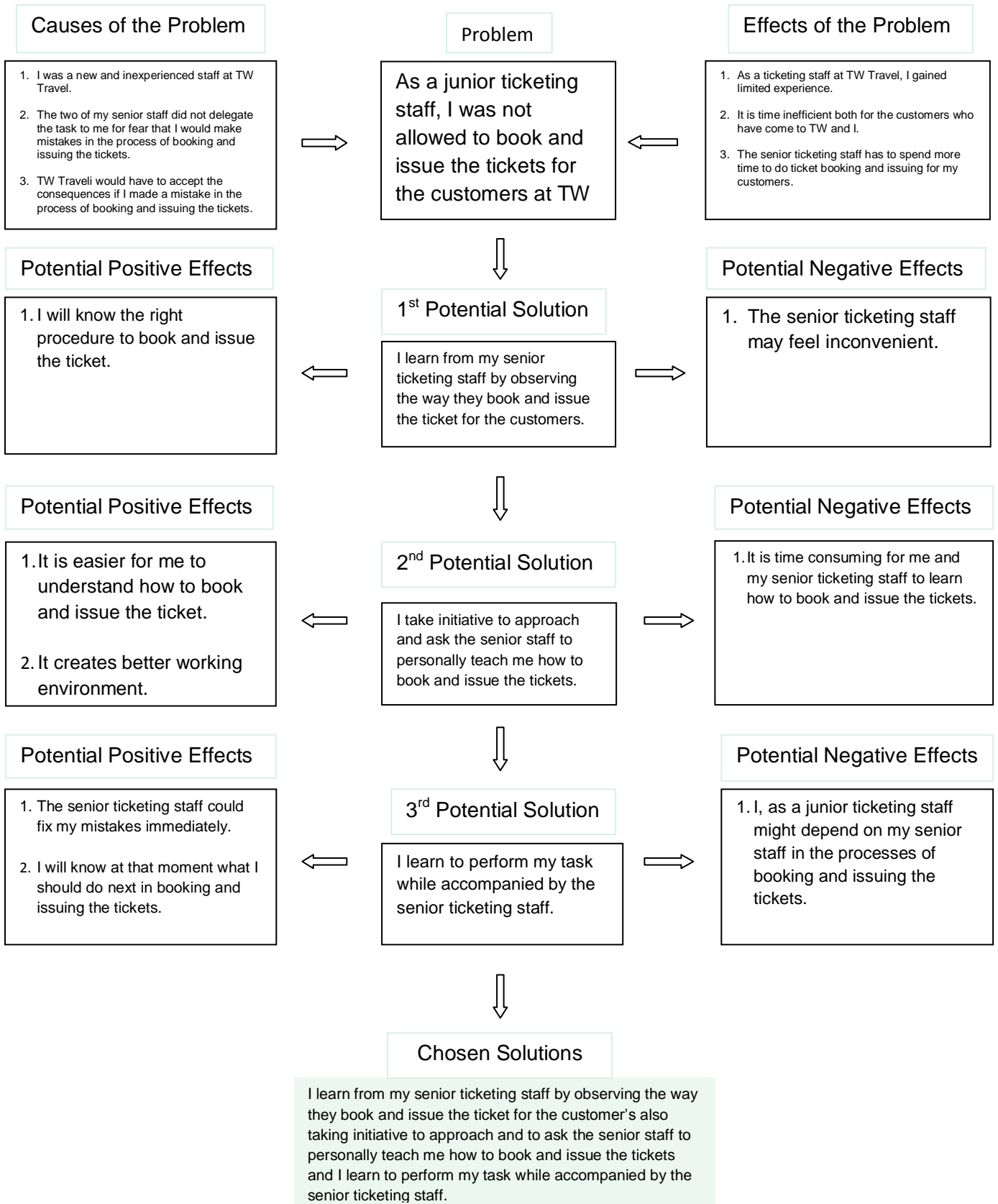


APPENDIX A

FLOWCHART



APPENDIX B

SAMPLE OF TICKETS

		IS 8225-781/110701130549	
Nama : MARTIN		No. KA : Train No. : 7062	
Tanggal Berangkat : Departure Date :		Level : Via :	
Nama KA :		06 JULI 2011	
The Name of Train :		15:30	
Jadwal Berangkat : Departure Time :		108:11	
MANDUNG		NO. KURETA : Coach No. :	
Class :		9D	
EXA		Jumlah : Amount :	
Penumpang : Passenger :		10000	
Dewasa : Adult :		10000	
Anak : Child :		0	
Total : (Rp)		765000	
2 FIFIP-B007/TKI2BD-01/07/2011 13:03			

Termasuk Asuransi Jasa Raharja dan Jasa Raharja Putera
 The Price Including Jasa Raharja and Jasa Raharja Putera Insurance

Merpati

Your Booking: M284JG
 Agency Code: 12996
 Booking Date: 28/07/11
 IPWP: 01.001.636.8-051.000



Passengers

	Lastname	Firstname	Title	Type
01	PUSPITASARI	WARIH	MRS	ADULT

Flights

Flight	From	To	Date	Dep	Arr	Class	Status
01 MZ 616	Bandung (BDO)	Sarabaya (SUB)	25/08/11	06:05	07:15	Economy class	CONFIRMED

Tickets and Seats

Flight	Passenger Name	Ticket	Seat	Endorsement & Restrictions
MZ 616	PUSPITASARI/ WARIH	6212105900684		Batas waktu 3 jam setelah Booking; Noshow Fee 90% Pax bayar Refundable (Charge 50% Pax bayar); Non Rerouteable; Non Extendable

Fares

Passenger	Units	Charge	Amount	PPN	Total
ADULT	1	Fare	750,000.00	75,000.00	835,000.00 IDR
		IW	5,000.00		
		EC	5,000.00		
		Administration Fee	6,000.00		6,000.00 IDR
				Total	841,000.00 IDR

Payments

Description	Status, Date	Credit	Debit
Ticket Cost & Fee		841,000.00 IDR	
Credit Agency Account	28/07/11		841,000.00 IDR
OUTSTANDING BALANCE			0.00 IDR

Carriage hereunder is subject to the Republic of Indonesia act no. 1 of 2009 concerning flights in accordance with the rule of law and other rule of the carrier, PT. Merpati. Nusantara Airlines, which is an integral part of the contract and which is accessible for audit at the carrier sales office.

Your airlines ticket is electronically stored in our system and is subject to conditions of contract

EXCESS BAGGAGE

8. You will be required to pay a charge for carriage of Baggage in excess of the free Baggage allowance. These rates are available from us upon request.

9. Carrier assumes no liability for money, jewelry, documents and valuable papers, electronics items (cellular phone, camera, computer) etc., kept in the

16. Carrier assumes no liability for misconnection/unsynchronized flight schedule, either outbound or inbound for any flight schedule using other airlines.

DANGEROUS GOODS

17. FOR SAFETY REASON DANGEROUS ARTICLES SUCH AS COMPRESSED GASES / FLAMMABLE / NON FLAMMABLE / POISONOUS / CORROSIVES /

BATAVIA AIR E - TICKET ITINERARY

Booking Code : **TCMPUD**

Agent Name : TIKI WISATA
 Issued By : eko (1050253)
 Telp : 021-3925882
 Issued Date : 06-JUL-11



BATAVIA AIR



Itinerary

Passenger Details

1. RACHMAT MAULANA /Mr.

6717135670262

Pemeriksaan Keamanan Bertujuan untuk Keselamatan dan Kelancaran penerbangan

Flight Detail 1

Dep/ Arr	Airport/City	Date	Time	Flight Number	Class	Baggage
Departure	Ambon (AMQ)	07-JUL-11	13.20 LT	Y6-344	M	20 Kg
Arrival	Jakarta (CGK)	07-JUL-11	16.05 LT			

Valid Until : 04-SEP-11

Condition : NON ENDORS, NON REROUTE, NON OPEN DATE, REFUNDABLE.

*LT = Local Time

Fare Calculation

Fare Flight Detail	Fare Type	Basic	Tax-Iwjr-Fs	Service Fee	Total Pax	Total
1	Adult	1,556,364.00 IDR	161,136.00 IDR	5,000.00 IDR	1	1,722,500.00 IDR
Grand Total						1,722,500.00 IDR

" MULAI TGL 10 OKTOBER 2010, PENERBANGAN DOMESTIK BATAVIA AIR BEROPERASI SECARA
 PENUH DI TERMINAL 1C BANDARA INTERNASIONAL SOEKARNO HATTA JAKARTA "
 RESERVASI 24 JAM +62 21 38999888

KANTOR PERWAKILAN BATAVIA INTERNATIONAL :

KUCHING - MALAYSIA
 Bandar Udara Antar Bangsa Lot L2L - 05, level 2
 Kuching International Airport
 Kuching 93728 - Malaysia
 Telp. (+60) 82 626 299
 Fax (+60) 82 629 166
 E-mail: sales_kch@batavia-air.co.id

GUANGZHOU - CHINA
 Huanshi Dong Road No. 328 Room. 1109
 Asia International Hotel
 Guangzhou 510060 - China
 Telp. (+86) 20 6120 6350
 Fax (+86) 20 6120 6354
 E-mail: sales_can@batavia-air.co.id

SINGAPORE
 60 Airport Boulevard Unit #B16-006-02
 Changi Airport Terminal 2
 Singapore 819643
 Telp. (+65) 65 42 8672
 Fax (+65) 65 42 1067
 E-mail: sales_sin@batavia-air.co.id

SYARAT-SYARAT DAN KETENTUAN UMUM

- Perjanjian pengangkutan ini tunduk kepada ketentuan ketentuan ordonasi pengangkutan udara Indonesia (jika 1939/100) Undang-Undang Republik Indonesia No 1 Tahun 2009 tentang penerbangan, juncto Peraturan Pemerintah Republik Indonesia No 40 Tahun 1995 serta kepada syarat-syarat dan ketentuan umum pengangkutan.
- Pengangkutan adalah penerbangan tanpa menggunakan tiket. Yang diperlukan adalah print out Pengangkutan E-tiket & Itinerary dimana terdapat kodebooking serta nama anda di dalamnya. Anda diharuskan menunjukkan kartu identitas atau paspor pada waktu melapor di bandara (pada saat check-in dan memasuki ruang tunggu di bandara)
- Pengangkutan berhak menolak penumpang untuk check-in dan membatalkan pembukuannya apabila Kartu Identitas atau Paspor tidak sesuai dengan nama penumpang di pembukuan kami.
- Tiket yang dibeli melalui B2C (Reservasi Online) dengan menggunakan kartu kredit, wajib menunjukkan kartu kredit yang dipakai waktu check-in kepada petugas check-in, dan refund akan dilakukan dengan mengembalikan nominal ke kartu kredit yang sama.
- Check-in counter Pengangkutan dibuka 2 jam dan ditutup 45 menit sebelum jadwal keberangkatan. Penumpang diminta untuk melapor di check-in counter sekurang-kurangnya 2(jua) jam sebelum jadwal keberangkatan dan berada di ruang tunggu keberangkatan 30 (tiga puluh) menit sebelum jadwal keberangkatan atau kami akan meninggalkan anda untuk menghindari kemungkinan penundaan keberangkatan.
- Penumpang yang telah check-in dan tertinggal pesawat karena tidak berada di ruang tunggu pada saat boarding, maka tiket dianggap hangus sehingga tidak dapat dipergunakan serta tidak dapat diuangkan kembali.
- Pengangkutan tidak bertanggung jawab atas kerugian apapun juga yang ditimbulkan oleh pembatalan dan/atau kelambatan pengangkutan ini, termasuk segala kelambatan penyerahan bagasi.
- Pengangkutan tidak bertanggung jawab apabila terjadi ketidaksesuaian pada penerbangan lanjutan apabila menggunakan perusahaan penerbangan lain.


Lion Air eTicket Itinerary / Receipt

This is an eTicket itinerary. To enter the airport and for check-in, you must present this itinerary receipt along with Official Government issued photo identification such as passport, identity card or Indonesians KTP.

Booking Details

Booking reference (PNR): COFIKH Purchased From: Pt Tiki Wisata
Issued date: Thursday, 30 Jun, 2011

Passenger Details

1.	Gusali/Heri Mr	9902163027211	20K	
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Itinerary Details

Flight	Depart	Arrive	Stops	Class	Fare Basis	Status
JT 796	Jakarta (CGK) 04 Jul 2011 10:45 hrs	Ujung Pandang (UPG) 04 Jul 2011 14:05 hrs	0	Economy - H	HOW	Confirmed

CGK-UPG CHECK-IN WITH LION AIR *** BERANGKAT DARI TERMINAL 1A ***
Operated by Lion Air

Fare Details

Published Fare:	IDR 1,010,900
Total Taxes:	IDR 5,000
Travel Insurance:	IDR 15,000
Total amount:	IDR 1,030,900

Fare Rules

Booking Class H: Ticket Refund and Exchanges are permitted with payment of fee and fare difference (if any) and within a defined deadline. Name Change is not permitted.

Tour Code

ITIDJKT000672

Important Notes

- * Check-in closes 45 minutes before departure time.
- * Please be at the gate 30 minutes before departure time.
- * If paid by credit card please note that the credit card used must be presented by the card holder for verification at check-in or you may be denied boarding.
- * Log on to www.lionair.co.id for condition of carriage and other terms and condition.
- * Baggage allowance for each operators (20Kg for JT and 15Kg for IW).
- * Bagasi cuma-cuma untuk setiap maskapai penerbangan (20Kg untuk JT dan 15Kg untuk IW).

APPENDIX C

PROCESS OF BOOKING AND ISSUING TICKET AT TW

A. Main Menu

The screenshot shows a web browser displaying the MOVEL System main menu. The browser's address bar shows the URL movels.tkiwisata.com. The page header includes the text "MOVEL System" and navigation links for "Home", "Airline Ticket", "Reservation System", "Membership", and "Sales".

The main content area is divided into several sections:

- TIKI Wisata** logo with the tagline "Batalah Travel Wisata".
- Help Desk Center** with links for "Desk #1", "Desk #2", and "Direct online", along with the phone number "021-345 2449".
- Latest Informations** section, dated "Info Airline - 29 Jan 2012 10:54 WIB", titled "Rute Baru Lion Air - Wings Air". It features the Lion Air logo and the text: "Lion Air dan Wings Air kembali membuka rute baru dengan tujuan berikut...".

The flight routes listed are:

- JAKARTA-LUWUK (via UPG) JAM 10.35
- LUWUK-JAKARTA (via UPG) JAM 06.00

Additional routes mentioned in the text are:

- Jakarta-Makassar-Jakarta dgn Lion Air, Makassar-Luwuk-Makassar dgn Wings Air
- LUWUK-MAKASSAR JAM 06.00
- MAKASSAR-LUWUK JAM 15.00

A note at the bottom states: "* Connect ke/dari Denpasar, Surabaya, Balikpapan, Kandangan, Manado dan kota lainnya".

The footer of the page displays "Welcome, 190 Wisata Bandung (Bandung) Your ID: 1800 (0) Messages For You" and "(0) CURRENT WARNING". The Windows taskbar at the bottom shows the system clock as 10:54 AM on Monday, 1/29/2012.

B. The Process of Checking The Airline Flight Schedule

MOVEL System

Home | Airline | Ticket | Reservation | Reservation | Sales

Check Schedule

Leaving from: Bandung (BDO)
 Going to: Bandung (BUB)
 Departing: 01 Feb 2022
 Adults: 1 | Children: 0 | Infants: 0
 Airline: Batik Air Garuda Lion Air Sriwijaya

Lion Air

Flight	ETD	ETA	Class	Seat	Price
JT1812 WED 01 FEB	BDO 14:25 LT	BUB 17:15 LT	M	2	761,800

Booking Process

Lion Air - Start Booking

Schedule Flight

Departure	Class	Schedule	Station
JT1812 WED 01 FEB	M	Bandung (BDO) 14:25 LT	Bandung (BUB) 17:15 LT

Fare Detail

Type	Passage	Basic Fare	Tax	SWR/Service	Published Fare
Adult	1	0	0	0	761,800

Passenger Information

Adult

Passenger I	Title *	First Name *	Last Name *
	Ms	NIKKA	TUSDIANE

Passenger Contact Person

Full Name *	Phone *
NIKKA TUSDIANE	62 - 87522479

Mobile #: 081325433964

D. The Display on The Screen after Booking Process

Lion Air - Booking Result
YOUR BOOKING IS NOW CONFIRMED AS BELOW, PLEASE ISSUE TICKET AT OUR TICKETING AGENT.

Reservation Details
 Booking Reference: LF202P
 Date Of Booking: 30 January, 2012
 Please Pay By: 30 January, 2012, 22:20 PM

Passenger Details

Name	Lion Passport No.	Ticket Number	Special Request
1. MS MERCHA TURDOWNE	NA		NA

Itinerary Details

Flight	Departing	Arriving	Distance	Class	Status	Remarks
JT 1812	Bandung (BDJ) 14:25 Wed, 01 Feb	Surabaya (SUB) 17:15 Wed, 01 Feb	2h 50m	Economy	OK	Check In Required

All Timings Are Local Time

Payment Details
 Name:
 Form of Payment:
 Published Fare: IDR 758,800
 Total Taxes: IDR 5,000
 Total Fare: IDR 763,800

Website: lionair.com (Bandung (BDJ) - Your ID: 303) 0 Messages For You (3) CURRENT WARNING

E. The Process of Issuing the Ticket

Issued Ticket

ISSUED LIONAIR.COM

Please Confirm The Booking Information Below In The Box Before You Issue This Ticket
We Are Not Responsible In All Other Information.

Your Username:
 Password:
 Verification Code: 17112
 (Match The Code)

[Print] [Cancel]

Booking Details
YOUR BOOKING IS NOW CONFIRMED AS BELOW, PLEASE ISSUE TICKET AT OUR TICKETING AGENT.

Reservation Details
 Booking Reference: LF202P
 Date Of Booking: 30 January, 2012
 Please Pay By: 30 January, 2012, 22:20 PM

Passenger Details

Name	Lion Passport No.	Ticket Number	Special Request
1. MERCHA TURDOWNE	NA		NA

Website: lionair.com (Bandung (BDJ) - Your ID: 303) 0 Messages For You (3) CURRENT WARNING

F. The Display on The Screen after Issuing Ticket



G. Printing The Ticket



APPENDIX D

THE LIST OF INTERVIEW QUESTIONS

1. What is your name?
2. What is your background of the study?
3. What is your job title?
4. How long have you been working as a ticketing staff?
5. Could you tell me your job descriptions?
6. Could you explain the process of issuing the tickets?

APPENDIX E

THE TRANSCRIPTION OF THE INTERVIEW

Name of Interviewee: Nesya

Day/ Date : January 30, 2012

Time : 11.00 AM - 01.00PM

Venue : TiKi Wisata Travel Bandung

- ALICE Siang mbak. Bisa diperkenalkan ehh dulu namanya siapa?
- NESYA Boleh. Nama saya Nesya. Umurnya 19 tahun. Latar belakang pendidikan saya dari Sekolah Pariwisata.
- ALICE Eehh... Pengalaman kerjanya ehh berapa lama trus, sebagai apa gitu?
- NESYA Pengalaman kerja saya satu tahun di travel Java Star, eeh untuk bagian tiket domestik.
- ALICE Berarti bagian tiketing yah?
- NESYA Iyah.
- ALICE Kalau di Tiki Wisata sendiri sebagai tiketing staff juga ya?
- NESYA Iyah, Ticketing staff.
- ALICE Pekerjaan.. Kalau boleh tahu pekerjaan ticketing staff itu apa aja ya. Mulai dari apa..eeh. apa gitu..
- NESYA Ooo boleh. Eeh.. Pekerjaannya sih paling kalau misalnya ada perm..permintaan tamu untuk penge pengecekan jadwal

penerbangan nanti kita bisa bantu. Gitu...

ALICE Mulai dari apa?

NESYA Mulai dari pengecekan jadwal, misalkan reservasi tiket yah. Contohnya tahap- tahap pertama itu pengecekan jadwal, setelah itu pembookingan dan terakhir mhh pengissuean tiket.

ALICE Ehmm, oia mbak, saya masih ada satu hal yang mau saya tanyain yah...

NESYA Heeh.

ALICE Berhubungan dengan issuing ticket, bisa diceritain ga proses issue proses issuing ticket dari awal sampe akhirnya itu kayak gimana?

NESYA Boleh. Hhh, pert... langkah pertama itu kita mengecek jadwal, klo misalnya udah confirm orangnya nanti kita booking, klo misalkan orangnya jadi, jadi issued gitu, kita mhh bisa bantu issued buat issuedin tiket ehh penumpangnya.

ALICE Berarti proses dari awal sampe akhirnya, ehh pengecekan jadwal dulu yah?

NESYA Iyah, pengecekan jadwal...

ALICE Trus...

NESYA Pembookingan langsung pengissuedan tiket.

ALICE Ohh, itu mhh issuing ticket itu.

NESYA Iya.

ALICE Mhh, oke deh gitu aja. Makasih mbak atas waktunya

NESYA Iya...