



# Air Fares & Ticketing 1

Unit 24

Written to support Travel & Tourism BTEC Extended Diploma

Endorsed by

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# Learning Outcomes

On completion of this module a learner should be able to complete the following outcomes. Where activities match the Edexcel (or should it be BTEC )assessment and grading criteria, they are indicated for each section.

1. Understand IATA terms and definitions **(P5)**
2. Know IATA codes **(P1, P2)**
3. Know IATA areas **(P3, P4)**
4. Understand fare types **(P6, P7, P11)**
5. Be able to construct the most appropriate fares **(P10, P12, P13, P14, P15, P16)**
6. Be able to construct basic fares using the mileage system **(P17, P18)**
7. Know baggage allowances, taxes, fees and charges.**(P23, P24, P25, P26, M4)**
8. Be able to interpret air travel documentation **(P19, P20, P21, P22)**



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**Appendix** provided separately

# Terms & Definitions

Below is a list of the main air travel terms and jargon that you are likely to encounter in air fares and ticketing.

**2-Letter Code:** To simplify communication in the airline world, IATA (International Air Transport Association) has designated all scheduled airlines with two letter codes. These are used in reservations, tickets, timetables and fare tables. In many cases the airline code is very similar to its name, but occasionally a number and letter are allocated. 9W is Jet Airways in India.

**Accompanied/Unaccompanied Baggage:** Accompanied baggage is carried in the same vehicle as the passenger (and may be checked or unchecked). Unaccompanied baggage is carried separately as cargo.

**Airline Code:** Specifically, the unique two or three digit indicators that identify specific airlines in CRS systems.

**Alliance:** A term for airlines that have grouped together – formed an alliance – to give them a stronger identity and larger market share.

**Apex:** A travel ticket which has an advance purchase requirement.

**APD:** Air Passenger Duty (charge payable on tickets for flights leaving from the UK).

**Arrival Times:** All timetables give the time that the flight will arrive in local time.

**ATB:** Automated Ticket and Boarding Pass.

**Billing Settlement Plan (BSP):** BSP is a standardised system for airlines and agents, providing them with a simplified approach to the selling, reporting and administration of passenger air transportation.

**Budget Airlines:** Also called ‘No Frills’ or ‘Low Cost’ airlines (see previously). They operate schedules (regular timetables) like the larger airlines, but often with lower fares. They fly on short-haul routes and sometimes in and out of less popular airports.

**BST:** British Summer Time (see DST below).

# Timetables for Scheduled Flights

The main manual source of scheduled airline information within the travel industry is the OAG Flight Guide™ Worldwide. It lists all the scheduled services around the world, including direct and connecting flights. There are extracts from the OAG at the back of your folder, and you will be using them in great depth throughout this section.

Study the OAG extract below detailing flights from Birmingham to Aberdeen. The OAG shows all airlines operating between Birmingham and Aberdeen. It will list the direct flights first, followed by any transfer connections. A transfer connection is when there is a change of flight number and aircraft.

The city where the change takes place is known as a transit city/point. Flights are ordered by departure time starting with the earliest and direct flights first.

**Destination city**                      **Airport codes will always be shown whenever the city has more than one airport, or if there is more than one city with the same name**

<b>Aberdeen UK ABZ</b>						
MTWTF**	<b>0845</b>	BHX	<b>1025</b>	ABZ	<b>BA4171</b>	0 DH8 SBLKM
.....S	<b>1010</b>	BHX	<b>1150</b>	ABZ	<b>BA4171</b>	0 DH8 SBLKM
.....S*	<b>1245</b>	BHX	<b>1425</b>	ABZ	<b>BA4177</b>	0 DH8 SBLKM
MTWTF** From 6Apr	<b>1510</b>	BHX	<b>1650</b>	ABZ	<b>BA4173</b>	0 DH8 SBLKM
.....S From 11Apr	<b>1805</b>	BHX	<b>1945</b>	ABZ	<b>BA4175</b>	0 DH8 SBLKM
MTWTF**	<b>1830</b>	BHX	<b>2010</b>	ABZ	<b>BA4175</b>	0 DHB SBLKM
<b>TRANSFER CONNECTIONS</b>		← <b>Transfer connections are listed below direct flights</b>				
MTWTF** 6Apr-30Apr	<b>0725</b>	BHX	0825	NCL	<b>BA8390</b>	0 J41 SBLK✍
	0925	NCL	<b>1025</b>	ABZ	<b>BA4052</b>	0 DH8 SBLKM
MTWTF** From 4May	<b>0725</b>	BHX	0825	NCL	<b>BA8390</b>	0 J41 SBLK✍
	0925	NCL	<b>1025</b>	ABZ	<b>BA4052</b>	0 DH8 SBLKM
MTWTF** 6Apr-30Apr	<b>1600</b>	BHX	1700	NCL	<b>BA8394</b>	0 J41 SBLK✍
	1830	NCL	<b>1930</b>	ABZ	<b>BA4096</b>	0 DH8 SBLKM

**Airport code will always be shown for the transit city**

## Exercise 2.2

From the KQ flight routings on page 190. Give the via point(s) in codes and city names.

1. Write down at which two points the KQ115 stops between London and Nairobi.

2. Which airport does flight KQ165 from London Heathrow to Nairobi go via?

3. Which airport does flight KQ302 from Nairobi to Jeddah go via?

4. What days of the week does flight KS12 go via UGB?



# Introduction to Codes

It is obviously impractical to name every city, airport, country and state in full when referring to them in connection with airline fares or itineraries. Equally it is essential to ensure there is no confusion. For this reason there are codes for the following:

- **Cities**
- **Airports**
- **Countries**
- **States**
- **Airlines**
- **Aircraft types**
- **Currencies**



# Airport Codes

There are two different ways that airports can be shown when a city has more than one airport.

## ii) Cities and airports each have different codes.

Example: London

- LON is the City code
- LHR is the Airport Code for Heathrow Airport
- LGW is the Airport Code for Gatwick Airport
- LCY is the Airport Code for London City Airport

## ii) Cities and main airports have the same code; other airport(s) are coded separately. E.g. Belfast.

- BFS is City code and Belfast International Airport Code
- BHD is the Airport Code for Belfast City Airport

## Appendix Information

The full lists of three-letter city and airport codes are included in the Appendix in two formats.

- **CODING** which gives the code to use for any given city or airport
- **DECODING** which lists the three-letter codes, and shows which city or airport they represent.

# IATA Traffic Conference Areas

Traffic Conference (TC) areas are...

**“divisions of the world used for the purposes of fare construction”**

There are many rules and regulations apply to specified geographical areas. All these areas are clearly defined by IATA. Look at the map opposite, you will see that IATA divides the world into three areas known as Traffic Conference (TC) areas.

There are three traffic conference areas (TCs):

**TC1** which comprises of:

- North and South American continents and adjacent islands
- Central America
- Greenland
- Bermuda
- West Indies and other Caribbean Islands
- Hawaiian Islands including Midway and Palmyra

**TC2** which comprises of:

- Europe and adjacent islands (includes Russia, west of the Ural Mountains)
- Iceland
- Azores
- Middle East
- Africa and adjacent Islands

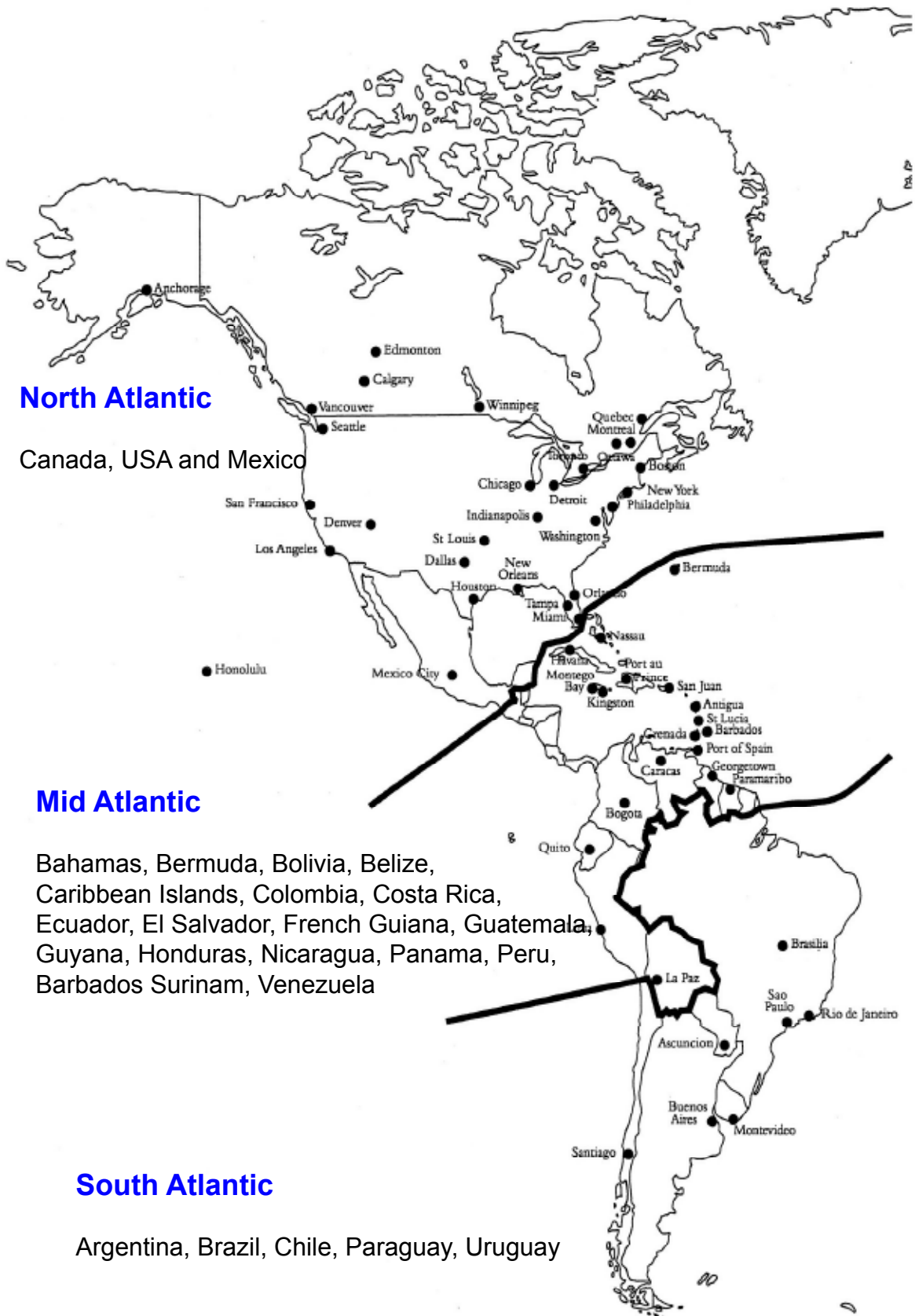
**TC3** which comprises of:

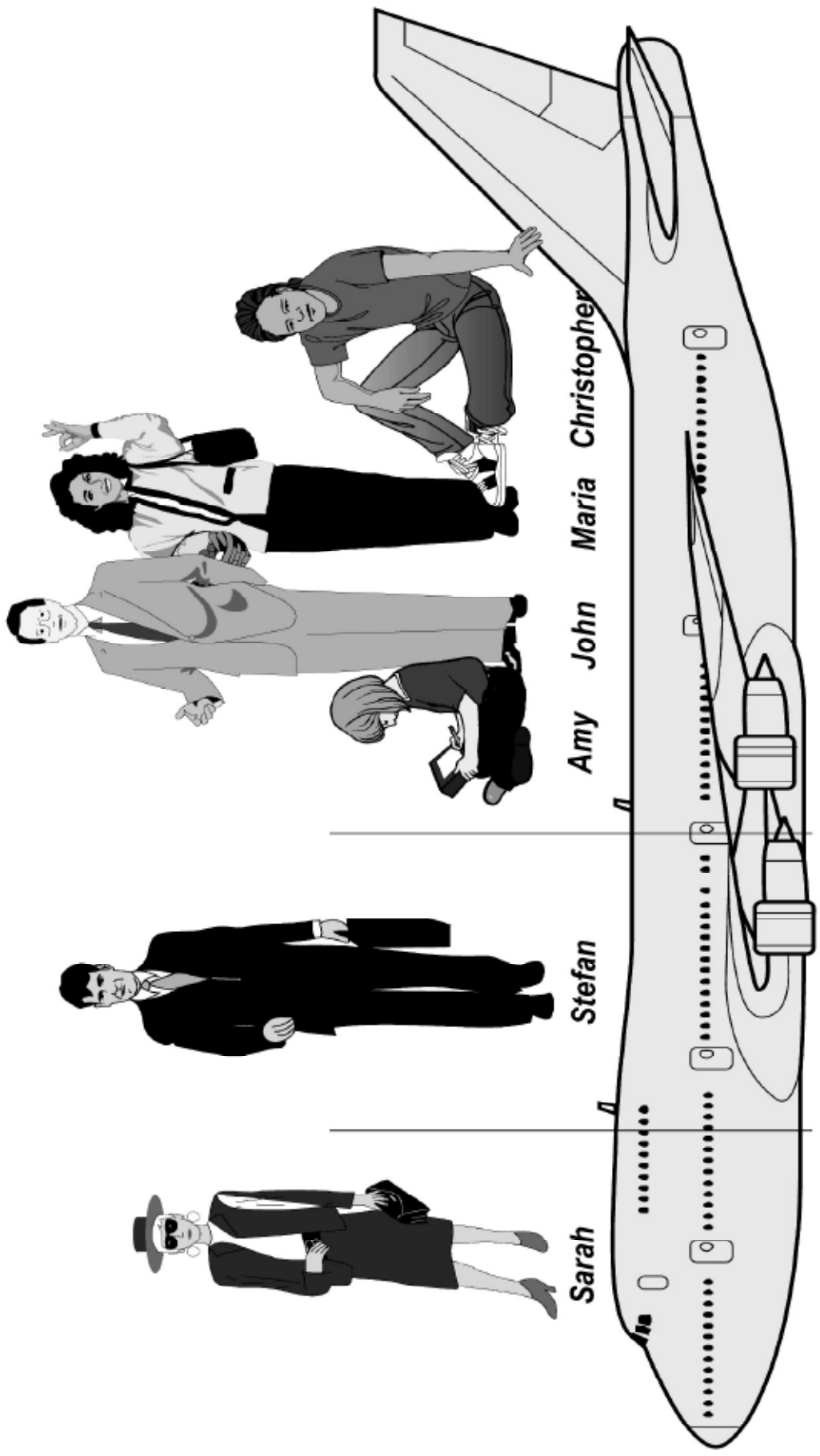
- Asia and adjacent islands
- Australia, New Zealand and adjacent islands
- Pacific Ocean islands except those in TC1

**Additionally:**

- Western Hemisphere is another term for TC1
- Eastern Hemisphere is the whole area of TC2 and TC3

# IATA Area 1





**Sarah**

**Stefan**

**Amy**

**John**

**Maria**

**Christopher**

# Example

All fare basic codes include a class entry - in this case, 'Y' is the code for Economy Class.

The next part of the Fare Basis 'PX' is the code for a PEX fare

**YJPX6M**

When fares are seasonal, the season code is the next part of the fare code: 'J'

'6M' is the code for a six month maximum validity

This is therefore an Economy, shoulder season, Pex fare, valid for six months.

To summarise...

- The longer and more complex the fare basis, the cheaper and more restricted it is. E.g. YHAP3M - High season Apex, valid for three months with restrictions
- The shorter the fare basis... the more expensive and unrestricted. E.g. Y - full fare economy ticket, no restrictions

# Different Fares

GI - Global Indicators  
MPM - Maximum Permitted  
Mileage

FARE TYPE	LOCAL CURRENCY	NUC	CARR CODE	RULE	GI	MPM & ROUTING
<b>LONDON UK (LON)</b>						
<b>UNITED KINGDOM POUND STERLING (GBP)</b>						
<b>To MAURITIUS (MRU)</b>						<b>EH 7288</b>
Y	1416	2292.01			EH	
<b>Y</b>	<b>2575</b>	<b>4168.03</b>			<b>EH</b>	
C	2238	3622.54			EH	
<b>C</b>	<b>4069</b>	<b>6586.30</b>			<b>EH</b>	
F	3420	5535.79			EH	
<b>F</b>	<b>6218</b>	<b>10064.79</b>			<b>EH</b>	
<b>YLPX6M</b>	<b>1017</b>	<b>1646.17</b>		<b>Y042</b>	<b>EH</b>	
<b>YJPX6M</b>	<b>1175</b>	<b>1901.91</b>		<b>Y042</b>	<b>EH</b>	
<b>YKPX6M</b>	<b>1283</b>	<b>2076.73</b>		<b>Y042</b>	<b>EH</b>	
<b>YHPX6M</b>	<b>1393</b>	<b>2254.78</b>		<b>Y042</b>	<b>EH</b>	
<b>YEE6M</b>	<b>2074</b>	<b>3357.08</b>		<b>Y049</b>	<b>EH</b>	

Look again at the London - Mauritius fares table reproduced above:

There are **11** different fares shown for both single journeys (in light) and return (in bold). However, there are only **5** different fare types as discussed on the next page.

# Global Indicators (GIs)

A Global Indicator is...

**“a code that appears next to the fare and tells what route the travel must take”**

For certain destinations it is possible for passengers to travel by alternative routes. From the UK to New Zealand, for example, they may either travel in an Easterly direction, perhaps stopping at points in Asia and Australia; alternatively there is a service which crosses the Atlantic, stopping at a point in the USA, and then across the Pacific to the destination.

In these situations the fares tables give **Global Indicators (GI)** as we have already seen.

There are a number of Global Indicators:

- Eastern Hemisphere      **EH**
- Far East      **FE**
- Trans Siberian      **TS**
- Atlantic Pacific      **AP**
- Atlantic      **AT**
- Pacific      **PA**
- North Pacific      **NP**
- Russian Route      **RU**

These routes are explained in more detail on the next two pages.



# Exercise 1.5

Using the appendix, identify the correct Fare Basis and fare for the following scenarios:

1. A customer travelling between London and Nassau on an Apex ticket in April.

Fare Basis:

Fare: GBP:

2. A customer travelling between Sydney and Larnaca on an Excursion ticket in December.

Fare Basis:

Fare: AUD:

3. A customer travelling between Oslo and Vancouver on a Super-Apex ticket in November.

Fare Basis:

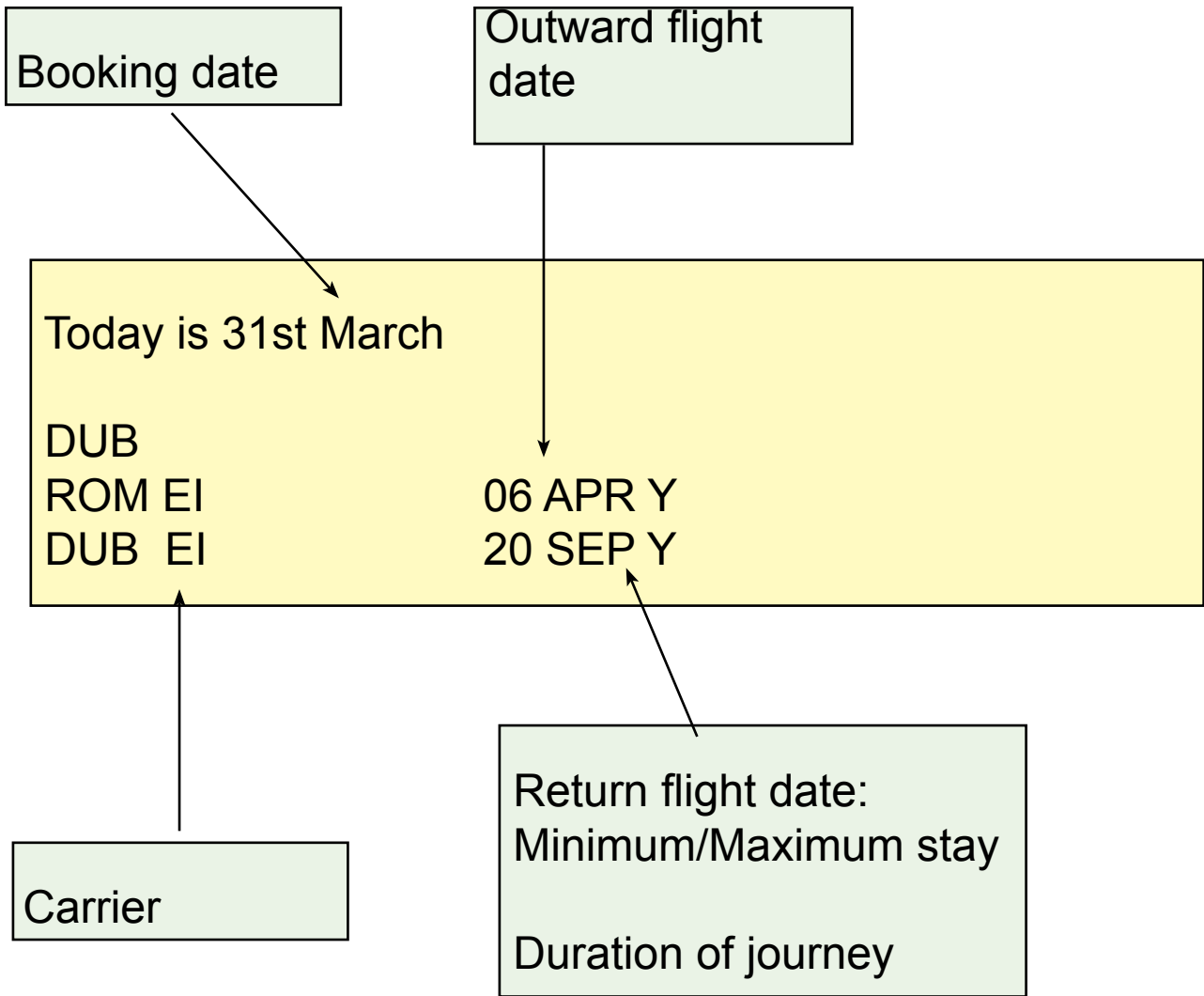
Fare: NOK:

4. A customer travelling between Johannesburg and Milan on a Super Pex ticket in August.

Fare Basis:

Fare: ZAR:

## Example



# Midweek and Weekend Fares

Some fares have different levels for midweek travel.

## Example

London - Milan fares table is shown below.

FARE TYPE	LOCAL CURRENCY	NUC	CARR CODE	RULE	GI	MPM & ROUTING
<b>LONDON UK (LON)</b>						
UNITED KINGDOM				POUND STERLING (GBP)		
<b>To MILAN (MIL)</b>						EH 714
Y	256	414.37			EH	
YBB	476	770.47		Z029	EH	
YLXSX1M	259	419.23		ZX03	EH	
YLWSX1M	278	449.98		ZX03	EH	
YKSX1M	319	516.35		ZX03	EH	
YHXSX1M	302	488.83		ZX03	EH	
YHWSX1M	319	516.35		ZX03	EH	
YLXPX3M	321	519.58		ZP10	EH	
YLWPX3M	339	548.72		ZP10	EH	
YKPX3M	385	623.18		ZP10	EH	
YHXPX3M	367	594.04		ZP10	EH	
YHWPX3M	385	623.18		ZP10	EH	

# Child and Infant Discounts

Discounted fares apply for children and infants on most air fares.  
The exact amount of the discount depends upon the route and fare type.

The following are the USUAL conditions (but these might be modified by a specific rule entry).

- **A CHILD** is defined as a passenger who has reached their second birthday, but not reached their twelfth birthday.
- **AN INFANT** is defined as a passenger who has not yet reached their second birthday.

These ages are those that the passenger has reached on the DATE THE JOURNEY STARTS. An infant having their second birthday, or a child having their twelfth birthday, between the start of the journey and the return flight are entitled to the discount. (NB: This is different from the policy adopted by many charter airlines operating package holidays, where the effective age is that applying on the date of return). This can, however, depend on the airline.

The rule is, if in doubt, always check!

The STANDARD discount for children and infants is given in:

- Standard Condition **SC101** for **NORMAL** fares
- Standard Condition **SC100** for **SPECIAL** fares

The two extracts are reproduced opposite.

# Stopovers and Transfers

There is a specific difference between a stopover and a transfer.

- **A Stopover** is a break in the journey of more than 24 hours
- **A Transfer** is a break of journey where the passenger has a flight reserved to depart within 24 hours of the previous flight's arrival

Paragraphs 8 and 9 of rules are concerned with Stopovers and Transfers.

Passengers may have a break in their journey, between the Origin and the Destination (for OW journeys); or between the Origin and the Point of Turnaround (on a RT journey).

As you can see from the definitions, the length of that break of journey will determine whether it is a Stopover or a Transfer. In both cases the times considered are the SCHEDULED times. No account is taken of flights that arrive or depart earlier or later than scheduled.

## Example 1:

Dep. London (LON)	Fri 2130	Arr. Johannesburg (JNB)	Sat 0920
Dep. Johannesburg (JNB)	Sun 0915	Arr. Mauritius (MRU)	Sun 1510

**Johannesburg is regarded as a TRANSFER point as it's less than 24 hours**

## Example 2:

Dep. London (LON)	Fri 2130	Arr. Johannesburg (JNB)	Sat 0920
Dep. Johannesburg (JNB)	Sun 0930	Arr. Mauritius (MRU)	Sun 2125

**Johannesburg would be regarded as a STOPOVER as it's more than 24 hours**

On a separate note, when shown as a routing or on a ticket, an 'x' is shown beside any transfer city to indicate this. e.g. LON - X/ROM - HKG

**IMPORTANT!** Sometimes a fare rule may give a more specific definition of a transfer/stopover. This will supersede the general rule above.

# Review

This completes this section. Complete the review to check your understanding.

This Review provides evidence for assessment and grading criteria **P1 & P2**



# The Neutral Unit of Construction (NUC)

A neutral unit of construction is...

**“a common denominator used to calculate a total when adding fares in different currencies.”**

So far we have calculated fares entirely in local currency - for journeys from the UK this was the GBP, for journeys from France the EUR and so on.

When it was necessary to compare fares for journeys from the same country this was no problem. If we had needed to compare fares of GBP210.00, GBP199.00 and GBP254.00 we could very quickly identify which was the lowest fare.

But what if the fares to be compared are in different currencies?

To start with we would need to know the appropriate exchange rates, then we would need a calculator. Altogether more complicated than comparing three fares in the same currency.

Passenger Air Tariff publishes fares for any journey in both the local currency of the country of departure, and in NUCs.

NUCs are of course, a fictitious currency in that the passenger cannot pay a fare in NUCs. Neutral Units of Construction are converted into local currency fares by applying IATA Rates of Exchange which are shown in the appendix.

Just for your information, NUC rates are pegged approximately to the US Dollar.

# The Mileage System

The Mileage System is...

**“An airfare system allowing stopovers up to a specific maximum permitted mileage”**

Unless the fares rule prohibits stopovers or transfers passengers do not have to travel directly to their destination or turnaround point.

They may travel by any number of intermediate points, at the published fare for their ‘end to end’ journey, subject to two important conditions.

- They are only permitted to travel a certain number of miles for each route
- They may not travel via any point having a higher fare than that for the ‘end to end’ journey. This is covered in the Level Two Course
- The maximum miles that a passenger may travel is known as the ‘Maximum Permitted Mileage’ abbreviated as **MPM**
- The MPM for any journey is given at the top of each fares table.

FARE TYPE	LOCAL CURRENCY	NUC	CARR CODE	RULE	GI MPM & ROUTING
<b>LONDON UK (LON)</b>					
UNITED KINGDOM					POUND STERLING (GBP)
<b>To CAIRO (CAI)</b>					EH 2672
Y	584	945.29			EH
Y	<b>1063</b>	<b>1720.62</b>			<b>EH</b>
C	875	1416.32			EH
C	<b>1593</b>	<b>2578.51</b>			<b>EH</b>

The Maximum Permitted Mileage for a journey between London and Cairo is 2672.



# Maximum Permitted Mileage (MPM)

In the event that the mileage is exceeded, a surcharge of between 5 - 25% can be assessed for an additional 5 - 25% mileage, respectively. Beyond 25% additional mileage, the through fare must be broken. This scenario is covered in the next level of Airfares and Ticketing. So 'mileage surcharges' apply in the following stages:

## For a mileage increase of: the fare is increased by:

Not more than 5%:	5%
More than 5%; but not more than 10%:	10%
More than 10%; but not more than 15%:	15%
More than 15%; but not more than 20%:	20%
More than 20%; but not more than 25%:	25%

You cannot have a mileage percentage increase higher than 25%. This would require a completely different calculation that is covered in a different course.

To calculate the percentage by which a TPM exceeds the MPM there is a simple rule:

**DIVIDE the Ticketed Point Mileage (TPM) by the Maximum Point Mileage (MPM)**

## Exercise 11.6

Calculate the Normal ECONOMY Class fare for the following itinerary. List your TPMs, show all your calculations in NUCs, and convert to local currency.

From	To	Carrier	Date	TPM
London (LON)	Barcelona (BCN)	IB	31JAN	
Barcelona (BCN)	Milan (MIL)	AZ	11FEB	
Milan (MIL)	Rome (ROM)	AZ	14FEB	
Rome (ROM)	Malta (MLA)	KM	18FEB	
Malta (MLA)	Cairo (CAI)	MS	28FEB	

Fare Component(s)	<b>London- Cairo</b>
NUC	
Rule	
MPM	
TPM	
Extra Mileage Surcharge (EMS)	
Air Fare	
Sub-total	
International Rate of Exchange (IROE)	
Local Currency Fare (LCF)	

# Mileage Calculations for Return Journeys

Calculating the mileage surcharge on a return journey is the same principle as a one way. However, you need to identify the turnaround point and show two separate constructions - an outward and return.

There are six stages of calculating the fare which is shown below.

## Example

London - Nice – Barcelona – Malaga –Tangiers – Madrid – Marseilles – London

**Stage 1: Identify the Turnaround Point:** This is the point furthest from the origin. Sometimes this will be easy to identify from its geographical position, in other cases it may be harder. There is a very simple way to find the turnaround point:

**The turnaround point is the city with the greatest MPM from origin**

In this example the turnaround city is Tangier: The MPM is 1358

**Stage 2:** Check the TPM's for each sector, and calculate the total for each direction.

### Outward

Sector	TPM MPM
LON-NCE	645
NCE-BCN	309
BCN – AGP	476
AGP – TNG	103

OUT: 1533

### Return

Sector	TPM MPM
TNG – MAD	352
MAD – MRS	495
MRS – LON	615

IN: 1462

# Exercise 16.6

Calculate the Normal BUSINESS Class fare for the following itinerary. List your TPMs, show all your calculations in NUCs, and convert to local currency.

From	To	Carrier	Date	TPM
London (LON)	Cairo (CAI)	BA	18APR	
Cairo (CAI)	Muscat (MCT)	MS	21APR	
Muscat (MCT)	Dubai (DXB)	GF	25APR	
Dubai (DXB)	Kuwait (KWI)	KU	11MAY	
Kuwait (KWI)	Malaga (AGP)	KU	16MAY	
Malaga (AGP)	London (LON)	BA	22MAY	

Fare Component(s) (FCP)		
NUC		
Rule		
MPM		
TPM		
Extra Mileage Surcharge (EMS)		
Sub Total		
Total		
International Rate of Exchange (IROE)		
Local Currency Fare (LCF)		

# Linear Fare Calculation Entries

Linear format is the fare calculation on e-tickets.

**First Entry:** 'LON' - the city three letter code of the starting point of the itinerary. Note that the CITY code is used not the **Airport code**

**Third Entry:** The first destination flown to from LON, in this case WAW

**LON LO WAW532.53NUC532.53END ROE0.617797**

**Second Entry:** 'LO' - the carrier operating the first flight.

**Fourth Entry:** In this case, the next part of the entry 532.53NUC532.53END is comprised of a number of elements that are printed without any spacing between them.

These are:

- 532.53 the fare, in NUC, for that 'fare component'.
- NUC532.53 the total fare, in NUC for the entire itinerary.
- END to indicate that the fare construction is finished.

# Weight System

The weight allowance depends upon the class of travel, as follows:

<b>Class:</b>	<b>Allowance:</b>
Economy	<b>20 kgs*</b>
Business Class	<b>30 kgs</b>
First Class	<b>40 kgs</b>

**\*IMPORTANT EXCEPTION:** British Airways (BA) 23 kgs.

## Key Points

- CHILDREN receive the full allowance, **but INFANTS (paying 10% of the adult fare) are only entitled to a reduced allowance of 10 kg.**
- Passengers are permitted to 'pool' luggage. Three passengers travelling together in Business Class would be able to carry a total of 90 kg between them.
- If passengers wish to travel with luggage of an unusual size or shape they should check with the airlines in advance. Particular regulations might apply.
- Remember - some airlines apply different baggage allowances. Always check for details in the Passenger Air Tariff.



# Forms of Payment

Travellers can pay for their travel arrangements via a number of methods. The most popular are mentioned below along with the entries shown on their e-ticket:

<b>Payment type:</b>	<b>Entry:</b>	<b>Notes:</b>
Cash or Traveller's Cheques	<b>CASH</b>	
Cheque	<b>CHEQUE</b>	
Invoice or Company Credit	<b>NONREF</b>	This indicates that the Account passenger may not yet have paid the agent for the ticket, so they will only be able to obtain a refund with the authority of the original issuing agent.  (NB: The code NONREF does NOT mean Not Refundable). Also note the code NONREF/AGT has a specialised meaning, and is not used during the Level One course.
Credit card	<b>Card Type: Code</b>	Enter the Two Letter code for the type of credit card, followed by the serial number of the card.
	MasterCard <b>CA</b>	The full list of credit card codes is given in the Passenger Air Tariff.
	American Express <b>AX</b>	
	Diners Club <b>DC</b>	
	Visa <b>VI</b>	

# Ticketing

There are a number of different ticket types:

- **Electronic tickets (E tickets)**
- **Automated Ticket and Boarding Pass (ATB tickets)**
- **Multiple Purpose Documents (MPDs and MCOs)**

There are also the following types of tickets which are rarely used in aviation so are not covered further in this manual:

- **OPTAT**: Off premise transitional automated ticket
- **Two coupon/Four coupon paper tickets**: Paper tickets came in batches of two or four coupons, for two or four flights respectively.





# Exercise 4.8

Answer the following questions concerning the electronic ticket below.

ELECTRONIC TICKET RECORD  
INV: CUST: IAT000 PNR: WPTRKG  
TKT: 118 13424261077 ISSUED: 27SEP10 PCC: 04D9 IATA: 96114104  
NAME: WRIGHT/CALLUM  
NAME REF: TOUR ID: 000001  
FOP: AX3742335867911922  
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT  
1 LH 811 C 11NOV HELMUC 1600 OK F OPEN  
2 LH 835 C 11NOV MUCIST 1915 OK F OPEN  
3 LH 834 C 21NOV ISTFRA 1810 OK F OPEN  
4 LH 810 C 21NOV FRAHEL 2155 OK F OPEN  
  
FULLY ENDORSEABLE  
FARE EUR1129.00 TAX 94.80YQ TAX 15.21FI TAX 6.96DQ  
TAX 10.49DE TAX 38.23RA TAX 17.77TR  
TOTAL EUR1312.46  
  
HEL LH X/MUC LH IST M750.38 LH X/FRA LH HEL M750.38NUC1500.76END ROE0.751949XT6  
.96DQ10.49DE38.23RA17.77TR

1. According to the reservation status on the ticket, space is:

- a) Subject to availability
- b) Not confirmed
- c) Confirmed

2. The form of payment (FOP) is made by:

- a) Cheque
- b) Cash
- c) American Express
- d) Diners Club Credit Card

3. What is the country of origin?

4. The code starting 118 indicates:

- a) The reservation status code
- b) The origin and destination city codes
- c) The PNR booking reference code
- d) The ticket number