CHAPTER III
DISCUSSION

A. Sriwijaya Air

The name of Sriwijaya Air was taken from the name of Sriwijaya Empire. It was built on November 10th 2003 by Hendry Lie, Chandra Lie, Johannes Bundjamin, and Andy Halim. Sriwijaya Air made the routes of its first flight from Jakarta-Pangkal Pinang, Jakarta-Palembang, Jakarta-Pontianak, and Jakarta-Jambi although it only had one plane, Boeing 737-200. Nowadays Sriwijaya Air has 38 planes flying to 43 domestic and regional cities. In order to anticipate planes regeneration and routes increase, Sriwijaya Air added a new armada, Boeing 737-800 NG.

Safety, Security, and Service are an important orientation of Sriwijaya Air’s service to be given to all passengers. Due to that case, in order to maintenance the armadas, Sriwijaya Air cooperates with ST Aerospace Singapore, Malaysia Airlines Systems (MAS), Garuda Maintenance Facility (GMF) and PT. Aero Nusantara Indonesia (ANI). The cooperation is intended to make the passengers feel extremely safe and comfortable when flying with Sriwijaya Air. (Seta, 2015)

Sriwijaya Air has a skilled, kind, and trusted employees. In accordance with the motto of Sriwijaya Air “Your Flying Partner”, now passengers can do the ticket reservation easier and simpler in 24 hours by calling hotline number 021 292 79 777 or 0804 1 777 777.

To expand the service, Sriwijaya Air opened the routes from Jakarta to Solo (Return) on April 15th 2005. There are two offices of Sriwijaya Air in Solo; ATO
(Airport Ticketing Office) which is located in Adi Sumarmo Airport and TTO (Town Ticketing Office) which is located in Solo Center Point Building Block A-10 Slamet Riyadi Street, Purwosari, Solo. The District Manager of Sriwijaya Air Solo is Taufik Sabar.

B. The Quality of Services

1. Facilities Available

Facility is important to serve the customers. The customers will be more pleased if they’re provided with good facilities serving them. From that fact, Sriwijaya Air provides facilities that are expected to fulfill customers’ and company’s needs. The facilities owned by Sriwijaya Air District Solo are: 12 computers, 2 fax machines, 9 phones, 4 calculators, 2 printers, 1 payment machine, 1 car, 1 TV, 5 air conditioners, tables, chairs, office room, pantry, toilet, meeting room, and accounting/cashier room.

2. Service Products Available at Sriwijaya Air District Solo

Airplane company is a company that provides services to people who want to go or travel by plane.

The services provided by Sriwijaya Air District Solo are:

a. Reservation of domestic ticket

It helps passengers to reserve their tickets easier and faster with online system. They can also pay and then print the ticket in one time.
b. Rebook Flight Schedule

If by chance passengers cannot fly on their flight schedule due to some reasons, they can rebook or change their schedule. It helps passengers change their flight schedule, so that the passenger can still fly in another day and the ticket will not be expired.

c. Refund

It helps passengers to cancel the flight. If by chance the passenger wants to cancel his ticket, it will help him to cancel the ticket by online system, and then the money will be given to the passenger in few days or months. It depends on the type of cancelation.

d. City Check In

It helps passengers to do check in, so that they do not have to go to the airport earlier to do airport check in. City check in can be done in town ticketing office only one day before the flight schedule.

3. Departments in Sriwijaya Air District Solo

a. District Manager

The district manager is responsible to manage all of division in TTO and either ATO. He handles the problem that may occur and it cannot be done by employees, and he helps the employees if they find difficulties in handling some cases.
b. Marketing Department

Marketing division has responsibility in handling selling and advertising. Marketing division is not only responsible to make the strategy in increasing the customers but also satisfying the customers with good services and building a good relationship with partners.

c. Accounting Department

Accounting department is responsible to manage the administration and finance in TTO and then report those tasks to the manager and the center office. The daily activities of accounting department are; arranging annual budget of income, doing the payment transaction with passengers, making and checking the financial report at bank.

d. Ticketing and Reservation Department

Ticketing and reservation department is responsible to serve the passenger. It also provides what passengers’ need that relates with their ticket or flight schedule.

4. Working Arrangement of Sriwijaya Air District Solo

Sriwijaya Air District Solo has same systematic working arrangement with the other district offices in their work. Each division has the responsibility of each work. In Sriwijaya Air, the district manager is the one who takes responsibilities in Town Ticketing Office and even Airport Ticketing Office. The employees of Sriwijaya Air must follow and appreciate the company rules such as working schedule, uniform, appearance, behavior, etc.
Meanwhile, the working schedules in Sriwijaya Air TTO Solo are:

- **Monday – Sunday**: 6:00 a.m. to 21:00 p.m.
- **PS (Morning Shift)**: 6:00 a.m. to 2:00 p.m.
- **OH (Office Hours)**: 9:00 a.m. to 5:00 p.m.
- **S (Afternoon Shift)**: 2:00 p.m. to 10:00 p.m.

5. **Online System Technology**

All of the computers in TTO of Sriwijaya Air are connected to internet, it is expected to make the ticketing and reservation service faster and easier. The ticketing and reservation steps are done by online system, so that the employees are supposed to be able to operate the online system, then they can serve passengers well. The website of Sriwijaya Air that handles ticketing and reservation is [http://eticket.sriwijayaair.int/SJ-Eticket/application](http://eticket.sriwijayaair.int/SJ-Eticket/application).

6. **The Office Room**

TTO of Sriwijaya Air district Solo has 4 floors; the first floor is for ticketing and reservation, and accounting office. It is placed on the first floor because those departments have a direct contact in serving the passengers, so that it will be efficient if those departments placed on first floor which is easy to reach by passengers. The second floor is for district manager’s office, marketing’s office, the third floor is for pantry and meeting room, and then the fourth floor is for storeroom and a bedroom for employees who want to take a rest for a while during break time.
All of the employees are responsible to maintain the cleanliness and neatness of the office. They have to tidy up the desk before and after finishing their work. A neat and clean office will also affect customers’ perception about the company.

7. The Location of Sriwijaya Air District Solo

Town Ticketing Office of Sriwijaya Air Solo is located at Center Point building Block A-10, Slamet Riyadi Street, Purwosari Solo. It is very strategic because Slamet Riyadi Street is the main road of Solo city. It is also near with many hotels, Purwosari rail station, malls and easy to find because the located can be seen from the main road.

C. The Job Training Activities

1. General description

The writer did the job training at Sriwijaya Air TTO Solo for two months. It started on February 24th 2015 and finished on April 30th 2015. The training schedule was 3 to 4 days per week and 6 hours per day. There are also schedules for trainee, as the following:

   Morning Shift : 6:00 a.m. to 12:00 p.m.
   Afternoon Shift : 12:00 p.m. to 6:00 p.m.
   Evening Shift : 3:00 p.m. to 9:00 p.m.

2. The job training activities

As a company that provides service for the customers, Sriwijaya Air makes customers’ satisfaction as its priority. The employees of Sriwijaya Air are asked to
serve the customers with sincerity and give them the best services based on their needs. During the job training in Sriwijaya Air TTO district Solo, the writer saw how the employees served the customers in making reservations, ticket payment, ticket refund or rebook, and help the costumer to city check in.

Here, the writer focused on ticketing and reservation division. On the first day of job training the writer was taught by the job training supervisor about how to handle the costumers, how to make reservation and check in. After that the writer was asked to handle the customers directly by herself but still under supervision. On the next days the writer learnt how to serve the customers well based on what the supervisor taught previously. When customers arrived, the writer always greeted them and asked whether the customers needed help or something else. Most of the customers came to Sriwijaya Air TTO Solo to book ticket, print ticket, city check in, or rebook flight. On the first two weeks, the writer could only handle reservation and city check in. After she could handle those two things well, she could handle the other case such as rebook and refund flight. Rebook and refund flight were more complicated and needed someone with enough professionalism. In Sriwijaya Air TTO Solo there are two ways in serving the customers, the first is face to face between employee and customers, and second is by phone. The writer was asked to handle customers from the beginning of job training, but she was not allowed to handle customers by phone before she completed first month of the job training. It was because the supervisor could not oversee the writer when handling customers by phone, so that in handling
customers by phone the writer should understand all cases well, especially refund and rebook cases.

During the job training in Sriwijaya Air TTO Solo, the writer got many new experiences in working with group and individual. Meeting customers and colleagues with many different characters made the writer get much knowledge about how to handle the customers with good manner and how to solve the problems or complain properly and confidently. Finally the knowledge that the writer got from job training is meaningful and useful for the real work field that the writer will face sooner or later.

3. Process of handling reservation and ticketing in Sriwijaya Air

a. Ticket Reservation

1) Sign In

The first step of handling reservation in Sriwijaya Air TTO Solo is to sign in to e-ticket application. When the officer has already opened the e-ticket website (eticket.sriwijayaair.int/SJ-Eticket/application), he/she has to input the user code and the password. Every officer has their own user code and password, and he/she must use his/her own user code to does reservation or other cases so if there is a mistake in ticketing or reservation process, it can be detected who did the mistake. The example of user code is SOCTTO005; SOC is three latter code of the city, TTO refers to Town Ticketing Office, and the last three codes 005 is the officer’s code. The password to sign in the system consists of 6 letters and it can be changed by the owner anytime.
2) Select Route

In reservation, the passengers usually state the destination or the route that they want to reserve. The officer needs to select the route (departure and arrival), departure date, the number of the passenger(s) who will departure, and the type of journey (one-way or return flight) to the system after he/she got the information from the passengers, so it will show the schedules and the price. In choosing the route, there are city’s names and also the three letter code of the city (International alphabet). The three letter codes of Indonesian cities which are also the routes of Sriwijaya Air are:

<table>
<thead>
<tr>
<th>City</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambon</td>
<td>AMQ</td>
</tr>
<tr>
<td>Bandung</td>
<td>BDO</td>
</tr>
<tr>
<td>Banjarmasin</td>
<td>BDJ</td>
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<tr>
<td>Batam</td>
<td>BTH</td>
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<tr>
<td>Bengkulu</td>
<td>BKS</td>
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<tr>
<td>Berau</td>
<td>BEJ</td>
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<tr>
<td>Biak</td>
<td>BIK</td>
</tr>
<tr>
<td>Denpasar</td>
<td>DPS</td>
</tr>
<tr>
<td>Gorontalo</td>
<td>GTO</td>
</tr>
<tr>
<td>Jakarta</td>
<td>CGK</td>
</tr>
<tr>
<td>Jambi</td>
<td>DJB</td>
</tr>
<tr>
<td>Jayapura</td>
<td>DJJ</td>
</tr>
<tr>
<td>Kendari</td>
<td>KDI</td>
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<tr>
<td>Manokwari</td>
<td>MKW</td>
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<tr>
<td>Medan</td>
<td>KNO</td>
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<tr>
<td>Merauke</td>
<td>MKQ</td>
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<tr>
<td>Padang</td>
<td>PDG</td>
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<tr>
<td>Palembang</td>
<td>PLG</td>
</tr>
<tr>
<td>Palu</td>
<td>PLW</td>
</tr>
<tr>
<td>Pangkalpinang</td>
<td>PKG</td>
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<tr>
<td>Pontianak</td>
<td>PNM</td>
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<tr>
<td>Semarang</td>
<td>SRG</td>
</tr>
<tr>
<td>Sorong</td>
<td>SOQ</td>
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<tr>
<td>Solo</td>
<td>SOC</td>
</tr>
<tr>
<td>Surabaya</td>
<td>SUB</td>
</tr>
<tr>
<td>Tanjungpandan</td>
<td>TJQ</td>
</tr>
<tr>
<td>City</td>
<td>Code</td>
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</tr>
<tr>
<td>Kupang</td>
<td>KOE</td>
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<tr>
<td>Lampung</td>
<td>TKG</td>
</tr>
<tr>
<td>Luwuk</td>
<td>LUW</td>
</tr>
<tr>
<td>Makasar</td>
<td>UPG</td>
</tr>
<tr>
<td>Malang</td>
<td>MLG</td>
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<tr>
<td>Manado</td>
<td>MDC</td>
</tr>
</tbody>
</table>

3) Passengers’ data

After the passenger chooses the route, the employee then inputs the route on the system, and the schedule and the price will be shown. The employee then informs the passenger about the price and the schedules. When the passenger decides to choose a schedule, the next step is reservation. In reserving ticket, some passenger’s data are needed. The data needed are:

a) Passenger’s Name

The name of the passenger on the ticket should be exactly the same as the name on his/her ID card, because if it is different from the name on the ID card, the passenger cannot check in.

As the name of the passenger on the ticket must be the same as the name of the passenger on the ID card, it is important to reconfirm the correct name. It can be shown to the passenger directly if the passenger comes to the office, but it is a bit difficult to confirm if the passenger reserves the ticket by phone. In order
to avoid miscommunications or mistakes in spelling passenger’s name, there are international alphabets that are used to make the communication between an officer and a passenger clearer. The international alphabets are:

- A = Alpha
- B = Bravo
- C = Charlie
- D = Delta
- E = Echo
- F = Fanta
- G = Golf
- H = Hotel
- I = India
- J = Juliet
- K = Kilo
- L = London
- M = Mama
- N = Nancy
- O = Oscar
- P = Papa
- Q = Quebec
- R = Romeo
- S = Sierra
- T = Tango
- U = Ultra
- V = Victor
- W = Whiskey
- X = X-ray
- Y = Yankee
- Z = Zulu

b) Passenger’s phone number

The phone number here can be passenger’s phone number or if the passenger asks someone to reserve his/her ticket, it can be the phone number of that person. The phone number is needed to contact the passenger if there are some cases such as schedule change, cancelation flight, departure delay, etc.
c) Additional Information

Additional information is needed for special treatment such as wheelchair or infant. Wheelchair is provided by Sriwijaya Air on the airport, so that the passenger who finds difficulty to walk from check in counter to the plane can use the wheelchair.

A passenger who is stated as infant is 3 months – 2 years old baby within 20kg weight. In order to make sure the infant’s age, the information about infant such as the day of birth and weight is required.

d) Informing the PNR, booking code, and time limit

1. PNR (Passenger Name Record)

PNR is the passenger’s data that are recorded by the system which appear when the reservation steps have been done. It consists of booking code, passenger’s name, flight itinerary, and flight fare. After reservation’s steps have been done and the PNR appear, the PNR must be printed twice, the first PNR will be given to the accounting department with the amount of money based on the flight fare, and then the second PNR will be used for archives and report.

2. Booking code

The booking code consists of six letters, and every ticket has the different booking code. The booking code is needed to find the passenger’s data in online system. In order to
avoid the mistake in informing booking code, the officer usually uses international alphabets to read it.

3. Time limit

Time limit is the deadline to issue the tickets. The deadline depends on the departure date. The sooner departure date the sooner the tickets should be issued. If the passenger has not paid the ticket, the ticket cannot be issued, and if it is not issued until time limit’s deadline, the ticket will be canceled automatically by the system.

4) Issuing ticket

After the booking’s steps was done and the data has been confirmed by the passenger, the next step is to issue the ticket. Issuing the ticket can only be done by the accounting officer. When the ticket has been issued, the status of the ticket will change from Hold to Confirm. If the ticket’s status has been confirmed, the ticket can be printed and given to the passenger.

5) Invoice

After the ticket has been issued, there will be invoice. The invoice covers the booking code, passenger’s name, flight number, flight route, flight schedule, and the total of ticket fare. The invoice is printed three copies by the accounting officer. The first invoice is given to the passenger, and the other two are needed for archive and report.
b. City check in

Helping the passengers to check in is also one of ticketing and reservation officers’ duties. Check in can be done at airport on the departure date (90 minutes before boarding) or it can also be done at TTO one day before the departure date and it is called “city check in”. There are some rules in city check in, they are:

1) City check in can only be done one day before the departure date at Sriwijaya Air TTO
2) It is only valid for Solo-Jakarta route
3) The passenger must bring the ID card
4) There is no infant or passenger with wheelchair service.
5) There is no connecting route

The process of city check in:

1) Open check in website: checkin.sriwijayaair.int/SJ-CheckIn and then sign in with user name and password
2) Choose “Check In” option and then “Check in by booking code”
3) Enter the booking code on the column
4) Select the seat number based on passenger’s option and then click Check in.
5) Print the boarding pass
6) Write the remark on the system. The remark for city check in is:

ALDY CITY CI SEAT NUMBER 7A/P1/(Officer initial)
c. Rebook Flight

Rebook means changing the flight schedule, which can be caused by the passenger's cases or from Sriwijaya Air's cases. There are two kinds of rebook; rebook which is requested by the passenger because of his/her own necessity, and rebook which is asked by the passenger because there is flight schedule changing or it is also called IROP Rebook. The difference between those two reboks is that the passenger must pay some additional charge if it is caused by passenger’s necessity, but it is free charge for IROP Rebook. Each rebook has different charge depends on the cases, such as:

1) The interval between the departure date and the information which is accepted. If the passenger informs that he/she wants to change the schedule less than two days before the departure, he/she must pay CF (Cancelation Fee). CF = 50% x BF (Basic Fare)

2) Ticket validity. Each class of the ticket has its own validity, if the schedule change exceeds the ticket validity, so that it must be upgraded. The ticket class and its validity:

<table>
<thead>
<tr>
<th>Class</th>
<th>Validity</th>
<th>Upgrade</th>
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<tbody>
<tr>
<td>O+U</td>
<td>1 Day</td>
<td>2 Class</td>
</tr>
<tr>
<td>X+E</td>
<td>3 Days</td>
<td>2 Class</td>
</tr>
<tr>
<td>G+V</td>
<td>7 Days</td>
<td>2 Class</td>
</tr>
<tr>
<td>T+Q</td>
<td>14 Days</td>
<td>1 Class</td>
</tr>
<tr>
<td>N+M</td>
<td>21 Days</td>
<td>1 Class</td>
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<tr>
<td>L+K</td>
<td>1 Month</td>
<td>1 Class</td>
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<tr>
<td>H+B</td>
<td>2 Months</td>
<td>1 Class</td>
</tr>
<tr>
<td>W+S+Y</td>
<td>3 Months</td>
<td>1 Class</td>
</tr>
<tr>
<td>I+D+C</td>
<td>3 Months</td>
<td>1 Class</td>
</tr>
</tbody>
</table>

The process of rebook:

1) Open the booking code
2) Click the Rebook option
3) Choose the new schedule
4) Click Rebook/IROP Rebook
5) Add remark: RBK FRM SJ211/U/11MAR TO SJ211/E/11MAR
   GET UG+ADM+CF INFO BY (Passenger name)/(Officer initial)

**d. Refund/Cancelation**

There are two kinds of cancelation; cancelation which is caused by passenger’s necessity, and cancelation which is caused by schedule change, which is called as Refund IROP. The difference between those two is the amount of cash back which is given to the passenger. In IROP refund, the passenger will get 100% of the fare without any charge, while in ordinary refund the customer will get 50% of the fare. However if the passenger cancels the ticket on the departure date, he/she will only get 5% of the fare.

The process of refund:

1) Open the booking code
2) Print the ticket
3) Add remark: TKT WILL REFUND INFO BY (passenger’s name + contact number) // (Officer Initial)

4) Click Refund/Refund IROP

5) Print history

The process of refund can be done at TTO if the passenger buys the ticket at TTO. If he/she buys the ticket at travel agent, the cancelation process can only be done at related travel agent.

4. The writer activities in reservation and ticketing department

During the job training in Sriwijaya Air TTO Solo, the writer focused on reservation and ticketing department. From the beginning until the end of the job training the writer only did reservation and ticketing duties. The duties of the reservation and ticketing department are booking ticket, refunding/canceling ticket, rebooking flight, and city checking in.

The writer did the job training at Sriwijaya Air TTO Solo for two months. In one week she only went for 4-5 days. In a day the writer handled more than one cases, but the most cases which are handled by her are; booking ticket, city checking in, and rebooking flight.

a) Booking Ticket

Booking ticket could be done in two ways, booking by phone and booking directly in TTO. The steps and the procedures of booking ticket of both ways were similar; the writer opened the online system, and then input the routes and passenger’s data. The difference was that the writer must give more detailed information to the passenger by phone, because
there would be more error possibility in communicating by phone. The information that must be given to the passenger after he/she booked the ticket are; the passenger’s name, the route, the schedule, and the price. While the information that must be given to the passenger by phone are; the passenger’s name, the route, the schedule, the price, the time limit and the payment option (whether the customer wants to pay cash at TTO, by sms banking, or by bank transfer). If the passenger books the ticket by phone and he/she wants to pay the fare by sms banking or bank transfer. Then the staff offers the bank account options. There are Mandiri, BNI, and BCA. After the passenger chooses the bank account then the writer tells the Sriwijaya Air’s bank account number and the office’s cell phone number (for sms banking) or Sriwijaya TTO’s email address (for bank transfer) to the passenger and asks he/she to send the payment proof to the number/email address that was given. In booking ticket by phone the most important thing was to tell the passenger about the time limit of the ticket. If the time limit is not told to the passenger and the passenger pays the fare after the time limit ends, the ticket will be expired and cannot be used. The solution is by rebooking the new ticket, but because it uses online system, the price of the ticket cannot be always the same as the first price. That was why it was important to inform the passenger about time limit.

The error in booking the ticket is not only about time limit. The mistakes in inputting the passenger’s data such as name, gender, and phone number also happened very often. The mistakes happen because of
some cases. First, if a passenger books the ticket for more than one persons but he/she does not really know the real names of the other passengers, the mistake in writing the name may occur. Second, if the passenger books the ticket by phone, and the pronunciation of the real name is not exactly the same as its spelling, for example the name Stephanie is pronounced Stefani, if the writer does not re-spell the name, she can make a mistake by inputting Stefani/Stefanie instead of Stephanie, or it will be more efficient with using international alphabet. However if this case happens, the solution is by booking a new ticket with the correct name as soon as possible to avoid the class upgrade, but if the ticket has been issued, the only solution is by making a remark on the ticket about the mistake and what the correct name is. To prevent this kind of mistake, it is important to re-inform the passenger about the data on the ticket before the ticket was issued.

b) City Checking In

City checking in can be done in TTO only. The passenger comes to the Sriwijaya TTO one day before the departure date bringing the ID card, the ticket or the booking code of the ticket. If the passenger has passed the rules of city check in, he/she could choose the seat number and then get the boarding pass.

The problem that must be handled in city checking in is about ID card. The rule is by bringing all of the ID cards of the passengers, if there are two or more passengers, the ID card of each passenger must be shown.
There are some passengers who come alone and do not bring other passengers’ ID cards. They then ask the staff to allow them to city check in, some of them are even angry and compared Sriwijaya Air to other airline companies that do not ask for that kind of thing. In this case the writer must tell the passenger patiently about the rule and that the writer and the passenger must obey the rule. The solution for this case is by giving some option to the passenger whether he/she will check in at airport, or if he/she really wants to check in at TTO he/she can ask the other passengers to send the photo of the ID card by messenger or ask them to come to TTO and to bring the ID card.

Beside the problem about the ID card, the writer also did the mistake that is rarely made. Before doing check in step, the writer must check the flight schedule, route and the passengers’ data. One day the writer forgot to check the flight schedule on the ticket and only re-confirmed the departure date to the person who wanted to city check in, and the departure day was actually two days after that day. The rule of city check in is that it can be only done one day before the departure date, because the writer forgot to check the departure date she did the check in steps and printed the boarding pass. The writer did not realize until the senior re-checked the check in list. The writer then was asked to call the passenger to apologize about the mistake and to inform that the boarding pass was not valid and asked him to do city check in again tomorrow. Fortunately the passenger was not angry and gave a good respond, and told that the person who came
to TTO before (that actually from travel agency) also made a mistake. From that time, the writer became more careful in checking the flight schedule and also the other things like the route and passengers’ data.

c) Rebooking Flight

Rebooking flight is changing the schedule of the flight; it can be the departure date or time. For example the departure date is on 13 March 2015 but the passenger wants to change the departure date into 15 March 2015, so the ticket must be rebook. There are some steps and procedures in rebooking flight. The steps and the procedures are not very complicated but once a mistake is made, it can be very fatal. In rebooking flight there are some fee that must be paid, such as administration fee, upgrade fee, and cancelation fee. The fees that must be paid are different based on the cases which happen.

During the job training, the mistakes that mostly happened were in choosing the right class. If the interval between the first departure date and the next one is more than the ticket validity, the class of the ticket must be upgraded to the class that extends the interval of the first schedule to the new schedule.

The trainees sometimes forget to check the ticket validity and choose the wrong class. This case is actually acceptable by the online system, so the person who does the mistake must not pay the upgrade fee. However, because there is a rule which is said that it should be upgraded, so the writer must obey the rule and prevent this kind of mistake.