"The use of GDSs in travel agencies and introduction to airline industry terminology and processes"

First seminar „HER" – Thursday 16/03/2023 15:00-17:00

- Global distribution systems
- Briefly about IATA and ICAO
- Different types of travel agencies selling airline tickets
- Travel content aggregators, metasearch engines and data aggregators in the airline industry
- Types of airlines
- Airline alliances and interline and codeshare agreements (explanation of marketing and operating carriers)
- Types of airline classes
- Types of flights and connections

During this seminar, students will learn about the most famous global distribution systems and their main purpose. The role of IATA and ICAO will be briefly mentioned. The payment transactions between airlines and travel agencies will be explained, along with the steps that a travel agency has to take in order to become an IATA certified agent. In the following, we will discuss traditional travel agencies (offline travel agents), online travel agencies, TMCs, GSAs, consolidators, and niche travel agencies and how they are selling tickets with insight into relations between them. Since new distribution strategies are continuously developing in the airline industry, next to GDS, the role of travel content aggregators will be explained with a couple of words about NDC (new distribution capability). Next, we will talk about the most famous data aggregators and metasearch engines and their roles. Different types of airlines, like full-service and low-cost carriers, will be mentioned together with the three most important airline alliances. Interline and codeshare agreements between airlines will be described with examples in practice. The four most important types of airline classes and various types of flights and flight connections will be introduced to students.

Second seminar „CHQ" – Thursday 23/03/2023 15:00-17:00

- ICAO phonetic alphabet
- IATA Traffic Conference Areas
- IATA city codes and airport codes
- IATA airline codes and country codes
- PCC and sign on/sign off in GDS
- Encode and decode airports and airlines in GDS
- Availability search in GDS
- Elements of an itinerary in GDS
- Difference between itinerary and e-ticket

In this seminar, students will learn about the ICAO phonetic alphabet and be able to spell IATA codes and their names using this particular alphabet. Next, we will discuss three different IATA Traffic Conference Areas with examples of flight durations when traveling between different areas. A dynamic part of this seminar will be on encoding and decoding airports and airlines in

GDS and learning about the difference between IATA city codes and IATA airport codes. Examples of 20 IATA airport codes, 10 IATA airline codes, and 10 IATA city codes will be given, along with 5 IATA country codes. Students will learn what commands are used to sign on and sign off in GDS and what the pseudo city code is. Commands for the availability search, the main step in the manual search of flights in GDS, will be shown with explanations of every element in the availability search result. The main focus of this seminar will be on the mandatory elements of an itinerary in GDS, including the mention of PNR and what it is. Following that, the difference between an itinerary and an e-ticket will be explained with examples of both.

Third seminar „JSH" – Thursday 30/03/2023 15:00-17:00

- Fare shopping search in GDS
- Price calculation of the air tickets in GDS
- Minimum connecting time and timetable
- Baggage types and baggage information in GDS
- Passenger type codes in the airline industry
- Additional elements of reservation SSR, OSI
- Group requests
- What are voluntary and involuntary reissue, void, revalidation and refund in GDS

In this seminar, we will continue with GDS commands, especially with the most used one in Galileo for the search of different flight options, which is the fare shopping search command. Price calculation and fare basis will be introduced, along with a detailed explanation of different fare types. Furthermore, an explanation of the flight timetable and the minimum connecting time between flights will be shown. Next, we will talk about the various baggage types, how the information about allowed baggage looks in the GDS, and what are the most important passenger type codes. Several examples of special service requests and their codes in GDS will be shown, along with a short insight into other service information in GDS. The difference between group requests and individual requests and the price calculation for the group requests will be next. In the end, the post-booking processes like voluntary and involuntary reissue, void, revalidation, and refund will be theoretically explained for the picked route under the specific fare rule in category 16.

Fourth seminar „KGS" – Thursday 06/04/2023 15:00-17:00

- Elements of a boarding pass
- Flight connections website
- LCC EasyJet, WizzAir, Ryanair websites
- SkyExpress website
- Skyscanner website
- Walkthrough maps of airports IST, CVG, CUN

In this last seminar, different boarding passes from full-service and low-cost carriers will be presented. We will go through various websites of low-cost carriers, but we will also include analyses of SkyExpress, Skyscanner, and Flight connections websites. At the very end of this seminar, a small guide on how to easily find your way through various airports will be provided.