



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism & Hospitality
DEPARTMENT	Tourism Management
CAMPUS(ES)	APB
MODULE NAME	Travel Operations 3A: Fares and Ticketing
MODULE CODE	TRL33A2
SEMESTER	1 ST Semester
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	Supplementary Summative Assessment Opportunity August 2020

ASSESSMENT DATE	TBA	SESSION	TBA
ASSESSOR(S)	M. Jacobs		
MODERATOR(S)	Dr R. Warren		
DURATION	3 hours	TOTAL MARKS	180

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	12
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INFORMATION/INSTRUCTIONS:

- This is an OPEN-book assessment.
- **Answer ALL** the questions
- Read the questions carefully and answer only what is required.
- Number your answers clearly and correctly as per the question paper.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
- Students may make use of the following publications:
 - Domestic Fare hand-out 2020
 - 2020 Workbook with domestic fare extracts
 - UJ 2020 International Fares Reference book extract
 - NON-PROGRAMMABLE CALCULATOR.
- The general UJ policies, procedures and rules pertaining to written assessments apply to this assessment.

- 1.3 Fill in the missing sections of the CHILD's eticket below. His ticket will be paid by Visa card 3678 1234 1234 5678 expiring Oct 2020 (20)

ETKT ITINERARY/RECEIPT										
NAME: [REDACTED]										
AGENCY NAME: BAY TRAVEL										
IATA NO: 77292655										
TICKET NO: [REDACTED] 5006 240761 4										
PLACE OF ISSUE: DURBAN										
ISSUED BY: [REDACTED] REF: 436H67/1G										
FARE: [REDACTED] TAX1: [REDACTED] TAX2: [REDACTED] TAX3: [REDACTED]										
TOTAL: [REDACTED]										
FOP: [REDACTED]										
TAT: [REDACTED]										
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE										
CARR IER	FLIGHT	DATE	FROM	TO	TIME	STA TUS	FARE BASIS	ALLOW	NVB	NVA
SA	102	22FEB	[REDACTED]	[REDACTED]	0740	[REDACTED]	[REDACTED]	PC	[REDACTED]	[REDACTED]
SA	108	28FEB	[REDACTED]	[REDACTED]	1515	[REDACTED]	[REDACTED]	PC	[REDACTED]	[REDACTED]
REMITTANCE			CURR	CASH	CREDIT	COMM	TAX			
ISSUE IN EXCHANGE										
ORIGINAL TKT NO			PLACE		DATE		IATA CODE			

- 1.4 Complete the SCCCCF for Mia’s ticket. Mr Ndlovu (her father) will be paying for his daughters’ ticket and would like an extended budget period over 12 months. You obtained the following approval code from the bank: 55A369.
- (10)

STANDARD CREDIT CARD CHARGE FORM										DATE AND PLACE OF ISSUE	
I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS X				AIRLINE NUMERIC CODE		2. AGENT & CONTRACTOR COPY				IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 12 24	
				DATE OF ISSUE							
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER COMPLETE ROUTING				OTATO NO.		CONNECTION OF PASSENGER WITH SUBSCRIBER				APPROVAL CODE	
				FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT		
						TICKETS NOT TRANSFERABLE No Cash Refunds				CREDIT CARD CODE	
TOTAL				CUSTOMER FILE REFERENCE							
CURR. }		FARE									
CURR. }		TAX									
CURR. }		EQUIV. AMT PD									

QUESTION 2**[30 MARKS]**

Mrs. Jennifer Jones has made the following reservations for her group. She is taking her top travel student to the Indaba held in Durban. This travel expo showcases all that South Africa has to offer and more. You have made the group booking using the following group name:

TOP UJ ACHIEVERS TRAVEL GROUP

She will be paying any deposit to secure the booking with her Diners Club card 3768 1234 1234 888 expiry date Nov2022 – authorisation code T1280.

Their flight details are as follows....

1. SA 530	T	01MAY	JNB DUR	0800	0900	HK8
2. SA 538	T	07MAY	DUR JNB	0840	0945	HK8.

South African Airways contacted you and advised that the group need to pay 25% to secure the above booking

2.1 Calculate the fare for this group in the applicable class (10)

FROM / TO			
	CARR	CLASS	FARE CALC
FARE			
VAT			
PSC			
SC			
YR			
TOTAL			

2.2 Next calculate the 25% deposit required for this team. (5)

2.3 Now complete all the necessary details on the EMD below for this group using the information from your fare calculation and other information provided. (15)

EMD number	083 2340 445976
IATA number	772 14040
Record locator	4Q1Z59 / 1G
RFIC code	Check and Enter
RFIC description	Check and Enter
RFISC code	Check and Enter
Date of Issue	30 APR 20
Point of Issue	JNB
Group deposit	As calculated

<u>EMD-</u>	<u>TYPE-</u>	<u>SYS-</u>	<u>LOC-</u>
<u>DOM</u>	<u>POI -</u>	<u>DOI -</u>	<u>IOI -</u>
<u>PAX -</u>			
<u>RFIC -</u>			
<u>REMARKS -</u>			
<u>CPN-2</u>	<u>RFISC -</u>		<u>VALUE-</u>
<u>PRESENT AT -</u>			<u>PRESENT TO -</u>
<u>ICW</u>			<u>DESCR-GROUP DEPOSIT</u>
<u>FARE-</u>		<u>ZAR</u>	
<u>EXCH VAL</u>		<u>ZAR</u>	
<u>TAX -</u>			
<u>TOTAL</u>		<u>ZAR</u>	
<u>/FC</u>			
<u>FP</u>			

QUESTION 3**[37 MARKS]**

Mr Joe Soap is holding the air ticket below. He would like to return to Durban from Johannesburg a week later than originally planned. You are unable to find him a K-class seat; however he agrees to the following reservation:

NEW ITINERARY

SA 412	Y	09JUL	JNBDUR	HK1	1805 1905
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ORIGINAL ETICKET

TKT : 083 5006240766 8	NAME : SOAP /JOE MR
ISSUED : 12JUN20	FOP : VI 4901 0000 0000 0747
PEACE OF MIND TRAVEL – DURBAN	PLATING CARRIER : SA IATA : 7723369 2
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN	
USED SA 413 K 17JUN DURJNB 0715 OK KA3 1	
OPEN SA 410 K 02JUL JNBDUR 1445 OK KA3 2	
FARE ZAR1300.00 TAX 195.00 ZV TAX 100.00 ZA TAX 292.00XT	
TOTAL ZAR 1887.00	
ENDORSEMENT – NON END/NON REF	
DUR SA JNB650SA DUR650ZAR1300END XT EV12YR280	
RLOC RWPQD7 / 1G	

3.1 Recalculate the new airfare.

(20)

Old fare calculation.

From/to	Carrier	Fare Calculation
	Fare	
	VAT	
	PSC	
	SC Tax	
	YR/YQ Tax	
	TOTAL	

New fare calculation.

From/to	Carrier	Fare Calculation
	Fare	
	VAT	
	PSC	
	SC Tax	
	YR/YQ Tax	
	TOTAL	

New fare		Old fare		Diff in Fare	
New VAT		Old VAT		Diff in VAT	
New PSC		Old PSC		Diff in PSC	
New SC		Old SC		Diff in SC	
New YR/YQ		Old YR/YQ		Diff in YR/YQ	
				TOTAL	

3.2 Reissue his new ETKT, he will pay any additional amount in CASH. Complete only the shaded areas of the ETKT below. (17)

NAME: SOAP/JOE MR										ETKT ITINERARY/RECEIPT														
AGENCY NAME: PEACE OF MIND TRAVEL										DATE OF ISSUE : 06JUL2020														
IATA NO: 77292655										PLACE OF ISSUE: JOHANNESBURG														
TICKET NO: 083 5006 240761 4										REF: RWPQD7/1G														
ISSUED BY: SOUTH AFRICAN AIRWAYS																								
FARE:					TAX1:					TAX2:					TAX3:									
TOTAL																								
FOP:																								
TAT:																								
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE																								
CARR IER	FLIGHT	DATE	FROM	TO	TIM E	STA TUS	FARE BASIS	ALL OW	NV B	NVA														
SA	412	09JUL	JOHANNESBURG JNB	DURBAN	1805	OK	Y	PC		17DEC														
REMITTANCE										CURR		CASH		CREDIT		COMM		TAX						
ISSUE IN EXCHANGE																								
ORIGINAL TKT NO										PLACE					DATE					IATA CODE				

QUESTION 4**[13 MARKS]**

Using your Fare Reference Book calculate all the fares below in the **lowest applicable economy class fare**

<u>Routing</u>	<u>Airline</u>	<u>Departure Dates</u>	<u>Reservation & Payment Date</u>
LON			
BRU	BA	23 OCT	19 OCT – ADULT Fare
LON	BA	09 NOV	

4.1 Show your fare calculation in the table below

(7)

FROM / TO			
	CARR	CLASS	ADULT
FARE			

4.2 Now complete the sections of the ticket pertaining to the fare selected below.

(6)

FROM / TO			
	FARE BASIS	NVB	NVA

QUESTION 6**[20 MARKS]**

Calculate the fare for the journey shown in NUCs and then convert into Local Currency. Use the tables below for all calculations

TPM	ROUTING	AIRLINE	CLASS
	BKK		
	CMB	TG	BUSINESS
	KHI	UL	
	MCT	PK	
	DXB	WY	
	DEL	EK	
	BKK	AI	

TPM	CL	FROM/TO	CARR	FARE CALC
		Total Fare Calc		

FARE CONSTRUCTION POINTS		
GLOBAL INDICATOR		
FARE TYPE		
FARE		
RULE		
MPM		
TTL TPM		
EMA		
EMS		
CALCULATED FARE		

TOTAL NUC	
IATA ROE	
CURRENCY CODE	
ROUDING UNIT	
NOTE(s)	
UNROUNDED FARE	
ROUNDED FARE (LCF)	

TAT entry / Fare Calculation
