

Agenda : All Fares and NDC Contents

1 Day :

➤ All Fares

- ✓ What is All Fares?
- ✓ How to access All Fares
- ✓ How to search for a flight
- ✓ How to display flight information from the All Fares results
- ✓ How to filter the All Fares results
- ✓ How to compare fares
- ✓ How to book flights
- ✓ How to switch between the command page and graphic mode
- ✓ How to reserve Seats and Services

➤ NDC (New Distribution Capability)

- ✓ What is NDC?
- ✓ How to access NDC Content?
- ✓ Booking flow
- ✓ How to book flights
- ✓ Special Services Requests (SSRs) and Auxiliary Services (SVCs)
- ✓ Booking Retrieval
- ✓ Transfer order to Ticketing office
- ✓ How to pay and issue the ticket
- ✓ How to send document receipt
- ✓ How to split a passenger from an NDC booking
- ✓ How to cancel an NDC booking
 - Cancel before ticketing – Cancel Order
 - Cancel after ticketing – Void (Same day)
 - Refund
- ✓ How to exchange an NDC ticket
- ✓ Working with queues for NDC content
- ✓ NDC Sale Report Solution