

Tour operation

Level III

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Acronyms

AP: Advanced Purchase
 GI: Global Indicator
 BHC: Black Haul Check
 BSP: Bill Settlement Plan
 CRS: Computer Reservation System
 C: booking class
 EH: Eastern Hemisphere
 FL: Flown mileage
 GDS: Global Distribution System
 HIP: Higher Intermediate Point
 IATA: International Air Transport Association
 NUC: Neutral Unit of Construction
 ROE: Rate of Exchange
 TC: Traffic Conference
 TS: Trans-Siberian
 TTL: Ticket Time Limit
 TPM: Total Point of Mileage
 PNR: Passenger Name Record
 MPD: Multi-Purpose Document
 MPM: Maximum Point of Mileage
 WH: Western Hemisphere

Introduction

In tour operation field studying about construct air fare and ticketing is necessary to construct international air itineraries and cost fares using advanced international airfare rules and procedures. It enables to accurately interpret airfare information and configure air itineraries that create optimum airfare costs. Furthermore, this module is designed to meet the industry requirement under Tour operation occupational standard, particularly for the unit of competency: construct air fare and ticketing.

This module covers:-

- 1.1 Construct mixed class fares
- 1.2 Apply minimum checks
- 1.3 international pre-paid ticket advices
- 1.4 Construct round the world journeys
- 1.5 Construct fares for open jaw journeys procedures
- 1.6 Pricing unit concept

Learning Objective of the Module:

- Construct mixed class fares
- Apply minimum checks
- Calculate international pre-paid ticket advices
- Construct round the world journeys
- Construct fares for open jaw journeys procedures
- Applying Pricing unit concept

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit
5. Read the identified reference book for Examples and exercise

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Unit One: Construct mixed class fares

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- 1.1 Airline and IATA regulations and conditions
- 1.2 Interpreting airline codes
- 1.3 Options where mixed class combinations are allowed.
- 1.4 Air fare cost and itinerary configuration

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identifying Airline and IATA regulations and conditions
- Interpreting airline codes
- Identifying options where mixed class combinations are allowed.
- Configuring and calculating air fare costs itineraries accordance with IATA

1.1. Airline regulations and conditions of IATA

IATA is a voluntary, non-exclusive, non-political democratic organization and its membership is open to any operating airline which has been licensed to provide scheduled air services by the government. IATA is purely a non-political, commercial regulatory organization and has powers to regulate every act of its constituents

Regular airfare rules

Fare rules are the terms and conditions for the fare which are developed by the airlines or IATA. IATA has developed headings and paragraphs to categorize airfare rules and these can be accessed using a CRS. Promotional airfares have airfare rules that must be accessed by the agent and explained to the client. This is explained in the unit Construct and ticket promotional international airfares.

Regular fares are fully flexible. This means that they can be changed at any time and if unused, are fully refundable. It also means that there are no payment deadlines and the agent can hold the booking for the client to consider. The only restriction is that payment is required (and the ticket must be issued) prior to departure.

Regular airfares are also not 'seasonal', meaning that the fares will be the same every day of the year, with no high or low season price fluctuations.

Despite this considerable flexibility, there are some restrictions that apply. The agent must ensure:

- All required checks are completed when constructing the airfare
- The itinerary meets the requirements of the Global Indicator for the airfare they are accessing and calculating
- The client is aware that although changes are permitted free of charge, the changes are subject to seat availability on the requested flight
- Business and first class passengers are aware that not all aircraft have multiple classes of service. In the event that the itinerary is changed and the passenger is now on a flight without business or first class seats, they will not be compensated
- Clients are aware that although the airlines do not charge any penalties for amendments or cancellation, the enterprise may impose service fees for providing assistance to clients to make these changes.

1.2. Interpreting airline codes

IATA Airlines codes

Sorted by Airlines		Sorted by Code	
Airline	Code	Airline	Code
Aces	VX	Deutsche Bahn AG	2A
Action Airlines	XQ	Aero condor Trans Aereos	2B
Acvillia Air	WZ	Denim Air	2D
ADA Air	ZY	Ireland Airways	2E
Adria Airways	JP	Frontier Flying Service	2F
Aea International Pte	7X	Debonair Airways	2G
AER Lingus Limited	EI	European Airlines	2H
Aero Asia International	E4	Air Burkina	2J
Aero California	JR	Kitty Hawk Airlines Inc	2K
Aero Continente	N6	Karlog Air	2L
Aero Costa Rica Acori	ML	Moldavian Airlines	2M
Aero Lineas Sosa	P4	Haiti Aviation	2N
Aero Lloyd Flugreisen	YP	Air Philippines Corp	2P
Aero Service	5R	Millenium Air Corp	2Q
Aero Services Executive	W4	Island Express	2S
Aero Zambia	Z9	Canada Three Thousand	2T
Aerocaribe	QA	Western Pacific Air	2U
Aerocondor Trans Aereos	2B	Amtrak	2V
Aeroejecutivo SA de CV	SX	Pacific Midland Airlines	2W
Aeroflot Russian	SU	Helenair Corporation Ltd	2Y
Aeroleasing SA	FP	Changan Airlines	2Z
Aeroline Gmbh	7E	Mafira Air	3A
Aerolineas Argentinas	AR	Avior	3B
Aerolineas Dominicanas	YU	Corporate Express Airline	3C
Aerolineas Internacional	N2	Palair Macedonian Air	3D
Aerolineas Paraguayas	A8	Northwestern Air Lease	3E
Aerolineas Santo Domingo	EX	Air Inuit Ltd	3H
Aeromar Airlines	VW	Air Alliance	3J
Aeromexico	AM	Tatonduk Flying Service	3K
Aeromexpress	QO	Gulfstream International	3M
Aeronautica de Cancun	RE	Air Urga	3N
Aeroperlas	WL	Georgian Airlines	3P
Aeroperu	PL	China Yunnan Airlines	3Q

Ethiopian Airlines	ET	America West Airlines	HP
Euralair International	RN	Business Express	HQ
Eureca SRL	F4	Hahn Air	HR
Euroair	TH	Highland Air AB	HS
Euroflight Sweden AB	HZ	Airwork	HT
Eurofly Spa	GJ	Antigua Paradise Airways	HU
Europe Elite	Y6	Transavia airlines	HV
European Air Express	M3	North Wright Air	H
			W
European Air Transport	QY	Uzbekistan Airways	HY
European Airlines	2H	Euroflight Sweden AB	HZ
European Airways Ltd	L8	Iraqi Airways	IA
Euroscot Airways Ltd	MY	IBERIA	IB
Eurosky Airlines	JO	Indian Airlines Ltd	IC
Eurowings	EW	Air Normandie	ID
Eva Airways Corp	BR	Solomon Airlines	IE
Everest Air Ltd	E2	Great China Airlines	IF
Executive Airlines	NA	Meridiana Spa	IG
Executive Express Ltd.	5W	Falcon Aviation AB	IH
Expedition Airways	FO	Business Air Ltd	II
Express Airlines	9E	Air Liberté	IJ
Espresso Aero	N8	Lynden Air Cargo	IK
F Airlines B V	FV	Istanbul Airlines	IL
Fairlines	LK	Carib Express Ltd	IM
F'airlines B.V.	4X	Macedonian Airlines	IN
Falcon Aviation AB	IH	Airlines of Tasmania	IP
Far Eastern Air Transport	EF	Augsburg Airways	IQ
Faucett	CF	Iran Air	IR
Fedex	FX	Island Airlines	IS
Finnair	AY	Air Inter Europe	IT
Finnaviation	FA	Air Straubing	IU
First Air	7F	Fujian Airlines	IV
Flagship Airlines	8N	AOM French Airlines	IW
Flamenco Airways	FK	Flandre Air	IX
Flandre Air	IX	Yemenia	IY
Flight West Airlines	YC	Arkia Israeli Airlines	IZ
Flying Colours Airlines	MT	Azerbaijan Hava Yollari	J2

1.3. Availability of mixed class combinations

A mixed class ticket is an individually modified airfare that allows travellers to fly in different airline classes on different flights. For example: travellers could fly to Asia in Economy Class, then fly from Asia to Europe on the longer flight in Business Class. Mixed class is available via a combination of any Economy, Premium Economy, Business or First Class airfare.

Mixed class tickets incorporate different class travel for different sectors of a flight booking. Full service carriers operate aircraft that are configured with multiple classes of travel on board. This may be economy, premium economy, business and first class seating. Your client may wish to travel premium economy in one direction and economy on the return flight however this may not be possible if the carrier does not offer this service.

Economy, premium economy, business and first class are referred to as the classes of travel. On an aircraft offering all four classes, 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 lower airfares, which will have rules and conditions that the passenger needs to be aware of. The higher priced fares 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 fares 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. For regular airfares, only one booking class is used to represent each class of travel. The agent should choose the carrier and flight time that the client prefers. If the client wishes to fly business class, the agent is checking seat availability in J or C class, Y class for economy and F for First class. The screen below shows the many booking classes available on a particular flight.

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```

Window 2
NEUTRAL DISPLAY* TU 20OCT HAN/KUL
1 HAN KUL 0920 1340 AK 517 Y H K M Q T U L P V #320 #E
2 HAN KUL 1300 1725 MH 753 J4 C4 D4 Z4 I4 Y9 B9 H9 K9 M9#738B E
3 HAN KUL 1455 1900 VN 681 JA CA DA OL YA BA MA UA SA HA#321B E
4 HAN KUL 1455 1900 @EY7757 J2 C2 D2 W2 Y4 B4 H4 K4 M4 Q4#321C*E
5 HAN SGN 1800 2005 BL 803 YA BA VA TA SA RA QA PA OA NA#320 E
6 KUL 2110 2359 AK 525 Y H K M Q T U L P V #320 #E
7 HAN SGN 1630 1835 @H14107 WC SC YC H4 N4 Q4 X4 G4 U4 T4#32S E
8 KUL 1935 2230 MH 767 J4 C4 D4 Z4 I4 Y9 B9 H9 K9 M9#738B E
>

```

Route Options with mixed class combinations 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 a 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:

```

Window 2
>FR*1
JKT-ADL THU-01OCT15 GA
ADULT FARES
      CX      FARE      FARE      C  AP MIN/      SEASONS..... MR GI DT
      USD      BASIS
1  GA  651.00R VLRSVAID V      21JUL5-23DEC5 R  EH
SPECIFIED      ROUTE:9131
JKT-DPS-MEL(VA)ADL
>

```

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.

1.3.1. Match choice of mixed class fare to identified needs of client

Matching the choice of mixed class fare needs to be illustrated in the client's itinerary. The constructed fare 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.

Mileage and routing fares

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 each sector of the itinerary and comparing this to a maximum number of miles that can be flown at a particular fare level.

Most promotional fares are not constructed using the mileage system and are called routing fares, meaning they are based on the flight routing allowed by the carrier, rather than the number of miles flown. Routing fares displayed in a CRS will allow the agent to also access the applicable route map and fare rules. It is important to communicate this information with your client when determining their mixed class fare to avoid any miscommunication.

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.

There are also different ways of describing itineraries which will depend on the number of sectors and airlines being flown. The following itinerary examples, using Galileo screen examples, will introduce terminology relating to itinerary types.

Itinerary examples

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

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the **outbound component**, the passenger is having a **stopover** in Dubai for 4 nights. On the **inbound component**, the passenger will only **transit** through Dubai.

Online and interline transfers

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

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

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.

Booking classes

A booking class is a letter of the alphabet that is allocated to a fare. When calculating promotional airfares, airlines allocate a booking class to represent each of their different airfares. Regular airfares have IATA allocated booking classes that are called primary codes. The IATA allocated primary codes for regular fares are F=First Class, J or C=Business Class and Y=Economy class.

Availability in Galileo

When an 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. All booking classes on flights can be seen in each availability screen, assuming the operating aircraft offers all classes of service. For example, if there is no F shown on a line in the display, there will not be a first class service offered on that flight.

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 travel 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
	J and C	9 seats for each	9 means 9 or more

Business class	D	4 seats	
Premium economy	I	3 seats	
	W	9 seats	
	R	6 seats	
Economy class (some examples only)	T	0	No seats left
	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

In this

unit we are interested in regular airfares only (F, J/C and Y), however it is useful to understand the reason for so many letters (booking classes) appearing in an Availability screen.

Accessing airfares in Galileo

When using a CRS, there are entries that an agent can use to access information on the airfares that they are considering. The standardized IATA codes and abbreviations are used. 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 unit to demonstrate how to:

- Access and interpret fare displays
- Access and interpret mileage information
- Conduct IATA fare construction checks
- Check seat availability for the client itinerary
- Create itineraries and bookings.

Galileo Fare Displays One way airfares Example 1:

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

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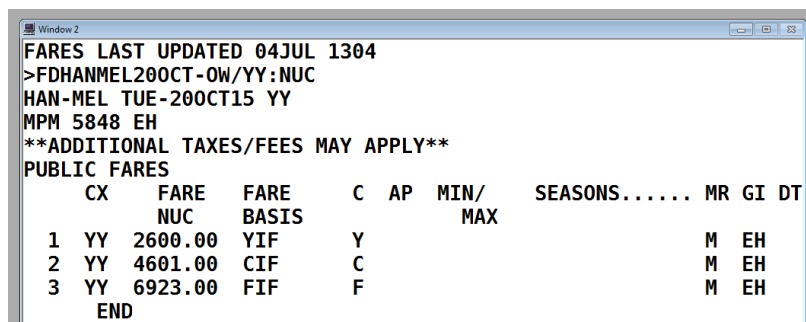
- FDHANMEL20OCT-OW/YY: NUC

Here is a breakdown of the information entered:

- FD Fare Display
- HAN from Hanoi
- MEL to Melbourne
- 20OCT Departing 20th of October (this part of the entry is optional)
- -OW One Way fares only
- YY Display IATA fares for all airlines
- NUC Display the fares in NUCs.

This is an entry that the agent will use to ask Galileo to only display the regular, one way fares from Hanoi to Melbourne, based on a departing Hanoi on the 20th of October. The date does not have to be included in the entry as fares are the same every day of the year.

The information displayed in Galileo is as follows:



```

Window 2
FARES LAST UPDATED 04JUL 1304
>FDHANMEL20OCT-OW/YY:NUC
HAN-MEL TUE-20OCT15 YY
MPM 5848 EH
**ADDITIONAL TAXES/FEEES MAY APPLY**
PUBLIC FARES
  CX  FARE  FARE  C  AP  MIN/  SEASONS..... MR GI DT
    NUC  BASIS
1  YY  2600.00 YIF  Y           M  EH
2  YY  4601.00 CIF  C           M  EH
3  YY  6923.00 FIF  F           M  EH
    END
  
```

Towards the top of the screen you will see that it says

****ADDITIONAL TAXES/FEEES MAY APPLY****. This is a reminder that the information display is the published IATA fare 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:

- The fare on Line 1 is economy class, Line 2 is business class and Line 3 is the first class airfare
- The 'CX' above this column is an abbreviation for carrier. The letter YY appears on each Line as this is what was requested and confirms that the fares are applicable to all IATA carriers
- FARE / NUC - The fares are displayed in price order and in NUC. For example, the fare on Line 1 is NUC2600.00

- FARE BASIS - The code in this column indicates the primary booking class for each class of travel, followed by the letters 'IF', meaning 'IATA fare'
- C indicates the booking class. This letter is the primary code for the class of travel. This information relates to seat availability and will be discussed later
- 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 regular fares, the column is blank, indicating that there are no advance purchase restrictions
- MIN/MAX refers to Minimum and Maximum stay requirements. For all regular fares, this column is blank, indicating that there are no minimum or maximum stay restrictions
- SEASONS refer to seasonality and when the passenger can use the fare. For all regular fares, this column is blank, indicating that there are no seasonal date restrictions
- MR: Mileage system or routing fare – the method being used to construct the fare. All regular fares will show the letter M in this column, indicating that the mileage system is used when calculating the fare
- GI: Global Indicator – EH indicating that the applicable Global Indicator is Eastern Hemisphere.

Other information on Fare Display screens

MPM 668 EH

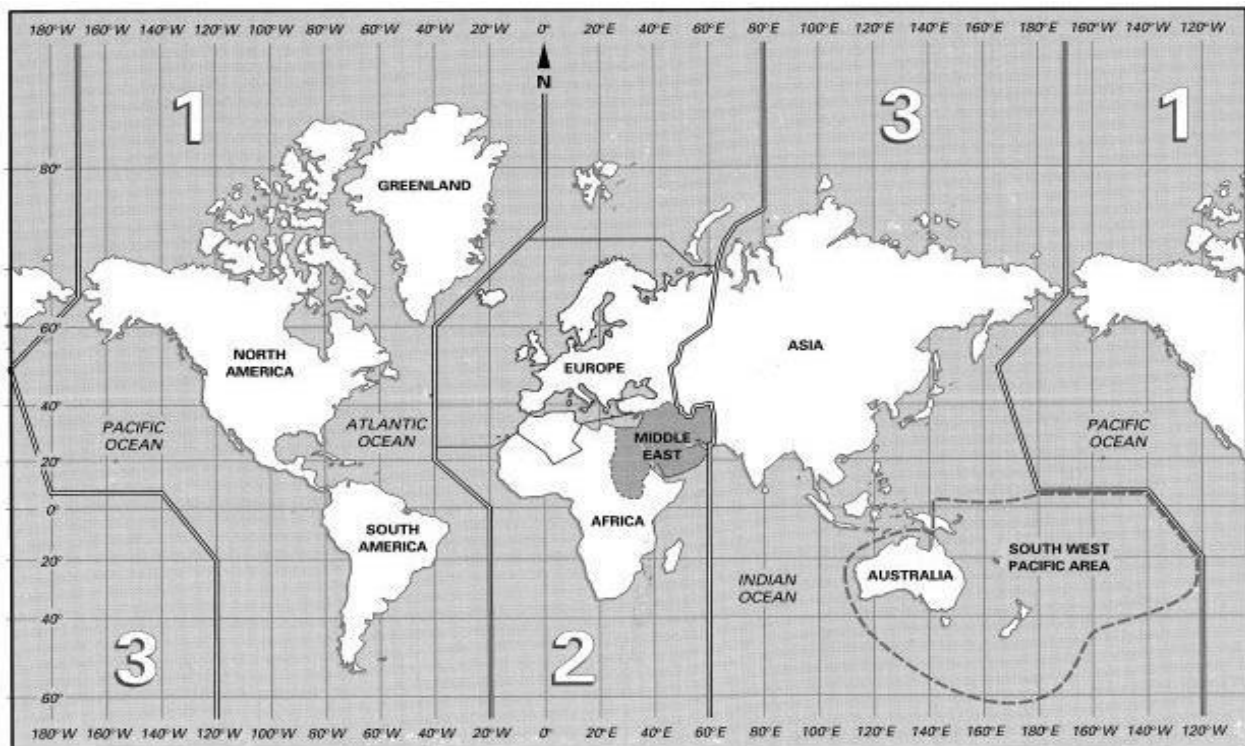
- Maximum Permitted Mileage. If the fare between Hanoi and Melbourne is to be constructed using the mileage system, the passenger cannot travel more than 668 miles on the journey without being surcharged
- EH: Eastern Hemisphere (the only applicable Global Indicator).

1.3.2. Ensure fare construction complies with operational requirements

Interpreting airfare information involves becoming familiar with many codes, concepts and operational requirements. This topic will introduce you to a range of IATA codes and airfare information including fare types, rules, taxes and Galileo formats. Examples will be used to demonstrate IATA fare construction steps and checks.

IATA Traffic Conference 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 summarized 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 represent 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.

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

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

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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)

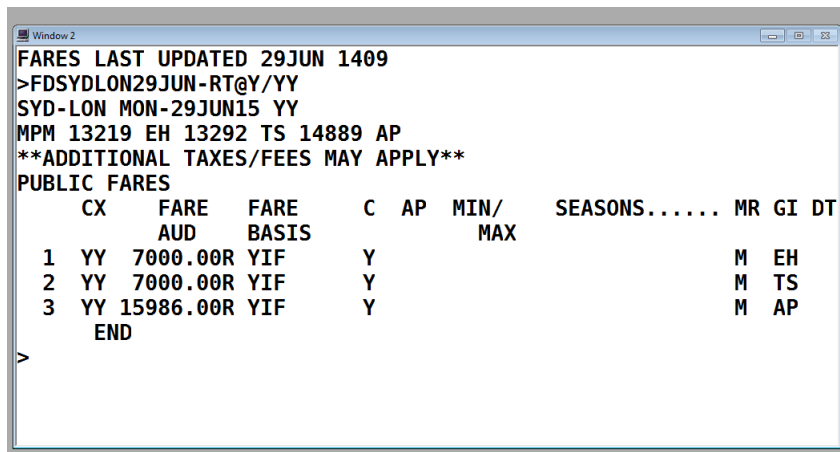
- Sydney to Los Angeles to London

Importance of Global Indicators

Understanding GIs is a very important part of regular airfare construction 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 economy class, 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 throughout this topic.



```

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      MAX
2  YY  7000.00R YIF   Y
3  YY 15986.00R YIF   Y
      END
  
```

Terminology

The Glossary at the beginning of this unit contains many of the terms used when constructing regular 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 regular airfare construction

- **Maximum Permitted Mileage (MPM):** distances represent the maximum distance between two specified international points established on the basis of the shortest combinations of non-stop sectors and, where applicable, over specified construction points increased by 20%.
- **Ticketed Point Mileage (TPM):** the actual number of miles that are used for constructing an Itinerary between two points or cities. TPM can be greater, less or equal to MPM since TPM is the actual miles that are used for constructing a particular itinerary.
- **Excess Mileage Allowance (EMA):** the fees you will pay to the finance provider if you go over your pre-agreed mileage allowance.
- **Excess Mileage Surcharge (EMS):** calculated when TPM or the total numbers of miles flown exceed MPM or Maximum permitted miles.

EXCESS MILEAGE SURCHARGE (EMS)

1.	Divide the TPM by the MPM	
2.	If the result is:	Surcharge the fare by:
	Over 1.00000 but not higher than 1.05	5%
	Over 1.05000 but not higher than 1.10	10%
	Over 1.10000 but not higher than 1.15	15%
	Over 1.15000 but not higher than 1.20	20%
	Over 1.20000 but not higher than 1.25	25%

- **Higher Intermediate Point (HIP):** A city between the origin and destination of the through international fare component that has a higher fare.
- **Back Haul Check (BHC):** In airline ticketing, the process of checking fares to all stops on an itinerary to make sure that the highest possible fare is charged. This is done to prevent passengers from booking a flight to a cheaper destination via a higher priced destination and then deplaning at the higher priced destination. Also referred to as one-way backhaul check.

- Trip Minimum check (CTM)
- Directional minimum checks (DMC)
- Country of origin minimum checks (CPM)
- Open jaw via country of origin check (COM)
- One way sub-journey check (OSC)
- Return sub-journey check (RSC)
- Re-routing
- Booking class.

1.4. Mixed fare costs and itinerary configurations

It is important to establish what is involved in the mixed fare costs to meet the client's needs during the initial sales consultation. The client's needs and preferences will determine the potential carriers that should be recommended and how this information can be sourced. Calculating mixed fare cost can include:

1.4.1. Configuring mixed fare costs

Fare types

There are many different ways of categorizing types of mixed airfare costs and many of them will be explained in this section.

Regular (normal) fares

Normal fare means the full fare established for a normal, regular or usual service, the application of which is not dependent upon any specially limited period of ticket validity or other special circumstances.

Regular fares are created by IATA and are also referred to as 'normal' fares. They are the most expensive airfares and can be used for travel on any IATA approved airline. Regular 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.

Regular fares are constructed using the mileage system and a range of steps and checks must be completed when calculating an airfare. You will be introduced to these steps throughout this unit, using examples from the Galileo CRS.

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.

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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 recognizes 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.

Concession fares

The published price of a regular airfare is an adult airfare (excluding taxes and surcharges).

Child fares

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

2.22.8.54 – Establishing Children's Fares when Different Child Percentage Levels Apply

Itinerary
Auckland–Sydney–London

Construction

AKL–LON	OW Y	NUC	2946.61	CHD 67%	NUC	1974.22
(HIP) SYD–LON	OW Y	NUC	2736.51	CHD 75%	NUC	2052.38
MPM 15031						
TPM 11911						



Explanation

- In this example, the AKL–LON non-discounted fare is the higher fare, i.e. no HIP applies.
- However, when establishing the child fare, the following checks should be applied:
 - the percentage(s) to the base fare(s) should be applied to establish the fare level(s);
 - the resulting levels should be applied for HIP checks (and all other relevant checks, e.g. CTM, BHC);
- The fare and passenger type code (in the Fare Basis) for the child will be followed by the percentage of discount applicable to the base fare of the fare component and not to the percentage of discount that applied to the HIP, i.e. Y/CH33.
- The child's fare must be imprinted in the Fare Calculation area as the fare already reduced by the appropriate child's discount.

Horizontal Fare Calculation Entry

AKL AB SYD BB LON M SYDLON2052.38NUC2052.38END ROE1.882837

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 pay 10% of a regular, adult fare.

Itinerary

Buenos Aires–Miami–New York

Construction

BUE–NYC

based on 10% BUE–NYC

OW C

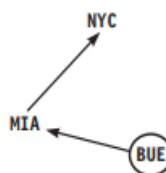
NUC 114.70

ROE

x 1.00

LCF

USD 115.00



Explanation

- Accompanied infant's fare for international travel based on 10% of the applicable adult fare.
- The infants fare must be imprinted in the Fare Calculation area as the fare already reduced by the appropriate infant's discount.
- There is no additional identifying code such as "M" as this fare is based on a specified routing.

Horizontal Fare Calculation Entry

BUE BB MIA CC NYC114.70NUC114.70END ROE1.00

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.

Mileage and routing fares

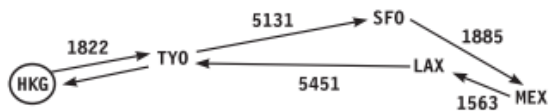
Regular international airfares are constructed using the mileage system, which has been developed by IATA. This involves determining the number of miles that are being flown on the itinerary and comparing this to a maximum number of miles that can be flown at a particular fare level. Most promotional fares are not constructed using the mileage system and are called routing fares, meaning they are based on the flight routing allowed by the carrier, rather than the number of miles flown. Routing fares displayed in a CRS will allow the agent to also access the applicable route map and fare rules. This information is covered in the unit Construct and ticket promotional international airfares.

Itinerary

Hong Kong–Tokyo–San Francisco–Mexico–Los Angeles–Tokyo–Hong Kong

Construction

HKG–MEX	RT YSS	NUC	1213.00
MPM 10560 TPM outbound			
8838 inbound 8836			
Charge for three additional stopovers		NUC	150.00
Plus HKG–TYO international security charge		NUC	4.25
Total		NUC	1367.25
ROE		x	7.80275
LCF		HKD	10670



Explanation

- When a particular special fare rule specifies that there is a number of stopovers free of charge but additional stopovers have to be paid for, it is necessary to identify the number of such additional stops without identifying the city codes for which stopover charges are collected.
- The code "3S150" is shown before the total NUC to indicate that there are 3 additional stopovers with a total charge of NUC150.
- The international security charge HKG–TYO is imprinted, identified by "Q4.25" after TYO.
- If there are additional transfer charges to be collected, these are denoted in the same manner as stopover charges (e.g. 3S150.00).

Horizontal Fare Calculation Entry

HKG CC TYO Q4.25CC SFO BB MEX M606.50BB LAX CC TYO CC HKG M606.50 3S150.00NUC1367.25END ROE7.80275

1.4.2. Air travel itinerary configuration

Terms relating to pricing an itinerary:

Neutral Unit of Construction (NUC) - NUC stands for the Neutral unit of construction. NUC is a unit used to build fares between two cities. NUC is a common unit which is used globally for constructing mileage-based fares by all airlines. All international fares are quoted in NUC and later converted to local Currency of respective countries this creates uniformity in fare construction globally. NUC is equivalent to the US dollar and has been designated by IATA as the sole unit of constructing a fare between two cities. Even though Local currency exchange rates may vary from country to country NUC level remains constant.

Rate of Exchange (ROE) - means the rates of exchange notified by IATA quarterly to convert local currency fares to a neutral unit of construction (NUC) and to convert total NUC amounts to the currency of the country of commencement of transportation.

- Circle trip: Travel from a point and return there to by a continuous, circuitous air route; provided that where no reasonable direct scheduled air
- Codeshare: one in which one carrier markets and the other operates. They are a result of an agreement between two carriers to sell seats on each other's flights with the aim to offer its customers a large variety of destinations to choose.
- Connecting flight: A connecting flight or transit flight is to reach the final destination through two or more flights, namely, traveling without any direct flights.
- Destination: the final place or arrival point in which a particular air travel ends.
- Direct flight: Though the term 'direct' is used interchangeably with 'non-stop', the two are different. In a direct flight, you do not change planes and you have only one flight number. Unlike the non-stop flight, the plane makes a stop en route to the final destination for refueling and picking up and dropping off passengers.
- Interline transfer
- Intermediate point
- Non-stop flight
- Online transfer
- Origin
- Round trip
- Stopover

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- Transit.

Before issuing an air ticket, it is important to ensure that all of the details of the clients' air itineraries are accurate. This includes the passenger's details and also the itinerary, pricing and conditions. It is important that the client has read and understood the airfare conditions before the payment is processed and tickets are issued.

Air Itineraries

- Air Itineraries may include:
- Name and number of passengers
- Day and date of travel
- From and to destinations
- Flight number and carrier, including seat allocation, where applicable
- Departure and arrival times
- Fare, taxes, fees and charges, including sub-totals and total
- Amount paid and amount due, if applicable
- Verification of connections and times, where applicable.

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. The agent must ensure that the client is made aware of these changes and confirm with 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 re quoted 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

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website (e.g. Zuji, 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. Invoices would include details on travel arrangements, pricing, service or transaction fees, airfare conditions & payment details.



YOUR TICKET-ITINERARY

YOUR BOOKING NUMBER :

WXIKXI

Flight	From	To	Aircraft	Class/Status
WK 2200	Montreal-Trudeau (YUL) 17:15 Thu May-04-2006	Frankfurt (FRA) 06:30+1 Fri May-05-2006	333	Y Confirmed
WK 2495	Frankfurt (FRA) T1 07:50 Fri May-05-2006	Amsterdam (AMS) 09:00 Fri May-05-2006	321	Y Confirmed
WK 2293	Munich (MUC) T2 15:30 Mon May-22-2006	Montreal-Trudeau (YUL) 17:50 Mon May-22-2006	340	Y Confirmed

Passenger Name	Ticket Number	Frequent Flyer Number	Special Needs
(1) JONES, JOHN/MR.	012-3456-789012	000-123-456	Meal: VGML

Purchase Description	Price	
Fare (LLXSOAR, LLXGSOAR)	CAD 558.00	
Canada - Airport Improvement Fee	15.00	
Canada - Security Duty	17.00	
Canada - GST #1234-5678	1.05	
Canada - QST #12345-678-901	1.20	
Germany - Airport Security Tax	18.38	
Germany - Airport Service Fees	37.76	
Fuel Surcharge	161.00	
Total Base Fare (per passenger)	809.39	
Number of Passengers	1	
TOTAL FARE	CAD 809.39	Paid by Credit Card XXXX-XXXX-XXXX-1234

Ticket is non-endorsable, non-refundable
Changes allowed, subject to availability,
no later than 2 hours before departure.
Please read carefully all fare restrictions.
Have a pleasant flight!

Unit Two: Apply minimum checks

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

2.1 Minimum checks to appropriate itinerary .

2.2 Checking accuracy and completeness of air itineraries

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Applying minimum checks to appropriate itineraries.
- Calculate and document fares according to IATA procedures

2.1 Minimum checks to appropriate itinerary

Once the agent has confirmed the client's bookings they can begin to construct an itinerary and calculate costs that meet their requirements.

Accessing airfares in Galileo

When using a CRS, there are entries that an agent can use to access information on the airfares that they are considering. The standardized IATA codes and abbreviations are used.

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 unit to demonstrate how to:

- Access and interpret fare displays
- Access and interpret mileage information
- Conduct IATA fare construction checks
- Check seat availability for the client itinerary
- Create itineraries and bookings.

Galileo Fare Displays One way airfares Example 1:

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

FDHANMEL20OCT-OW/YY: NUC

Here is a breakdown of the information entered:

- FD Fare Display
- HAN from Hanoi
- MEL to Melbourne
- 20OCT Departing 20th of October (this part of the entry is optional)
- -OW One Way fares only
- YY Display IATA fares for all airlines
- NUC Display the fares in NUCs.

This is an entry that the agent will use to ask Galileo to only display the regular, one way fares from Hanoi to Melbourne, based on a departing Hanoi on the 20th of October. The date does not have to be included in the entry as fares are the same every day of the year.

The information displayed in Galileo is as follows:

```

Window 2
FARES LAST UPDATED 04JUL 1304
>FDHANMEL200CT-OW/YY:NUC
HAN-MEL TUE-200CT15 YY
MPM 5848 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
  CX  FARE  FARE  C  AP  MIN/  SEASONS..... MR GI DT
      NUC   BASIS
1  YY 2600.00 YIF  Y           M  EH
2  YY 4601.00 CIF  C           M  EH
3  YY 6923.00 FIF  F           M  EH
      END
>

```

Towards 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 IATA fare 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:

- The fare on Line 1 is economy class, Line 2 is business class and Line 3 is the first class airfare
- The 'CX' above this column is an abbreviation for carrier. The letter YY appears on each Line as this is what was requested and confirms that the fares are applicable to all IATA carriers
- **FARE / NUC** - The fares are displayed in price order and in NUC. For example, the fare on Line 1 is NUC2600.00
- **FARE BASIS** - The code in this column indicates the primary booking class for each class of travel, followed by the letters 'IF', meaning 'IATA fare'
- **C** indicates the booking class. This letter is the primary code for the class of travel. This information relates to seat availability and will be discussed later
- **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 regular fares, the column is blank, indicating that there are no advance purchase restrictions
- **MIN/MAX** refers to Minimum and Maximum stay requirements. For all regular fares, this column is blank, indicating that there are no minimum or maximum stay restrictions
- **SEASONS** refers to seasonality and when the passenger can use the fare. For all regular fares, this column is blank, indicating that there are no seasonal date restrictions

- **MR** - Mileage system or Routing fare – the method being used to construct the fare. All regular fares will show the letter M in this column, indicating that the mileage system is used when calculating the fare
- **GI** - Global Indicator – EH indicating that the applicable Global Indicator is Eastern Hemisphere.

Other information on Fare Display screens

MPM 668 EH

- Maximum Permitted Mileage. If the fare between Hanoi and Melbourne is to be constructed using the mileage system, the passenger cannot travel more than 668 miles on the journey without being surcharged
- EH – Eastern Hemisphere (the only applicable Global Indicator).

Example 2:

This is the entry to display regular, one way fares from Singapore to London, departing on 20th October.

•FD20OCTSINLON-OW/YY: NUC

```

>FDSINLON20OCT-OW/YY:NUC
SIN-LON TUE-20OCT15 YY
MPM 8536 EH 11431 TS
**ADDITIONAL TAXES/FEEES MAY APPLY**
PUBLIC FARES

```

	CX	FARE NUC	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	YY	2240.71	YIF	Y				M	TS	
2	YY	4367.31	YIF	Y				M	EH	
3	YY	5179.42	CIF	C				M	TS	
4	YY	6410.93	CIF	C				M	EH	
5	YY	7374.20	FIF	F				M	TS	
6	YY	11411.04	FIF	F				M	EH	

```

)>

```

This screen is similar to the first example with fares from Hanoi to Melbourne; however this screen contains additional information because there are two possible Global Indicators (GI) allowed for travel between Singapore and London.

Note that there are six fares display as each class of travel has a different fare for each GI. Also note that there are two separate MPMs (Maximum permitted mileage) for each Global Indicator.

In order for the agent to know which Global Indicator to use, the agent must consider which direction the client is traveling from Singapore to London. For example, if the client is flying from Singapore to Dubai and then on to London the Global Indicator is EH, but if the client is flying from Singapore to Seoul and then on to London the Global Indicator is TS.

Here is a summary of this information for a passenger flying business class.

Itinerary	Global Indicator	Business class fare in	
		NUC	MPM
SIN DXB LON	EH	5179.42	EH 8536
SIN TYO LON	TS	6410.93	TS 11431

Note that the fare via the TS indicator is much higher but also has a much higher Maximum Permitted Mileage.

Return airfares

The examples above are based on one way airfares. The process is very similar for return airfares however there are a few further considerations.

Firstly, a one way fare has one component from origin to destination. A return airfare has two components an outbound component from origin to destination and then an inbound component from the destination back to the origin. When constructing an airfare for a return itinerary, the agent must firstly choose the destination point. Sometimes this isn't very clear as it is the furthest place from the origin and other times it may be a bit difficult to determine. For example, if the client wishes to fly Singapore to Dubai to London, returning via Dubai to Singapore, the itinerary would appear like this:

- **SIN DXB LON DXB SIN**

London is clearly the destination as it is the point of turnaround and furthest city from the origin.

However, in this example, the destination could either be London or Paris.

- **SIN DXB LON PAR DXB SIN**

The agent has a choice and could do any of the following:

- Select the city with the highest fare
- Select the city that is furthest away
- Construct the fare twice to see which construction has the lowest airfare for the client.

Although there are different ways to do this, IATA have checks that must be completed which will assist the agent to construct the correct fare.

if London was selected as the destination (or breakpoint), the fare display entry would be:

- **FD09JULSINLON-RT/YY: NUC**

```
>FDSINLON09JUL-RT/YY:NUC
SIN-LON THU-09JUL15 YY
MPM 8536 EH 11431 TS
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
```

	CX	FARE NUC	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	YY	3201.01R	YIF	Y				M	TS	
2	YY	6238.28R	YIF	Y				M	EH	
3	YY	7398.65R	CIF	C				M	TS	
4	YY	9157.73R	CIF	C				M	EH	
5	YY	10533.72R	CIF	F				M	TS	
6	YY	16301.48R	CIF	F				M	EH	

```
)>
```

This screen is very similar to the previous example which was a fare display for the same cities but requesting Galileo display one way fares.

You will note the following:

- The letter R appears at the end of the NUC price to indicate this is a return fare
- The return fares are higher than the one way fares but are not double the one way fares. It is usually better value to buy a return airfare than a one way fare
- The Global Indicators are the same
- The MPM (Maximum Permitted Mileage) is the same, not double. This is because the MPM is applied to each fare component.

Types of return airfares

Return airfares have two components – outbound and inbound. A return fare can be classified as being a round trip or a circle trip.

When a return journey has an itinerary that starts and finishes in the same city, and both the outbound and inbound component are the same price, this is called a round trip.

This will be explained further in this topic. It is important to understand the difference as an additional IATA check is required for some circle trip itineraries.

Ticketed Point Mileage

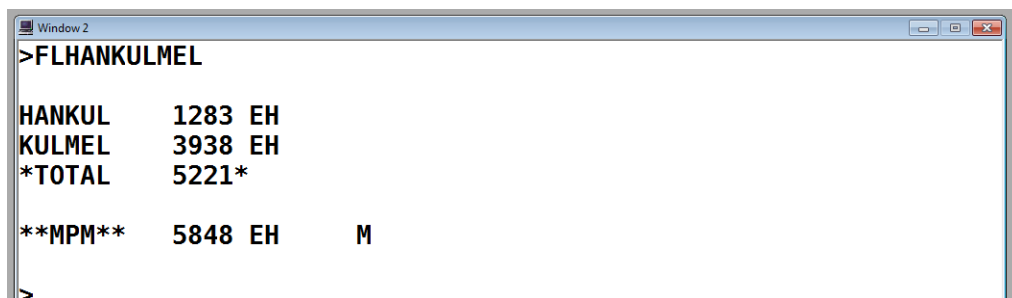
Galileo Entry

To calculate the flown mileage on an itinerary, the cities can be entered into Galileo (using IATA codes), preceded by the code FL (Flown Mileage).

For example, to check the mileage to fly from Hanoi to Kuala Lumpur and then to Melbourne, the entry:

- **FLHANKULMEL**

The response is:



This screen indicates that the distance between Hanoi and Kuala Lumpur is 1,283 miles and the distance between Kuala Lumpur and Melbourne is 3,938 miles. The total is the two numbers added together and the **Ticketed Point Mileage** (total) is 5,221 miles.

Underneath, Galileo is indicating that the **Maximum Permitted Mileage** is 5,848 miles. The MPM was also shown in the Fare Display (see previous Example 1).

The TPM is less than the MPM, indicating that the itinerary is 'in on miles'. The letter M in this display is indicating that the flown itinerary is below the MPM.

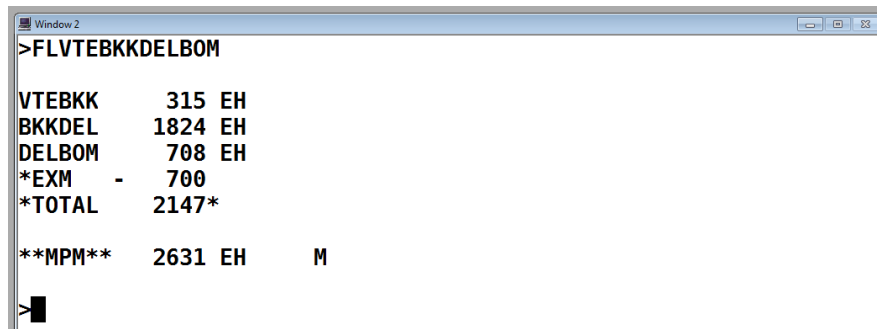
Excess Mileage Allowance

There will be itineraries where the TPM is higher than the MPM. In this case, in some circumstances there may be a deduction known as an Excess Mileage Allowance (EMA) which can be applied. IATA has determined which itineraries are entitled to this allowance and will deduct miles from the total TPM if the itinerary is eligible for an EMA.

The EMA example we will consider applies for travel within Area 3 only. When an itinerary only involves travel within TC Area 3 and travel is via Delhi and Mumbai, IATA allows an EMA (if required). This is also the case for an itinerary within TC Area 3 which includes travel via both Karachi and Islamabad.

This is best described using an example. In this Galileo screen, the TPM is calculated for a journey from Vientiane to Bangkok to Delhi to Mumbai.

- **FLVTEBKKDELBOM**



```

Window 2
>FLVTEBKKDELBOM

VTEBKK      315 EH
BKKDEL      1824 EH
DELBOM       708 EH
*EXM -       700
*TOTAL      2147*

**MPM**      2631 EH      M
  
```

In the screen above, Galileo has calculated the flown mileage on the itinerary (TPM) and then deducted 700 miles from the TPM as the passenger is entitled to this EMA as they are flying via Delhi to Mumbai on their itinerary.

There are very few flight routings that are entitled to a deduction but as they still exist, it is important that an agent is aware of the EMA and how to interpret this from a Galileo screen.

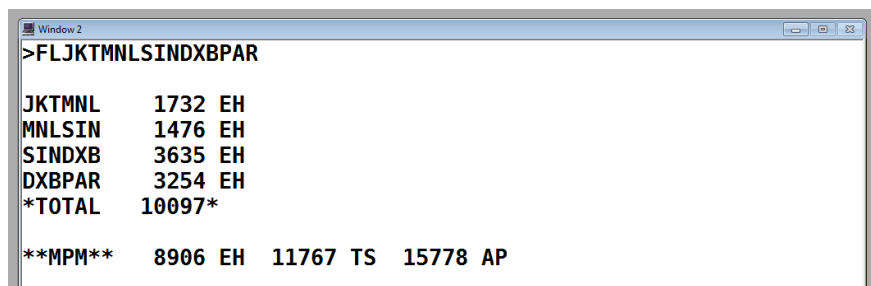
Excess Mileage Surcharge

In the following example, the itinerary is much longer. This is a more realistic example of an itinerary that might be constructed using a regular airfare. The flown itinerary is Jakarta to Manila to Singapore to Dubai to Paris. Encoded, the itinerary is written as:

- **JKT MNL SIN DXB PAR**

The Global Indicator for this itinerary is EH.

The following screen displays the TPM and MPM:



```

Window 2
>FLJKT MNL SIN DXB PAR

JKT MNL      1732 EH
MNL SIN      1476 EH
SIN DXB      3635 EH
DXB PAR      3254 EH
*TOTAL      10097*

**MPM**      8906 EH  11767 TS  15778 AP
  
```

Note that the TPM is 10,097. Galileo has displayed a range of different Global Indicators and their applicable MPMs. Galileo is able to indicate the possible GIs for this itinerary but is not able to determine which one applies to the itinerary outlines in the FL entry. The agent needs to select the correct GI and MPM.

TPM 10,097 miles MPM 8,906 miles - EH

In this example, the TPM is higher than the MPM. This means that the regular fare from Jakarta to Paris cannot be charged and will need to be surcharged as the client needs to fly additional miles. Galileo is able to advise that the MPM has been exceeded but cannot

calculate the applicable surcharge when there are multiple Global Indicators. The fare will need to be surcharged an additional 5%, 10%, 15%, 20% or 25%, depending on the number of extra miles being flown. The calculation of the required surcharge needs to be done manually by the agent.

Calculating a mileage surcharge

Using a calculator, enter the TPM divided by the MPM.

$$10097 \div 8906 = 1.1337$$

Use this table to calculate the surcharge.

If the number on your calculator is between:	Surcharge the fare by	CRS / IATA format	Multiply the fare by:
1.0001 - 1.0500	5%	5M	X 1.05
1.0501 - 1.1000	10%	10M	X 1.10
1.1001 - 1.1500	15%	15M	X 1.15
1.1501 - 1.2000	20%	20M	X 1.20
1.2001 - 1.2500	25%	25M	X 1.25
1.2501 - higher	Unsur chargeable – too much mileage flown		

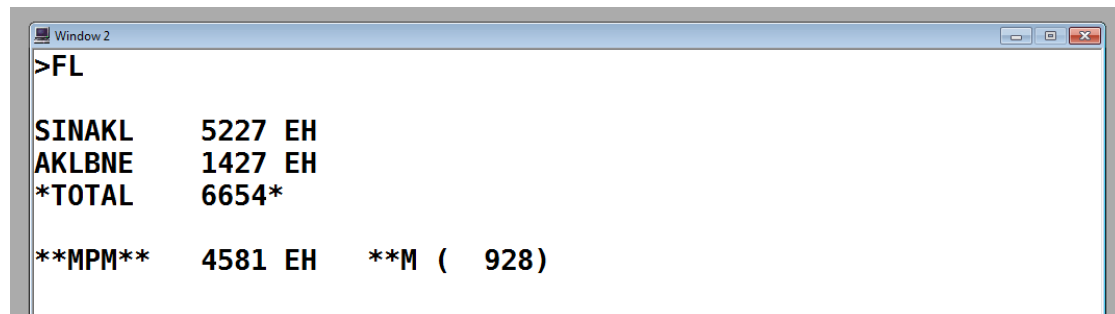
This means that the published, regular fare from Jakarta to Paris (for this itinerary: JKT MNL SIN DXB PAR) will need to be surcharged by 15%.

We will not continue with this example at this stage as there are still further checks that need to be completed. The fare is not surcharged until after these checks have been completed as the fare may increase.

Unsurchargeable itinerary example

The itinerary is Singapore to Auckland to Brisbane – SIN AKL BNE.

- **FLSINAKLBNE**



>FL			
SINAKL	5227	EH	
AKLBNE	1427	EH	
TOTAL	6654		
MPM	4581	EH	**M (928)

Note that EH is the only possible Global Indicator for this itinerary and the MPM is 4,581 miles. The TPM is 6,654 miles, which is higher than the MPM.

Using a calculator, enter the TPM divided by the MPM.

$$6654 \div 4581 = 1.4525$$

Referring to the Mileage Surcharge table above, you will see that as the number is greater than 1.2501, the fare is unsurchargeable. This means that a regular airfare cannot be used to construct one fare for an itinerary from Singapore to Auckland to Brisbane.

This does not mean that the client is not able to fly this itinerary; it just means that the agent is not able to use one regular airfare from the origin to destination and will need to consider different ways to construct this airfare. For example, the agent could access two different one way fares – one from Singapore to Auckland and then another from Auckland to Brisbane. This is considered advanced regular airfare construction and is not covered in this unit.

Checking accuracy and completeness of air itineraries

Before being able to confirm the reservation for your client you will need to establish if there will be any add-on flights to include on the itinerary and if preferred options are available.

Add-on flights

Available and applicable add-on flights may relate to:

- Add-on tables
- Specific flights
- Availability
- Nominated carriers
- Specified routes/destinations
- Integration with full packages
- Compatibility with nominated class
- Prohibition on separate sale
- Confirming currency of guidelines that apply to add-ons with carriers
- Individual terms and conditions of carriers

Understanding all the various airline and city codes that are used within a GDS will assist you in making reservations for your passengers. For example: within the Galileo system just like with all the other GDS operating worldwide, individual airline and city codes can be found with a few simple key strokes, so don't worry that you have to remember every one. It is recommended to remember by heart the most common city and airline codes that are used within your agency.

The airline availability display in the system will show all the available seats and corresponding fares. It is important to understand that each letter of the alphabet showing in the availability display represents a particular fare type.

For example, the following is a replication of how an availability screen may look for a request of Singapore to Hong Kong on the 25th July.

AN25JULSINHKG

```
1 3K691Y4 W4 V4 T4 S4 R4 Q4 SIN 1 HKG 2 0640 1025 3.45 O4 N4 M4 L4 K4 H4
2 SQ 860F4 P4 A4 Z4 C4 J0 D4 SIN 3 HKG 1 0830 1215 S9 Y9 B9 E9 Q9 N9 V0 T0 M9
H9 W0 L9 K9
```

We look at the 2nd line of availability the Singapore Airlines flight SQ 860; all the different letters of the alphabet represent the different airfares available for sale. The letters F, P and A are all first class airfares, each one with different rules.

If it shows that there are 4 seats showing available in each of these 3 classes of travel. Letters Z, C, J and D represent the business class cabin in the aircraft. As with first class, each letter represents a different business class fare. The cost of each one will be different just as the rules pertaining to the fare will change. Note that the 'J' seats are showing as 0 – that is: none available. All the letters from 'S' onwards represents economy class fares, each with different rules.

You may notice that most of these economy fare seats show 9 seats available. It is common practice within all the GDS worldwide to show a maximum of 9 seats for sale at one time.

This does not mean that there is only 9 seats left; it represents is the maximum number of passengers that can be booked within one reservation. Should the number ever fall below 9 then it is representative of the actual number of seats left at that fare.

As a general rule of thumb, the first letter represents the most expensive and most flexible fare, as the letters move across the page they become less expensive and far less flexible.

Currencies

Neutral Units of Construction – NUCs: When constructing regular international airfares, a neutral currency is used. It is referenced as NUC - Neutral Unit of Construction (or Neutral Unit of Currency). This neutral currency has been developed by IATA, specifically for use in international airfare construction.

All regular airfares are published in NUC and can be accessed in a CRS through a Fare Display entry. When constructing an airfare for an itinerary, there are a series of checks that must be conducted. Some of these checks result in a higher airfare needing to be charged. This is referred to as the applicable fare. It is only after determining the applicable airfare that the NUC amount is converted into a real currency using an exchange rate called ROE – Rate of Exchange.

Rates of Exchange (ROE)

The Rates of Exchange are determined by IATA and stored in the CRS. The ROEs are updated quarterly on 01JAN, 01APR, 01JUL and 01OCT, or more frequently if there are significant currency changes during that time.

Currency codes

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

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

Country	Currency name	Currency code
China	Yuan or Renminbi	CNY
France	Euro	EUR
Hong Kong	Dollar	HKD
Sweden	Kroner	SEK
Malaysia	Malaysian Ringgit	MYR
Morocco	Dirham	MAD
Philippines	Peso	PHP
Singapore	Singapore Dollar	SGD
Thailand	Baht	THB
United States	Dollar	USD
Great Britain	Pound	GBP

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

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 1st 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 1st of February.

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.

Unit Three: international pre-paid ticket advices

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

3.1 Calculating pre-paid tickets, sales.

3.2 Advices for journeys commencing outside the country.

3.3 Documenting sectorised journeys and side trips.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Calculating pre-paid tickets, sales.
- Providing advice for journeys commencing outside the country.
- Calculating and documenting sectorised journeys and upside trips.

3.1 Calculating pre-paid tickets, sales

There are a variety of documents that are required to be completed for international pre-paid ticket advices (PTA). These may include letters of confirmation, tickets, invoices, itinerary and vouchers. Some clients will ask that their documents be sent by post or courier, others will prefer to receive them electronically, others will prefer to collect in person.

Element one discussed client needs and preferences and some of that information has been repeated here for consideration with pre-paid ticket advice

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 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?
- How many passengers are travelling?

Invoices

Often an invoice detailing the total charges of the client's booking will accompany the letter of confirmation. Again these details would have been discussed during the consultation and booking process however a printed invoice provides a permanent record of the details of the costs involved in the reservation.

Tickets, vouchers and final itinerary

As a guide, industry standard is no later than 2 weeks prior to passenger departure date. That said, it is worth considering dispatching E-tickets documents as they are issued or received. Provided that you are not waiting for other documentation e.g. cruise or tour vouchers, there is no reason to hold the E-tickets in your office and not send them to the passenger. As a general rule, passenger documents, if retained in the office, are stored in a secure place, usually in a safe.

The advent of the requirement to show photo-ID when checking in for domestic travel, now, to some extent, precludes the fraudulent use of a ticket.

Many clients, particularly those who are travelling for leisure, will come into the office to collect their E-tickets and any other documentation such as vouchers etc.

If you decide to mail the documents then please allow sufficient time for delivery and ensure they are sent using a service where the documents can be tracked, such a registered mail.

Some E-tickets such as those issued via an agents website or an airline website can be emailed to the passenger if they elect this option.

If you have made a booking in your office using a CRS/GDS you may be able to scan and email the ticket to the client. The hard copy original ticket should then also be sent through express or registered post.

Delivery options commonly used

- E-mail
- Post Express Mail
- Registered Mail
- Delivery via a courier service.

Regular mail is not generally used, as there is no way to track documents if they fail to arrive.

Copies of all documentation, both soft copy and hard copy, received and dispatched, should be retained in the office for reference. How and where these are kept, will be office specific.

You will usually receive or produce a combination of one or more of the following:

- Electronic documents sent by supplier/operator
- Hard copy documents sent by supplier/operator
- 'In-house' produced, electronic documents
- 'In-house' produced hard copy documents.

Back-end office applications may automatically save any 'in-house' produced documentation against the passenger file number.

A detailed itinerary which presents all the travel arrangements booked, whether pre-paid or not, should be provided, in date and product/service continuity, for the passenger/s. A should be retained for the file.

As discussed the documentation provided to the customer is, often, simply pieces of paper. They are usually the only tangible item/s received which represent the exchange of monies paid for product and service. Presentation of the documentation is important and should look professional. Where possible, in packaging and presenting the documentation use:

- Agency branded voucher covers
- Agency branded itinerary covers
- Stationery with agency logo
- Wallets if available
- Baggage labels
- Extra information
- Business card
- Insurance policy (if purchased) together with applicable emergency contact information.

Provide the final documentation to the passenger by one of the following means:

- Face to face
- Email – PDF or similar files

- Registered mail
- Post Express
- Courier or personal delivery.

Where possible, in particular with leisure travel, it is advisable to meet face to face with the customers when providing their final documentation to them. Where documentation is being produced on behalf of another consultant they will indicate how the documents will be delivered to the customer.

When deciding how best to dispatch documentation, consider:

- when the passengers are departing
- Where they live
- Public holidays
- Contents
- Service levels associated with the various delivery options.

Documentation which includes documents which are accountable and which can be utilized, without verification of passenger identification, passports or travellers cheques should always be sent via a traceable delivery service such as registered mail.

3.2. Advices for journeys commencing outside the country

There are a few pieces of information you require to construct a good itinerary for your client at the best available airfare. This includes client needs and preferences degree that will dictate which source you will use to access which have already been discussed in previous sections of this manual.

This information will assist you in deciding which airline carrier best suits your clients' needs and to some schedules.

Selecting carriers

Selecting a flight and carrier may include:

- Confirming availability
- Understanding relevant carrier policies and procedures, including limitations and restrictions
- Matching timing requirements to flight availability
- Seat availability
- Meeting connecting flights
- Package limitations, where applicable.

When discussing airfare costs with your passenger you must make a thorough check of the fare rules to ensure you advise your client correctly of the fare conditions.

Strong competition in the air travel marketplace 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 marketplace

Once a reservation has been made on behalf of a passenger the CRS provides the opportunity to be able to quote the relevant airfare and corresponding booking conditions that align with that airfare.

When selling certain tickets you may need to make these reservations directly with the airline via their website. When processing a booking this way, you will need to use the passengers own credit card for payment and not your agency one. In most instances the credit card holder **must** actually be one of the travelling parties.

The fare (or combination of fares) is class and availability dependent.

In order to check the seat availability, you must decide what class you need to book for your client based on:

- Passenger flexibility in terms of dates and times
- Degree of flexibility required in terms of changes and/or amendments
- Passenger budget
- Airline preference.

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.

Airline schedules

Access to airline schedules, airfares and information in relation to the flights operated by the various airlines is available electronically to travel agents via:

- A CRS/GDS
- A Travel Agent Website
- An Airline website.
- In most instances you will use your CRS/GDS to access schedules, construct the itineraries, source airfares and make bookings. There may however be instances when, because of ticket restrictions or commercial arrangements, you will:
 - Access an Airline Travel Agent Website to check schedules and fares and to make the booking e.g. British Airways and Emirates
 - Access Airline general public website e.g. Qantas to check schedules and fares and to make the booking.

Limitations of indirect travel

A rule that covers the limitations of indirect travel relates to how many times a city can be travelled through within a fare component.

The rule states that a fare component must not include more than:

- One departure from the point of origin; or
- One arrival at the point of destination; or
- One stopover at any one intermediate point.

This means that the following one way itineraries cannot be constructed as a through one way fare from origin to destination:

SYD ADL SYD KUL LON BNE BKK LON DUB LON MEL SIN BKK SIN LON

Please note:

- The use of the word 'stopover' in the third limitation - it is possible to stopover and transit through the same intermediate point within a fare component
 - is for a one way flight Denpasar to Jakarta from the Galileo CRS
 - The following itinerary is permitted: BNE SIN LON SIN BNE
 - Singapore appears twice as an intermediate point but within different fare components – outbound and inbound.

Selecting the carrier with the cheapest fare

If you are using a CRS/GDS to process the booking, and considering all of the above, you can proceed to make the booking using the system specific entries. Once you have checked the availability and secured the seat in the applicable class, complete the booking including

quoting the fare and taxes for the booking. Again there are CRS/GDS system specific entries that you will use.

If your client requests the cheapest fare:

1-FSDPS15MAYJKT											
TTL OF 12 PRICING OPTIONS AND 45 ITINERARY OPTIONS RETURNED											
PRICING OPTION 1						TOTAL AMOUNT			267.00 AUD		
ADT						TAX INCLUDED					
1	GA	401	N	15MAY	DPS CGK	0605	0705	FR	738		NOX
										+10	
PRICING OPTION 2						TOTAL AMOUNT			337.40 AUD		
ADT						TAX INCLUDED					
1	GA	446	N	15MAY	DPS SRG	1305	1320	FR	738		NOX
2	GA	241	N	15MAY	SRG CGK	1530	1640	FR	738		NOX
										+3	
PRICING OPTION 3						TOTAL AMOUNT			341.80 AUD		
ADT						TAX INCLUDED					
1	GA	7030	N	15MAY	DPS LOP	1930	2015	FR	AT7		NOX
2	GA	431	N	16MAY	LOP CGK	0650	0750	SA	738		NOX
										+2	
PRICING OPTION 4						TOTAL AMOUNT			355.00 AUD		
ADT						TAX INCLUDED					
1	GA	341	N	15MAY	DPS SUB	1010	1020	FR	738		NOX
2	GA	313	N	15MAY	SUB CGK	1110	1245	FR	738		NOX
										+5	
PRICING OPTION 5						TOTAL AMOUNT			375.90 AUD		
ADT						TAX INCLUDED					
1	GA	253	N	15MAY	DPS JOG	1500	1530	FR	738		NOX
2	GA	213	N	15MAY	JOG CGK	1620	1740	FR	738		NOX
										+5	
PRICING OPTION 6						TOTAL AMOUNT			389.10 AUD		
ADT						TAX INCLUDED					
1	GA	653	B	15MAY	DPS CGK	1430	1530	FR	738		BOX

Use your CRS/GDS to do a 'fare shop' for the date and segment required. The following screen shot

- Select the cheapest fare and note the class to be booked and display the rules associated with that fare
- Check the fare rules and conditions to ensure that you can use that fare
- Sell the ticket by selecting the 'Book' icon and complete the booking by entering all CRS mandatory fields.
- Collect the money or charge to a credit card
- Issue the ticket and provide the e-ticket and receipt to client.

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:

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, and so on. 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.

Travel Information
<ul style="list-style-type: none"> ➤ Health And Well-Being Onboard ➤ Unaccompanied Minors ➤ Special Request/Assistance ➤ Travel Document ➤ Baggage ➤ Pet Travel
Destinations & Airport
<ul style="list-style-type: none"> ➤ 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)

PTA Process

The PTA process may include:

- Following relevant guidelines, policies and procedures
- Confirming applicable timeline requirements for booking
- Verifying agency details with carrier
- Including services covered by PTA's, including excess baggage, unaccompanied children, oxygen use
- Obtaining fare quote
- Applying service charge

Raising Miscellaneous Charge Order (MCO)

Since 2008 paper tickets were finally phased out and replaced with electronic ticketing, so this process is now much simpler. All ticket transactions are now reported through the agent GDS to the Data Processing Centre and V-MPDs can be issued.

Miscellaneous charge orders (MCO)

Miscellaneous charge orders (MCO) have now been replaced with a virtual MPD

A **multi-purpose document** (MPD) is used by the agent to make payment to airlines for non-air services such as excess baggage, ground transportation and accommodation. The document is now called a Virtual MPD (abbreviated to V-MPD) which is issued by the agent

Quotations supplied to clients

If you are using a CRS or Agent Airline website to construct an air itinerary and to provide a fare quote for a client, the data or information provided will always be up to date at the time that the quote is sourced and there is provision to print an itinerary which includes the price of the airfare and the taxes. It does not however include the fare rules and conditions in relation to the airfare and you should be careful to provide these to your passenger.

The breakdown of fares and taxes are detailed during the book and/or quote process but before the payment details are required to be input.

Remember airfares are a moving target, are subject to availability and can and do change.

While airlines such as Singapore usually retain the fare levels for particular classes, other airlines such as Jet star often change the various fare levels in order to improve loadings on a particular service or in response to what is happening in the general market place.

The golden rule therefore, in terms of providing up to date airfare quotes to your client, is to check your CRS or airline website each and every time you are required to provide a quote. This is in fact a very quick process and you will quickly learn to do this as a matter of habit. You must never guess.

Some passengers of course may only be interested in the total cost per person including any taxes.

Requests for quotes and bookings will generally be received via:

- The telephone
- An email
- In person.

If you are providing a quote over the telephone or to the client sitting across from you, you must make notes! These notes should be recorded against a quotation reference number, have the date recorded and should include:

- The name and contact detail of the person requesting the quote
- The itinerary - detailing the sectors, dates, times, airline and class (if specified).
- The price quoted (per person) airfare and taxes separately (they can and do change) and your service fee, if applicable, separately.
- The current availability and/or status of the sectors, products or services
- The validity of the quote and any deadlines – book, pay or ticket

- The condition of sale. Fare rules, changes. refunds and so on
- The applicable cancellation and/or amendment fees applicable to the airfare quoted
- Advise that the name on the ticket must match exactly the photo identification of the person travelling. No nick names e.g. MIKE TAMIRU instead of MIKAEL TAMIRU
- State the office policy in relation to payment i.e. cash or credit card only

Any merchant fees associated with the use of credit cards. These notes will form the basis of your written or verbal quote.

If you are providing a quote via email the content of your reply to the email enquiry will in fact serve as your file notes.

It is recommend that when providing quotes to clients via email that you ask for a telephone contact number (if not provided) for both the person requesting the quote and the passenger, if they are different people. Requests for quotes via email can be time consuming. Often clients are simply shopping around and send multiple emails to a range of travel agents requesting quotes. The policy, in relation to the handling of these email requests for quotes, is agency specific and you should check with your manager regarding the guidelines.

Where reference numbers are not automatically generated for quotes and there is no office protocol for referencing quotes, it is advisable to devise a system of your own.

E.g. DD/MM/YY + client family name + your initials

Adjusting and updating fare quotations

Once a quote has been provided to a client, you may be required to re- quote, for a range of reasons some of which are:

- The quote has expired
- The fare has expired or has been withdrawn
- The taxes have increased
- There is no availability
- Flights are added or deleted from the itinerary
- Passengers are added or deleted from the itinerary
- The passenger wishes to make a booking.

Remember that all quotes provided, verbal or written, are subject to availability of flights, in the class of travel required, for the dates and times required and are therefore subject to change. Taxes in particular can and do change. There is no way to guarantee any quote unless you quote, book and ticket at the same time.

Where you are converting a quote to a booking, you may be required to update a quote due lack of availability and so on.

The guidelines for re-quoting an itinerary are no different to those used when providing a quote for the first time. Do not assume that the client will know that the same fare rules, conditions and so on apply. You need to detail this as part of providing a new quote. In particular make sure that the quote is dated.

Many travel agents use a pro-forma document which contains all the standard paragraphs in relation to quotes or booking conditions and has provision to simply fill in the specifics.

Mileage information

Maximum Permitted Mileage

This has been covered in detail in 3.3 however it is worth reviewing the following term and concepts as they relate to processing pre-paid ticket advice.

When reading a Fare Display, the Maximum Permitted Mileage (MPM) is displayed to indicate the maximum number of miles that can be flown between the origin and destination cities.

This MPM must be compared to the number of miles being flown on the itinerary. A CRS can calculate the mileage very simply but it is important for the agent to be able to interpret the information provided. In order to do this, the agent must be aware of the following mileage terms and concepts:

- **MPM** – Maximum Permitted Mileage
- **TPM** – Tickets Point Mileage
- **EMS** – Excess Mileage Surcharge
- **EMA** – Excess Mileage Allowance.

Baggage

There are 2 types of baggage that passengers are permitted to take with them on their journey. These are “**checked**” and “**carry on**” baggage.

Weight and size allowances vary from airline to airline however as a general rule for travel the **economy** allowance is 20 kilos for checked baggage and 7 kilos for carry-on baggage. The size of the carry-on baggage is also regulated. It must be able to fit under the seat or in an overhead locker.

Children under 2 years (who are travelling free of charge) are not entitled to a free baggage allowance.

Where a ‘piece’ system is in place, no one piece of baggage can exceed 32 kilos in weight. There are also size limitations imposed where baggage allowance is expressed in pieces.

Where passengers are travelling business class or are a member of the airline’s frequent flyers club, additional baggage allowances are extended. They are carrier specific and this should be

checked with the applicable airline.

3.3. Documenting sectored journeys and upside trips

Once full payment has been received from clients, their tickets can be issued. There are different ways of doing this. 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.

Issuing a PTA invoice

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. An invoice gives the client the opportunity to check their personal and travel itinerary details are correct and that they understand the fare rules and conditions.

Billing Settlement Plan

The Billing Settlement Plan is a centralized 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 the 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 itemized by airline and date of issue.

The 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. The BSP statement is accessed through an agent, online system called BSP-Link and ticket details can be viewed in date order with tickets in sequential order, by airline or by passenger surname.

Ticket Modifiers

Each CRS 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

Explanation:

- **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 airlines on the enterprise’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. Ethiopian 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 to. It is usually the first or the most used carrier on the itinerary. As explained previously, the agent is not responsible for paying each airline for each airfare individually; this is dealt with through the BSP.

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

Unit Four :Construct round the world journeys

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

4.1 Options for round journeys.

4.2 Round journey fares according to IATA

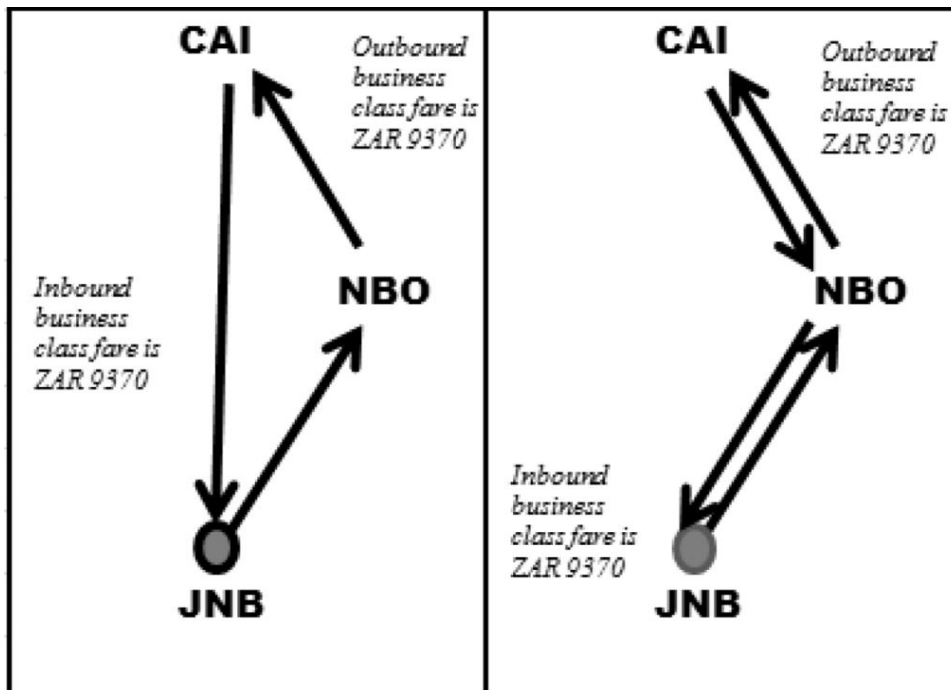
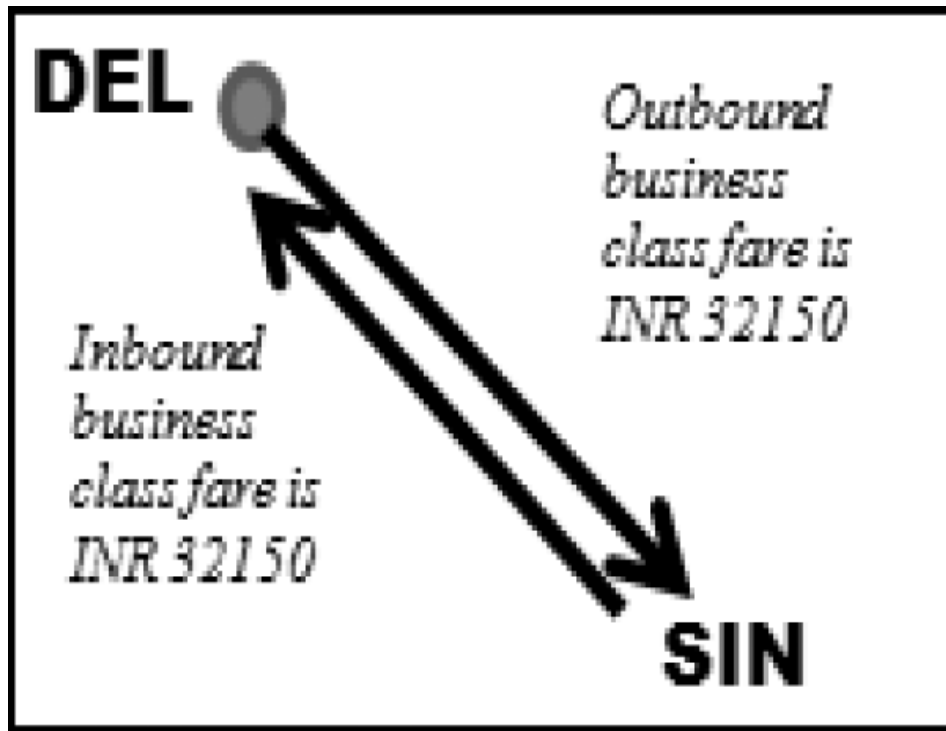
This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

Identifying options open jaw journeys.

- Identifying options open jaw journeys.
- Calculating round journey fares according to IATA

4.1 Identify options to round the world journeys

For international journeys, a Round Trip is travel from a point of origin to a point of turnaround and back to the point of origin.



A Round Trip journey has the following features:

- The point of origin (DEL or JNB) and the point of final destination (DEL or JNB) are the same.
- A round trip journey has two fare components:
DEL-SIN + SIN-DEL/JNB-CAI + CAI-JNB.
- The first fare component (DEL-SIN or JNB-CAI) is called the outbound component and the second (SIN-DEL or CAI-JNB) is called the inbound component.

4.2. Calculating round journey fares according to IATA

Return Airfare example

To construct the TPM for a round airfare, requires two FL entries; one for each component. For this itinerary, the breakpoint (destination) selected is London.

- **SIN DXB LON PAR DXB SIN**

The two entries will be:

Outbound: FLSINDXB LON

```

Window 2
>FLSINDXB LON

SINDXB      3635 EH
DXB LON     3403 EH
*TOTAL      7038*

**MPM**      8536 EH  11431 TS
>

```

Inbound: FLLONPAR DXB SIN

```

Window 2
>FLLONPAR DXB SIN

LONPAR      214 EH
PAR DXB     3254 EH
DXB SIN     3635 EH
*TOTAL      7103*

**MPM**      8536 EH  11431 TS
>

```

Both the outbound and inbound components are ‘in on miles’.

Itinerary

Cebu–Tokyo–Hong Kong–Tokyo–Cebu

Construction**Pricing Unit 1: RT**

CEB–TYO (outbound)	½RT Y	NUC	465.00
(inbound)	½RT Y	NUC	465.00

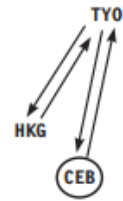
Pricing Unit 2: RT

TYO–HKG (outbound)	½RT Y	NUC	542.42
(inbound)	½RT Y	NUC	542.42

Plus HKG–TYO international security charge

NUC	4.25
-----	------

Total	NUC	2019.09
ROE	x	1.00
LCF	USD	2019.00

**Explanation**

- If the mileage system is used with HKG as the fare construction point, the TPM will exceed the MPM and the 25% surcharge.
- Therefore, the use of the lowest combination principle is necessary such as an end-on combination of two or more RT pricing units.
- In the above routing, the two RT pricing units combined end-on were CEB–TYO–CEB plus TYO–HKG–TYO.
- Each ½RT fare is imprinted against its corresponding fare construction point.
- The TYO–HKG–TYO portion is not shown as a side trip because TYO is a fare construction point – not an en route point.
- The international security charge HKGTYO is imprinted, identified by "Q".

Horizontal Fare Calculation Entry

CEB BB TYO465.00CC HKG542.42CC TYO Q4.25 542.42BB CEB465.00NUC2019.09END ROE1.00

Unit Five: Construct fares for open jaw journey

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

5.1 Options open jaw journeys.

5.2 Open jaw journey fares according to IATA.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify Options open jaw journeys.
- Calculate Open jaw journey fares according to IATA.

5.1. Options that enable open jaw journeys

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. By now you will know that the general types of ticket are:

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

Another type of journey is open jaw, when the outward point of arrival and inward point of departure are not the same. There will be many reasons why clients may require this option.

Options that enable open jaw journeys may include:

- Considering double open jaw trips
- Reading package limitations
- Verifying accepting destinations, en route destinations and countries, including limitations on intra-country and inter-country applications
- Conformity with airline and airfare rules, including understanding of the limitations imposed by these
- Identifying minimum stay provisions , where applicable
- Identifying relative distances involved, where applicable
- Catering for circle trips, where necessary.

In Open Jaw journeys, travel is from one country and return to the same country. However, unlike Round Trips and Circle Trips, the journey is interrupted by a break in the air journey called a surface sector.

An Open Jaw journey has the following features:

Like Round Trips, Open Jaw journeys only have two international fare components, an outbound and an inbound.

Like Round Trips, the components of Open Jaw journeys are priced using ½ RT fares.

Like Round Trips, an open jaw journey represents one pricing unit (INR64300 is the fare for the DEL-KUL-SIN-BOM pricing unit).

Unlike Round Trips, the point of departure and the point of final destination are not the same and/or the outward point of arrival and the inward point of departure are not the same.

Unlike Round Trips, the fare for both fare components can be equal or different.

Types of open jaw journeys

1. The **outward point of arrival** and inward point of departure are not the same.

E.g. Addis Ababa to Khartoum *Surface* Asmara to Addis Ababa

Addis Ababa



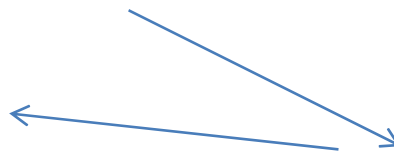
Khartoum

Asmara

2. The **outward point of departure** and the inward point of arrival are not the same.

E.g. Addis Ababa to Gondar Asmara

Sydney



Melbourne

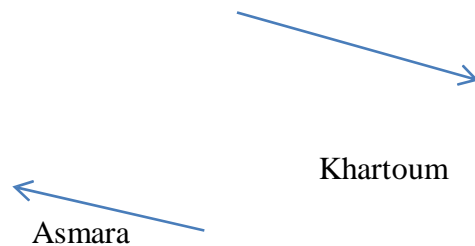
Hong Kong

3. Both the outward and inward point of arrival and departure are not the same.

E.g. Addis Ababa to Khartoum *Surface* Asmara to Bahirdar

Addis Ababa

Bahirdar

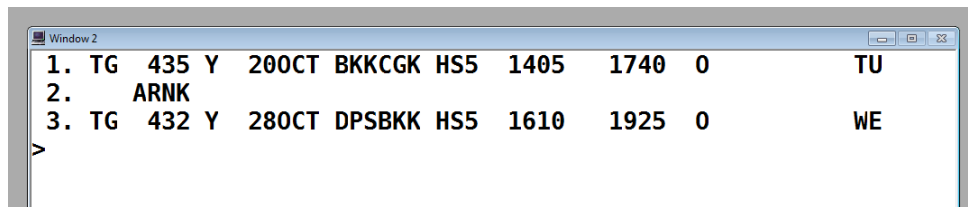


Khartoum

Asmara

Open Jaw itinerary and Journeys

The flights in this itinerary are operated by 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). The 'HS5' indicates that five seats are being held.



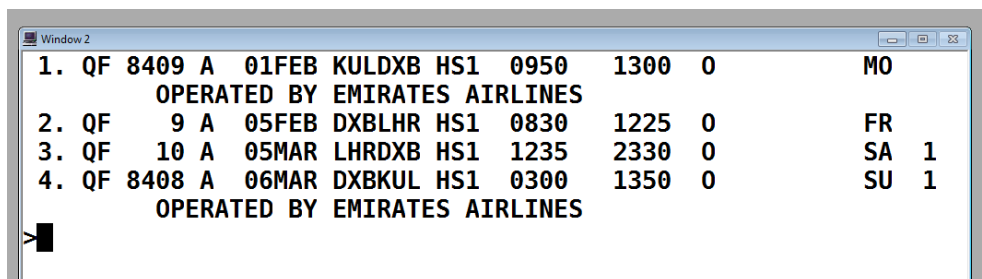
1.	TG	435	Y	200CT	BKKCGK	HS5	1405	1740	0	TU
2.		ARNK								
3.	TG	432	Y	280CT	DPSBKK	HS5	1610	1925	0	WE

This return journey includes two components

The outbound component is a non-stop flight from Bangkok to Jakarta. The inbound component is a non-stop flight from Denpasar to Bangkok. Jakarta to Denpasar is a surface sector

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.

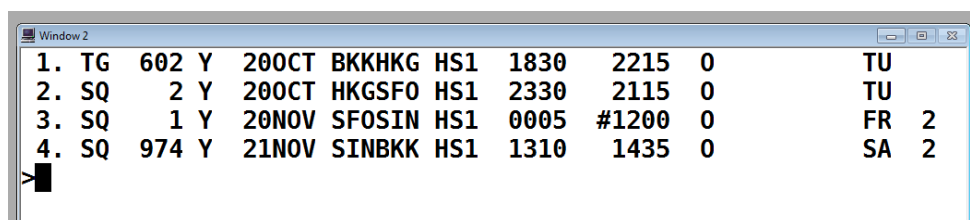


1.	QF	8409	A	01FEB	KULDXB	HS1	0950	1300	0	MO
										OPERATED BY EMIRATES AIRLINES
2.	QF	9	A	05FEB	DXBLHR	HS1	0830	1225	0	FR
3.	QF	10	A	05MAR	LHRDXB	HS1	1235	2330	0	SA 1
4.	QF	8408	A	06MAR	DXBKUL	HS1	0300	1350	0	SU 1
										OPERATED BY EMIRATES AIRLINES

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

Online and interline transfers

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



1.	TG	602	Y	200CT	BKKHKG	HS1	1830	2215	0	TU
2.	SQ	2	Y	200CT	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

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

5.2. Open jaw journey fares according to IATA

Refer to 2.1.

Unit Six: Pricing unit concept

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

6.1 Single or return fare journey into separate pricing.

6.2 Lowest combination of fares

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Dividing a single or return fare journey into separate pricing
- Calculating the lowest combination of fares for a series of pricing units.

6.1. Single or return fare journey into separate pricing

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.

Fare journey can include:

- Single fare
- Return fare.

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

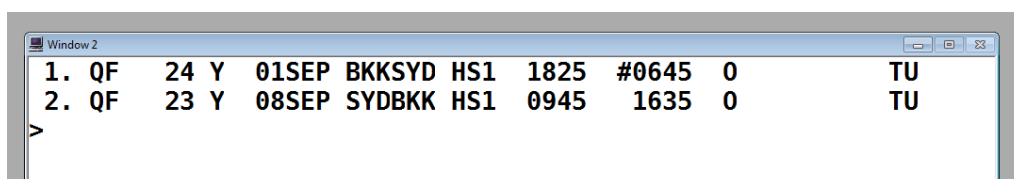
The Singapore Airlines entry would be:

- Entry: A10SEPSYDBKK*SQ

(Assuming no stopover is required in Singapore):

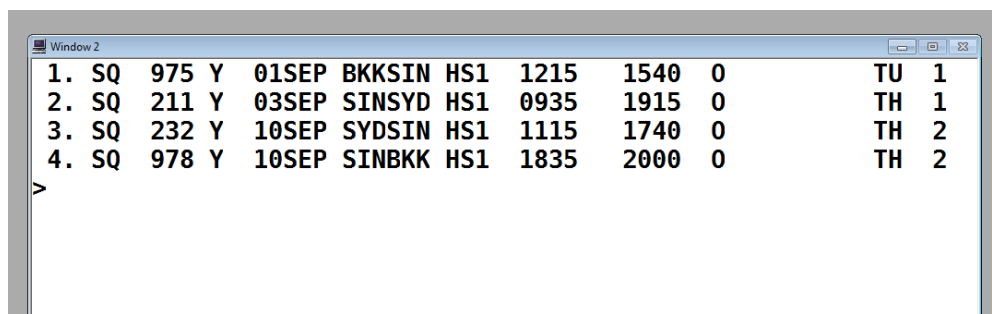
Although we have not yet considered which booking classes or flights to book, and the entries required for this part of the process, let's look at the itineraries that could be created for these booking examples:

Qantas itinerary:



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:



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

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, and so on.).

- 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.

6.2 Lowest combination of fares

The lowest priced airfares generally have the most restrictions while the higher priced airfares are generally more flexible. The construction of promotional international fares is not covered in this unit as this unit relates to constructing regular international fares.

Calculating lowest fare combination

When calculating a client's lowest combination of fares for given pricing units, it is important to consider the following:

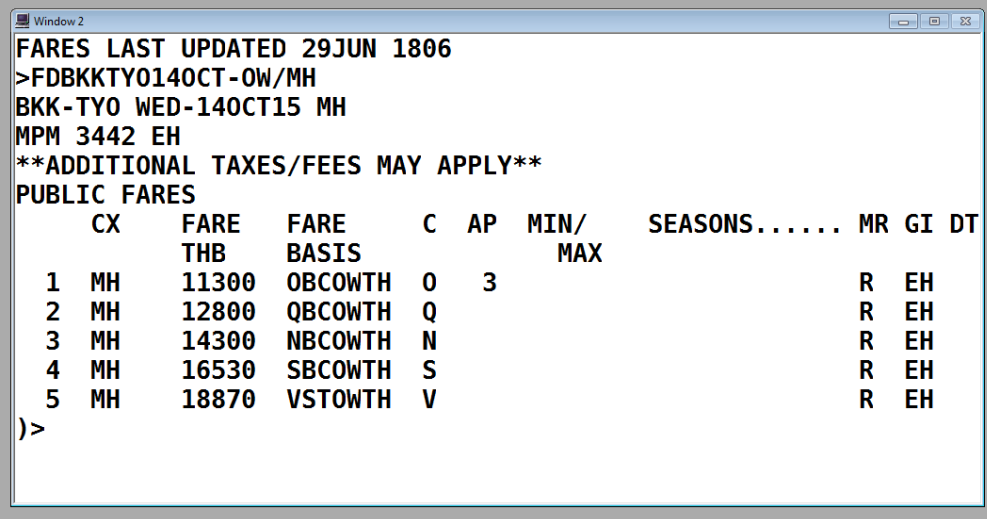
- Client information and preferences
- Low cost and full service carriers
- Airline schedules and flight routes
- Airline pricing
- Seat availability.

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). The client wishes to depart October 14 and have a four night stopover in Kuala Lumpur.

Fare Display

FD14OCTBKKNRT-OW/MH



```

FARES LAST UPDATED 29JUN 1806
>FDBKKTY014OCT-OW/MH
BKK-TYO WED-14OCT15 MH
MPM 3442 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
  CX  FARE  FARE  C  AP  MIN/  SEASONS..... MR GI DT
    THB  BASIS
1  MH  11300  OBCOWTH  O   3
2  MH  12800  QBCOWTH  Q
3  MH  14300  NBCOWTH  N
4  MH  16530  SBCOWTH  S
5  MH  18870  VSTOWTH  V
  )>

```

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.

As 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 140CT 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 09 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 140CT BKKKUL HS1 0600 0910 0 WE
2. MH 88 0 180CT KULNRT HS1 2330 #0740 0 SU
>
```

Fare quote

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

FQ

```
Window 2
>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 Mai and Clara Chen They wish to fly from Manila to Singapore on Philippine Airlines for a 5 night holiday, departing on the 10th of September. 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.

Fare Display

FD10SEPMNLSIN-RT/PR

```
Window 2
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

A10FEBMNLSIN*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 MNL SIN 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 O7
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

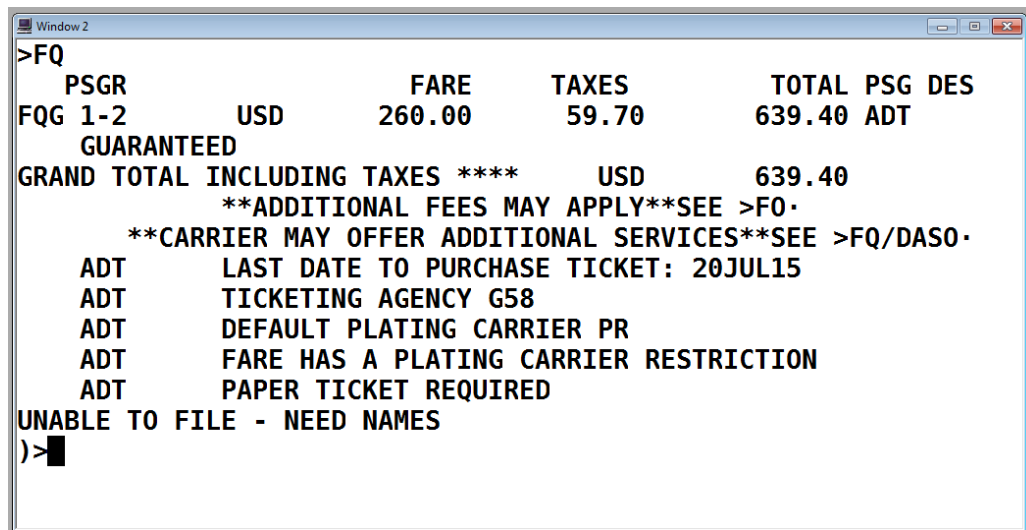
The following screen will display

```
Window 2
1. PR 509 E 10SEP MNL SIN 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



```
>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 >F0.
  **CARRIER MAY OFFER ADDITIONAL SERVICES**SEE >FQ/DAS0.
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.

Reference

- Air Fares & Ticketing 3; learn travel, the travel training company
- Australia airlines blog
- Ethiopian airlines passenger tariff regulations.
- IATA Ticketing handbook June 2007.

Developer's Profile

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