

## MTTM-401

Airlines Ticketing and Cargo Operations

**Programme:** Master of Tourism & Travel Management (MTTM 16)

**Year / Semester:** 4th Semester

### Course Objectives:

The course aims to provide a systematic & extensive knowledge of aviation industry with basic knowledge of airlines ticketing and cargo handling it includes an introduction of air transport industry. It explains various codes, time calculation, types of journey and fare calculation. Cargo handling and formalities at airports

<b>Block 1</b> <b>Background for Airlines Ticketing</b>	
Unit 1	Air Transport Concept and Geography of Airlines
Unit 2	Time Zones and Calculation of Time; GMT variations
Unit 3	IATA 3-letter City / Apt. Codes, Airlines, Country and Currency codes; Significance of ABC
Unit 4	Travel Documentation, Baggage Regulations, and Airport and Aircraft procedures
Unit 5	Type of Airlines and Aircrafts; Passenger Capacity and Aircraft Seating Plans; Aircraft Configuration and Features
<b>Block 2</b> <b>Airlines Ticketing – Key Issues and Procedures</b>	
Unit 6	Flight Schedules, Flight Connections and Itinerary Planning
Unit 7	Fares: Tariff Terminology, Types of Fares, Fare calculation, Currency Conversion Table and Modes of Payment
Unit 8	Ticketing: Issuance ; Cancellation and Re-issuance; Airline Reservations
Unit 9	Factors Affecting the Tour Cost and Procedures for Cost Determination, Pricing Strategies and Calculation of Tour Price
Unit 10	Impact of Automation on Ticketing Business; Prevailing Scenario and Future Perspective
<b>Block 3</b> <b>Basics of Cargo Operations</b>	
Unit 11	Cargo Industry – Evolution and Growth; Impact of Globalisation and Automation
Unit 12	DGR and Live Animals Regulations; Cargo insurance Clauses
Unit 13	Aircraft Configuration, Capacity Familiarization and limitations
Unit 14	IATA Cargo Agents, Consolidators, Freight Forwarders, CHA's and Break-Bulk agents
<b>Block – 4</b> <b>Cargo Operations – Procedural Perspective</b>	
Unit 15	Rules for Cargo acceptance: Rounding off Weights/ Dimensions/Currencies; Volume - Weight Concept; Chargeable Weight; Valuation charges

Unit 16	Cargo Rating and Documentation; GCR, CCR& SCR
Unit 17	Procedures related to Packing, Marking, Labelling, Export - Import Documentation, Shipping bill, Landing Bill.
Unit 18	Import – Export Flow chart and Airway bill completion