

INSTRUCTOR-LED, IN-PERSON CLASSROOM COURSES

Attend these classes from 0900 to 1700 local time, with an hour break for lunch.

31 OCTOBER-4 NOVEMBER

Automate your Voluntary Changes and Refunds (Categories 31 and 33)

ATPCO's automated reissues and refunds course will inform participants how to analyze and input data to automate your change policies through the use of Categories 31 and 33. After attending this course, participants will

- Access and update the Voluntary Changes and Refunds records in FareManager
- Identify the values and fields on the various screens
- Know the benefits and purpose of automating reissue and refund processing using ATPCO's Categories 31 and 33
- Identify the difference between an automated change and refund
- Understand the relationship between Categories 31/33 and other ATPCO products such as Penalties (Category 16), Advance Reservations and Ticketing (Category 5), and Ticket Endorsements (Category 18)
- Understand how Sales Restrictions are processed with Voluntary Changes and Refunds

Pre-requisite: FareManager 300

7-11 NOVEMBER

Optional Services and Branded Fares

ATPCO's Optional Services course explains to participants how to maintain their ancillary services. This course incorporates baggage rules that automate the application of baggage allowances and charges on all itineraries, including those governed by IATA Resolution 302 and US/CA baggage processing. ATPCO's Optional Services provides the ability to view, search, display, and update services for

- Baggage rules, including allowances and charges
- Ancillary service offerings, such as flight-related services like meals and advanced seat selection
- Ticket services for lounge access and insurance
- Merchandise services
- Automated reissue and refund overrides that allow a passenger to prepay for changing a non-changeable ticket

This course also covers Branded Fares, which allows airlines to organize their fares into commercially recognizable brands, identify the tier (rank) of each brand, and identify the distinct service features associated with each. Participants in this course will learn how to search, view, create, and modify Branded Fares. The Branded Fares solution, when used in conjunction with Optional Services, supports the ability to effectively communicate your service features and fare programs to your customers, ensure consistent results across distribution and sales channels, and increase your yield and bookings.

Pre-requisite: Getting ready for Optional Services

Register

Register in our online system. Visit [MyATPCO](#) for details.

Rate

USD 1275.00 USD per participant, per weekly class. This cost includes a coffee break and lunch daily for each participant.

Students (as always) are responsible for all transportation, hotel stay, and other meals outside the class day.

Bring your laptop

Each participant must bring their own laptop.

Class location

[Hotel Indigo Singapore Katong](#)
86 East Coast Road
Singapore 428788

Other accommodations

There is a nearby hotel that is another option for accommodations:

[Holiday Inn Express Singapore Katong](#)
88 East Coast Road
Singapore 428788

Transportation

There is a subway station within a very short walking distance of the venue.