
Certified Professional in Travel Agency Procurement

Travel Industry Overview

A la Carte: Refers to a type of pricing where guests pay for each individual service or item, rather than a package deal, allowing for more flexibility in their travel plans. Related terms: all-inclusive, package deal.

Above Line: In the context of a travel agency's income statement, above line refers to revenue generated from the sale of travel products, such as airline tickets and hotel rooms.

Abstract: A brief summary of a research paper or article, often used in academic and industry publications to provide an overview of the main points.

Accessibility: The extent to which a travel destination or service is usable by people with disabilities, including physical and sensory disabilities.

Accommodation: A type of lodging or housing provided to travelers, such as hotels, resorts, and hostels.

Accounting: The process of recording, classifying, and reporting financial information, including revenue and expenses, in a travel agency.

Action Plan: A detailed plan outlining the steps to be taken to achieve a specific goal or objective, including timelines and responsibilities.

Activity-Based Costing: A method of costing that assigns costs to activities, rather than products or services, allowing for more accurate cost allocation.

Ad Hoc: A Latin phrase meaning "for this purpose only," often used to describe a travel arrangement or package that is customized for a specific group or event.

Add-On: An optional service or feature that can be added to a travel package or itinerary, such as travel insurance or a tour guide.

Administrative Fee: A fee charged by a travel agency for administrative tasks, such as booking and documentation.

Advanced Passenger Information: Information required by airlines and immigration authorities, including passport details and contact information.

Adventure Travel: A type of travel that involves participating in outdoor activities, such as hiking and rock climbing.

Advertising: The process of promoting a travel product or service through various media channels, including print and digital media.

Agenda: A list of items to be discussed or addressed at a meeting or conference, including topics and speakers.

Agreement: A formal contract or understanding between two or more parties, including terms and conditions.

Airline: A company that operates aircraft to transport passengers or cargo, including international and domestic flights.

Airline Code: A unique code assigned to an airline, used for booking and identification purposes.

All-Inclusive: A type of pricing where guests pay a fixed price for a package that includes all meals, drinks, and activities.

Allotment: A guaranteed number of rooms or seats allocated to a travel agency or tour operator by a hotel

or airline.

Amendment: A change or modification made to a travel itinerary or contract, including dates and prices.

Ancillary Revenue: Revenue generated from the sale of additional services or products, such as baggage fees and food sales.

API: Application Programming Interface, a set of rules and protocols used for data exchange between different systems.

Apostille: A certificate issued by a government agency, authenticating the signature and seal on a document.

Application Form: A document used to collect information from applicants, including personal and contact details.

Approval: The process of authorizing or endorsing a travel plan or itinerary, including budget and schedule.

Area Manager: A person responsible for managing a specific geographic area or region, including sales and marketing.

Arrival: The act of arriving at a destination, including check-in and baggage claim.

Article: A written piece published in a newspaper, magazine, or online platform, often featuring travel destinations or tips.

Asset: A valuable resource or property owned by a travel agency, including equipment and vehicles.

Assignment: A task or project assigned to a staff member or contractor, including deadlines and deliverables.

Association: A group of individuals or organizations with a common interest or goal, including industry associations and networks.

Attendance: The act of attending a meeting, conference, or event, including registration and participation.

Attrition: A reduction in the number of participants or attendees at an event or meeting.

Audit: A systematic examination and evaluation of a travel agency's financial records and operations, including compliance and risk management.

Authentication: The process of verifying the identity and authenticity of a document or transaction.

Authority: A person or organization with the power to make decisions or enforce rules and regulations.

Auto-Response: An automated response to an email or inquiry, including acknowledgement and follow-up information.

Availability: The state of being available or accessible, including room availability and flight schedules.

Award: A recognition or reward given to a travel agency or individual for outstanding performance or achievement.

Back-Office: The administrative and operational functions of a travel agency, including accounting and customer service.

Baggage: Luggage or personal belongings carried by a traveler, including checked and carry-on bags.

Balance: The amount of money remaining in a travel agency's account, including credit and debit balances.

Bank Reconciliation: The process of matching a travel agency's internal financial records with its bank statements.

Bank Statement: A document provided by a bank, detailing a travel agency's transactions and balance.

Base Fare: The initial price of a travel product or service, excluding taxes and fees.

Bed and Breakfast: A type of accommodation that includes lodging and breakfast, often in a private home or inn.

Benchmark: A standard or reference point used to measure performance or quality, including industry benchmarks and best practices.

Benefit: A feature or advantage of a travel product or service, including inclusions and extras.

Bid: A formal offer or proposal submitted by a travel agency or supplier in response to a request for proposal.

Bill: A document requesting payment for a travel product or service, including invoice and statement.

Block Booking: A type of booking where a travel agency reserves a large number of rooms or seats for a group or event.

Boarding: The act of getting on an aircraft or vehicle, including check-in and security procedures.

Booking: The act of reserving a travel product or service, including flights, hotels, and car rentals.

Booking Fee: A fee charged by a travel agency for making a booking or reservation.

Budget: A financial plan outlining projected income and expenses for a travel agency or project.

Business Class: A type of airline seating that offers more comfort and amenities than economy class.

Business Travel: Travel undertaken for work or business purposes, including meetings and conferences.

Cancellation: The act of canceling a travel booking or reservation, including fees and penalties.

Capacity: The maximum number of passengers or guests that can be accommodated by a travel provider.

Capital Expenditure: A significant investment in a travel agency's assets or infrastructure, including property and equipment.

Carbon Emissions: The amount of greenhouse gases produced by a travel agency or supplier, including flights and transportation.

Card Verification Value: A security code used to verify the identity of a credit card holder.

Cash Flow: The movement of money into or out of a travel agency, including income and expenses.

Cashier: A person responsible for handling cash and payments in a travel agency.

Category: A classification or grouping of travel products or services, including accommodation and transportation.

Certificate: A document that verifies the completion of a course or training program.

Chain: A group of hotels or restaurants that are owned or managed by the same company or brand.

Change Fee: A fee charged by a travel agency or airline for making changes to a booking or reservation.

Charter: A type of aircraft or vehicle that is rented or leased for a specific period or event.

Check-In: The process of registering or checking in at a hotel or airport, including baggage drop-off and security screening.

Check-Out: The process of departing or checking out of a hotel or accommodation, including bill settlement and key return.

Claim: A request for compensation or reimbursement for a travel-related loss or expense.

Class: A classification or grouping of airline seats, including economy, premium economy, business, and first class.

Client: A person or organization that uses the services of a travel agency, including individuals and groups.

Clientele: A group of clients or customers that a travel agency serves, including leisure and business travelers.

Closed-Loop System: A payment system where the merchant and acquirer are the same entity, such as a travel agency's in-house payment system.

Code Share: An agreement between two or more airlines to share flights and routes, including code sharing

and interline agreements.

Commission: A fee paid to a travel agency for selling a travel product or service, including flat fees and percentage commissions.

Complaint: A formal expression of dissatisfaction or dispute regarding a travel product or service.

Complimentary: A free or included item or service, such as breakfast or wifi.

Computer Reservation System: A computerized system used to manage and book travel arrangements, including flights, hotels, and car rentals.

Concession: A discount or reduction in price offered to a travel agency or client, including special promotions and last minute deals.

Conference: A meeting or gathering of people, including industry events and networking opportunities.

Confirmation: A document or message that confirms a travel booking or reservation, including details and itinerary.

Connection: A transfer or change of flights or transportation modes, including layovers and stopovers.

Consolidator: A company that buys and resells travel products or services, including wholesale and retail operations.

Consortium: A group of travel agencies or suppliers that work together to achieve a common goal or objective.

Consumer Protection: Laws and regulations that protect the rights and interests of travelers, including refund and cancellation policies.

Contact: A person or organization that can be reached for information or assistance, including customer support and emergency services.

Contingency Plan: A plan or strategy for dealing with unexpected events or emergencies, including crisis management and communication protocols.

Contract: A legally binding agreement between two or more parties, including terms and conditions.

Convention: A large meeting or gathering of people, including industry events and conferences.

Conversion Rate: The percentage of inquiries or leads that result in a booking or sale.

Cookie: A small file or piece of data stored on a user's device or browser, including tracking and personalization cookies.

Corporate Travel: Travel undertaken for work or business purposes, including meetings and conferences.

Cost Per Acquisition: The cost of acquiring a new customer or client, including marketing and advertising expenses.

Cost Savings: The amount of money saved or reduced by a travel agency or client, including discounts and efficiencies.

COTS: Commercial Off-The-Shelf, a type of software or system that is pre-built and available for purchase, including travel agency management systems.

Couchsurfing: A type of accommodation where travelers stay with local hosts for free, including cultural exchange and hospitality.

Coupon: A voucher or discount offer that can be redeemed for a travel product or service, including print and digital coupons.

Credit: An amount of money that is owed to a travel agency or client, including refund and reimbursement credits.

Credit Card: A type of payment card that allows users to charge purchases and expenses to their account,

including visa and mastercard.

Cruise: A type of travel that involves sailing on a ship or boat, including ocean and river cruises.

Cryptocurrency: A digital or virtual currency that uses encryption and blockchain technology, including bitcoin and ethereum.

Currency: A type of money or medium of exchange, including local and foreign currencies.

Customer: A person or organization that purchases or uses a travel product or service, including leisure and business travelers.

Customer Relationship Management: A system or strategy for managing and analyzing customer interactions and data, including sales and marketing efforts.

Customs: The government agency responsible for regulating and taxing imports and exports, including travel restrictions and prohibitions.

Cycle: A repeating pattern or process, including seasonal and annual cycles in the travel industry.

Dashboard: A visual display of key performance indicators and metrics, including sales and revenue data.

Data Analytics: The process of analyzing and interpreting data to gain insights and make informed decisions, including travel industry trends and patterns.

Data Mining: The process of discovering and extracting valuable information and patterns from large datasets, including travel industry data and trends.

Date: A specific point in time, including arrival and departure dates, as well as check-in and check-out dates.

Deadhead: A flight or journey that is made without passengers or cargo, often used for crew training or maintenance purposes.

Debit: An amount of money that is owed by a travel agency or client, including expenses and fees.

Debit Card: A type of payment card that allows users to charge purchases and expenses directly to their account, including visa and mastercard debit cards.

Debt: An amount of money that is owed by a travel agency or client, including loans and credit lines.

Decision Support System: A computerized system that provides information and analysis to support decision-making, including travel industry trends and forecasts.

Deep Linking: The practice of linking to a specific page or section of a website, rather than the home page, including travel agency websites and online booking systems.

Deferred Payment: A payment that is made at a later date or time, often used for installment plans or layaway options.

Deluxe: A high-end or luxury travel product or service, including accommodation and transportation options.

Demand: The amount of interest or desire for a travel product or service, including seasonal and annual fluctuations.

Departure: The act of leaving a location or destination, including check-out and departure procedures.

Deposit: A payment made to secure a booking or reservation, often used for hotel bookings and tour packages.

Destination: A place or location that is visited or traveled to, including cities, countries, and regions.

Destination Management Company: A company that specializes in providing local knowledge and expertise to travelers, including tour operators and activity providers.

Destination Marketing Organization: A company or organization that promotes and markets a destination or region, including tourism boards and convention bureaus.

Direct Marketing: A type of marketing that involves direct communication with customers or prospects, including email and mail campaigns.

Direct Sales: A type of sales that involves selling travel products or services directly to customers or clients, including online and offline sales channels.

Disaster: A sudden or unexpected event or catastrophe, including natural disasters and human-made crises.

Disclosure: The act of providing information or details about a travel product or service, including terms and conditions.

Discount: A reduction in the price of a travel product or service, including special promotions and last minute deals.

Discretionary Income: The amount of money that a person or household has available for discretionary spending, including travel and leisure activities.

Display Advertising: A type of advertising that involves displaying ads or banners on websites or online platforms, including travel industry websites and social media.

Distance: The length or amount of space between two or more points or locations, including driving and flight distances.

Distribution Channel: A means or method of distributing travel products or services, including online and offline channels.

Distributor: A company or person that distributes travel products or services, including wholesalers and retailers.

Documentation: The process of creating and managing documents and records, including travel documents and itineraries.

Domain Name: A unique name or address that is used to identify a website or online platform, including travel agency websites and booking systems.

Domestic Travel: Travel within a person's own country or region, including leisure and business travel.

Downgrade: A reduction in the quality or level of a travel product or service, including accommodation and transportation options.

Down Payment: A payment made to secure a booking or reservation, often used for hotel bookings and tour packages.

Drop-Off: The act of leaving a rental car or vehicle at a designated location or point.

Duty-Free: A type of shopping or purchase that is exempt from duties or taxes, including airport and border shopping.

Dynamic Packaging: A type of travel packaging that allows travelers to customize their itinerary and bookings in real-time, including online and mobile booking systems.

E-Commerce: A type of commerce that involves buying and selling goods or services online, including travel agency websites and booking systems.

E-Ticket: An electronic ticket or voucher that is used to confirm a travel booking or reservation, including airline and train tickets.

Economy Class: A type of airline seating that offers the most affordable and basic level of service, including seats and amenities.

Eco-Tourism: A type of tourism that focuses on environmental and cultural sustainability, including wildlife and conservation efforts.

Electronic Funds Transfer: A type of payment that involves transferring funds electronically, including bank

transfers and credit card payments.

Embargo: A government-imposed restriction or ban on travel to a particular country or region, including trade and travel restrictions.

Emergency: A sudden or unexpected event or catastrophe, including natural disasters and human-made crises.

Employee: A person who works for a travel agency or company, including full-time and part-time staff.

Employer: A company or organization that employs staff or workers, including travel agencies and tour operators.

Encryption: The process of protecting data or information by converting it into a code or cipher, including password and security measures.

End-User: The person or organization that ultimately uses or benefits from a travel product or service, including travelers and customers.

Enterprise Resource Planning: A type of software or system that helps manage and integrate business operations, including travel agency management systems.

Environmental Impact: The effect or influence that a travel product or service has on the environment, including carbon emissions and waste management.

Epin: A unique code or number that is used to identify a travel product or service, including flight and hotel bookings.

Error: A mistake or inaccuracy in a travel booking or reservation, including technical and human errors.

Escorted Tour: A type of tour that is led by a guide or escort, including sightseeing and activity tours.

Estimate: An approximate or estimated cost or price for a travel product or service, including quotes and bids.

Etiquette: A set of rules or guidelines for behavior or conduct, including cultural and social etiquette.

Evaluation: The process of assessing or evaluating a travel product or service, including feedback and reviews.

Event: A planned or organized gathering or meeting, including conferences and festivals.

Exchange Rate: The rate at which one currency is exchanged for another, including foreign exchange rates and currency fluctuations.

Excess Baggage: Baggage that exceeds the weight or size limits allowed by an airline or transport provider, including fees and charges.

Excursion: A short trip or outing that is taken as part of a larger itinerary or vacation, including sightseeing and activity tours.

Executive: A high-level manager or director of a travel agency or company, including CEO and CFO roles.

Exhibition: A display or showcase of products or services, including trade shows and expos.

Expectation: A anticipated or expected outcome or result, including customer expectations and service standards.

Expense: A cost or expenditure incurred by a travel agency or client, including travel and accommodation expenses.

Experience: A personal or subjective event or encounter, including travel and leisure experiences.

Expiration Date: The date on which a ticket or voucher expires or becomes invalid, including travel documents and passes.

Export: A product or service that is sold or shipped to another country or region, including travel and

tourism exports.

Extension: An addition or extension of a travel itinerary or booking, including extra nights or activities.

External: A factor or element that is outside of a travel agency's control, including market trends and economic conditions.

FAQ: Frequently Asked Questions, a list of common questions and answers that are provided to customers or clients.

Fare: The price or cost of a travel product or service, including flight and train fares.

Fare Basis: The rules and regulations that govern the price and availability of a travel product or service, including fare rules and restrictions.

FBO: Fixed-Based Operator, a company or organization that provides services and facilities to travelers, including airport and marina services.

Feasibility Study: A study or analysis that is conducted to determine the practicality or viability of a travel product or service, including market research and financial analysis.

Fees: A charge or payment that is made for a travel product or service, including booking and processing fees.

Festival: A planned or organized event or celebration, including music and arts festivals.

FID: Foreign Investment Division, a government agency or department that is responsible for regulating and promoting foreign investment, including travel and tourism investments.

Financial Statement: A document or report that provides information about a travel agency's financial performance, including income and expense statements.

Fiscal Year: A period of time that is used for financial and accounting purposes, including calendar and fiscal years.

Flight: A journey or trip that is made by air, including domestic and international flights.

Flight Itinerary: A document or schedule that outlines the flights and travel arrangements for a trip or journey.

Flight Number: A unique code or number that is assigned to a flight or airline, including departure and arrival information.

Flying Time: The amount of time that is spent flying or in the air, including flight and travel times.

Folio: A document or record that is used to track and