



Ticket Repricing, Exchange and Reissue

 Distance Learning course (eBook format)

The Ticket Repricing, Exchange and Reissue (TRER) course is an important companion for any successful Ticketing Agent. Providing accurate and efficient services to your customers builds trust and loyalty. Customer needs frequently change. Travelers will modify their travel dates and destinations after purchasing their air tickets, or request a flight or routing change after travel has begun. This course will give you a considerable advantage over your competition, enabling you to perform complex transactions such as revalidating, exchanging, or reissuing tickets with confidence.

Objectives

Upon completing this course you will be able to:

- Understand exchange/reissue ticketing entries and avoid debit memos arising from incorrect ticketing or incorrect application of IATA rules and procedure.
- Improve problem solving and analytical skills when complying with governmental and IATA regulations, thus avoiding mistakes that could expose the travel agency to costly fines.
- Gain the confidence of customers who rely on you to provide relevant and up-to-date international travel services and advice when their original travel plans change.
- Convert one currency to another accurately.
- Assess taxes/fees/charges to be refunded or collected.

Target audience

- Travel agency employees
- Travel agency managers
- Travel agency owners
- Airline ticketing agents
- Airline ticketing managers
- Air fares and ticketing specialists

Key topics

- The passenger air tariff training extract
- Review of fare selection
- Currency rules revisited
- Types of pricing units
- Related fees and other charges
- The electronic ticket
- Electronic miscellaneous documents
- Introduction to ticket alterations
- Assessment of change fees
- Exchange transactions
- Reissue transactions
- Voluntary refunds

Activities

- In-depth study checks

Materials

- Glossary of Industry terms and definitions



Authorised
Training Center

AIRLINE TRAINING CENTER GR-AIR

ATHENS : Stadiou & 2 Karageorgi Servias str . 105 62 , Syntagma Tel.+30 210 3731 800 Fax.+30 210 3731 702

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Mail: info@atc.com.gr Url: www.atc.com.gr Facebook : www.facebook.com/ATC.com.gr



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Completing this course

- This course requires approximately 30 hours of study, to be completed in six months.
- All candidates will be given one attempt to successfully complete the final exam.
- To successfully pass the exam, the student must achieve a grade of 70% or higher.
- An IATA Certificate is awarded upon successful completion of the final examination.

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AIRLINE TRAINING CENTER

CLASSROOM COURSES

- Location Athens : (EUR1500.00)
- Location Thessaloniki : (EUR1800.00)

E-LEARNING COURSES

- Ticket Re-Pricing, Exchange and Reissue : (EUR1600.00)

Family Name: _____ **First Name:** _____ **Mr. o Mrs. o Ms. o**

Mailing/Shipping Address: _____

City/State: _____ **Country:** _____ **Postal Code:** _____

Telephone Number **(Mandatory)** _____ Fax Number _____

Country Code: _____ City Code: _____ No.: _____ City Code: _____ No.: _____

E-mail (please print): _____ **Mobile phone:** _____

Settlement of course fees. All fees are non-refundable/non-transferable and are subject to change without prior notice. Those paying by credit card and bank transfer may fax (+30 2310 279 690) their application form.

Course Code		METHODS OF PAYMENT:
		<input type="radio"/> EUROCARD/MASTERCARD <input type="radio"/> VISA
Course Fee:		Cardholder's name:
Taxes: (Canadian residents only) Please include applicable GST and PST.		Card no.:
		Expiry date: MONTH: YEAR:
		Signature/date:
Total:		

IMPORTANT NOTICE

Your application will be processed following receipt and clearance of your payment by A.T.C back. From the date of this payment clearance, please allow 4-6 weeks for delivery of kit. The amount for kit and registration fee are NON-refundable.

Date: _____ **Signature:** _____



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