



Association of South African Travel Agents

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Over the past eighteen months ASATA in association with Development & Training Strategies (DTS) have been offering a number of courses to our Members. By facilitating these training interventions we have managed to make training more affordable and as such the courses have been very well attended.

We are pleased to advise that DTS have now put together a number of courses specifically tailored to the needs of the ASATA Member. In our discussions we have highlighted a number of recurring problems that we hear of within the industry and DTS have come up with the solution.

A brief introduction of the respective courses is as follows:

→ **Domestic - Reissues/Refunds/Virtual MPD's seminar**

Enables the Domestic Travel Professional to understand and interpret the penalties or changes paragraph in a fare rule and correctly calculate and process the ticket exchange or refund of both unused or partially used domestic tickets.

→ **Domestic – Fares Management seminar**

This seminar covers all entries or application of fares giving the Domestic Travel Professional an above average knowledge and confidence. All passenger types are discussed – Adults/ Children/ Infants/ UM's etc. The seminar includes time saving entries such as Fare Quote Planner.

→ **International – Refunds Calculations seminar**

Since the inception of GDS Refunds Travel Professionals are expected to be able to calculate and process all refunds. Without a sound knowledge of international fare calculations this becomes a very difficult or impossible task resulting in many ADM's being received by ASATA Members. This seminar covers – Historical fares/ Definition of Components/ Pricing Units/ Journeys/ Calculations and processing of Refunds.

→ **International Reissues /VMPD seminar**

*This seminar is targeted at the **Expert level Travel Professional**. Attendance will enable the Expert Travel Professional to understand and interpret penalties or changes paragraph in a fare rule and correctly calculate and process the ticket exchange of both unused and partially used tickets, including Foreign Currency re-issues. The seminar covers multi airlines or different pricing units and mixed fare bases.*

→ **Understanding and Minimising ADM's**

ASATA Member Agencies receiving ADM's are not always able to understand or interpret the reason for the ADM and know if they are able to dispute such an ADM. This seminar has examples of a variety of reasons or actual ADM's and each case scenario is discussed and interpreted as to why the ADM was received and how it could have been avoided. The seminar covers ticketing and refunds.

For the course schedule please consult the ASATA website www.asata.co.za or for any further information contact DTS directly on +2711 455 6818.

Here to help you

A handwritten signature in black ink that reads "Robyn". The signature is enclosed within a large, hand-drawn oval.

"With us you're NEVER on your own"