

Appendix A: Answer Key



Module 1: Getting Started

1a	HELP CARS or H/Cars
1b	HELP PHONE or H/P.
1c	HELP FREQ or H/M.
1d	HELP Client or H/CF
1e	Help History or H/HIST
2	PNS
3	Hawaiian Airlines
4	.CD DPS INDONESIA
5	Displays a list of recently viewed booking files.
6	History menu
7	Ctrl + ↓↑ or TOOLS Replay Entries

Module 2: Checking Flight Availability and Selling Flights

1	Cryptic format Search Menu > Availability Search Tools > Calendar
2	Double click on the booking class on line 3 or N1B3B4 or N1B3*
3	TTB3
4	/5S2
5	XI

Module 3: Building a Booking File

1	CM/+*GEORGE (displayed move) or CMT/+*GEORGE (blind move)
2	PNR option Create/Edit Customer Information > Contact Tab > Add or click on the  icon and Create/Edit Customer Information>Contact tab
3	TAU Arrange Ticketing Date – accessed via PNR option or  icon and selecting the ticket option tab
4	Phone, Received, Name, Ticketing Fields
5	I
6	Select from the PNR drop down menu > Create/Edit Customer Information ...or click the Pencil icon at the bottom of the PNR Viewer Window

Module 4: Adding Optional Booking File Fields

1	Customer Address and Delivery Address
2	Create/Edit Customer Information
3	17
4	Associated remarks are itinerary remarks are associated to a specific segment in a Booking File. Unassociated remarks are freeform remarks you create for an itinerary that do <i>not</i> associate to a specific segment.
5	A Special Service Request (SSR) is a message sent to an airline that requires the airline to take action. Other Services Information (OSI) sends a message to an airline advising of information pertaining to the passengers in the Booking File. It does not require action.
6	Display: <ul style="list-style-type: none"> • Seat data • Itinerary remarks • Review Bookings • Invoice remarks
7	Display Customer information and go to Form of Payment, select new FOP from the drop down and click Save.

Module 6: Fare Display

1	6
2	:C
3	FD@C
4	Change the destination to SFO
5	<p>FDLON10SEPYZ-RT</p> <p>a. FD/AC</p> <p>The below answers are dependent on the fare selected.</p> <p>b. KXNCGBW</p> <p>c. Ticket is VON-REFUNDABLE</p> <p>d. 25% discount for children -</p> <p>e. 90% discount for infants</p>

Module 7: Fare Quoting an Itinerary

1	<p>All passengers in the booking require fare quotes</p> <p>All passengers are adults unless an infant or a specific passenger type code has been used when the name field was added</p> <p>All segments to be quoted</p> <p>Ticketing to take place on the same date as the ticket is quoted or within the guarantee limits</p> <p>Sale and ticketing to take place in the country of set location.</p> <p>A stopover is assumed where connections are 24 hours or more for international travel and 4 hours or more if the journey is within North America</p> <p>Passengers are not exempt from any ticketable tax</p>
2	FQBB++-FIRST
3	Answer A - Lowest fare available in all cabins
4	FQBBS1.4
5	Expired
6	Accompanied Adult (PTC/A)

Module 8: Working with Manual Fare Build

1	FBCP4/CBA
2	FBCP4*C05.1-3

Module 9: Fare Shopping

1	More than 3 different itineraries exist
2	Open up Fare Shop or Smartpanel
3	Exclude connection points
4	Indicates this is into Perth and out of Sydney/Open Jaw
5	The fare is displayed in green
6	The # symbol before the carrier code identifies 'Instant Purchase' for a Direct payment carrier.

Module 11: Selling Hotels

1	GC*11/HTL/HAMPTON INNS
2	GC*11/HTL/SZ
3	<ol style="list-style-type: none">1. Display hotel availability2. Display complete availability3. Display room rate rules and policies4. Sell the hotel room
4	Hotel Availability Maps Display
5	<p>It pre-populates the hotel search with the check-in and out dates based on the flight segments in the Booking File.</p> <p>It assumes the airport city code in the search.</p> <p>It displays hotels within a 30-mile radius of the destination airport.</p>
6	HOU

Module 12: Selling Cars

1	Payless
2	Standard 2 or 4 door Automatic A/C
3	The green Hertz
4	Advanced Sell
5	CAU.I
6	Click on the green vendor name

Module15: Booking File History and Troubleshooting

1a	ARNK segments Added phone fields (only changed or deleted phones) Original Booking File elements if never changed
2	False
3	C*CIDBNUMBER
4a	Added segment
4b	Original Segment Status
4c	Deleted seat
4d	Status change
4e	Cancelled Fare Quote