways counter at Melbourne International airport at least two (2) hours prior to the scheduled departure of your flight. Ensure all baggage is clearly labeled and your outgoing passenger cards have been completed. Electronic tickets have been issued on your behalf and must be presented with your passport at check in.	
10 Jun 15	Wed	CONFIRMED FLIGHT THAI AIRWAYS INTERNATIONAL TG 570	
10 Jun 15	Wed	Depart Bangkok	11:20 Economy
		Arrive Vientiane	12:30 Non-stop
		Seat Requests	52H and 53H confirmed
		Total Journey Time	01hr 10mins
Airline Reference	Airline		
5WZH6X	Thai Airways		
AIR FARE CONDITIONS			
Any changes will incur a \$125.00 ticket reissue fee plus any additional air fare/taxes if applicable			
Cancellation penalty prior to departure is \$350.00			
Tickets are non-refundable once travel has commenced			
IMPORTANT INFORMATION			
<ul style="list-style-type: none"> • Seating details are on a request basis only and may be altered at any time at the airline's discretion. • View your trip online at www.airextrip.com your reservation number is the first six characters of the "Our Reference" field on the top of your itinerary. • E-mail address: belinda@travelinsights.com.au 			

ITINERARY

ITINERARY ESPECIALLY PREPARED FOR **(Insert Passenger Names)**

DATE OF ISSUE:

CONSULTANT:



CONFIRMED FLIGHT MALAYSIA AIRLINE SYSTEM MH 122

Check in at Sydney Terminal 1 no later than 11:30am

29 Aug 15	Sat	Depart	Sydney	1:50pm	Economy
29 Aug 15	Sat	Arrive	Kuala Lumpur	8:40pm	Non-stop

Arrival in Kuala Lumpur Terminal M

Flight Operator Malaysian Airlines

Total Journey Time 8hrs 50mins



CONFIRMED FLIGHT MALAYSIA AIRLINE SYSTEM MH 2

Check in at Kuala Lumpur Terminal M

29 Aug 15	Sat	Depart	Kuala Lumpur	11:15pm	Economy
30 Aug 15	Sun	Arrive	London Heathrow	5:50am	Non-stop

Arrival in London Terminal 4

Flight Operator Malaysian Airlines

Total Journey Time 13hrs 35mins



HOTEL NOVOTEL LONDON HEATHROW AIRPORT

30 Aug 15	Sun	Check In	12:00pm
31 Aug 15	Mon	Check Out	10:00am

Novotel London Heathrow Airport

Cherry Lane, West Drayton,
Middlesex UB7 9HB, United Kingdom
Tel +44 1895 431431
1 night accommodation - Standard Room(s) 1 Double Bed



CONFIRMED FLIGHT MALAYSIAN AIRLINE SYSTEM MH 3

Check in at Heathrow Terminal 4 no later than 8:45am

29 Sep 15	Tue	Depart	London Heathrow	12:00pm	Economy
30 Sep 15	Wed	Arrive	Kuala Lumpur	7:35am	Non-stop

Arrival in Kuala Lumpur Terminal M

Flight Operator Malaysian Airlines

Total Journey Time 12hrs 35mins



CONFIRMED FLIGHT MALAYSIAN AIRLINE SYSTEM MH 141

Check in at Kuala Lumpur Terminal M

30 Sep 15	Wed	Depart	Kuala Lumpur	9:00am	Economy
30 Sep 15	Wed	Arrive	Sydney	7:15pm	Non-stop

Arrival in Sydney Terminal 1

Flight Operator Malaysian Airlines

Total Journey Time 8hrs 15mins

Other documentation**Example of an e-ticket issued via a travel agent using a GDS – Abacus**

OLYMPIA TRAVELS & TOURS PTE LTD
 2B MCCALLUM STREET SINGAPORE 069043
 OFFICE TEL 67327222 / 67322242
 AFTER OFFICE HRS EMERGENCY TEL 96320636
 OFFICE HRS - MON TO FRI 0830-1800 HRS
 Agency Fax: FAX 62352371

**ABACUS ELECTRONIC TICKET
 PASSENGER ITINERARY/RECEIPT
 CUSTOMER COPY**

Passenger:	WOOD/ELLIOT ROBERT MR	Ticket Number:	6182080155841
Name Ref:		Issue Date:	30OCT12
Customer Number:		Issuing Airline:	SINGAPORE AIRLINES
FOID:		IATA Number:	32300715
Abacus Booking Ref:	AWDWDP	Issuing Agent:	KF08 - ART
Frequent Flyer No:	SQ8234768245	Tour Code:	

DAY	DATE	FLIGHT	CITY/TERMINAL/ STOPOVER CITY	TIME	CLASS/ STATUS	STOP/EQP/ FLYING TIME/ SERVICES	FARE BASIS
MON	04FEB	SQ830	DEP SINGAPORE CHANGI TERMINAL 3	1000	ECONOMY / E	NON-STOP BOEING 777-300ER JET	ERSG
			ARR SHANGHAI PU DONG TERMINAL 2	1515	CONFIRMED	5HR 15MIN MEALS	
			SEAT: 41D			NVA: 06FEB14	BAGGAGE: 20K
SUN	30JUN	SQ833	DEP SHANGHAI PU DONG TERMINAL 2	1635	ECONOMY / E	NON-STOP BOEING 777-300ER JET	ERSG
			ARR SINGAPORE CHANGI	2155	CONFIRMED	5HR 20MIN MEALS	
			SEAT: 41D			NVA: 06FEB14	BAGGAGE: 20K

Form of Payment: INVAGT
Endorsement/Restriction: VALID ON SQ/MI ONLY.QS--

**Positive identification required for airport check in
 Notice:**

Transportation and other services provided by the carrier are subject to conditions of contract and other important notices. Please ensure that you have received these notices, and if not, contact the travel agent or issuing carrier to obtain a copy prior to the commencement of your trip.

If the passenger journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable and this convention governs and on most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage.

IATA Ticket Notice:
 Click [here](#) for IATA Notice
 (Subject to change without prior notice)

----- ADDITIONAL INFORMATION -----

Airline Confirmation Number:
 SQ-SINGAPORE AIRLINES (SINGAPORE) :(65) 62238888
 SQ-SINGAPORE AIRLINES (SHANGHAI PUDONG) :(8621) 62887999 (Reservations&Ticketing)
 /68855018(Airport)

Carrying an e-ticket is evidence of payment for a flight itinerary but other documentation is usually provided for other travel components. When arrangements have been made through other travel enterprises such as wholesalers, hotels, tour operators and car rental companies, vouchers will be issued to prove that payment has been made. When travel insurance has been arranged, there is usually a policy certificate issued which should also be provided to the client.

Many enterprises will have procedures for putting all of the travel arrangements together into a ticket wallet for the client to carry during their travel arrangements. This ticket wallet may also include:

- Agency contact details
- An emergency assistance card for after-hours support
- Baggage tags
- General information on the destinations being visited.

When a ticket wallet of information is provided, clients may collect their documents from the enterprise. This provides an opportunity for the agent to go through all of the details with the client. In some instances when collection in person isn't possible, the agent may need to post or courier the documents to the client. The enterprise will have a policy on who will pay for any courier fees.

For airfare bookings with no other arrangements, it may be suitable to simply email the details to the client and they can print their itinerary and e-ticket. Again, the enterprise will have a policy on whether or not this is recommended.



4.4 Up-date internal records

Introduction

Travel enterprises need to maintain and update internal records which contain information related to clients, their travel arrangements and all of the associated financial transactions related to the each booking. How this is done will depend on the enterprise and whether or not files are maintained manually, electronically or using a combination of both systems. A client file number is often only allocated (manually or electronically) once a booking has been made and a payment is received from the client.

Electronic client record systems

Electronic records are usually stored using a Client Management System (CMS) and these are used by many enterprises to record client details, payments and booking information. This software has been developed specifically for the travel industry and usually records information using industry codes and abbreviations. A CMS can often be used to generate quotations, invoices, receipts and detailed client itineraries.



The CMS can usually attain the booking details from the CRS and generate an itinerary. The agent may choose to add additional information to the itinerary including check-in times, flight durations and details of any other land arrangements.

A Client Management System is sometimes referred to a back-office system as it is also used for accounting, marketing and other purposes.

Manual client record systems

Many travel enterprises aim to minimise waste associated with unnecessary printing. Despite the capabilities of a CMS to store information, quite often manual client records or files are also maintained to store documents and notes on each client's booking. The file may include the agent's notes from the initial consultation and copies of documents, supplier invoices, passports and insurance details. The file may also include a copy of the itinerary, invoice, receipts and any vouchers issued by suppliers.

Guidelines are usually provided to staff so that each agent working for the enterprise will use the CMS and maintain manual client records in the same way.

Updating client records

It is very important that client files are kept up to date. Details should be updated immediately when:

- A client advises that any of their personal details have changed
- Payments are made
- Any amendments are made to the booking
- Any parts of the booking are cancelled and a refund has been requested
- When payments are made by the enterprise to external organisations such as BSP or a consolidator.

Although an agent's primary role is to assist clients and to sell air tickets, it is vital that the internal client records held by the enterprise are maintained and updated following the established policies and procedures. Agents make bookings, process payments, issue tickets and process documentation for many clients throughout the day. If records are not kept up to date, it can be very confusing, unprofessional and easy for errors to occur when files are not accurate.



It is essential that all staff commit to this important part of their work as it ensures that all staff can confidently assist each other's clients. Attention to detail is also important as any errors, particularly relating to financial records, can have very serious consequences.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 4.1. List four pieces of information that should be included on a client invoice.
- 4.2 List three methods for accepting payment from a client.
- 4.3 Decode and explain the following Galileo entry used to order an airline ticket:

TKPCMZH5F5656989845453232*0916

- 4.4 Why is it important to ensure that client files are accurate and updated?
-

Summary

Process documentation for promotional air travel

Prepare required travel documentation to support approved client booking

- Ensuring accuracy of client information
- Ensuring accuracy of the itinerary and airfare details
- Preparing an invoice
- Enterprise policies and procedures

Process payment/s by clients

- Payment to suppliers
- Updating internal records

Issue travel documentation

- Issue tickets through airline websites
- Accredited enterprises
- Issuing an e-ticket using a CRS
- Non-accredited enterprises
- General ticketing information
- Documentation

Update internal records

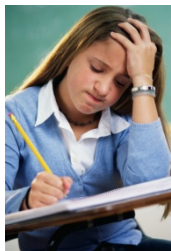
- Electronic client record systems
- Manual client record systems
- Updating client records

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organised. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognise and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

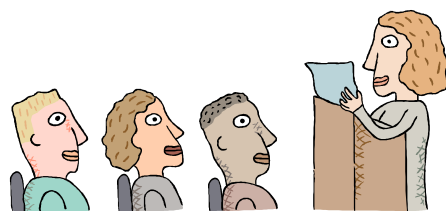
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

CRS Training Manuals

Individual airline websites

General information on IATA - www.iata.org

Instructions for reading route maps -
www.qantas.com.au/agents/dyn/qf/fares/routeMapsRead

Information on Coordinated Universal Time (UTC) -
<http://www.timeanddate.com/time/aboututc.html>

Trainee evaluation sheet

Construct and ticket promotional international airfares

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



Trainee self-assessment checklist

As an indicator to your Trainer/Assessor of your readiness for assessment in this unit please complete the following and hand to your Trainer/Assessor.

Construct and ticket promotional international airfares

		Yes	No*
Element 1: Confirm client requirements for promotional air travel			
1.1	Identify and confirm needs and preferences of client	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Identify and access appropriate resources to enable processing of client requirements	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Interpret promotional airfare information			
2.1	Identify and explain promotional international airfare information	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Construct and cost itinerary for promotional air travel			
3.1	Select carriers to accommodate identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Obtain approval and authority to proceed with booking/s from client	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Book approved itinerary with nominated carriers	<input type="checkbox"/>	<input type="checkbox"/>
3.5	Obtain payment from client, as required	<input type="checkbox"/>	<input type="checkbox"/>
Element 4: Process documentation for promotional air travel			
4.1	Prepare required travel documentation to support approved client booking	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Process payment/s by client	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Issue travel documentation	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Up-date internal records	<input type="checkbox"/>	<input type="checkbox"/>

Statement by Trainee:

I believe I am ready to be assessed on the following as indicated above:

Signed: _____

Date: _____

Note:

For all boxes where a **No*** is ticked, please provide details of the extra steps or work you need to do to become ready for assessment.

William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
Aid**

