



BUSINESS TRAVEL 101

AFTA (Australian Federation of Travel Agents) - AFTA is a professional association representing travel managers and travel providers. Its aim is to promote travel and tourism and enhance the professionalism and profitability of its members through effective representation in industry and government affairs, education and training and by identifying and satisfying the needs of the travelling public. Web site: <http://www.afta.com.au>

Auxiliary Segments - Any piece of the overall reservation in the computer that is not a flight booking, such as car or hotel.

BFOD (Best Fare of the Day) - The lowest practical airfare within the client's designated travel policy guidelines.

BSP (Bank Settlement Plan) - An agency that processes all agency to airline accountable documents.

CASA - Civil Aviation and Safety Authority (CASA). The government agency which regulates civil aviation in Australia. CASA's functions include the enforcement of airline security regulation, monitoring airport traffic control systems, monitoring aircraft maintenance, and licensing pilots. Web site: <http://www.casa.gov.au>

Circle Trip - A journey from point A to point B and back to point A, which is not via the same routing, airline or class of service in both directions.

City Pair - The departure and stopover/destination points used to construct a flight itinerary.

Commuter Carrier - Carrier which operates only smaller equipment between cities which cannot support major aircraft or traffic usually over a small geographic area.

Computerised Reservations System (CRS) - A computer network through which travel services are booked, also referred to as GDS or Global Distribution System.

Corporate or commercial rate - A discount rate negotiated with a company or special customer; a special rate that is sometimes available to all business travellers.

Destination - The last stopping point on a passenger's itinerary. (Also referred to as the arrival city.) In the case of round trips or circle trips, the origin and destination points are the same.

Double Open Jaw - An itinerary with an open end on the outbound and return (two one ways issued on the same ticket).

Downline - Refers to all segments (legs) of an itinerary after the originating flight.

E-Ticket - The process of issuing a flight coupon(s) as an electronic image through the CRS.

Galileo - A global distribution system (GDS) that provides global communications and electronic distribution of information for travel service providers. Web site:
<http://www.galileo.com/>

Global Data Consolidation - This American Express product consolidates global travel spend from any third party agency around the world with American Express data, into our global data repository to give companies a clear picture of their overall global expenditure.

Global Distribution System (GDS) - A computer network through which travel services are booked, also known as the Computerised Reservations System (CRS).

GNR (Guest Name Record) - Hotel's term for a reservation record, similar to an airline's PNR (Passenger Name Record).

Hold time - Time when non-guaranteed hotel rooms are released back to the hotel for sale (e.g., 4 p.m. or 6 p.m.).

IATA (International Air Transport Association) - A voluntary membership organization which, by setting rates, establishing conditions of service, and establishing safety standards, provides a unified system of worldwide air transportation. Web site:
<http://www.iata.org>

Interline - The use of a connecting service, which includes two or more carriers.

Interline Agreement - An agreement between carriers to transport passengers or goods.

International Fares Desk - American Express' International Rate Desk specialises in faring complex, multi-segment international itineraries.

Itinerary - The complete schedule of a trip.

Net Rate - A negotiated non-commissionable rate used by corporations or groups.

No-Show - The lowest practical airfare within the client's designated travel policy guidelines.

On-Line - Connecting flights on the same carrier.

On-Site Agency - A travel agency situated on a company's premises, doing business only for that company.

One-Way - A journey from an origin point A to a destination point B, either via non-stop, direct, or connection service.

Open Jaw - A circle trip in which there is a surface portion at the origin city or outward destination of the journey.

Origin - The point at which a journey commences; the beginning point. (Also referred to as the boarding point.)

Passenger Name Record (PNR) - Any reservation held with an airline or within the Computer Reservation System (CRS).

Profile - The record of an individual passenger's preferences kept within the Computer Reservation System (CRS). Note: The name used for these varies between reservation systems.

Rack Rate - The "published," often highest, rate for a hotel room. Many hotels now have a "rate of the day," with different rack rates for different dates throughout the year.

Record Locator - A unique number, usually a combination of letters and numbers, assigned by the CRS for any PNR or by the airline for any flight reservation.

Segment - Each individual flight or car/hotel reservation within the overall reservation in the computer.

Single Open Jaw - An itinerary with one open end.

Stopover - A planned break of a journey made by the passenger between point of origin and destination; stopovers usually exceed 4 hours domestically.