

# OHSU

## TRAVEL COORDINATOR HANDBOOK



# TABLE OF CONTENTS

I. TRAVEL SERVICES -----	2
II. TRAVELER PROFILE FORM -----	3
III. RESERVATIONS -----	3
IV. RESERVATION REQUESTS VIA FAX OR E-MAIL -----	3
V. TRAVELER ITINERARY/INVOICE-----	4
VI. ELECTRONIC TICKETS -----	10
VII. TICKET DELIVERY -----	10
VIII. AIRLINE INFORMATION -----	11
IX. HOTEL INFORMATION -----	14
X. CAR INFORMATION -----	15
XI. SERVICE ISSUES-----	16
AIRLINE CODES & ABBREVIATIONS	
CITY & AIRPORT CODES	
GLOSSARY	

# **I. TRAVEL SERVICES**

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## **GOVERNMENT RESERVATIONS**

Monday-Friday, 8:00 AM - 5:30 PM Pacific Time

Phone: (866) 291-0460

Fax: (800) 713-5432

Azumano Online [www.azumano.com/ohsu](http://www.azumano.com/ohsu)

## **EMERGENCY AFTER HOURS ASSISTANCE**

24 hours a day, 365 days per year.

When it is not possible to reach an Azumano agent, service is provided through the Virtual Call Center, one of the oldest independent 24-hour emergency services in the industry. The Virtual Call Center is owned and operated by Custom Travel Systems but has complete access to Azumano records and profiles. Emergency phone numbers print on each Invoice/Itinerary.

## **CUSTOMER SERVICE**

Corporate Account Manager: Tony Fuerte

Phone: (503) 221-6339

Fax: (503) 294-6474

Toll-free: (800) 777-2018

Email: [tfuerte@azumano.com](mailto:tfuerte@azumano.com)

## II. TRAVELER PROFILE FORM

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A Traveler Profile Form must be completed for all travelers prior to making reservations. For your convenience, forms can be found on our website, [www.azumanotravel.com/ohsu](http://www.azumanotravel.com/ohsu). The profile form includes personal data necessary to finalize a booking and personal preferences that will facilitate proper mileage credit, preferred seat assignments, etc. Completing the form prior to the booking ensures consistency of reservations and saves time for both the travel arranger and the booking agent.

## III. RESERVATIONS

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Please have the following information ready prior to making your initial request for reservations:

1. Passenger(s) name.
2. Type of transaction (i.e. a new ticket, or a change). This information will help expedite your request and avoid duplicate bookings.
3. Originating city/airport and destination city/airport.
4. Dates and desired times of travel for both departure and return.
5. Alternative dates/times/airports (this may enable us to obtain a lower fare).
6. Hotel requirements and preferences.
7. Car rental requirements and preferences.
8. Authorization: Authorization must be given to your Azumano agent by 4:00 PM.  
**Example of Authorization #: 000000.00000000.00000** (6 character Auth #, 5 organization #, 5 character alias)

Reservations are stored in the Computer Reservation System (CRS) for up to 24 hours. If we do not receive an authority to ticket within that time, the reservation will be cancelled. Should the reservation need to be re-booked, fares and/or availability may have changed. (Fares are not guaranteed until ticketed.)

## IV. RESERVATION REQUESTS VIA FAX OR E-MAIL

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For your convenience, reservation requests can be made via fax or e-mail. Just be sure to include as much as possible of the above information in your fax or e-mail request.

For your convenience, forms can be found on our website, [www.azumanotravel.com/ohsu](http://www.azumanotravel.com/ohsu) and will automatically be submitted upon completion.

## V. TRAVELER ITINERARY / INVOICE

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Agents can email or fax itinerary copies either directly through the reservation system or by printing a copy of the itinerary and faxing that copy. The information contained in the itinerary varies slightly depending on the method used. Key elements are listed below and correspond with the samples on the following pages.

### **For Itineraries faxed or emailed directly from the Apollo Reservation System:**

1. Date ticket/invoice issued
2. Traveler's name
3. Airline information – Please note that the departure time is on the far left. "Flight time" refers to the flight duration.
4. Seat assignment information
5. Car rental information and confirmation number
6. Hotel information and confirmation number
7. Ticket amount and breakdown
8. Additional comments and restrictions
9. Miscellaneous comments
10. Agency's toll-free number
11. Electronic ticket record locator – used by carrier
12. Reservation number – used by Azumano
13. Frequent Flyer information

### **For Itineraries printed from Apollo and faxed:**

1. Invoice number
2. Date ticket/invoice issued
3. Traveler's name
4. Airline information
5. Seat assignment information
6. Car rental information and confirmation number
7. Hotel information and confirmation number
8. Ticket amount and breakdown
9. Additional comments and restrictions
10. Miscellaneous comments
11. Agency's toll-free number
12. Electronic ticket record locator – used by carrier
13. Reservation number – used by Azumano

Both the traveler and the travel arranger should review itineraries for accuracy and for pertinent travel information. The itinerary is an easy and effective method of communicating with travelers and is often used to relay travel tips or alerts. The majority of service issues can be avoided with a prompt and thorough review of the itinerary/invoice.

FOR ITINERARIES FAXED or EMAILED DIRECTLY FROM APOLLO

12/14/99 15:09:52 Azumano Travel Servi->

5832946474

Page 001

Fax to: CATHE SCOTT Fax#: 92946474

ABC Company  
12345 SE Road  
800 888-8888  
Fax: 503 111-1111



Prepared on 12/14/99 15:08:19 PNR PXXXX3  
Passenger: Sue Jones GLC.001111.111

16DEC  
THU 735A

**AIR** United flight no: 682 class: B seat: 10A  
Portland, OR(PDX) to Chicago/O'Hare, IL(ORD) arrival: 110P  
meal: breakfast equipment: 722 flight time: 3:35  
AUDIO PROGRAMMING/NON-SMOKING  
ARRIVES ORD TERMINAL 1  
PREFERRED SEAT NOT AVAILABLE-PLEASE CHECK AT COUNTER

3

4

4

300P

**AIR** United flight no: 680 class: B no seat info.  
Chicago/O'Hare, IL(ORD) to New York Laguardia, NY(LGA) arrival: 559P  
equipment: 722 flight time: 1:59  
AUDIO PROGRAMMING/NON-SMOKING  
DEPARTS ORD TERMINAL 1 - ARRIVES LGA TERMINAL M  
AIRPORT SEAT ASSIGNMENT

3

4

4

5

**CAR** Pickup at New York Laguardia, NY dropoff 17DEC FRI  
Avis Rent A type: Inter Car Auto A/C confirmation no: 19527984US0 PEXP  
rate guaranteed \$ 63.50 per day, .00 per mile unlimited free miles

6

**HOTEL** Hilton/Conra in New York City Area check out: 17DEC FRI  
NEW YORK HILTON AND TOWERS 1335 AVE OF THE AMERICAS NEW YORK NY  
10019  
Voice: 212 586-7000 Fax: 212 315-1374  
confirmation no: 3105184344NON SMKING CONF Room guaranteed to credit card  
rate: \$ 425.00 Rate guaranteed

4

17DEC  
FRI 500P

**AIR** United flight no: 667 class: B seat: 23C  
New York Laguardia, NY(LGA) to Chicago/O'Hare, IL(ORD) arrival: 626P  
meal: snack equipment: 757 flight time: 2:26  
SHORT FEATURE VIDEO/NON-SMOKING  
DEPARTS LGA TERMINAL M - ARRIVES ORD TERMINAL 1

3

4

730P

**AIR** United flight no: 577 class: B seat: 10D  
Chicago/O'Hare, IL(ORD) to Portland, OR(PDX) arrival: 950P  
meal: dinner equipment: 757 flight time: 4:20  
MOVIE/NON-SMOKING  
DEPARTS ORD TERMINAL 1

3

7

**Ticket Information**

Fare Quoted (Total)	Base Fare	Taxes	PFC	Agent	Ticketing Date	Reservation #
\$1974.22	\$1816.94	\$136.28	\$21.00	71	14DEC	PM3NC2

**Frequent Flier Information**

Alaska	05817280
America West	00121970651
United	2P 00227511869

13

12

**FOR ITINERARIES FAXED or EMAILED DIRECTLY FROM APOLLO**

12/14/99 15:18:18 Azumano Travel Servi->

5832946474

Page 002

BOOKED WITH KAREN/RESERVATION MADE BY: SUE JONES  
NO FLIGHT COUPON REQUIRED. PLEASE PRESENT GOVERNMENT  
ISSUED PHOTO ID AT AIRPORT CHECK-IN.

9

-----  
YOUR UNITED AIRLINES CONFIRMATION NUMBER IS: PM3NC2  
-----

11

IF YOU DO NOT USE THIS ELECTRONIC TICKET PLEASE  
ADVISE YOUR TRAVEL CONSULTANT.

9

Your ticket may carry airline and agency imposed  
fees. For revisions or cancellation -please call your  
Azumano travel consultant for specific details.

8

FOR ITINERARIES PRINTED FROM APOLLO AND FAXED

DEC-14-99 TUE 2:11 PM

FAX NO. 503 684 3314

P. 1



Azumano Travel

AZUMANO TRAVEL

- 1 INVOICE: 912143401 2233 71
- 2 DEC 14 1999 PM3NC2 PAGE-01
- 3 JONES/SUE L\*XXX.00000.0000

ENC NBR:

ABC Company  
 12345 SE Road  
 800 888-8888  
 Fax: 503 111-111

16 DEC 99 - THURSDAY

UNITED 682 COACH CLASS  
 LV: PORTLAND ORE 735A NONSTOP CONFIRMED  
 AR: CHICAGO/OHARE 110P  
 BREAKFAST-AUDIO SEAT-10A  
 AIRCRAFT - BOEING 727 JET FLIGHT TIME - 3:35  
 PREFERRED SEAT NOT AVAILABLE--PLEASE CHECK AT COUNTER

UNITED 680 COACH CLASS  
 LV: CHICAGO/OHARE 300P NONSTOP CONFIRMED  
 AR: NYC/LAGUARDIA 559P  
 AUDIO  
 AIRCRAFT - BOEING 727 JET FLIGHT TIME - 1:59  
 AIRPORT SEAT ASSIGNMENT

AVIS 1 INTERMED 2/4 DR DROP-17DEC CONFIRMED  
 PICKUP-NYC/LAGUARDIA LAGUARDIA APO  
 RATE- 63.50 WEEKEND GUARANTEED  
 MILEAGE-.00/MI  
 CONFIRMATION-19527984US0 PEXP

HILTON 01 NT/S - OUT 17DEC CONFIRMED  
 NEW YORK HILTON AND 1 ROOM/S GUARANTEE-CREDIT CARD  
 1335 AVE OF THE AMERICAS RATE- 425.00 GUARANTEED  
 NEW YORK NY 10019 PHONE-212 586-7000  
 FAX-212 315-1374

NAME-  
 CONFIRMATION-3105184344NON SMKINC SUE JONES

17 DEC 99 - FRIDAY

UNITED 667 COACH CLASS  
 LV: NYC/LAGUARDIA 500P NONSTOP CONFIRMED  
 AR: CHICAGO/OHARE 626P  
 SNACK SEAT-23C  
 AIRCRAFT - BOEING 757 JET FLIGHT TIME - 2:26

CUSTOMER

FOR ITINERARIES PRINTED FROM APOLLO AND FAXED

DEC-14-99 TUE 2:11 PM

FAX NO. 503 684 3514

P. 2



Azumano Travel

AZUMANO TRAVEL

INVOICE: 912143401 2233 71  
DEC 14 1999 PM3NC2 PAGE-02

13

ENC NBR:

JONES/SUE L\*XXX.00000.0000

ABC Company  
12345 SE Road  
800 888-8888  
Fax: 503 111-111

17 DEC 99 - FRIDAY

UNITED 577 COACH CLASS

LV: CHICAGO/OHARE 730P

NONSTOP

CONFIRMED

AR: PORTLAND ORE 950P

SEAT-10D

5

DINNER-MOVIE

AIRCRAFT - BOEING 757 JET

FLIGHT TIME - 4:20

4

BOOKED WITH KAREN/RESERVATION MADE BY SUE JONES  
NO FLIGHT COUPON REQUIRED. PLEASE PRESENT GOVERNMENT  
ISSUED PHOTO ID AT AIRPORT CHECK-IN.

10

YOUR UNITED AIRLINES CONFIRMATION NUMBER IS: PM3NC2

12

IF YOU DO NOT USE THIS ELECTRONIC TICKET PLEASE  
ADVISE YOUR TRAVEL CONSULTANT.  
THIS ITINERARY MAY CARRY FEES FOR REVISIONS OR CANCELLATION  
CONTACT YOUR AZUMANO TRAVEL CONSULTANT FOR SPECIFIC DETAILS

9

AGENCY PHONE 503-598-3871/800-866-6296  
EMERGENCY AFTER HOURS 877-840-0184

11

TICKET NUMBER/S:

JONES, SUE

1585641982  
ELECTRONIC

VI CARD

1974.22

AIR TRANSPORTATION	1816.94	TAX	157.28	TTL	1974.22
		SUB TOTAL			1974.22
		CREDIT CARD PAYMENT			1974.22-
		AMOUNT DUE			0.00

CUSTOMER

## **VI. ELECTRONIC TICKETS**

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Airlines have moved the travel industry into a paperless environment. The change began in the mid-90s with a limited introduction of domestic e-tickets. Since that time, numerous enhancements have been introduced and the convenience and cost-savings of electronic tickets has become apparent to agencies and travelers alike.

### **MAKING A RESERVATION**

An electronic ticket simply eliminates the need for paper flight coupons. Passengers make reservations in the same manner as in a paper ticket environment. The Computer Reservation System sends a message to the carrier's system that the ticket has been issued. The e-ticket is stored electronically by both the agency and the carrier.

### **CHECKING IN**

Passengers may check in curbside, at the front counter or at the gate. Airline representatives can retrieve your reservation by either your last name or confirmation number. This confirmation is always included on your invoice/itinerary. (See page 5). As with all travel, passengers are required to present a valid photo ID.

Upon check-in, you will be issued your boarding pass. The ability to pre-assign seats varies from airline to airline regardless of whether a ticket is paper or electronic.

## **VII. TICKET DELIVERY**

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### **ELECTRONIC TICKETS**

For electronic tickets, the itinerary/invoice is e-mailed or, if e-mail is unavailable, then faxed to the travel arranger and/or traveler and must be attached to the paperwork for the Travel Office. Passenger receipts are kept on file, however, since receipts are no longer an IRS requirement travelers generally do not require them.

### **PAPER TICKETS**

Paper tickets are mailed, over nighted, or delivered to the main reception desk of the traveler's specific department with the invoice/itinerary attached (again, the invoice must be submitted to the Travel Office). If requested, tickets can also be picked up at the *Made In Oregon* store inside the main terminal of PDX (store hours are 6:00 AM – 9:00 PM, seven days a week).

## **PRE-PAID TICKETS**

Due to the popularity of e-tickets, Pre-paid Ticket Advices (PTAs) are rarely required. However, if necessary, tickets can be issued at the airport using a PTA. When used, travelers must go to the originating airline's ticket counter and present a valid photo ID before receiving their prepaid ticket. Airlines charge a service fee ranging from \$50-100 for this service. The fee is pre-paid with the ticket, so there should be no charge to the traveler at the airport.

Regardless of the delivery method used, both the traveler and the travel arranger should review the documentation as soon as it is received. Any discrepancies need to be reported immediately.

## **VIII. AIRLINE INFORMATION**

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### **RECONFIRMING RESERVATIONS**

Reconfirming reservations on *domestic* flights (within the continental United States) is not required, but recommended. Reconfirming reservations on *international* flights is required at least 72 hours prior to departure.

If a passenger decides not to use the first segment of an itinerary, but plans to use the remaining segments, they must call either the travel agent or the airline to cancel that segment. If a passenger does not show up for the original flight without notification, the airline can cancel all other confirmed flights on that itinerary.

### **SEAT ASSIGNMENTS AND BOARDING PASSES**

Whenever possible, your agent will issue a pre-assigned seat number that honors the passenger's seating preference; however, the airlines maintain strict control over which seats are available – often tying seat assignment to frequent flyer status or fare type.

If the number of seats an airline makes available for advance assignment is exhausted, then the agent will alert the traveler via the itinerary. At the same time, the agent will queue the passenger record to CORNERSTONE/EXPERT, our automated quality assurance program. CORNERSTONE/EXPERT will conduct a continuous 24-hour search for open seats. This search is often successful as new seats become available through cancelled reservations and/or the airline increases the number of seats they are willing to pre-assign.

Generally speaking, the closer to the flight date you make your reservation, the more difficult it will be to obtain seat assignments and your seating preference.

Regardless of whether a seat is pre-assigned or not, boarding passes will only be issued at the airport on the day of departure.

## **CHECKING IN AT THE AIRPORT**

Most airlines advise checking in at least one hour prior to departure for domestic travel and two hours prior for international travel. Reservations are subject to cancellation when check-in is less than 20 minutes prior to domestic departures and 40 minutes prior to international departures. Keep in mind peak travel periods like holidays, spring break or summer may require additional check-in times.

Passengers who are first to check in generally receive preference in boarding and/or seating selection should there be any flight, equipment or schedule changes.

## **GETTING "BUMPED"**

If a flight is overbooked, no one can legally be denied a seat until airline personnel have asked for volunteers willing to give up their seats. If there are not enough volunteers, the airline will then deny boarding in accordance with its particular policy. Each airline's policy is available at their ticket counter and boarding areas.

## **TICKET PRICING**

Airlines price their seats by a method known as "yield management". Sophisticated programs continually monitor availability and compare it to historical factors and advance booking patterns. Based on this information the carriers allocate varying inventories of discounted seats. As a departure date approaches, the yield management programs adjust the seating inventory. It is important to note that airlines can raise/lower fares at any given time prior to ticketing.

Because of these continuous adjustments, if you do not purchase your ticket at the time a reservation is made, we cannot guarantee you will receive the fare that was quoted.

## **FARING AND ADVANCE TICKET PURCHASE**

Azumano uses an automated fare monitoring system that searches for lower fares during the entire length of each reservation. This system helps to assure that travelers receive the lowest fares available in our reservation system between the date of purchase and the date of travel. If a lower fare is found, and the penalties are lower than the savings, the agent will notify the travel arranger of a savings opportunity.

One common question regarding fares is "how far in advance should I book?". It is well known that tickets purchased in advance will tend to have the lowest fares. What is

less known is that these types of advance purchase fares also are likely to include a Saturday night restriction, making them impractical for most business travelers.

For the business traveler, the advantage to early booking lies in availability. The earlier travel is booked, the more likely the traveler is to secure the desired flights.

## **UNUSED AIRLINE TICKETS – REFUNDS AND EXCHANGES**

Most airline tickets have a cash value. Any time a ticket is not fully used you should call your agent to determine if that ticket can be refunded or exchanged. Electronic ticket information is stored in the computer reservation system for up to 13 months (varies with airline), but paper tickets must be retained for future use.

Travel Agencies cannot exchange or refund tickets that have been issued directly by the airline or by another travel agency. We will be happy to assist you with a rebooking but the physical transaction must occur through the carrier or the original issuer.

## **LOST TICKETS**

If you lose a paper ticket, call your travel agent or the airline immediately for assistance completing a Lost Ticket Application (LTA). Any replacement ticket will be at the cost of the fare applicable at the time the replacement ticket is issued. LTAs can take up to three months for airlines to process. If it is determined that the lost ticket was not used, the carrier will issue a refund for the amount of the replacement ticket less a processing fee. The processing fee of an LTA varies between \$50-\$100, depending on the carrier.

## **FREQUENT FLIER MILEAGE**

If a passenger's Azumano profile contains frequent flyer membership numbers, our reservations system will automatically transmit the appropriate number to the corresponding airline each time a reservation is made.

Travelers must enter their frequent flyer membership numbers on their Azumano Traveler Profile Form exactly as the name and number appear on the frequent flyer account. For example, if a traveler's frequent flyer membership is under the name "Jane Jones," their Azumano Traveler Profile Form should also be filled out as "Jane Jones" and not Jane R. Jones, or Jane Smith-Jones.

Carriers recommend retaining all boarding passes until a statement is received reflecting that mileage credit.

## **LUGGAGE TAGS**

Azumano Travel would like to issue each of your travelers a complimentary set of personalized luggage tags. Interested travelers should send two business cards to:

Client Services Coordinator  
**Azumano Travel/American Express**  
Executive Offices  
320 SW Stark Street, Suite 600  
Portland, OR 97204

The business cards will be laminated into luggage tags and returned to the traveler within five business days.

## **LOST LUGGAGE**

If your luggage does not arrive at its destination, or has been damaged by the airline, notify an airport baggage clerk before leaving the airport. Reimbursement for lost or damaged bags is based on the depreciated value of the bag and its contents, not the full replacement value.

# **IX. HOTEL INFORMATION**

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## **HOTEL RESERVATIONS**

Travelers are encouraged to book hotels with your Azumano Travel agent. The advantages of agency booking include:

- Quick and efficient availability searches are available through the CRS.
- Electronic confirmation is received should any service issues arise.
- Hotel information is included with the air information on one itinerary.
- Data is tracked that allows companies to identify negotiation opportunities.
- Access to negotiated hotel programs through consortium.

## **CANCELLATIONS AND OVERBOOKING**

It is the industry standard to guarantee hotel reservations for late arrival, which means the room will be held all night for the traveler. If a guest fails to appear for the first night's stay, the hotel will issue a one-night room charge.

For tracking purposes we recommend calling your agent to process hotel cancellations. However, if the traveler chooses to call the hotel directly to cancel, they should always get a cancellation number and/or the name of the reservation clerk who accepted the cancellation.

Occasionally, a hotel will have more guaranteed reservations than rooms available. If this happens, most hotels have a “walk” policy to accommodate the guest at a nearby hotel of the same (or higher) quality. In the unlikely event the traveler is walked, most major hotels have policies to compensate somehow for the inconvenience.

## **X. CAR INFORMATION**

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### **CAR RESERVATIONS**

The advantages of booking car reservations through Azumano Travel are:

- Quick and efficient availability searches are available through the CRS.
- Electronic confirmation is received should any service issues arise.
- Car Rental information is included with the air information on one itinerary.
- Data is tracked that allows companies to identify negotiation opportunities.

### **PREFERRED VENDOR(S)**

If they have not already done so, travelers should sign up for "preferred renter" membership with your preferred vendor. These memberships allow travelers to bypass long lines at the rental counter and avoid having to fill out additional paperwork. This can be a real time-saver during peak travel times.

Membership applications are available through your travel coordinator.

Please note that any modifications to your membership must be made directly with the rental company. Once Azumano receives the preferred renter number from the traveler, the information will be automatically transferred to any Azumano Travel booking.

### **OVERBOOKING AND LOST RESERVATIONS**

A confirmation number is included on your travel itinerary. If the rental location has overbooked or indicates you do not have a reservation, refer to your confirmation and ask them to assist you with reaccommodation at another rental agency. As with all service issues, be sure to write down the name and employee number of the person assisting you. This information is needed for follow up with your contracted vendor.

### **ACCIDENTS AND RENTAL CAR DEFECTS**

All accidents involving a rental car must be reported to the police. A copy of the accident report must be provided to the rental agency and any damages should be immediately reported to the traveler's employer. Prompt action will ensure your company's ability to limit losses and minimize other liabilities.

Most car rental agencies note any defects a rental car has on the rental contract; however, the renter should personally look over the car before leaving the rental parking lot. The renter should also verify that the odometer reading (mileage) printed on the contract is correct.

## **XI. SERVICE ISSUES**

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We encourage our clients to notify us of any problems or concerns. Whether the issue arises prior to the trip or enroute, resolution is most successful when we hear about the issue in a timely fashion.

Questions, comments and concerns should be directed first to your Azumano agent or manager. If a satisfactory resolution is not achieved, please contact your Azumano Corporate Account Manager. Our primary goal is to retain your confidence in our level of service.

# GLOSSARY

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**American Plan:** Hotel accommodations with three meals daily included in the price of the room.

**Advance Purchase Excursion Fare (APEX):** This fare type is restricted by availability, advance purchase and minimum/maximum stay requirements. Usually applies to round-trip purchases only.

**Advance Purchase Fare:** An airfare which requires the purchase of a ticket a minimum number of days prior to departure.

**Blackout Period:** Specific dates that a discounted or promotional airfare is not offered.

**Blocked Space:** An agreement with a hotel which guarantees an allocation of rooms to a particular customer.

**Boarding Pass:** A document that permits passenger to board the aircraft and claim a specific seat. Most U.S. carriers have discontinued the practice of issuing advance boarding passes prior to date of departure.

**Bumping:** The practice of denying boarding to confirmed passengers on an overbooked flight.

**Cancellation Penalties:** Penalties incurred if a reservation is changed or canceled after the original ticket date. These penalties vary in cost and are deducted from the price of the ticket when it is refunded or exchanged.

**Capacity Controlled Fares:** A limited number of airplane seats to which a special fare has been assigned. This percentage may change depending upon how quickly seats are selling on the flight.

**Carrier:** Company that deals in the transporting of passengers or goods.

**City Code:** Three-digit industry code for cities/airports.

**City Pair:** Departure and arrival cities.

**Class of Service:** Refers to where the passenger is seated and what services will be available.

Following is a list of the various classes of service, in descending order by type of service and/or cost:

Class	Booking Code
Premier	P
First	F
Business	C or J
Coach – <i>full fare</i>	Y
Discount/Economy – <i>service is identical to Coach</i>	Q, B, V, M, etc.

**Collision Damage Waiver (CDW):** Optional insurance which, if accepted, eliminates or reduces responsibility of the driver in case of an accident.

**Commuter Air Carrier:** An airline servicing destinations not generally flown by major airline jet service. Many commuter air carriers are affiliated with major airlines and may carry their identifiable colors/logos.

**Concierge Level:** Special service level normally offered at better grade hotels that provides the guest increased amenities. Concierge Level accommodations are usually charged at higher rates.

**Confirmation Number:** Computer generated number for car rentals and hotel reservations, which serves as the traveler's record that a car or hotel reservation has been confirmed on his/her behalf.

**Configuration:** The structure and arrangement of seating within an aircraft into classes of service and arrangement within each class.

**Connecting Flights:** Flights necessitating a change of aircraft at some intermediate point before arriving at the final destination. An acceptable connection time must meet a minimum standard agreed upon by the airlines and airport.

**Corporate Rate:** A moderate rate which is not available to the general public. It is not necessarily a discounted rate or the lowest rate offered by a hotel. Corporate rates normally guarantee the best available room at a fixed cost for a specific period of time.

**Date of Issue:** The date a ticket was printed. Tickets are normally valid for travel one year from this date, unless otherwise specified by a particular fare type.

**Direct Flight:** An airline flight between two cities requiring no change of aircraft, but which may or may not include intermediate stops.

**Drop-off Charge:** A fee that may be assessed for dropping off a rental car at a location other than the point of pick-up.

**Duplicate Booking:** Two reservations for the same traveler on the same day or on overlapping dates. Airlines may cancel both reservations if they discover a duplicate booking.

**Exchange Tickets:** Tickets issued in exchange for tickets held that may result in a refund or additional collection depending upon changes made and/or restrictions.

**Express Service:** Service which enables travelers to bypass car rental counters at certain airport terminals and proceed directly to shuttle buses. To qualify for such services, the car rental agency requires a personal identification number.

**Fare Basis:** The code, appearing on the airline ticket, assigned to a specific fare to identify the rules and restrictions relating to that fare.

**Flight Coupon:** Portion of the airline ticket valid for point-to-point travel. A roundtrip ticket with no connections will have two flight coupons.

**Government Rate:** Specific rates published for use in connection with official government business.

**Guaranteed Late Arrival:** The hold placed on a room to provide for the arrival of a guest after a specified time (varies by hotel but is most commonly 4:00PM or 6:00 PM.) If the guest fails to appear for that night's stay, the hotel will issue a charge for the room.

**Hotel No-show:** A traveler with a confirmed reservation who does not appear at the hotel on date of scheduled arrival. In such cases, the traveler is responsible for full payment of the first night's accommodations.

**Leg or Segment:** A part or portion of an itinerary between two points or cities.

**Liability Damage Waiver (LDW):** Insurance (optional) to cover the rental car driver for liability in the event of an accident.

**Local Time:** The time zone in which a hotel and/or city is located. All itineraries reflect local time.

**Lost Ticket Application (LTA):** A form that must be completed and submitted to the airlines when a ticket is lost or stolen.

**Lowest Fare Routing (LFR):** The least expensive airfare available to the destination.

**Minimum Connection Time:** The minimum standard of time required by airlines to make a connecting flight in a particular airport. This standard is determined by the Air Traffic Conference and varies according to the airport and the airline.

**Non-Refundable:** A ticket that cannot be refunded for cash, if unused. Generally, these tickets can be used as a "credit" toward the purchase of another ticket on the same airline carrier, within a one-year period.

**Nonstop Flight:** A flight between two cities with no intermediate stops.

**Non-Transferable:** Reflects the fact that tickets are issued to an individual and may not be transferred to any other individual, regardless of who paid for the ticket. All tickets are non-transferable.

**No Show:** A traveler who does not show up for a flight, car rental pick-up, or hotel check-in for which they have a reservation and have not properly cancelled their reservation(s). Airlines may cancel all flights on the traveler's itinerary; car rental agencies may charge for one full day rental, plus a "no show" fee; and hotels will charge for one night lodging, plus applicable taxes.

**Off-line Connection:** A flight connection that requires a passenger to transfer from one airline carrier to another that is not partnered with the original. An off-line carrier will generally not assume responsibility for baggage transfers. Due to the number of airline alliances, it is unusual for a traveler to experience this type of ticket.

**Off-Peak Period:** Time periods designated by day, week, month or year that are outside peak periods of demand and therefore are generally discounted by a given percentage below the full price.

**Online Connection:** Air transportation between two cities requiring a change of aircraft but involving the same airline or an airline partner.

**Open Jaw:** An itinerary consisting of a flight from origin to destination and returning to a city other than the origin. A passenger flying from Los Angeles to Dallas and returning to San Francisco would be considered an "open jaw" itinerary.

**Open Ticket:** A ticket valid for travel between specified points without a reservation or specific flight number.

**Overbooking:** The practice of confirming more seats on an aircraft or rooms in a hotel than are actually available.

**Passenger Name Record:** The Passenger Name Record (PNR) in the computer file on a specific reservation.

**Passenger Receipt Coupon:** The last coupon of a ticket. The Passenger Receipt used to be an IRS required attachment to expense reports, but due to the popularity of e-tickets is no longer required.

**Penalty Fare:** A fare which carries a penalty for any change or cancellation once the ticket has been issued. Penalties range from set dollar amounts to a percentage of the ticket's value to the total loss of the value of the ticket.

**Personal Accident Insurance (PAI):** Additional life and/or medical insurance for driver or passengers in a rental car.

**Prepaid Ticket:** The Prepaid Ticket Advice (PTA) for agents is an authorization for the issuance of a ticket at a point other than the point of payment. It may involve domestic or international reservations.

**Profile:** An automated file maintained by the travel agency for reference to specific passenger requests/preferences (i.e., seat preference, airline/hotel club memberships).

**Promotional Fare:** An airfare introduced to increase an airline's market share or to promote service to a particular destination.

**Rack Rate:** Published rate scheduled by a hotel for general public (walk-in) guests who have not made prior arrangements/reservations at a specially contracted or reduced rate.

**Refueling Service Charge:** A charge imposed to top-off the fuel tank when the rental car is returned.

**Restricted-to-the-Airport-Check-in:** Aircraft seat assignments that can be secured only at time of check-in.

**Reissue:** The rewriting of an existing ticket due to a change in fare, class of service, or routing.

**Standby:** A traveler who does not have a confirmed reservation and must wait at the airline gate for a seat to become available.

**Stopover:** An extended stay (generally more than four hours) in an intermediate city of a multi-leg itinerary.

**Validity Dates:** The dates during which travel must begin and end to qualify for a promotional/special fare.

**Ticketing Time Limit:** The date by which your ticket must be issued to secure your fare. Reservations secure space on an aircraft but only the printing of the ticket can secure the fare.

**Waitlist:** A list of travelers seeking transportation or accommodations when they are unavailable. Waitlist travelers are confirmed when a cancellation occurs.