



Fundamental Skills in Journey Pricing and Ticketing

- Self-study, online course (Approx. 70 hours of study)
- Best paired with our Instructor Led Sabre GDS Workshops

Interpreting fare rules and e-ticket data elements is key to satisfying and retaining customers. With the abundance and complexity of today's fare options, travel customers expect you to provide a service that is accurate, quick and affordable. This course teaches the language of fare construction and fare rules so you provide your customers with the best advice for their air itinerary. You will develop new skills through practical exercises and with the support of reference materials to become the travel professional your customer's trust.

Objectives

Upon completing this course, you will be able to:

Price air journeys and interpret fare rules and implement essential principles to price journeys as a single pricing unit

Categorise pricing units such as one way, round, circle and open jaw tips

Price journeys in Neutral Units of Construction (NUC), convert to local currency using the IATA Rates of Exchange (IROE) and apply currency rounding rules

Follow the complete formula for calculating pricing units for a wide variety of trip types with multiple fare components, including carrier fares

Source Q surcharges and Taxes/Fees/Charges (TFCs), analyse provisions, and apply the correct currency conversions and rounding processes

Describe mileage air fares, distinguish between IATA and non-IATA fares

Target audience

- Reservation and airline call centre sales agents
- Airline ticket counter agents
- Travel agency consultants
- Global Distribution System technologists

Key topics

- Terms related to IATA geography and global indicators, Pricing Units, fare construction and currency
- Fare selection criteria and routings
- One way, round trip and circle trip fare construction
- Single segment Q surcharge
- Taxes, fees and charges
- Electronic tickets
- Payments types
- Special fares
- Electronic documents
- Consolidator and net fares
- Billing and settlement plans

Course format

- This is a self-study course, which will take you approximately 70 hours to complete depending on your previous knowledge and experience.
- The course materials are provided in an ebook format.
- You will have 6 months to complete the course and assessment, which starts from the date you enrol into the course.
- Your performance will be based on an assessment.

Assessment

Unsupervised online-based assessment.

Assessment can be taken any time at your convenience.

You will be given 3 hours to complete 60 multiple choice questions.

Passing grade is 70% correct answers.

You will be given 2 attempts to successfully complete the final assessment.

Certificate Awarded

Upon successful completion of the assessment, you will be awarded an IATA Certificate of Fundamental Skills in Journey Pricing and Ticketing, available for you to print for your records.

Please note: This does not provide IATA accreditation to Ticket your own flights via BSP

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Units of Study

Introduction

- The Passenger Air Tariff Training Extract
- Essential terms
- IATA Resolutions in fare construction
- IATA geography and global indicators
- IATA areas and sub-areas

Routings

- IATA specified routing tables
- Specified Routings
- Carrier linear routings and map routes
- Global indicators for flown routings

Pricing

- Pricing units
- Fare selection
- Children and infant fares
- Single segment surcharges
- One way through fare construction
- Round and circle trip fare construction
- Single Segment Q surcharge
- Taxes, fees and charges
- Special Fares
- Consolidator and Net Fares

Documents

- Interpretation of data elements in standard traffic documents
- Electronic miscellaneous documents

Ticketing

• The Electronic Ticket

Currency

- Currency Rules
- Neutral units of construction (NUC)
- Conversion of the NUC amount into local
- currency

Payments

- Credit Cards
- Billing and Settlement Plan

