
Certified Professional in Travel Agency Procurement

Airline Ticketing Procedures

The airline ticketing procedures involve a series of steps that travel agents must follow to issue tickets to their clients. This process begins with flight selection, where the agent searches for available flights based on the client's travel dates and destination. The agent must consider factors such as fare rules, travel restrictions, and any additional fees associated with the flight.

Once the agent has selected a suitable flight, they must then proceed to book the flight on behalf of the client. This involves entering the client's personal and travel details into the airline's system, and confirming the booking with a unique PNR or passenger name record. The PNR is used to identify the client's booking and is often required to make any changes or cancellations to the booking.

After booking the flight, the agent must then issue the ticket to the client. This involves generating a ticket number and providing the client with a copy of their ticket, either electronically or in paper form. The ticket will typically include details such as the client's name, flight number, departure and arrival dates, and any baggage allowances.

In addition to issuing tickets, travel agents must also be aware of the various types of tickets that are available. These include one-way, return, and circle tickets, each with their own unique characteristics and rules. For example, a one-way ticket is valid for a single journey from one destination to another, while a return ticket is valid for a journey from one destination to another and back again.

Travel agents must also be aware of the different classes of service that are available on flights. These include economy, premium economy, business, and first class, each with their own unique amenities and perks. For example, business class passengers may be entitled to additional legroom, priority boarding, and access to airport lounges.

When issuing tickets, travel agents must also consider any travel restrictions that may apply to the client's journey. These may include visa requirements, health certificates, and any other documentation that may be required for travel. For example, clients traveling to certain countries may be required to obtain a visa before their journey, while others may need to provide proof of vaccination against certain diseases.

In addition to travel restrictions, travel agents must also be aware of any fare rules that may apply to the client's ticket. These may include refund and cancellation policies, as well as any change fees that may be applicable. For example, some tickets may be non-refundable, while others may be subject to a cancellation fee.

Travel agents must also be aware of the different payment methods that are available for ticket purchases. These may include credit cards, debit cards, and cash, each with their own unique advantages and disadvantages. For example, credit cards may offer additional protection for the client's purchase, while debit cards may be subject to certain limits on the amount that can be spent.

When processing ticket payments, travel agents must also consider any taxes or fees that may be applicable to the purchase. These may include airport taxes, security fees, and any other charges that may be levied on the client's ticket. For example, some airports may charge a departure tax, while others may charge a security fee.

In addition to ticket payments, travel agents must also be aware of any refund and cancellation policies that may apply to the client's ticket. These may include refund deadlines, cancellation fees, and any other penalties that may be applicable.

Travel agents must also be aware of any travel insurance options that may be available to the client. These may include trip cancellation insurance, medical insurance, and any other types of insurance that may be relevant to the client's journey. For example, trip cancellation insurance may provide protection for the client's ticket purchase in the event of cancellation or interruption of their journey.

In addition to travel insurance, travel agents must also be aware of any special requests that the client may have. These may include meal requests, seat preferences, and any other requirements that the client may have for their journey. For example, some clients may require a special meal, such as a vegetarian or gluten-free meal, while others may prefer a window or aisle seat.

When processing special requests, travel agents must also consider any additional fees that may be applicable. These may include fee for extra baggage, fee for special meals, and any other charges that may be levied on the client's ticket. For example, some airlines may charge a fee for checked baggage, while others may charge a fee for in-flight entertainment.

Travel agents must also be aware of any technical issues that may arise during the ticketing process. These may include system errors, network issues, and any other problems that may affect the agent's ability to issue tickets. For example, a system error may prevent the agent from accessing the airline's system, while a network issue may prevent the agent from processing payments.

In addition to technical issues, travel agents must also be aware of any security concerns that may arise during the ticketing process. These may include credit card fraud, identity theft, and any other risks that may be associated with ticket purchases. For example, a credit card may be stolen or compromised, while a client's identity may be stolen or misused.

When addressing security concerns, travel agents must also consider any compliance issues that may be relevant to the ticketing process. These may include regulations related to data protection, laws related to consumer protection, and any other requirements that may be applicable to the agent's business. For example, a travel agent may be required to comply with regulations related to credit card processing, while also complying with laws related to consumer protection.

Travel agents must also be aware of any industry developments that may affect the ticketing process. These may include changes to airline policies, updates to ticketing systems, and any other developments that may impact the agent's business. For example, an airline may change its fare structure, while a ticketing system may be updated to include new features or functionality.

In addition to industry developments, travel agents must also be aware of any market trends that may affect the ticketing process. These may include changes in consumer behavior, shifts in market demand, and any other trends that may impact the agent's business. For example, a shift in consumer behavior may lead to an increase in demand for certain types of tickets, while a change in market conditions may lead to a decrease in prices for certain routes.

When addressing market trends, travel agents must also consider any competitor activity that may affect the ticketing process. These may include pricing strategies, marketing campaigns, and any other tactics that may be used by competitors to attract clients. For example, a competitor may lower its prices to attract more clients, while another competitor may launch a marketing campaign to promote its services.

Travel agents must also be aware of any customer expectations that may affect the ticketing process. These may include expectations related to price, expectations related to service, and any other expectations that may be relevant to the client's journey. For example, a client may expect a certain level of service from the travel agent, while another client may expect a certain level of flexibility in their ticket arrangements.

In addition to customer expectations, travel agents must also be aware of any communication channels that may be used to interact with clients. These may include email, phone, and any other channels that may be used to provide support and assistance to clients. For example, a travel agent may use email to provide updates on flight schedules, while also using phone to provide support and assistance to clients.

When interacting with clients, travel agents must also consider any cultural differences that may affect the ticketing process. These may include differences in language, differences in customs, and any other differences that may be relevant to the client's journey. For example, a client from a certain culture may have different expectations related to service, while a client from another culture may have different preferences related to travel arrangements.

Travel agents must also be aware of any technical skills that may be required to use ticketing systems. These may include skills related to computer literacy, skills related to software applications, and any other skills that may be relevant to the ticketing process. For example, a travel agent may need to have skills related to database management, while also having skills related to network administration.

In addition to technical skills, travel agents must also have soft skills that may be relevant to the ticketing process. These may include skills related to communication, skills related to problem-solving, and any other skills that may be relevant to interacting with clients. For example, a travel agent may need to have skills related to conflict resolution, while also having skills related to time management.

When interacting with clients, travel agents must also consider any emotional intelligence that may be relevant to the ticketing process. These may include awareness of client emotions, awareness of own emotions, and any other awareness that may be relevant to providing support and assistance to clients. For example, a travel agent may need to be aware of a client's anxiety related to travel, while also being aware of their own stress levels related to work demands.

Travel agents must also be aware of any industry certifications that may be relevant to the ticketing process. These may include certifications related to airline ticketing, certifications related to travel agency operations,

and any other certifications that may be relevant to the agent's business. For example, a travel agent may need to have a certification related to ARC or IATA to issue tickets.

In addition to industry certifications, travel agents must also be aware of any continuing education requirements that may be relevant to the ticketing process. These may include training related to new ticketing systems, training related to industry developments, and any other training that may be relevant to the agent's business. For example, a travel agent may need to complete training related to airline ticketing procedures, while also completing training related to travel agency operations.

Travel agents must also be aware of any compliance requirements that may be relevant to the ticketing process. These may include regulations related to consumer protection, laws related to data protection, and any other requirements that may be applicable to the agent's business. For example, a travel agent may need to comply with regulations related to credit card processing, while also complying with laws related to consumer protection.

When addressing compliance requirements, travel agents must also consider any risk management strategies that may be relevant to the ticketing process. These may include strategies related to credit card fraud, strategies related to data breach, and any other strategies that may be relevant to minimizing risk and loss. For example, a travel agent may need to implement strategies related to credit card verification, while also implementing strategies related to data encryption.

Travel agents must also be aware of any quality control measures that may be relevant to the ticketing process. These may include measures related to accuracy, measures related to efficiency, and any other measures that may be relevant to ensuring quality and consistency in the ticketing process. For example, a travel agent may need to implement measures related to double-checking ticket details, while also implementing measures related to timely issuance of tickets.

In addition to quality control measures, travel agents must also be aware of any customer feedback mechanisms that may be relevant to the ticketing process. These may include mechanisms related to satisfaction surveys, mechanisms related to complaint handling, and any other mechanisms that may be relevant to gathering feedback and improving the ticketing process. For example, a travel agent may need to implement mechanisms related to email surveys, while also implementing mechanisms related to phone support.

Travel agents must also be aware of any performance metrics that may be relevant to the ticketing process. These may include metrics related to sales, metrics related to customer satisfaction, and any other metrics that may be relevant to measuring success and efficiency in the ticketing process. For example, a travel agent may need to track metrics related to ticket sales, while also tracking metrics related to client retention.

In addition to performance metrics, travel agents must also be aware of any budgeting and forecasting requirements that may be relevant to the ticketing process. These may include requirements related to revenue projections, requirements related to expense management, and any other requirements that may be relevant to managing finances and resources in the ticketing process. For example, a travel agent may

need to create a budget related to marketing expenses, while also creating a forecast related to ticket sales.

Travel agents must also be aware of any technology requirements that may be relevant to the ticketing process. These may include requirements related to hardware, requirements related to software, and any other requirements that may be relevant to supporting ticketing systems and operations. For example, a travel agent may need to invest in hardware related to computer systems, while also investing in software related to ticketing applications.

In addition to technology requirements, travel agents must also be aware of any staffing and training requirements that may be relevant to the ticketing process. These may include requirements related to staff numbers, requirements related to staff skills, and any other requirements that may be relevant to supporting ticketing operations and customer service. For example, a travel agent may need to hire staff with experience in airline ticketing, while also providing training related to ticketing systems and procedures.

When addressing staffing and training requirements, travel agents must also consider any management and leadership requirements that may be relevant to the ticketing process. These may include requirements related to strategic planning, requirements related to operational management, and any other requirements that may be relevant to guiding ticketing operations and staff performance. For example, a travel agent may need to develop a strategy related to ticket sales, while also developing a plan related to staff management and development.