



For Immediate Release  
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For More Information, call:  
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TOPAZ International, Ltd.  
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## **TOPAZ University Identifies a Growing Need for Qualified, Experienced International Agents**

An agent books an itinerary in Business Class on United Airlines from Seoul to Chicago with a connection in Tokyo. One CRS (computer reservation system) prices the itinerary for \$3,261.00. However, an alternate CRS prices the exact same itinerary for \$2,117.00. Which is correct? An agent books an itinerary in Business Class on British Midland from Brussels to London connecting on a British Airways flight to New York City. The fare quoted was \$3,185.00. The agent could have saved \$1,087.00 if the agent was aware of British Airways fare construction exception. Twenty percent of agency's international errors recorded by TOPAZ International during 2001 were the result of agent miscalculation (i.e. offering two or more tickets for an itinerary when one ticket is cheaper; charging US taxes for a domestic ticket when a passenger is connecting to an international flight, etc.).

"Due to the continuous growing trend towards globalization, the need for qualified, experienced agents increases. Many of today's agents are lacking the knowledge to be able to offer the most competitive prices to their clients" states Dennis Brown, TOPAZ Training Specialist.

Brown also states, "Regardless of the agent's experience, it is vital that all agents working with international fares be aware of current fare construction and cost saving techniques."

TOPAZ University, a division of TOPAZ International, Ltd., offers six scheduled international fare construction training classes each year at the company's headquarters in Portland, Oregon. On-site classes are also available and can be tailored to meet the needs of your company.

TOPAZ University offers the following three levels of classes to meet the agent's needs and knowledge requirements:

**BEGINNING INTERNATIONAL FARES** – covers such topics as: Geography, Global Indicators, International Sales Indicators, the Mileage System, Higher Intermediate Points, Circle Trip Minimums and much more.

**INTERMEDIATE INTERNATIONAL FARES** – covers such topics as: Round the World Fares, Back Haul Checks, Common Point Minimum Checks, Differentials, Split Ticketing and much more.

**ADVANCED INTERNATIONAL FARES** – covers the recently approved Pricing Unit Concept.

All classes are taught without the use of a CRS, allowing the agent to truly understand how international fares are constructed. CRS formats are provided to the agent to assist them after the course is completed. Cost savings techniques, such as carrier exceptions and linear fare quotes, are discussed in all classes.

“Unlike other international fare construction classes, TOPAZ University takes an unbiased look by dealing with multiple carrier exceptions,” says Brown.

In addition to regularly scheduled classes, TOPAZ University can also customize classes for agencies, corporate on-sites, corporate travel departments (CTDs), and rent-a-plates with curriculum designed to meet specific needs. “These classes have exploded in recent months, particularly with the demand for agents to provide intelligent travel tools for their global customers, and the recently implemented Pricing Unit Concept (PUC),” remarks Brown.

All classes and on-sites are taught by a member of the TOPAZ International Training Team. TOPAZ Instructors have been trained and certified by IATA and International Carriers and have over 20 years of knowledge and teaching experience in the travel industry.

For more information regarding TOPAZ University, please contact Dennis Brown at (800) 888-2423.

## TOPAZ University 2002 Class Schedule

<u>Class Name</u>	<u>Class Dates</u>
Beginning International Fare Construction	June 3 - 4, 2002
Intermediate International Fare Construction	June 5 - 6, 2002
Advanced International Fare Construction	June 7, 2002
Beginning International Fare Construction	August 19 – 20, 2002
Intermediate International Fare Construction	August 21 – 22, 2002
Advanced International Fare Construction	August 23, 2002
Beginning International Fare Construction	October 7 – 8, 2002
Intermediate International Fare Construction	October 9 – 10, 2002
Advanced International Fare Construction	October 11, 2002
Beginning International Fare Construction	December 9 – 10, 2002
Intermediate International Fare Construction	December 11 – 12, 2002
Advanced International Fare Construction	December 13, 2002

### Pricing

<b>Beginning and Intermediate Classes:</b>	\$300.00 each
<b>Advanced Class:</b>	\$210.00

Receive a 10% discount when signing up for a full week (three consecutive classes) for \$729.00

For on-site class pricing please contact Dennis Brown at (800) 888-2423.

TOPAZ International, Ltd., based in Portland, OR is an airfare auditing, benchmarking, and statistical information firm specializing in the use of knowledge and technology to reduce travel costs for business. For more information about, airfare audits, statistics, benchmarks, or training classes:

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