



SOUTH AFRICAN AIRWAYS
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SAA

Fare Audit

Agent Manual

Effective

1 AUG 2007

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SOUTH AFRICAN AIRWAYS PROCESSING OF SALES AND FARE AUDIT AGENT MANUAL EFFECTIVE 01 AUGUST 2007

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PREFACE

South African Airways presents an interactive, user-friendly platform for your ease of reference and guidance with regard to setting forth South African Airways' policies and procedures designed to ensure understanding and compliance.

The target audience for this manual is our travel trade as well as our internal departments liaising with the travel trade.

The spirit and the written word will always be an important element in conducting our business notwithstanding changes encountered with regard to our systems or the sophistication of our practices.

This manual has been prepared with the intention of providing a balance between the examples, clauses and sub-sections to create a clear understanding of the interpretation thereof.

The information provided in this manual has been updated and applicable amendments introduced to ensure compliance to our daily operational practices as well as the IATA resolutions and regulations.

We trust that this manual will prove to be a useful tool in clearing all misunderstandings and uncertainties regarding our policies and procedures governing our department.

Sincere thanks are extended to all those who contributed their valuable input and effort afforded in preparing this manual.

Kind regards,

A handwritten signature in cursive script that reads "Veona Chaithram".

Veona Chaithram
Executive Manager: Passenger Revenue Accounting

1. CONTACT DETAILS: SAA REVENUE ACCOUNTING DEPARTMENTS

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**SENIOR SECRETARY TO SENIOR MANAGERS:
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TICKETING SUPPORT:

Revenue Accounting Ticketing Support, Fare & Refund Audit, PTA/MCO over & underutilization and Revenue Accounting Training Coordinator MANAGER: Miss Madelein Vorster

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PTA / MCO Over and Under Utilization	Amina Bayant / Issie Swart / Vanessa Khan	-	-	Refer to ADM instruction

SALES PROCESSING (BSP, OVERBOARDER AND OWN STATION SALES)

SALES PROCESSING MANAGER: Mr. Gordon Harrison				
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REVENUE PROTECTION: BLACKLISTING AND STOCK CONTROL

REVENUE PROTECTION: AUDIT AND TICKET STOCK & REFERENCE TABLES MANAGER: Mrs. Raylene Saggeus
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RESERVATIONS

Trade Support: (Travel Agents	Share Call 0860 102 705	Fax: (011) 978 2653
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only)		
Domestic Fares	Share Call 0860 102 705	Fax: (011) 978 2653
International Fares	Share Call 0860 102 705	Fax: (011) 978 2653
Central Reservations: (General Public calls only)	Tel: (011) 978 1111	Fax: (011) 978 1106
Traveler	Tel: (011) 978 1144	Fax: (011) 978 2463
Cargo	Tel: (011) 978 3366	Fax: (011) 978 3847
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Groups Sales e-mail	GroupSales@flysaa.com	
<u>SALES</u>		
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<u>Voyager Service Centre</u>	Tel: (011) 978 1234	Fax: (011) 978 1551
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Silver And Gold Tier	Toll Free 0800 600 572 Tel: (011) 978 1212	
Platinum And Lifetime Platinum	Toll Free 0800 004 570 Tel: (011) 978 1555	
Voyager Program Contact Numbers	Travel Agents Phone (Tickets only) Tel: (011) 978 9231/978 9459/978 9485/ 978 6294	Fax: (011) 978 9065 (collection of tickets only)
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Domestic check-in	Tel: (011) 978 5062	
Passenger Services DOM.	Tel: (011) 978 3223 / 3301	
Ticket Sales INT.	Tel: (011) 978 9356	

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Telesales (Direct Sales) C/C Refunds	Tel: (011) 978 2380	
Visit our website	www.flysaa.com	
Flysaa.com Call Centre	Tel: 086 459 722 (for online queries)	

Western Province

<u>Cape Town</u>		
Reservations	Tel: (021) 936 1111 - General Public	
International Fares	Share Call: 0860 102 705	
<u>Cape Town International Airport</u>		
Physical Address	Terminal 5, CPT International Apt	
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Lost Property - Int (07h00 - 21h00)	Tel: (021) 936 2301 / 2525	Fax: (021) 936 2527
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Kwazulu Natal

Durban		
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International Fares	Share Call: 0860 102 705	
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Durban International Airport		
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Reception	Tel: (031) 450 2210	Fax: (031) 450 2029
PTAs	Tel: (031) 450 2131/2	Fax: (031) 450 2133
Baggage Enquiries	Tel: (031) 450 2217	Fax: (031) 450 2347

Eastern Cape

Eastern Cape		
East London		
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International Fares	Share Call: 0860 102 705	Fax: (043) 736 2790
Passenger Services	Tel: (043) 706 0211	Fax: (043)
Airport Team Leader	Tel: (043) 706 0218	Fax: (043) 736 2790
Lost Property	Tel: (043) 706 0216	
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Fares	Tel: (041) 507 1188	
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