

E-TICKETING TRAINING FOR THE AIRPORT STAFF

COURSE OBJECTIVES

The participants will be aware of the new processes for check-in of E-Tickets, Passenger identification, methods of fraud and other related subjects concerning E-Ticketing

WHO SHOULD ATTEND

Airport Staff, Passenger Handling, DCS Staff, Supervisors and Managers, as well as customer service Staff at airports

DURATION

2 DAYS

COURSE CONTENTS

- Check-in procedures on own check-in systems versus third-party DCS
 - access of e-tickets for check-in and processes for check-in staff boarding
 - carrier for e-ticketing access Responsibilities of validating
 - access to e-tickets
 - E-ticket information on PNL
 - Check-in procedures passenger identification
 - Check-in and boarding incl. various E-ticket procedures for important checks
 - Status(e-Ticket Life Cycle) update and change of e-ticket
 - To e-tickets prior to departure special procedures for changes incl. checks to ensure rebooking fees are collected
 - Processes E-Ticketing flight closure
 - Authorizations for specialized check-in special procedures and staff, e.g. reset of status

 - Re-issuing procedures prior to departure exchange, rebooking and interlining procedures, e.g. control of special e-ticketing e-tickets
 - E-tickets Irregularity handling
 - Prevention of fraud
- (E-Ticket Life Cycle)Change of e-ticket status