Passenger Fares & Ticketing Alterations (Distance Learning)

Study ticketing procedures and learn how to amend Electronic Ticket Records (ETRs) when customers change their travel reservations. Gain the skills to exchange and reissue tickets, to process refunds, and to collect rebooking fees.

What you will learn:

Upon completing this course, you will be able to:
- Identify preliminary conditions for reissuing and exchanging a ticket
- Apply correct procedures to exchange and recalculate fares
- Convert and round Taxes/Fees/Charges (TFCs) to the currency of payment
- Interpret electronic ticket data
- Use correct ticket alteration terminology
- Handle refund requests
- Collect rebooking fees

Key topics:
- Currency rules
- Electronic ticketing
- Fundamentals in ticket alterations
- Voluntary ticket exchanges and reissues
- Collecting rebooking fees
- General procedures in voluntary refunds

Who should study?
- Travel agents
- Airline reservation or ticket agents
- Tour operators
- Call center agents

Additional Information:
Order online to receive the following self-study course materials:
Course textbook, including a workbook to practice fare recalculation and ETR exchanges
CD-ROM (eBook) on static fares and fare rules

This course requires approximately 40 hours of study, followed by a mandatory final online exam. You will have unlimited access during six months to complete the course and the final exam can be taken at any point during this period. Due to the advanced level of this course you should already know how to:
- Map the location of cities on a world map
- Match city/country names with the right IATA Traffic Conference area and sub-area
- Determine correct IATA Global Indicators and journey types
- Plan a basic trip and interpret GDS itineraries
- Identify city, airport and airline codes
- Identify local currencies and their codes
- Interpret fare displays and accompanying fare rule information
- Count the number of stop-overs and transfers as required by fare rules
- Understand basic fare construction steps for direct and indirect OW, RT, CT and OJ journeys, applying specified routing tables, mileage calculations, fare component checks (such as the HIP/BHC/CTM), and class differentials
- Use IATA terms and codes to analyze fare construction rules
- Understand basic BSP procedures and operations relating to reporting Standard Traffic Documents

Course Fee
$350.00 USD

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