

TOUR OPERATION

LEVEL-III

Based On March, 2022, Curriculum Version- I



Module Title: Travel Related Documents

Module Code: CST TOR3 M06 1222

Nominal Duration: 69 HOURS

Prepared By: Ministry of Labor and Skill

December, 2022

Addis Ababa, Ethiopia

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	Ministry of Labor and Skills		December, 2022

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Acronyms

IATA-----	International Air Transport Association
FSC-----	Full Service carriers
LCCs-----	Low Service carriers
BSP-----	Billing and settlement Plan
ARC-----	Airlines Reporting Corporation
EMR-----	Electronics Miscellaneous Records
OTAs-----	Online travel agents
GDS-----	Global Distribution System
CRS-----	Computerized Reservation System
PNR -----	Passenger Name Record
EFTPOS-----	Electronic funds transfer at point of sale

Introduction to the module

This module describes the performance outcomes, skills and knowledge required to source and provides information and advice for international destinations, including general product information such as what types or styles of product can the destination offer. The module requires the ability to identify appropriate information sources and research destinations in order to develop, update and maintain a general destination knowledge base relevant to the industry sector and job role.

Module units

- Information for non-air travel documentation
- Non – air travel documentation
- Information for air travel documentation
- Air travel documentation
- Finalization of travel documentation

Learning objectives of the Module

At the end of this session, the students will be able to:

- Interpret information required to process non-air travel documentation
- Process non – air travel documentation
- Interpret information required to process air travel documentation
- Process air travel documentation
- Finalize processing of documentation

Module Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information Sheets
4. Accomplish the Self-checks

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Unit One: Information for non-air travel documentation

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

- 1.1 Non - air travel documentation
- 1.2 Types of non-air travel documentation
- 1.3 Information included in non-air products and services
- 1.4 Confirm bookings
- 1.5 Sources of information
- 1.6 Process payment
- 1.7 Handel discrepancies

This unit 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 non – air documentation for preparation and dispatch
- Interpret existing reservation data held for the customer
- Identify and interpret details of sold products and services and checking prices quoted.
- Identify confirmed bookings held and costs quoted by product and service suppliers.
- Identify sources of general information required to issue all necessary documents.
- Check payment status and taking action.
- Check and report discrepancies in costs quoted and taking required follow-up action.

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1.1. Non – air documentation

All travel companies and organizations design and produce business documents to communicate and organize information. You need to be able to identify the different documents within your company this will aid you in the booking process and assist in bringing together all the clients arrangements. The following is a list a selection of documents and material used by travel companies as part of preparing a booking, informing clients on updates and maintaining information resources. The list will advise at what stage of the booking process these documents are made available to the client.

- Confirmation letters - Issued and sent to the client after all components of the travel arrangements have been booked and confirmed with the appropriate suppliers. It is a form of agreement between the client and consultant
- Final itinerary - Prepared by the consultant and the tour operator as a final document listing all components of a client's journey in sequential order
- Itinerary updates - Issued and sent by the consultant or tour operator when there are changes to any component of the travel arrangements
- Invoice/Statement of account - Prepared and issued by the consultant either on completion of all travel arrangements or at interim periods and depending on the rules associated with each component
- Receipts - Issued by the consultant after total or part payments have been made either on completion of the travel arrangements or at interim periods
- Welcome home letters - Prepared by the consultant prior to clients return or after the clients has returned and can be used as an effective marketing tool
- Rail/coach tickets (e-Tickets) - Issued after full payment has been made by the client
- Insurance policies - Issued by the consultant on request of the client after part payment or full payment has been made on a travel booking
- Car/hotel/tour vouchers - Issued by the wholesalers, tour companies or by the consultant after confirmation and payment has been made
- Maps - Sourced and supplied by the consultant on request of the client. Can be part of the clients final documents
- Custom and immigration forms - Sourced and supplied by the consultant to advise clients on custom and immigration procedures as part of the clients final documents

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- Visa forms - Forms sourced by the consultant and prepared by the client, it is a document or stamp in a passport allowing entry into a country for a period of time. It is issued by that countries' embassy
- Passport forms - Sourced by the consultant and prepared by the client, it is a document needed by immigration to leave and re-enter all countries
- Dossier - Issued by the tour operator containing all the detailed information for your client. A full day by day itinerary, accommodation details, guides, additional day excursions and other practical information. This can be downloaded from the internet at any time but it will always be part of the final documents
- Refund letter/credit note - Prepared by the consultant for the client after part or full payment has been made to the agency and these travel arrangements are then cancelled, and a refund is due.

1.2. Types of non-Air travel documentation

Before we explore the steps associated with planning, preparing and issuing travel documentation it is important to identify the types of non-air- travel documentation that may be prepared.

Non-air documentation may include:

- Accommodation vouchers
- Bus/coach or other forms of transportation tickets
- Car hire/motor home vouchers
- Cruise vouchers
- Tour vouchers
- Vouchers for attractions/theme park entry
- Vouchers for any tourism product or service
- Meeting or event confirmation letters
- Delegate information packs
- Travel insurance documentation
- Confirmation vouchers
- Visa forms
- Visas
- Passport forms
- Travellers cheque requests
- Passenger itineraries
- Operational itineraries for crews including tourist guides, drivers and tour managers
- Briefing notes for crews
- Passenger lists
- Rooming lists
- Pro-formas
- Sales returns

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1.3. Information included in non-air products and services

Information included in specific non-air products and services have been identified below.

Car hire

- Full name of driver
- Booking reference numbers
- Company, category, type
- Pick-up and drop-off depots, the depot addresses and opening/closing times
- Pick-up and drop-off dates and times
- Inclusions and exclusions e.g. unlimited kilometers, insurance and taxes
- Special requests e.g. baby seat, ski rack, GPS
- Notes e.g. a valid international driver's license is required.

Hotel accommodation

- Passenger names
- Booking reference numbers
- Property name and address
- Room type and category
- Number of nights
- Check-in and check-out dates
- Check-in and check-out times
- Day use or late check-out if applicable
- Inclusions e.g. full buffet breakfast, arrival drinks, fruit basket
- Extra charges payable direct e.g. rollaway bed
- Special requests e.g. cot, double bed
- Special promotions e.g. hotel meal credit per room per stay

Tour

- Passenger names
- Booking reference numbers
- Company name, name of tour and duration

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- Departure date, time and location address
- End date, time and location address
- Type of accommodation e.g. single, twin-share
- Tour company specific baggage labels
- Hotel list – names, address and telephone numbers for hotels used on tour
- Tour information booklet
- Included services – arrival and departure transfers.

Cruise

- Passenger names
- Name of the ship and voyage number
- Embarkation date, time and port address
- Disembarkation date, time and port address
- Grade/category and cabin type and number
- Passenger dining preference
- Pre-booked special requirements e.g. gluten free diet, wheelchair.

Transfers

- Passenger names
- Number of adults, children, infants
- Booking reference numbers
- Name of company providing the transfer
- Local address and local telephone contact number of company providing the transfer
- Type of transfer e.g. private car, seat in coach, airport shuttle
- Pick-up date, time and location including address or terminal number
- Drop-off date, location e.g. Park Royal Hotel, Singapore
- Special instructions in relation to transfer.

Passes

There are a number of products and services that fall into the area of passes.

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1.4. Confirm bookings

It is important to identify if any products or services have already been booked. This is essential as it means that products or services are not double booked. Booking advices and confirmations from product supplier to the travel agent will specify:

- The Travel Agent detail
- The passenger names
- The products or services booked
- The status of the items
- The gross price and the net amount
- The commission expressed as a % and a dollar amount.

In some instances there may be products and services that have been priced however they may not be confirmed. Their status will be 'On Request', 'Pending' or something similar. Prices can change for items that are not confirmed. Generally prices are quoted and invoiced on a per person basis. For packages, often, the total per person price is derived from the sum total of all the products and services, divided by the total number of passengers

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1.5. Sources of information

A. Direct contact with sources of information

Naturally the best way to gain information is through direct contact with suppliers including:

- Travel suppliers, including carriers, airlines, cruise operators, railway operators, bus lines, car rental businesses, limousine hire, taxis
- Suppliers and providers of support and ancillary services, including travel insurance providers, finance providers, currency exchange, conference and similar venues, and interpreters
- Tour operators and wholesalers
- Travel agencies and associations
- Peak travel bodies
- Government tourism industry bodies and authorities, including domestic and international bodies.

B. Sources of information provided by travel organizations

Whilst some of the above may be provided by travel organizations', there is often specific information that may be provided directly by tour operators, either via their website or directly to meet the needs of individual clients.

C. Website information

The internet or supplier websites are sources of detail such as:

- Hotel addresses
- Car depot addresses
- Port embarkation instructions
- Information relating to the validation of passes.

Most tour operators now have websites where you are able to source a huge amount of information specifically related to that tour operator and/or the bookings that you have made with them. These websites may also be available to the general public and in these instances a special partition for travel agents is available and accessed using a log-in and a password.

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D .Internal office resources

In addition to information found on websites, travel companies may collate internally produced information which may be given to clients.

Internal office resources such as:

- Hotel directories
- Externally sourced wallet inserts such as quarantine regulations
- Duty free allowances
- Passenger departure cards
- Destination pamphlets.

1.6. Process Payment

Process payments by client may include:

- Accepting payment based on standard host enterprise, industry or carrier/supplier requirements
- Issuing receipt
- Recording payment of deposit on internal documentation
- Advising client of amount outstanding, where applicable.

Types of payments include:

- Credit card
- Cash, personal, business or travellers cheque
- Direct debit, electronic funds transfer
- Invoice/account
- Telephone payment
- E-mail or other electronic transmission.

Credit card payments

Where the customer wishes to pay for their land arrangements using a credit card there are 2 options. Travel agent processes payment

The travel agent processes the payment, including the applicable merchant fee.

The travel agent would then transfer the payment (net) to the supplier/tour

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operator by sending a cheque or via one of the many electronic methods e.g. Smart Money, Money Direct .

To process credit card and charge card payments is a simple procedure using the EFTPOS terminal. The magnet strip on the back of the card is swiped through the machine. In some cases you may need a security code to unlock the machine. Clients may have a limit on their credit card but because the entire process is electronic it will authorize the card and the payment amount in a very short time.

The step by step procedure is something the team leader should take each new employee through to ensure it is done correctly.

- Swipe the magnetic strip on the card through the machine or in some cases insert the card into the base of the machine
- The payment will be electronically authorized by the bank, this will only take a few seconds
- A receipt will be issued from the machine for your company first, then a receipt will follow for your client
- The client will either sign the bottom of the receipt or key in a pin number to complete the transaction
- If the client signs, the signature will need to be checked to the signature on the back of the card and the name checked on the front of the card
- This payment can be recorded in the client's file as a receipt transaction.

Travel agent sends credit card authorization form

The travel agent completes or has the client complete a credit card authorization form which is provided by the supplier/operator. The supplier/operator will then debit the client's credit card for the gross amount and refund the commission to the travel agent.

Cash payments

Whilst it is still an accepted payment method, it is no longer popular to make or receive payments by cash. One reason that cash is no longer popular is the

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possibility of error in receiving and giving change. People do not want to carry large amounts of cash when there are easy alternate methods available. The remedy is to always be clear about the amount the client hands over by counting out the cash in front of them and to have a colleague recount the cash. Keep the cash out until the transaction has been finalized and change has been given.

Personal, business or travellers cheque

Although no longer as widely used, some people still write cheques to pay accounts. When a cheque is properly presented and sufficient funds are available, the bank agrees to pay the amount on the cheque to the payee.

Tips on writing a cheque:

- Use ‘not negotiable’ crossed cheques (this will reduce the risk of fraud) as these cheques can only be paid into the payee’s account
- Write the amount to be paid in words and figures and do not leave spaces between the words and figures
- Write in ink that cannot be altered and never in pencil
- Never write a cheque unless sufficient funds are in the chequeing account as this will incur dishonor fees.

Types of cheques

Cheques can be one of the following:

- Order cheques – these require the money to be paid to the person or organization written on the cheque (the payee), i.e. not necessarily the person banking the cheque. These are the most common type of cheque
- Cash or bearer cheques – this type of cheque is payable to the person who will present the cheque or is made out to ‘Pay Cash’. If the cheque is made out for cash, the cheque can be taken to the bank of the account holder to exchange for cash, rather than being deposited into an account

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- Bank cheques – are sometimes also called bank drafts. The cheque is written by the bank. These are often used for larger purchases and when the payment needs to be secure and transparent.

Traveller's Cheques

A safe, easy way to carry ready cash in the form of a cheque, each cheque can represent a currency and denomination. Simply sign the cheques when you purchase them and be sure to keep a note of the serial numbers (and keep this separate from your Traveller's Cheques) so that you are protected in the event your cheques are lost or stolen. When you're ready to use a cheque, just sign your name in the lower left-hand corner and date it in the presence of the acceptor. Traveller's Cheques are accepted at thousands of locations worldwide, including banks and bureaux de change.

Accepting Traveller's Cheques as payment

Like a bank cheque, in order to purchase Traveller's Cheques the client must have sufficient cleared funds for the purchase. They are available in a range of currencies but are usually only accepted by travel agencies in United States Dollars (USD) currency unless the agency operates a foreign exchange bureau. Always check with a team leader before accepting this form of payment. If the Traveller's Cheques are in USD, the currency the Traveller's Cheques are in will need to be converted to local currency by dividing the amount tendered by the bankers buying rate of exchange for the date of transaction

Direct debit, electronic funds transfer

This is a popular and safe way of making a payment. In many cases a travel organisation will require one of the following:

- Proof of payment - such as a payment confirmation from the bank themselves
- Evidence of the funds arriving at the travel organization's bank.

Invoice/Statement of account

The invoice or statement of account is an itemised list of products and services sent to the client, stating quantities, prices, previous payments and

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payment conditions. Invoices are issued when the consultant finalises all the travel arrangements and payment is due.

Travel companies operate on the basis that the travel components booked must be paid for before documents are issued. The exception is corporate clients who pay at a set time negotiated by the travel company regardless if the client has travelled or not.

Travel and corporate agents will receive invoices from suppliers and wholesalers for travel components booked for their clients. They (agent) will then issue and send an invoice to the client with these details plus other travel components if applicable.

Most invoices are no longer paper-based, but rather transmitted electronically. It is still common for electronic remittance or invoicing to be printed in order to maintain paper records.

There will be a date on the invoice stating when the client needs to pay and until it is paid the travel documents will not be issued. The invoice from the supplier/wholesaler operates the same way, stating when the agency needs to pay on behalf of the client. If the date of payment is missed then the products and services booked can be cancelled and travel arrangements lost. It is part of the consultant's job to diarise dates, prioritise and be organised so this never occurs.

Invoice hard copies are filed in the clients booking file and are stored according to the office procedures, once a client has returned from their trip

1.7. Handel Discrepancies

Commission paid by the suppliers will vary. These variations are enterprise specific and depend on the marketing agreements that are in place. The default position is normally 10% for land although it can be less.

In some instances no commission is paid e.g. taxes, gratuities, membership fees etc. In checking payments to the suppliers it is good practice to check that the

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commissions indicated on the invoice are in fact accurate and reflect any ‘preferred’ arrangements that are in place.

Your manager will provide you with a list of the office specific preferred suppliers/operators and the commission that should be received.

What follows is an example Statement of Account to the Customer and an example Tax Invoice. All prices reflected are gross i.e. commission earned is not reflected on the invoice or statement of account to the customer. This is a useful document to which you can refer in instances where there are file discrepancies.

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Self-check-1

Part-I: True or false

Instruction: Write true if the statement is correct and false if incorrect. You have given 2 Minute for each question. Each question carries 3 Point.

- 1. All travel companies and organizations design and produce business documents to communicate and organize information.
- 2. Naturally the best way to gain information is through direct contact with suppliers

Part -II :Multiple choice

Instruction: Match column **A with the appropriate in the column **B**. You have given 2 Minute for each question. Each question carries 2 Point.**

- 1 Non-air documentation may include all of the following except:
- A. Accommodation vouchers
 - B. Bus/coach or other forms of transportation tickets
 - C. Car hire/motor home vouchers
 - D. Cruise vouchers
 - E. None
- 2. Which information is not included in car hire?
- A. Full name of driver
 - B. Booking reference numbers
 - C. Company, category, type
 - D. Pick-up and drop-off depots
 - E. None
- 3. Booking advices and confirmations from product supplier to the travel agent will specify:
- A. The Travel Agent detail
 - B. The passenger names
 - C. The products or services booked
 - D. The status of the item

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E. All

-----4.Process payments by client may include the following except:

- A. Accepting payment based on standard host enterprise
- B. Issuing receipt
- C. Recording payment of deposit on internal documentation
- D. Advising client of amount outstanding, where applicable
- E. None

Part-III: short Answer writing

1. Research and identify information systems and client files.

You are to visit a travel organization to gain an understanding and briefly outline:

- Information recording and storage systems used
- Types, formats and inclusions of client files.

2. Identify importance of confirming existing arrangements

You are required to explain in your own words, why it is important for travel agents to confirm any existing travel arrangements with customers.

3. Identify tourism products and services for specific requests you are to select one and identify different products and services that can be recommended to clients. Base your findings on an international customer coming to your country.

4. Identify client requirements

Using a quotation planner or other template of your choice you are to identify the travel package needs of a fellow class participant. That person should identify their 'perfect holiday'.

Hint: Use the template below

QUOTATION PLANNER – TEMPLATE

General Information

Consultant	
Date	

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Contact name	
Telephone	
Mobile	
Email	
Destination	

Passenger/s

Surname	First Name	Title	DOB

General Questions

- How many people will be travelling?
- What type of holiday and/or destination do you have in mind?
- When do you want to travel?
- How long do you want to be away?
- Where did you go on your last holiday?
- What standard of accommodation are you looking for?
- How much are you considering spending?
- Are you a member of any frequent membership programmes?
- Rooming/cabin type required?
- Preferred departure/return points?
- Do you have any special requirements?
- Is your passport valid?
- **What is the nationality of your passport?**

Land preferences

Arr Date	Dept Date	Accommodation/Ship/Tour	Room Type	No.	Costing

--	--	--	--	--	--

Checklist

Travel insurance		
Passport details		
Visa		
Schedule of fees		
Merchant fees		
Foreign currency		
Other		

Follow-up

Date quote provided		
1. Call back date/time		
2. Call back/date/time		

5. Identify sources of tourism information required for a variety of non-air trips

You are to identify the different sources of tourism information that you would require if you were to plan one of the following non-air trips:

- 2 week cruise around the Ethiopian region for an affluent mid aged couple
- 1 week budget non-air adventure trip in Ethiopian regions for a couple aged 25
- Luxury 1 week trip to Ethiopian regions for a couple aged 60
- Business trip for a group of 5 persons to a major Ethiopian city. They need to book a conference room for 10 persons for 4 days and then incorporate sightseeing for a day after business has been completed. For

the purpose of this exercise, the clients come from your own home town

Hint:

What are key pieces of information you would gather?	What sources / resources did the information come in?

6. Identify examples of factors impacting booking deadlines

You are required to identify examples of how each of the following factors impact on booking deadlines.

Hint:

Factors impacting booking deadlines	Examples
Immediate need for travel	
Demand for specific travel times	
Carrier guidelines	
Advance notice timelines required by carriers and suppliers	
Client needs	
Relationship between cost and advanced booking dates/timelines	
Early bird specials or other applicable discounts	

Unit Two: Process non – air travel documentation

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

- 2.1 Time firm for non-air travel documentation
- 2.2 Common non-air products and service
- 2.3 Calculate cost of products and service
- 2.4 Activities associated with paying suppliers
- 2.5 Travel documentation check and amendment
- 2.6 Copies of documents

This unit 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:

- Prepare complete and accurate documentation within designated timeframes
- Record required details with complete accuracy on all documentation
- Make appropriate calculations and any required costs within documents
- Action payment required by the supplier at the appropriate time according to organization procedures
- Check all documentation for accuracy prior to issue and amend
- Process, fill and dispatch copies of documents according to organization and supplier procedures and requirements

2.1. Timeframes for non-air travel documentation

As with any organization, the completion of documentation must be done in a timely manner and to comply with designated timeframes. This is especially important in the travel environment where suppliers and customers need documentation in order to travel or to process other documents such as passports, visas and permits

The time frame for completion of documentation depends almost entirely on when the booking is made, when the passenger departs and when final payment has been received. In general, the industry target date for provision of documentation to customers is no later than 2 weeks prior to departure.

In order to meet the target date, which can also be office specific, planning is required. It takes time to prepare and check documentation and this time must be scheduled into your diary, particularly when the itinerary is long and or complex.

If the tour operator is issuing and providing the documentation then please remember that they will not do so until the booking is fully paid. This means that you need to allow sufficient time to collect the money from your client, clear the funds and then pay the tour operator. For this reason it is recommended that the deadline provided to your passenger is at least 7 days prior to the deadline provided to you by the tour operator.

A manual or electronic diary system must routinely be used by all travel consultants to record various payment and documentation deadlines. Often tour operators will send a reminder notification when final payment is overdue. Do not rely on this as not all operators will do this and some will simply release your booking if payment is not made by the deadline. Certainly, bookings under option, where no deposit is paid, will be automatically released when the option expires and this is done without reference to the travel agent.

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2.2. Common non-air products and service

Following are details relating to common non-air products and services that may have been recorded in customer files. It is essential that these are confirmed.

Car hire

- Names of companies – Avis, Budget, Hertz etc.
- Vehicle group or type – compact, midsize, group C etc.
- Transmission – manual or automatic
- Pick up and drop off dates, times and location
- Rates
- Rental Inclusions – mileage, additional drivers, insurances, taxes
- Any additional local payments for additional services e.g. GPS.

Transfers

- Date, time and location of transfers
- Type of transfer – seat in coach, private transfers, limousine etc.

Accommodation

- Name of accommodation and location
- Room type and bedding configurations
- Check-in and check-out dates
- Total number of nights
- Any extras or inclusions such as meals, transfers etc.
- Cost per person per night and total amount for the stay.

Entertainment

Types of entertainment including:

- Shows
- Shops
- Nightlife
- Sports and recreation
- Natural attractions
- Man built attractions
- Restaurants

Tours

- Tour company name
- Tour name, code and duration

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- Destinations
- Departure date, time and location/city
- Arrival date, time and location/city
- Rooming details – single, twin, triple
- Inclusions.

Cruises

- Name of the cruise line or company
- Name of the ship
- Name of cruise, including code
- Number of days or nights
- Departure date, time and location
- Return date, arrival time and location
- Cabin type and deck location.

Entrances to attractions and sites

- Types of attractions
- Inclusions in attractions
- Hours of operations
- Duration and types of pass.
- Costs
- Name of Pass

Workshops, exhibitions, functions and events

- Types of event
- Location / venue
- Types of rooms
- Speakers and specialized staff
- Equipment services
- Special event consumable items
- Catering
- Accommodation
- Transfers
- Tourist activities
- Corporate activities.

Insurance

- Company used
- Policy type and length of policy
- Type of cover
- Reference to PDS (Product Disclosure Statement).

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2.3. Calculate cost of products and service

Naturally the cost provided to the travel company will differ to that to be included in a proposal as suitable mark ups will be determined in line with organizational profit expectations.

The main activities associated with calculating costs of products and services should include:

- Ensuring comprehensiveness and accuracy of all information provided
- Negotiating costs with suppliers, providers and carriers to obtain optimal prices
- Calculating commissions that apply to the quotation
- Calculating mark-up net costs
- Applying host enterprise procedures to determine selling prices
- Including all relevant and legitimate taxes, fees and other charges to provide a quotation that has no hidden charges
- Incorporating currency conversions into the statement of prices, where applicable
- Factoring allowable discounts
- Considering and including package deals, where appropriate
- Taking into account seasonal and other premiums that may apply to bookings
- Estimations based on current year prices.

A large part of the job of a travel agent is sourcing the best pricing for your client's itinerary, while at the same time ensuring that you are earning a reasonable return for effort expended and service provided. The underlying pricing principle is a business will source product and services from various principals and suppliers at a rate that is sufficiently competitive to allow for a reasonable margin. The costing and pricing of these products and services will take account of currency exchange rates, margins for the wholesaler and the various levels of retail travel agent commission they intend to offer.

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Here is an overview of the most common methods:

Method 1 – Gross price less commission

1. Local suppliers such as hotels, guides, coach companies, transfer companies etc. sell their product to local tour operators at a rate referred to as net net.
2. The tour operators or wholesaler will contract for these services at the nett rate and add a margin to allow for a reasonable profit. This rate is termed the nett rate.
3. The tour operator or wholesaler will then add either a percentage or dollar amount to the nett rate to allow for the payment of travel agents commission.
4. This then becomes the gross price for the product and service and it is this rate which is published in brochures and on websites.
5. The product is then distributed and sold to the customer via various distribution channels, one of which is the travel agent network. In exchange for distributing (promoting and selling) their product, the tour operator or wholesaler will extend a small payment to the travel agent. This is termed travel agent commission.

The percentage commission paid will vary depending on the type of product and any preferred agreements that may be in place however it averages around 10% for land arrangements. Commission on airfares can be anything from no commission to a maximum of 9% with most being around 5%.

Method 2 – Net plus mark-up

There are instances where a travel agent is offered or sources a net cost for a product or service.

The travel agent is then at liberty to mark up the net cost by adding a percentage or dollar amount to reach a gross price which is then provided to the customer.

The amount of the mark-up (percentage or dollar value) is most often influenced by the organization and the conditions in the market place. In this instance the difference between the net cost and the marked up price represents the travel agent commission or margin.

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2.4. Activities associated with paying suppliers

Activities associated with paying suppliers include:

- Taking into account monies already paid
- Requesting payment from the accounts department, or self-administering payment
- Conforming to approved or required methods of payment
- Ensuring timeliness of payment
- Completing relevant documentation
- Adding appropriate notifications into client file and up-dating records as required
- Factoring-in commissions due to the host enterprise.

As a travel organization, where payments are delayed to suppliers this can harm:

A. The travel company

- Your reputation will suffer
- Suppliers may not provide products and services in the future
- Possible discounts are not available
- Late penalties may apply
- Legal action may take place.

B. The customer

- Products and services requested by clients may be cancelled.

Given that many suppliers will not confirm bookings until payments are made, there is a need for payment deadlines to be diarized. This involves:

- Collection of monies can be secured from the customer on a timely basis
- Sufficient time is allowed for these funds to clear
- Payment can be made to the supplier or tour operator by their deadline
- Air tickets can be issued
- There is sufficient time to receive and deliver documents
- Customers receive documents no later than 2 weeks prior to departure date.

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Documents for pre-paid travel arrangements are provided to the customer only after the customer has paid in full for these arrangements and the travel agent has provided that payment to the supplier or tour operator.

The deadlines for collection and payment of monies are primarily governed by the customer departure date and deadlines associated with discounts e.g. early bird offers or book and pay offers.

The deadlines for payment, by the travel agent to the supplier or tour operator, are always indicated on the booking confirmation provided by the supplier or the e tour operator.

The general industry standard is 45 days prior to passenger departure date.

Depending on the product booked, it can be earlier or later than 45 days prior to departure date. Payment for bookings made inside the supplier/ operator payment deadline is usually due immediately or within 7 days.

2.5. Travel documentation check and amendment

It is important that all documentation that is received or to be issued is correct. In many cases suppliers such as airlines and other transportation providers will only provide services to people with the 'exact information that reflects that stated on documents.

In addition, if dates are inaccurate on documents this can have detrimental effects on a person's travel plans.

Occasionally, documentation received from a supplier or operator may not be correct. This usually happens when the vouchers are prepared and produced independently from the supplier reservation or supplier booking system. Sometimes the error was made at the time of booking and went undetected.

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Common errors to documentation

I. Names and titles

Typically names and titles are the subject of errors and often they are not immediately apparent.

II. Dates and days of travel

- Days and dates that so not match
- the year itself may be wrong
- Wrong arrival or departure dates.

III. Times

- Wrong times – morning / afternoon.

IV .Name of supplier

- Wrong hotel booked
- Incorrect spelling of hotel
- Wrong address of supplier.

V. details of booking

- Incorrect class or classification of travel, accommodation room, mode of transportation etc.
- Incorrect package or inclusions.

It is important that all details of travel arrangements are checked and accurate. Process, file and dispatch copies of documents

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:

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- 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 info.

2.6. Copies of documents

Make documents

- Electronic or hard copy documents sent by supplier
- ‘In-house’ produced electronic or hard copy documents. Back-end office applications may automatically save any ‘in-house’ produced documentation against the passenger file number.

Forwarding documents

Copies of documents may be supplied to:

- The relevant internal filing system
- The accounts department
- Operational personnel involved in tour delivery
- The supplier of the service to which the document applies

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Self-check-2

Part-I: True or false

Instruction: Write true if the statement is correct and false if incorrect. You have given 2 Minute for each question. Each question carries 3 Point.

- 1. The time frame for completion of documentation depends almost entirely on when the booking is made, when the passenger departs and when final payment has been received.
- 2. Given that many suppliers will not confirm bookings until payments are made, there is a need for payment deadlines to be diarized.
- 3. It is important that all documentation that is received or to be issued is correct.

Part-II: Multiple Choices

- 1. Activities associated with paying suppliers include:
- A. Taking into account monies already paid
 - B. Requesting payment from the accounts department
 - C. Conforming to approved or required methods of payment
 - D. Ensuring timeliness of payment
 - E. None
- 2. In packaging and presenting the documentation use:
- A. Agency branded voucher covers
 - B. Agency branded itinerary covers
 - C. Stationery with agency logo
 - D. Wallets if available
 - E. All

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Part-III: short Answer writing

1. Identify tourism suppliers

For each type of tourism business listed below, provide examples of suppliers in which you would request information from.

Hint: Use the template below

Type of tourism businesses	Names of organizations
Transportation providers	
Cruise operators	
Railway operators	
Bus lines	
Car rental businesses	
Limousine hire / taxis	
Support and ancillary services	
Travel insurance providers	
Finance providers	
Currency exchange	
Conference and similar venues	
Interpreters	
Accommodation	
Hotels and motels	
Guest houses	
Bed and breakfasts	
Caravan parks and camping grounds	
Resorts	
Time share	
properties	
Apartments, villas and cottages	
Conference and exhibition centers	
Attractions and theme parks	

Museums and galleries	
National parks, wildlife parks and gardens	
Theme parks	
Heritage sites and centers	
Sport and activity centers	
Aquarium and zoos	
Tour operators	
Inbound Tour Wholesaler	
Outbound Tour Wholesale	
Retail Travel Agent	

2. Select suppliers to meet identified client requirements

You are to explain how you will identify appropriate suppliers to meet the needs of one of the following clients:

- OPTION A - Your fellow participant's perfect holiday
- OPTION B - One of the travel options

Hint: SUPPLIER SELECTION STRATEGY

Key Client Requirements	Products / Services Sought	Possible Suppliers	Details / Costs For Inclusion In Quotation

3. Research and collect a tourism supplier agreement

You are to conduct research and locate a tourism agreement that may be used to establish a relationship between a travel organization and suppliers.

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If you are unable to obtain an agreement, you are to identify five key points you would insert into an agreement.

4. Identify benefits of updating internal records

You are required to identify three benefits of updating internal records.

5. Identify organizational requirements

You are required to identify four requirements (policies or procedures) you would have in place when placing requests for tourism product and services bookings through suppliers. Explain the reasoning for the requirement.

Hint: Use the template below

Requirements (policies or procedures)	Reasoning for requirement

6. Identify methods of requesting products and services

Hint: Use the template below

Product / Service	Supplier	Method of request

7. Identify alternate products or services

Based on your quotation for the products and services you identified, you are to assume that there is no longer availability requiring you to seek alternate arrangements.

You must choose one alternative arrangement for each of the follow categories of products:

- A transportation booking
- An accommodation booking
- A tourism attraction or tour.

Hint: Use the template below

Transport/Service	Original arrangement	Alternate arrangement
Transportation		
Accommodation		
Tourism attraction or tour.		

8. Identify popular methods of payment

You are required to identify the advantages and disadvantages of the different methods of payment that can be made by customers.

Hint: use the format below

Payment Method	Advantages	Disadvantages
Credit card		
Cash, personal, business or travellers cheque		
Direct debit, electronic funds transfer		
Invoice/account		
Telephone payment		
E-mail or other electronic transmission		

Unit Three: Information for processing air travel documentation

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

- 3.1. Concept of airline ticket
- 3.2. Airline reservation Data
- 3.3. Airline itineraries
- 3.4. Conditions applicable to air fare

This unit 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:

- Define ticketing and identify deadline for ticketing and dispatch air documentation
- Identify and interpret reservation data held on the customer file
- identify and interpret details of specific air itineraries which have been sold and confirmed to the customer
- Check the air itinerary to ensure that it complies with the conditions applicable to the particular air fare

3.1. Concept of airline ticket

An airline ticket is a document granted by a carrier or travel agency to a passenger as a confirmation that a person has bought a seat on a flight. It can exist in two forms — paper and electronic (e-ticket). Today, you'll most likely deal with a digital version, while hard copies are becoming museum artifacts.

No matter the form, the air ticket performs several important functions.

- It seals the deal between a passenger and an airline, establishing rights and responsibilities on both sides. The ticket documents whether and under what conditions a passenger can modify an itinerary, cancel a flight, or receive a refund.
- It serves as a travel document, ensuring that an airline will provide a seat and services included in the fare for a ticket owner. On the other hand, carriers use a document as a source of information about the passenger and the booking.
- It manages relationships between multiple airlines involved in one journey (if this is the case). To be more precise, it outlines the responsibilities of the validating carrier which issued the ticket and the operating carrier or carriers which perform the flight.
- Speaking of flights, conducted by several airlines, only one of them owns a ticket at any given moment. This possession makes the airline responsible for the passenger and updating their status (checked-in, boarded, flown, etc.)

Airline ticketing process

Airline ticketing is the final stage of the complex flight booking process. For a passenger, who buys the flight via a website, it may seem like a single flow since everything goes so smoothly and fast. But in fact, there are three separate steps, each consisting of multiple procedures.

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Flight search

The first step is the flight search that can happen on different platforms — airline web pages, online travel agencies, or met search engines.

Airline web pages

When a passenger searches for a flight on an airline’s website, the query is sent directly to the carrier’s central reservation system (CRS), without any third parties involved. The CRS returns the list of available options for required dates. Pretty simple and straightforward! Yet, more often than not, the choice will be limited to flights of a particular airline and its partners.

Online Travel Agencies.

If you want to compare offers from numerous airlines or plan a multi-leg itinerary, Online Travel Agencies (OTAs) are what you need. They source flight data from Global Distribution Systems (GDSs), air consolidators, and partner carriers. Most OTAs rely on a booking engine technology to prioritize results according to business rules and apply pricing markups before displaying airfare deals to end users.

Meta search engines

Platforms like Google Flights or Sky scanner aggregate information from OTAs and airline CRSs to show the widest possible range of options, including those from low-cost carriers that typically don’t share their flights with GDSs (and consequently, with OTAs.) Yet, meta search engines typically don’t support booking. Instead, they redirect a user to the airline website or OTA.

3.2.Airline Reservation

Flight booking

Step number two is booking. After a passenger selects a certain flight, the retailer — be it an airline website — checks with the CRS if the option is still available at the same price. Then it collects a traveler’s data to create a Passenger Name Record (PNR). This digital document contains essential information about the itinerary in question and is stored in the CRS.

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Once a passenger has entered all mandatory details, the system generates a booking reference — a unique code that serves as an address of the PNR file in the CRS and confirms the reservation. Travelers receive such codes via email and can use them to track their flight status, change itinerary details, add ancillaries, or cancel the trip.

Ticketing

The PNR is not enough to enable ticketing. Travelers still have to seal the deal with money. For this purpose airlines and OTA employ payment gateways — third-party services that process electronic transactions and ensure data security. Today, in most cases, passengers pay for the flight immediately after they enter all booking info.

Though the bank reserves the money on your credit card the moment you book a trip, it can take up to three days to verify payment details, confirm the transaction and check if the seat is still available (yes, one more time.) That's why there is a lag between reservation (when you receive a PNR number) and actual ticketing.

After the payment is confirmed, an airline adds the corresponding fare information to the PNR document. This specific record serves as a basis for ticket issuing.

Eventually, a passenger receives the itinerary receipt via email. This document signifies the successful purchase of an e-ticket. You can print it out multiple times or download it to any device. The airline stores the e-ticket in its reservation system.

Note, though, that the receipt doesn't allow you to board the plane. To take your seat on the flight, you have to check-in — online or at the airport — and receive a boarding pass (printed or electronic) generated by the airline's departure control system.

E-ticket itinerary receipt

The itinerary receipt contains all necessary information about the air travel allowing passengers to manage their travel, go through a check-in procedure, and just keep important details related to the journey at hand. And though the structure and design of the document vary from airline to airline, commonly the data is divided into the following logical sections.

Passenger and ticket information

The passenger and ticket information section shows a passenger name, a frequent flyer code, an e-ticket number, a booking reference (PNR code), and information on who and when issued the ticket.

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The 13-digit e-ticket number is a unique identifier associated with a particular passenger and flight that is never reused; The first three digits are an airline code assigned by IATA which tell us who issued the ticket. For example, 125 refers to British Airways and 176 to Emirates. The next 10 digits are a serial number.

The booking reference consists of 6 characters — letters or letters and numbers. The code is generated by a special algorithm to create a unique combination.

Both a ticker number and booking code can be used to retrieve itinerary information, manage the booking, and check in for the flight.

Travel information

The travel information section starts with a flight number — a combination of an IATA 2-letter airline identifier (for example, LH stands for Lufthansa) and a route number that can contain up to 4 digits. For instance, DL318 is a flight from Boston to Seattle, operated by Delta Air Lines.

Besides, the section covers departure and arrival times, dates, airports, and sometimes — terminals. If you see +1 near the arrival time, it means that you'll get to the destination the next day after departure. Here, you can also find a class you are flying in and baggage allowance — or the maximum weight and size of bags permitted to check for free.

Fare and additional info

Fare and additional info section specifies fare, fees, and tax details along with a form of payment. It also gives a brief summary of the refund and cancellation policy applied to the particular ticket — whether and under what conditions you can receive reimbursement.

Low-cost carriers ticketing

The ticketing model we've been describing so far refers to full-service carriers (FSC) which offer allocated seats, checked baggage, meals and drinks on board, in-flight entertainment, and other services and comforts. Most FSCs are IATA/ ARC members and distribute their inventory via Global Distribution Systems. But this is very rarely the case with low-cost carriers (LCCs.)

LCCs minimize the flight price by offering a bare fare without any extras, flying from secondary airports, and relying on direct online distribution rather than on costly GDS mediation. But what about ticketing? Though some LCCs do sign deals with ARC/BSP, most of them avoid this type of membership along with associated fees.

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By omitting middlemen, LCCs bundle booking and ticketing in a one single step. Once an airline charges a fee for the flight, it sends back a reference number that passengers can use to view and change the booking (say, add extra services or cancel the travel), check-in online, and retrieve a boarding pass. So, no ticket is issued at all.

Travel agencies still have a couple of ways to book and ticket LCC flights for their clients via GDS — if regular e-ticketing is not an option.

The light ticketing mimics the regular ticketing flow but excludes IATA/ARC payment mediators. Instead, the carrier withdraws money directly from a passenger's credit card. After the airline generates a booking confirmation number, the GDS provides a travel agent with the flight information to issue an itinerary receipt and send it to the end consumer. Unlike e-tickets, light tickets are not reported to BSP/ARC.

Yet, in this scenario, no changes, cancellations, or refunds are possible via Amadeus. For all these operations, the travel agent needs to contact the airline.

Ticketless model

This option is very similar to the previous one except that a travel agent doesn't issue any receipt. An LCC displays its inventory in the GDS, and a retailer who books it provides a passenger's payment information and email. Once the payment is verified, the airline sends flight details directly to the passenger.

Ticketing without IATA and ARC

Just like low-cost carriers, small travel agencies can hardly afford to join large associations — such as IATA or ARC. So, to ticket a booked flight, they need to cooperate with a certified organization that will tackle the problem for a reasonable fee. There are two major types of potential ticketing partners.

Airline consolidators are wholesalers who book flight inventory in bulk at discount rates and then sell it across retailers charging a premium for each ticket. Travel agencies partnering with air consolidators can use their credentials to login into the GDS and ticketing. Additionally, such cooperation gives agents an opportunity to get access to a wide range of airfares — both private and published.

Host agencies act as middlemen between travel retailers with limited resources and travel suppliers. All companies operating under the umbrella of the same host agency use the same credentials to book travel products and issue airline tickets.

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Future of ticketing

Today, one booking flow generates three separate documents — a PNR, an e-ticket, and an electronic miscellaneous record (EMR) used to collect and track information about service fees and ancillary payments.

3.3.Airline itineraries

A flight itinerary contains information about your booked or reserved trip. It has all the details of your planned travel like the country of origin, destination, dates of travel, timings, flight duration, departure and arrival airports, connecting flights and airports (if any), their IATA codes, reservation/flight numbers, passenger name.

Embassies consider flight itineraries as proof of an individual's specific travel plans. This assures them that the traveler does not intend to stay illegally in a country and will return to his/her country after a definite period of time. Hence, they ask for a flight itinerary when applying for a visa. You do not necessarily have to book a flight ticket for this, but instead, can hold a seat on a plane (for a certain amount of time as allowed by the airline) to get a proposed flight itinerary, which you can present to the embassy.

Flight itineraries are issued for different types of bookings/reservations such as one-way, round trip, or multi-city flights. Hence, the types of flight itineraries include:

One-way itinerary issued for a one-way flight journey from one city to another. For example, a flight from Los Angeles to Thiruvananthapuram.

Round trip itinerary, this contains details of both the onward and return journey. When you arrange for your flights from San Francisco to Chennai and back at the same time, you will receive a round-trip itinerary for your travel between San Francisco and Chennai.

Multi-airline itinerary is created when you book flights with more than one airline to travel on the same route. For example, your itinerary from Los Angeles to Kochi is considered a multiple airline itinerary when you book Qatar's Los Angeles to Doha flights and then take IndiGo's connecting flight to

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Kochi from Doha. Your round-trip itinerary between Los Angeles and Kochi is also called a multi-airline itinerary if you choose Air India for flying from LAX to COK and United for traveling back.

Multi-city itinerary includes information about your journey to more than two cities, i.e. when you plan to visit more than two cities in one trip.

Group itinerary for multiple tickets booked in a single purchase. You will receive a group itinerary when you book international flights for your entire family as a group (but not single tickets for each member).

Ticket Validity

In general, your ticket is valid for travel only when used in accordance with all terms and conditions of sale outlined in the Conditions of Carriage. Your ticket is invalid if any of the following conditions apply:

- The ticket is used for travel to a destination other than that specified on the ticket.
- You fail to comply with applicable stay-over requirements.
- You do not meet the purpose or status requirement associated with the fare category on the ticket.
- The airline determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.
- Many travelers, however, have figured out how to purchase restricted tickets but avoid the restrictions.

So airlines specifically prohibit the following practices:

- 1) **Back-to-back ticketing**—The combination of two or more round-trip restricted fares end-to-end for the purpose of circumventing minimum stay requirements.
- 2) **Throwaway ticketing** —The use of a round-trip excursion fare for one-way travel.
- 3) **Hidden city/point beyond ticketing**—The purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination.

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If you break the rules, the airline has the right to do any or all of the following:

- a. Cancel any remaining portion of the itinerary.
- b. Confiscate unused flight coupons.
- c. Refuse to let you board or check your luggage.
- d. Charge you for the remaining value of the ticket, which is no less than the difference between the fare actually paid and the lowest fare applicable to your actual itinerary.

3.4. Conditions applicable to the particular air fare

Trying to understand all the different fares offered by the nation's airlines is a daunting task. That's because the major carriers have created fare schedules every bit as complex as the federal tax code. So many different fares are available it's unlikely that any two passengers on a given flight will pay the same price for their tickets.

Cancellation charges

Airlines charge a fee—called a *change fee*—if you want to change your restricted-fare itinerary. These change fees are in addition to any difference between the cost of the original ticket and the cost of the new fare. Change fees can be as low as zero or as high as \$100.

Same-Day Standby

Policies for flying same-day standby (taking an earlier or later flight on the same day as your original reservation) vary by airline and fare. If you think you might want to fly on a different flight on the same day, call the airline and tell them you are thinking of flying standby. They can examine the flight's load factor and give you a fairly good idea of your chances of getting a seat.

Because most airlines allow you to fly standby at no additional cost, the advantage of flying standby instead of changing your reservation is that if you have purchased a restricted fare you can avoid the change fee—and any applicable fare increase. However, there are exceptions. If you are holding a *flight-specific fare* ticket, you may be prohibited from flying standby, even if

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there is space available. Delta charges a \$25 fee to fly standby, but you get a confirmed seat. (And, yes, a confirmed standby seat is an oxymoron.) US Airways require you to purchase a \$25 standby coupon, whereas Southwest Airlines requires you to upgrade to the unrestricted fare.

Upgrading

Upgrades are coupons that allow you to move from a lower class of service (such as coach) to a higher class of service (business or first class), if there are available seats. Many people upgrade because using a coupon is cheaper than purchasing a confirmed business or first class ticket; the caveat is that you are not guaranteed seat availability.

There are typically three ways to upgrade your class of service: purchase an upgrade, qualify for a free upgrade, or use frequent flyer miles to upgrade. The fees and rules for upgrading vary by airline and can be complicated. (As a testimony to this complexity, Matthew Bennett publishes a Web site—<http://www.firstclassflyer.com>—that offers tips and strategies for upgrading.)

Most airlines do not allow upgrades on discounted fares. They tend to allocate upgrades based on your fare and status in their frequent flyer program; elite members are placed first in line for available seats. In addition, most airlines limit the time periods in which you can either pay cash or use your miles to upgrade. For example, American Airlines allows Executive Platinum members to request upgrades 100 hours before a flight, whereas Gold-level members have to wait until 24 hours before the flight.

When it comes to receiving free upgrades, these are most often reserved for elite-level frequent flyers. One notable exception is Northwest's Connect First fare, which gives free upgrades to passengers flying full-fare coach tickets, if seats are available.

If you want to use your frequent flyer miles to purchase an upgrade, your fare will likely determine how many miles you need. For example, US Airways requires 10,000 miles to upgrade from a full-fare ticket—but 20,000 to upgrade

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from a restricted fare. Continental Airlines only allows elite-level members and those using frequent flyer miles to upgrade.

Baggage allowance

A number of issues are associated with traveling with luggage—security concerns; check-in times; lost or stolen items; and a host of restrictions, allowance, and fees. (The "Packing and Dressing for Airline Security" section details security issues pertaining to baggage.)

Fortunately, the odds of having your baggage lost are fairly low. In 2002, less than 0.5% of enplaned passengers filed mishandled baggage reports. If your baggage is lost or damaged, or if items are stolen, contact your airline directly. (Most major carriers have designated phone numbers for baggage issues.) It is important to know that the Department of Transportation limits liability claims to \$2,500 per passenger (maximum) for lost or damaged checked baggage. (This does not include jewelry, cash, and equipment.)

Now that the TSA is hand-searching some checked baggage, you may find that your baggage has been opened after check-in. If you have a question or complaint, call the TSA's Consumer Response Center (866.289.9673).

Restrictions, Allowances, and Fees

The FAA mandates carry-on baggage restrictions. Passengers are limited to one carry-on bag plus a personal item such as a purse, briefcase, or laptop computer. The one carry-on bag must fit in an overhead compartment or under the seat. It should not exceed 45-51 linear inches (length + width + height) or weigh more than 40 pounds. (The precise linear dimensions vary by airline.)

Every airline has a free baggage allowance, which is the maximum number and size of bags you can carry on or check in without additional charge. Depending on the airline, the free baggage allowance permits 2 to 3 checked bags that weigh less than 70 pounds each and do not exceed 62 linear inches. Continental, Delta, Northwest, and United charge for bags weighing more than 50 pounds.

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Excess and oversized baggage fees are charged if you exceed the free baggage allowance. These fees run anywhere from \$40 to \$80 for the first additional bag. Most airlines will not allow bags weighing more than 100 pounds—although many will allow you to take one sporting goods item, such as skis or golf clubs, for no additional fee.

The airlines with the most generous baggage allowances and lowest excess baggage fees are AirTran, JetBlue, and Southwest, all of which allow three checked bags for free, with a \$40 to \$50 excess bag charge. The most restrictive and costly airlines are America West, American, Continental, United, and US Airways, all of which allow just two checked bags and charge at least \$80 for each additional bag. For example, if you intend to check four bags on Southwest you'll pay \$40; on United, \$160.

Baggage Services

If you don't like the idea of a security guard rummaging through your panties or expensive computer equipment, want to avoid excess and oversized baggage fees, or don't want to be troubled with baggage check-in period, you can employ a luggage service to pick up your bags from your home or office and deliver them to your destination. Services typically offer next day, 2-day or 3 to 5 day delivery. Rates vary widely and depend on weight and number of items and pickup and delivery locations.

Fares for unaccompanied children

Ethiopian considers children from the age of 5 to end of 11 years who are traveling alone on Ethiopian or Other Airline as Unaccompanied Minors. Escort service is mandatory for unaccompanied minors aged between 5 to end of 11 traveling on a codeshare flight but escort is optional on Ethiopian flights provided only when special attention is requested by the guardian.

Ethiopian considers youth between the ages of 12 to 17 as unaccompanied minors as well if special attention is required by youth's parents or guardian. If the flight is operated by Ethiopian Airlines that is if the flight is none code share flight, there is no need for escort and service fee payment for a minor aged between the

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ages of 12 to 17 unless special attention is requested. If, however, the flight is not operated by Ethiopian Airlines, that is if the flight is code share flight operated by other airlines, the minor aged between 12 to 17 shall be required to pay adult fare plus service fee applicable to the sector as detailed below. But escort service is still not mandatory even on code share flights unless special attention requested for this age group.

Promotional fares and packages

Promotional Fares means discounts offered by the Airline to the general public on Published Fares, including but not limited to dollar (or other currency) reductions, percentage discounts, fare discounts based on passenger miles ticketed (excluding frequent flyer or other affinity based promotions), companion Fares, buy-one-get-one free Fare offers and similar programs. Promotional Fares include net Fares and consolidator Fares offered by an Internet Travel Provider Site in a Non-Opaque Manner.

Value Added Tax (VAT)

This is a sales tax based on the increase in value or price of product at each stage in its manufacture and distribution. The cost of the tax is added to the final price and is eventually paid by the consumer.

The rate and impose of VAT:

The rate of VAT is 15% of the value for every taxable transaction by a registered person, all imported goods other than an exempt import and an import of services;

The export of taxable goods or services to the extent provided in regulations for zero tax rates are: - The export of goods or services to the extent provided in the regulation.

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Self-check-3

Part-I: True or false

Instruction: Write true if the statement is correct and false if incorrect. You have given 2 Minute for the question. The question carries 2 Point.

- 1. A flight itinerary contains information about your booked or reserved trip
- 2. Two-way itinerary is issued for a one-way flight journey from one city to another
- 3. Airlines charge a fee—called a *change fee*—if you want to change your restricted-fare itinerary.

Part- II: short Answer writing

Direction: write short answer for the given question. You are provided 10 minute for the each questions .The questions carries 10 Points.

1. List down those practices that are prohibit by airlines?

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Unit Four: Process air travel documentation

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

4.1. Relevant Airfare information

4.2. Airline ticket issuance regulations

This unit 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:

- Record all details on air documents according to the relevant airfare information and regulations governing the issuance of the ticket
- Process coupons in accordance with host enterprise, regulatory and billing and settlement plan procedures

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4.1. Airfare information and regulations

Trying to understand all the different fares offered by the nation's airlines is a daunting task. That's because the major carriers have created fare schedules every bit as complex as the federal tax code. So many different fares are available it's unlikely that any two passengers on a given flight will pay the same price for their tickets.

Fares

Airlines determine fare pricing based on a number of factors, such as the number of seats in each fare category, reservation time periods, competitor pricing on similar flights, and the type of consumers using a particular flight. Computer-assisted revenue management systems are used to examine historical demand to establish the number of seats made available for sale at various fares. Analysts then monitor each flight to adjust seat allocations and fares accordingly.

That said, there are really only four types of fares—although these fares are constantly being adjusted by the airlines' revenue management systems. These fare types include:

- **Unrestricted**—These fares have no or limited restrictions on getting refunds on cancelled flights or making changes to your original itinerary. Because they allow the greatest flexibility (and sometimes offer other perks), these are the highest priced fares on any given flight and the benchmark from which other fares are discounted. They are often referred to as "walk-up" fares.
- **Restricted**—These fares have advance purchase requirements, restrictions on the use of the ticket, and penalties for changes to the original ticket. Because they limit your travel and reservation options and impose penalties for change, these tickets are sold at a discount to unrestricted fares on the same flight. Discount fares typically have

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advance purchase requirements of 3, 7, 14, or 21 days; Saturday night stay requirements; and minimum or maximum stay restrictions. (See page 30 for a list of change fees charged by the airlines.)

- **Capacity controlled**—These fares, offered by discount carriers, such as ATA and Frontier, are created when an airline sets aside a limited number of seats at a specific price. So, although you may not have to purchase the ticket a set number of days in advance, the fare might not be available if you wait too long to make your purchase. This is also a common practice used to book flights using frequent flyer miles.
- **Internet-only**—These are discounted restricted fares only available for purchase from the airline's Web site. To encourage you to book directly with them online, airlines may promise that their lowest fares are available only on their Web sites.

Classes of Service

There are four fare classes of service—first, business, economy plus, and economy/coach. Most of the major carriers offer at least two classes of service on their flights. Low-fare and regional carriers may only sell coach class. Some low-fare carriers, such as AirTran, only sell one-way tickets, which is important to keep in mind if you are booking your flight online.

Rights, Rules, and Promises

When you purchase an airline ticket you are agreeing to the airline's Conditions of Carriage. This is a legally binding document that details the services the airline is required to offer and the rules to which you are required to adhere. This detailed and complicated document covers everything from ticket validity, baggage, wait lists, flight delays and cancellations, refunds, and rerouting. You will find it on the inside cover of your ticket jacket.

The Aviation Consumer Protection Division (<http://airconsumer.ost.dot.gov>) is the government organization responsible for receiving consumer complaints. This organization does a good job of simplifying air travel rights in its

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publication, Flight-Rights, A Consumers Guide to Air Travel. This document is available on their web site

In September 1999, the 14 largest U.S. airlines—all members of the Air Transport Association—released customer service plans that describe new customer service "commitments." The prototype plan has 11 points describing the practices airlines promise, but are not legally obligated, to follow. You can find this document at the ATA's Customers First Web site (<http://www.customers-first.org>).

Each airline has its own version of this document. The following summarizes some key points common to these plans:

- Allow customers 24 hours from initial reservation to change travel plans without penalty.
- Offer the lowest fare for which the customer is eligible.
- Provide food, water, restrooms, and medical treatment for passengers on board a grounded aircraft.
- Disclose to passengers on request whether a flight is overbooked.
- Give accurate and timely information on flight delays and cancellations.
- Provide on-time baggage delivery.
- Provide information and policies about oversold flights.

Airport, Airline and city codes in Ethiopia

IATA	Name	City	Airlines	Destinations
ADD	Addis Ababa Bole International Airport	Addis Ababa	24	67
AMH	Arba Minch Airport		1	1
AXU	Axum Airport		1	2
BJR	Bahir Dar Airport	Bahir Dar	1	2
DIR	Aba Tenna Dejazmach Yilma International Airport	Dire Dawa	1	3
GMB	Gambella Airport	Gambela	1	2
GDQ	Gonder Airport	Gondar	1	2

GDE	Gode Airport	Gode	1	1
JIJ	Wilwal International Airport	Jijiga	1	3
JIM	Jimma Airport	Jimma	1	2
ASO	Asosa Airport	Asosa	1	1
SZE	Semera Airport	Semera	1	2
SHC	Shire Inda Selassie Airport	Shire Indasilase	1	1

4.2. Airline ticket issuance regulations

IATA stands for International Air Transport Association. Its main goal is to regulate distribution-related activities for airlines and commercial aviation. These activities include fare calculations, revenue allocation, and baggage rules. Today, IATA decides who should distribute air travel products and how they should go about it. It supervises travel businesses by suggesting standards. For instance, IATA codes are used everywhere traveling and aviation intersect. Think airline designator codes for reservations, ticketing, scheduling, and documentation; a prefix code to classify passengers and cargo; a baggage tag issuer code to simplify baggage handling; and a location code for easier package handling. These codes are even relevant to those airlines that haven't signed an agreement with IATA.

Back in the 1920s when the mushrooming travel agencies started distributing flight tickets, they acted as clearinghouses or a middleman between travelers and airlines. In addition to spreading vouchers, travel agencies were responsible for smooth money transactions. When IATA emerged in 1945, it took over these processes and became a mediator between travel agencies and airlines.

That is how IATA accreditation was introduced. It exists to safeguard airlines and monitor the revenue flow. So, in order to get access to airline inventories, a travel agency is supposed to undergo verification by IATA. In this case, an

airline won't have to check an agency over again every time an agent connects to the carrier's reservation system. If a distributor is IATA-accredited, it's a reliable partner.

On top of that, IATA processes all sales reports between an airline and an agency through its Billing and Settlement Plan (BSP) – a system created to streamline selling, reporting, and transferring operations for IATA-accredited agents.

Being IATA-certified, travel agencies can issue airline tickets on behalf of airlines. This is the main advantage that eliminates the need for other middlemen, simplifies booking processes, and cuts expenses for both agents and airlines. With access to IATA's billing systems — the Billing and Settlement Plan (BSP) and the Airlines Reporting Corporation (ARC) — the accredited agents can complete the booking process by accepting payments and issuing tickets, which are basically contracts confirming payment settlement.

IATA-certified agents must commit to industry ethics codes and meet general industry procedure standards. Working as an IATA agent also means including the IATA logo and branding on travel agents' premises and websites. All these factors combined enhance travel businesses' public image and give it a high-reliability score.

As we mentioned, IATA thoroughly verifies a travel agency's business activity, its revenues, and the annual flow of customers. Once in possession of that stamp of approval, a business is no longer examined by an airline or a hotel chain supplier. Hence, suppliers and agents can communicate directly. This significantly simplifies booking, confirmation, and payment processing procedures and eliminates extra effort for both sides.

The access to almost 300 airlines opens up a gateway to a wide range of options to choose from. The Billing and Settlement Plan (BSP) enables agents to see the air flight distribution in real-time. Above that, with a discount on each ticket sold, every IATA-accredited agent can handle their own markup, earn a reasonable commission, or sell tickets on special conditions, attracting even more customers.

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Self-check-4

Part-I: True or false

Instruction: Write true if the statement is correct and false if incorrect. You have given 2 Minute for the question. The question carries 2 Point.

- 1. Issue of travel documentation will depend on booking type as well as host enterprise, carrier and supplier requirements
- 2. There are four fare classes of service—first, business, economy plus, and economy/coach.

Part -II: Matching

Instruction: Match column **A with the appropriate in the column **B**. You have given 2 Minute for each question. Each question carries 2 Point.**

- | | |
|----------------------------------|---|
| -----1. Nonstop flight | A. Available for purchase from the airline's Web site |
| -----2. Direct flight | B. offered by discount carriers |
| -----3. Unrestricted fares | C. Have advance purchase requirements |
| -----4. Restricted fares | D. limited restrictions on getting refunds on cancelled flights |
| -----5. Capacity controlled fare | E. Includes one or more intermediate stops |
| -----6. Internet-only fare | F. Takes you without stopping along the way |

Part-III :Multiple choice

Instruction: select the correct answer form the give choice. You have given 2 Minute for the question. The question carries 3 Point.

- 1. Your air- ticket is invalid if any of the following conditions apply
- A. The ticket is used for travel to a destination other than that specified on the ticket.
 - B. You fail to comply with applicable stay-over requirements.
 - C. You do not meet the purpose or status requirement associated with the fare category on the ticket.
 - D. The airline determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.

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E. All

-----2.All of the following are factors that Airlines determine for fare pricing except:

- A. The number of seats in each fare category
- B. Reservation time periods
- C. Competitor pricing on similar flights
- D. The type of consumers using a particular flight
- E. None

-----3.As BJR stands for Bahirdar-----stands for Addis Ababa

- A. ADD
- B. ASO
- C. GDQ
- D. DIR

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Unit Five: Finalization of travel documentation

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

5.1. Issue and reissue travel documents

5.2. Prepare and issue receipts

This unit 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:

- Issue and reissue documents as required
- Process required refunds or additional payments according to product conditions

5.1.Issue and reissue travel documents

Issue of travel documentation will depend on booking type as well as host enterprise, carrier and supplier requirements and may include:

- Issuing documentation to clients and passengers
- Providing documentation to accounts department
- Placing copies of documents in client file
- Providing documentation to carriers and suppliers
- Supplying documentation to operational staff, including tour leaders, tour guides, drivers
- Providing documentation to relevant authorities and government bodies, as applicable.

When issuing documents please consider the following:

- When the passenger is departing
- Where the passenger lives – city or country area
- Where the passenger is departing from (departure city)
- Public holidays
- Contents
- Service levels associated with the various delivery options.

Methods to issue documents:

- 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.

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5.2.Prepare and issue receipts

A receipt is a written acknowledgement that a specified article or sum of money has been received as an exchange. It is a hard copy document that records when a transaction took place at the point of sale. The receipt contains a description of the transaction that has taken place, what the client has paid for and how the client paid, be it by cash, cheque or EFTPOS, etc. A receipt provides an easily traced audit trail in the event of an internal or taxation investigation. There are no rules as to how the receipts should be laid out and can be broken down into the categories that are most appropriate to the organization.

Information contained in a receipt

It is recommended that the following information be contained in a receipt to verify what took place in case of a dispute.

- Your business name, address and phone number – this verifies where the customer bought it from
- What took place – detailed information about what was bought or what service took place limits any later confusion if an independent person (such as a tribunal) needs to look at what happened. Include the date, price and a description of goods
- The cost of the good or service and the money paid – it is common for disputes to arise over what something cost and what was paid
- Any specific information affecting the transaction – this may include advice about the condition of the good or information about a lack of warranty on certain parts of a service. Electronic receipts (sometimes abbreviated e-receipts) are a frequently used transaction and most travel companies use accounting software designed especially for the travel industry. An example is Galileo- Crosscheck Travel. In addition to the normal transactional data, electronic receipts often contain data on refund policies and cancellation conditions. Handwritten receipts are less common and are used mainly in irregular situations. If handwritten receipts are used then the client will take the top copy and a duplicate will be left as a copy for future reference. The business will transfer these transactions into a journal and keep as account records.

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Check payment status and take appropriate action

Most travel arrangements are pre-paid and therefore it is important to ensure that full and correct monies have been received from the customer, that this money has been receipted and recorded against your passenger file.

The total money received should always equal the sum gross of all the components booked and pre-paid (refer to your supplier/operator issued confirmation invoices) plus any additional amounts charged to cover insurance or services such as securing a visa and your travel agent fee.

As previously mentioned, the passenger invoice and associated itinerary provided to the customer will reflect the gross amount due for the specified arrangements. The total file receipts issued to the passenger should reconcile to the passenger invoice. With the exception of corporate accounts, where they are provided with an invoice for any travel purchased, there are no circumstances under which documents and in particular air tickets should be issued without payment.

Following up under and over payments from customers

Whilst in the majority of circumstances, the amount paid by customers will match what has been invoiced. That said, at times customers may have paid either too much or not enough. In either case, these must be followed up immediately.

Under payments from the customer

These are often due to one or more of the following:

- Failure to invoice for an item, product or service
- Incorrect amounts on an invoice for an item, product or service
- Failure to provide an updated invoice after amendments have been made
- Failure to collect sufficient funds from the customer
- Failure to process authorized credit card transactions
- Amendment or cancellation fees not charged.

Over payments from the customer

It is also possible to over collect from the customer in which case you will have a credit on the file which should also be resolved. An over payment from a customer is often due to one or more of the following:

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- Payment for an item, product or service which has not been booked
- Incorrect amounts on an invoice for an item, product or service
- Failure to provide an updated invoice after a cancellation/amendment has been made
- A refund to the passenger is waiting to be processed
- Money receipted or allocated to incorrect file.

Taking corrective action

Where an over or under payment is identified, corrective action must be taken:

- Check that all receipts have been correctly allocated to the file
- Correct, via journal or office specific entry, any incorrectly allocated money
- Process credit cards where this has not been done
- Reserve any item, product or service that has not been booked
- Make applicable amendments to items, products and services booked
- Issue a revised invoice for the customer
- Provide a written record of all receipts
- Process refunds if applicable.

In the event that you are unable to reconcile any differences, assistance and guidance from your manager must be sought. Assuming that there are no issues with receipts and payments, the difference between what you have received and what you intend to pay out will represent the commission earned on the file.

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Self-check-5

Part-I: True or false

Instruction: Write true if the statement is correct and false if incorrect. You have given 2 Minute for the question. The question carries 2 Point.

-----1. A receipt is a written acknowledgement that a specified article or sum of money has been received as an exchange.

-----2. Issue of travel documentation will depend on booking type as well as host enterprise, carrier and supplier requirements

-----3. Most travel arrangements are pre-paid

Part-II :Multiple choice

Instruction: select the correct answer form the give choice. You have given 2 Minute for the question. The question carries 3 Point.

-----1. When issuing documents all of following are considered except:

- A. Issuing documentation to clients and passengers
- B. Providing documentation to accounts department
- C. Placing copies of documents in client file
- D. Providing documentation to carriers and suppliers
- E. None

-----2. Under payments from the customer occurred when one of the following happen except:-

- A. A refund to the passenger is waiting to be processed
- B. Failure to invoice for an item, product or service
- C. Incorrect amounts on an invoice for an item, product or service
- D. Failure to provide an updated invoice after amendments have been made

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Part- III: short Answer writing

Direction: write short answer for the given question. You are provided 10 minute for the each questions .The questions carries 10 Points.

1. List at least three methods to issue travel documents
2. List at least four information's contained in a receipt
3. What are corrective actions that must be taken when an over or under payment is identified?

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