

# Sabre Basic Course Manual

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# Introduction to Sabre

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- 👉 Understand the commonly used Air Travel Terminology
- 👉 Know the specific symbols used in the Sabre system
- 👉 Know the Sabre Red Workspace layout
- 👉 Sign In and Sign Out from the Sabre System

## AIR TRAVEL GLOSSARY

Term	Definition
Origin	The starting point at which the passenger begins his travel on a particular flight segment. 航程起点，是指在客票中列明的整个航程最初的出发地点。
Destination	The ultimate end of the passenger's journey as shown on the booking and ticket. 航程终点，是指在客票中列明的整个航程最终的到达地点。
Segment / Leg	Part of the journey from a passenger's boarding point to a deplaning point; it could be a flight segment or auxiliary segment of the itinerary. 航程中某一段，可为行程中的某一航班或是航班上的辅助服务。
Routing	Term to identify the passenger's flight itinerary 航班飞行路径，或“一个城市到达另外一个城市的飞行线路（包括经停）”
One-way journey	Trip that is moving away from its origin and does not return to its point of origin city. 不构成完全的来回程、环球程或其它使用一半来回程(1/2 Round Trip) 运价的缺口程的航程
Roundtrip journey	The trip that goes back to its point of origin city. 旅行从一点始发，经某一折返点，再回到原出发点的航程。
Open-jaw	Travel to one city, return from another city; i.e. the departure city is not the same as the arrival city of the previous segment. 下程的始发地与上程的目的地不同。
ARNK	Arrival Not Known; it is a term used in CRS / GDS booking. It is a portion of the itinerary where passenger will not take any air service from one city to the next. 地面运输段。旅客通过非航空方式从一个城市到达另一个城市。
Itinerary	List of flights that the passenger is scheduled to take. 所有航班信息和所附带服务项目的列表
Non – stop service	A flight that proceeds directly to the final destination without making any stops at intermediate points. 不经过任何经停站而直达终点站
Direct Flight	A flight that may have Transit points (i.e. it may make an intermediate stop(s) before reaching its destination, it does not require a change of flight number and aircraft). 经过 经停站 (Transit point) 至 终点站，但旅客无需换班机。
Change of Gauge	There is a change on the aircraft enroute or a change of inventory compartment enroute but has the same flight number. 指旅客在经停点需换搭另一班机（航班号保持不变）
Connecting Flights	Flights that require change of aircraft at intermediate stop(s), referred as Connecting city(ies) before arriving at the destination (i.e. it takes two or more flights to reach the destination). 指因衔接的需要，旅客在航程中的某一中间点 (称 转机城市， Connecting City) 转换航班。衔接时间不超过 24 小时
Online Connection	A connection that requires a change of planes on same airline. 是指转机至同一航空公司的情况
Offline Connection	A connection that not only involves a change of planes but also change of airlines as well. 是指转机至不同航空公司班机的情况
Interline	Travel with more than one (1) airline with a single ticket; entails agreement for airlines to transfer baggage. 是指旅客搭乘多个航空公司的班机，但只需办理一次行李托运手续，因这些航空公司之间有行李托运协议。
Minimum Connecting Time	The legal minimum time necessary to change planes at a given airport. 在特定机场从一家航空公司的班机转搭另一航空公司班机所需的时间

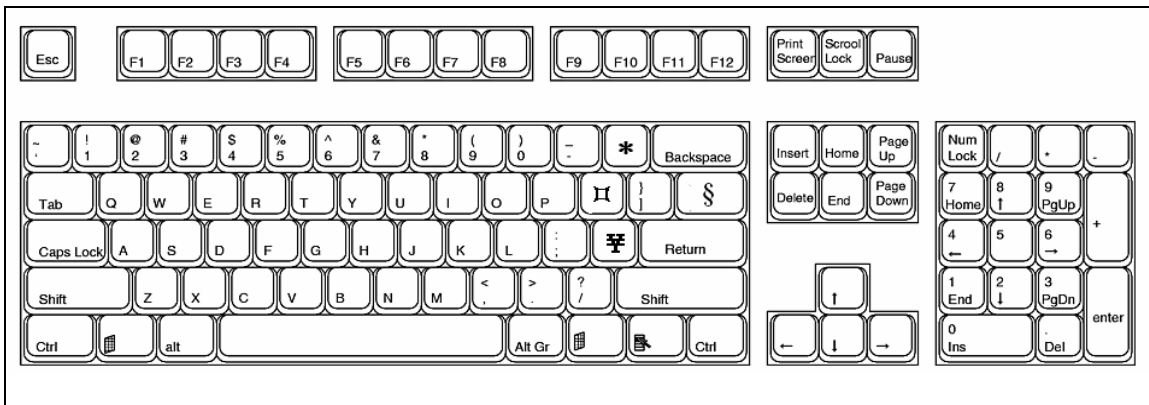
Term	Definition
Stopover	A planned stop in a destination for more than 24 hours before continuing the next part of the flight itinerary. 在航程中的某一中间点中断旅行，停留时间超过 24 小时
City/ airline/ airport codes	IATA designated codes for cities, airlines and airports. 由国际航协指定的城市/机场或航空公司代码
Code share Flight	An agreement between airlines to sell space on each other's flights using their own two-letter codes in the CRS. 代码共享航班是航空公司之间合作的一种形式。例如 A 航空公司从 B 航空公司购买座位进行销售，班机号使用 A 航空公司的代码，实际承运人是 B 航空公司
Class of Service	Section of seating in the airline. 机舱内不同区域的座位
Available seats	Seats that are available and can be sold 航班上可供销售的座位
ETD	Estimated time of departure 预计起飞时间
ETA	Estimated time of arrival 预计到达时间
Elapsed Time	Number of scheduled hours from point of origin to destination. 从某一出发点到目的地的飞行时间
Greenwich Mean Time (GMT)	Universal point of reference in determining standard time; also known as Zulu time, Universal Time (UT) or Coordinated Universal Time (UTC) 英国伦敦的皇家格林威治天文台的时间,也称为世界标准时间。
Zulu Time	The letter designator for this clock is Z. 时间以字母 "Z" 为首
Computer Reservations System (CRS)	Airline-owned computerized reservation system to facilitate interactive online transactions. 航空公司的电脑订位系统
Global Distribution System (GDS)	Computerized reservation networks through which users (travel agents, airline employees or travelers) can view data on a wide range of travel services, including air, hotel, car rental and like services. Several GDS provide their services to users worldwide. 供代理人使用的电脑系统。该系统与多家航空公司系统及其它于旅游业有关的供应商的电脑系统相连接。
Passenger Name Record (PNR)	The file or record containing the passenger's reservations, i.e. names of all passengers having the same itinerary (air and non-air segments), passengers contacts and other passenger travel information. 它记录同一行程的旅客（一个或多个）的所有必要信息，如航段，旅客姓名，联络资料等。
FIT Booking	Reservations made for 1 – 9 passengers. 订位人数从 1 至 9 人的订位称为散客订位
Group Booking	Booking that consists of 10 or more passengers on the same date for the same destination. 订位人数是 10 人或以上的订位称为团体订位
PNR Address or File Address or Record Locator	The computer reference code that is unique to a passenger's flight reservation that is stored in the CRS/airline for retrieval of booking 旅客订位记录的电脑编号，它具有唯一性。
Passenger (PAX)	Any person (except the members of the crew) carried or to be carried in an aircraft with the consent of the carrier. 除机组人员以外的所有飞机上的搭客。

Term	Definition
Adult	A person who has reached his/her 12 <sup>th</sup> birthday as of the date of the commencement of travel. 在行程的第 1 航段出发日期时超过 12 周岁的旅客
Child	A person who has reached his/her 2nd-11th birthday as at the date of commencement of travel and not his/her current birthday. i.e. 02-11 years old 2 周岁以上，12 周岁以下为儿童
Infant	A person who has reached his/her 01st -23th month old as at the date of commencement of travel and not his/her current birthday. i.e. 01-23 months old 2 周岁以下为婴儿
Confirmed Status (HK)	Indicates a reserved space on the desired flight. This means the airline has recognized your reservation and is confirming that it recognizes your reservation. A "confirmed reservation" means that the ticket sold by the airline or its authorized travel agents contain a specification of the flight with flight number, date and time; and the notation "OK" or any other entry in the appropriate space on the ticket. 确认旅客订位已预订成功
Waitlisted Status (HL)	A list, established by an airline, of passengers who are either seeking space on a flight that is sold out, or travelling on a standby basis/standby fare. For passengers on standby, they are not permitted to board the flight until all passengers with confirmed reservations have been boarded. 在等候航空公司确认座位。如旅客持有候补座位的机票，只有在所有其它持有确认座位的旅客都登机后，如还有剩余机位才办理登机手续。
DAPO	Do All Possible; Used in CRS booking to request assistance on confirmation of HL segments from the airlines. 请求航空公司尽一切可能确认处于候补状态的机位，
Duplicate Booking	Two reservations for the same traveler on the same day or on overlapping date, including stopovers. 同一旅客有两个完全相同行程的订位，这样的订位称为重复订位
Rebooking	A change in date/time of reservation in a previously booked segment(s). 在原订位中，修改旅行时间或航班
Cancellation	Removing the segment from the PNR where passenger will not go. 取消客人不再需要的航段
No-show	A traveler who does not appear for a flight on which he or she has confirmed reservation and fails to cancel that reservation properly. Airlines will cancel all further flights on a traveler's itinerary if a reservation is not cancelled. 指旅客预订了机位却没有搭机，而且没有事先通知航空公司取消座位。这种情况下，航空公司有权取消旅客订位中的机位，包括所有后续航班。
Ticketing Time Limit	Deadline set by the airlines to purchase a ticket for the flight reservations made. 由航空公司设定的最晚出票期限。
Electronic Ticketing	Ticket is in electronic form rather than paper and the record is stored in the airline system. 纸质机票的电子形式，电子机票将票面信息存储在订座系统中，可像纸票一样执行出票、作废、退票、换开、改转签等操作。



## SABRE KEYBOARD LAYOUT

The frequently used keys used in the Sabre System have been configured for the convenience to the users. Below is the description of these keys.



Display on screen	Position on Keyboard	Function
*	+	Display key  For example, *SLXIHM is the entry to retrieve PNR
⌠	[ (on the right to the letter P)	Change key  For example, 91⌠ ABC TRAVEL 6220 0011/AMY-A is the entry to change the information in the 1 <sup>st</sup> phone field
¥	, (on the left to the Return key)	Cross of Lorraine  Used in the entry as prefix to option. When seen on the system response, it indicates that there are more information which can be displayed with entries like "MD", "MU", "MB" and "MT".
§	\ (above RETURN key)	End item key  Used as "Entry Connector" that joins the entries in one transaction
	Alt + Backspace / F12	Clear key
	Alt ↑	Recall key Entry  Used to recall the last entry.

## SABRE RED WORKSPACE LAYOUT

The Sabre Red Workspace's screen is structured into five main areas, they are

1. Menu Area,
2. Application Launcher Area,
3. Tool Bar,
4. Sabre Work Area
5. Application Side Area

Within each area, you may have drop down list or tabs with features to facilitate servicing your clients.

In this user guide, we would focus on the Menu Area, Tool bars and Application Side Area. The details of Profiles and others in the Application Launch Area will be covered in a separate guide.



## SABRE RED WORKSPACE SIGN IN

Before any work can be performed in the Sabre system, you must sign into the system. There are six work areas (or called Agent Assembly Areas, AAA) that allows you to work on different transactions concurrently without one transaction interfering with the other. It also enables more than one user to access the computer at the same location without affecting each other's work. These six areas are named as A, B, C, D, E and F.

You can sign in to one work area or all six work areas in a single entry.

**Entry: SIA1001**

Explanation:

SI            Function Identifier for Sign In

A            Work area "A"

1001        Agent identification number

4 numerals that are unique to an agent within a travel agency setup.

### System Response :

AGENT SIGN IN

```

          ❶
CURRENT PASSCODE  <***** >  ID  ❷  <001001>  CTY  ❸  <V718 >
          ❹          ❺
DUTY CODE         <.> AREA <A>  NEW PASSCODE  <*****>  ❻
```

Ref.	label	Explanation
❶	CURRENT PASSCODE	Enter your 7 – 8 alphanumeric Passcode e.g. 1SABRE.
❷	ID	SIGN-IN ID that the system will fill in for you as in the entry
❸	CTY	PCC (Pseudo City Code) - Your Pseudo City Code which the system will pre-fill for you.
❹	DUTY CODE	By default is <.>
❺	AREA	The system will pre-fill the default Agent Assembly Areas to Area A. You may change this field to your desired working area.
❻	NEW PASSCODE	You may change your Passcode here if necessary. Else, it can be left blank.

### ***Change Passcode***

Every Passcode will expire in 90 days. The system will prompt you to change the Passcode 10 days before the expiration.

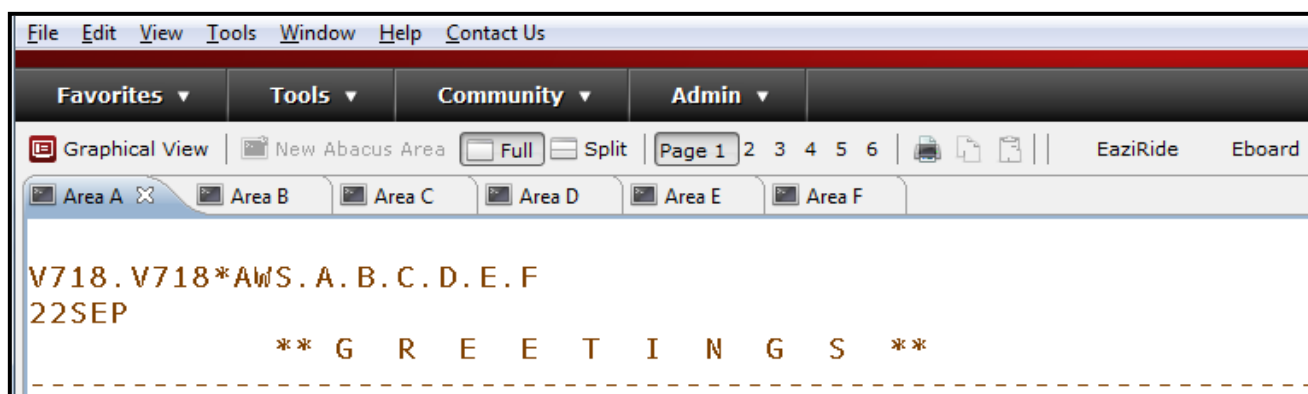
### **About Sabre Passcode**

Sabre Passcode should be 7 – 8 alphanumeric Passcode e.g. 123SABRE. It should not contain letter "Q" and "Z" and the same letter should not be continuously repeated 3 times or more. The Passcode should not be a common or offensive word.

### **About the New Passcode**

The new Passcode should be entered after you have entered the current Passcode and prior to pressing the "ENTER" key. The new Passcode should be different from the last 4 Passcode used.

## System Response : Successfully signed in



Explanation of the 1<sup>st</sup> line on the response:

V718 Pseudo City Code (PCC). Travel agency's identity in Sabre system.  
 \* Duty Code assigned for the user  
 \* - Subscriber with full reservations access in live mode.  
 6 - Training Mode / S.A.I lessons (Sabre Assisted Instruction lesson)  
 9 - Management function  
 A Agent  
 WS Agent's initial. E.g. "WS " is the initial for Agent "William Seetoh"  
 A Area that WS has signed in.

## Multi Sign In

When you are already in one work area ( e.g. Area A) and would like to sign in to another area without signing out of current work area, you can use the Sign In function again to sign in to the desired area.

Entry: **SIB1214**

Explanation:

SI FUNCTION IDENTIFIER FOR SIGN IN  
 B Desired work area  
 B - Area B  
 \* - All work areas  
 1214 Agent identification number

**System Response :**

At the system response prompting the Passcode, key in the Passcode and you will be out of the current work area A and successfully signed in to Area B.

## Summary of Sign In Entries

Entry	Explanation
SIB	Sign in to work area B by the same user
SIC1012	Sign in to work area C by user with ID "1012"
SI*1001	Sign in to all work areas. (A, B, C, D , E, F) by user with ID "1001"

## Common Error Responses

Error response	Explanation
ENTER CORRECT PASSCODE	Wrong Passcode has been entered
UNKNOWN AGENT ID	ID has not been defined in the system

## CHANGE WORK AREA

Entry : **␣B**

Explanation :

Change the current work area to the desired work area, e.g. work area B that agent has already signed in to.

**System Response :**

```
␣B<<
H1J8.H1J8*AOA.B..PNR PRESENT
  1.1DAITE/MARKMR
  1 SQ 970S 25APR 4 SINBKK SS1 0710 0835 /DCSQ /E
TKT/TIME LIMIT
  1.TAWH1J815MAR009/0400A/
PHONES
  1.SIN 62200011 STNS TRAVEL/AMIE-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
TICKET RECORD - NOT PRICED
RECEIVED FROM - DAPHNE
H1J8.H1J8*AOA 2136/16DEC14
```



When the agent returns to an area where a PNR is on hold, the response will indicate that work is present and automatically will redisplay the unfinished PNR.



If any work (PNR) was left unfinished in Area B, it will now be on hold. If the work is not completed within 2 hours, it will disappear.

**System Response (Multiple Tabs Work Area):**



## TO CHECK ACTIVITIES IN ALL SIGNED - IN WORK AREAS

Entry : **\*S\***

**System Response :**

```
*S*
① H1J8.H1J8*ACS.C
② ACTIVE AGENT - CS CANDY SARABIA - 2122-H1J8
③ H1J8.H1J8*AOA.A
④ H1J8.H1J8*AMD.B..PNR PRESENT
```

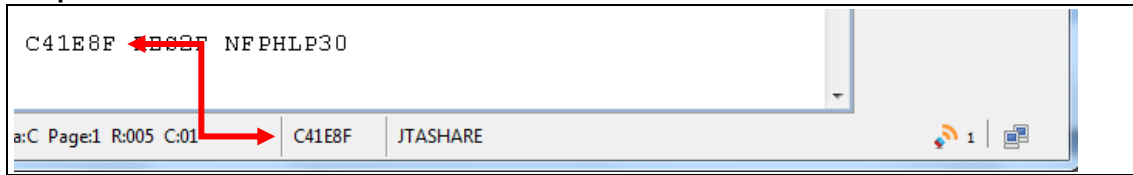
Explanation:

Line	Explanation
1	Current user with initial "CS" is using work area "C" named as the active work area
2	Active agent is "CS" with ID "2122" belongs to travel agency with PCC as "H1J8"
3,4	Other work areas that have been signed in are "A" & "B" Agent "OA" has signed in to work area "A". Agent "MD" has signed in to work area "B" and has a PNR on hold

## TO CHECK THE SET / TERMINAL ADDRESS

Entry : ¥J

System Response :



Explanation:

The set or terminal address "C41E8F" are shown in 2 locations as above.

## SIGN OUT

When you wish to leave the terminal for any length of time, the terminal should be signed out for security reasons. This will prevent anyone from accidentally or intentionally modifying data using another agent's sign in code.

If there are no transactions done in a work area for 60 minutes, the system will automatically sign out that work area.

Entry : SO

Explanation :

Sign out the current work area

Entry : SO\*

Explanation :

Sign out all the work areas that have been signed in by an agent.

Sample Response:

```
SO*«  
A.B.C.D.E.F..SIGNED OUT
```

# Air Schedule and Availability

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Use the Sabre AWS Mask and Entry to Encode and Decode City and Airline
- \* Display the Air Schedule and City Pair Availability
- \* Interpret the codes and symbols from Air Schedule and City Pair Availability

## ENCODE AND DECODE

IATA has designated standard codes for City, Airport and Airline for its recognition worldwide. Thus, before viewing Air Schedule or City Pair Availability, it is important to know the 3 letter City Code or Airport Code and 2 letter Airline Code.

### ***Encode Function***

The Encode function is used to verify the 3 letter code for City or Airport and 2 letter code for Airline.

#### **City Name**

**ENTRY: W/-CCQUITO**  
W/-CC                      Function Identifier  
QUITO                      City Name

#### **Airport Name**

**ENTRY: W/-APNARITA**  
W/-AP                      Function Identifier  
NARITA                      Airport Name

#### **Airline Name**

**ENTRY: W/-ALCROSSAIR**  
W/-AL                      Function Identifier  
CROSSAIR                      Airline Name

#### **Country Name**

**ENTRY: HCCC/SINGAPORE**  
HCCC/                      Function Identifier  
SINGAPORE                      Country Name

### ***Decode Function***

The Decode function is used to verify the Name of a specific 3 letter City or Airport code and 2 letter Airline code and 3 characters Airline Equipment code

#### **City / Airport Code / Airline Code**

<b>ENTRY: W/*CRI</b> W/*                      Function Identifier CRI                      3 letter City or Airport Code	<b>ENTRY: W/*SQ</b> W/*                      Function Identifier SQ                      2 letter Airline Code
--------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------

#### **Airline Equipment Code**

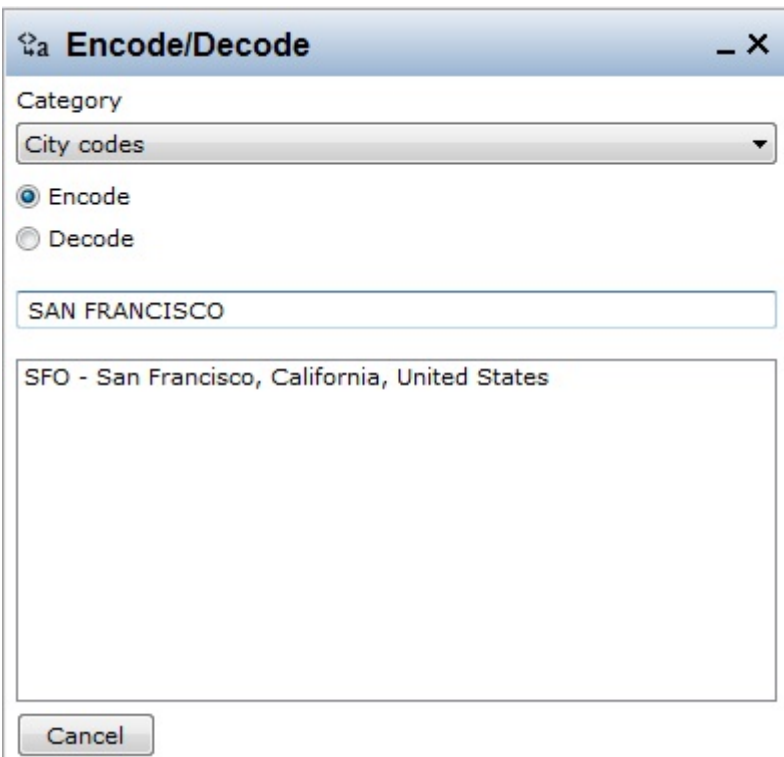
**ENTRY: W/EQ\*AB4**  
W/EQ\*                      Function Identifier  
AB4                      3 Characters Airline Equipment Code

## Country Code

<b>ENTRY:</b>	<b>HCCC/SG</b>
HCCC/	Function Identifier
SG	2 Characters Country Code

## **Encoder / Decoder Mask**

The Encoder/Decoder Mask allows travel consultant to view Codes / Names for City, Airport, Airline, Country, Special Service Request, Meal and a lot more.

Step 1: Click on Tools on the Menu Bar	
Step 2: Select Encoder/Decoder or Select from Helper Apps	
Step 3: Fill in the Mask	
Click on the drop down arrow located at the "Category" box to select the list of categories.	
Choose either the "Encode" or "Decode" function by activating the radial button.	
Type in at the Text box the Name or Code that you wish to check.	
The respective Code or Description would be displayed in the box below.	

## AIR SCHEDULE

Sabre can display the electronic version of the OAG (Official Airline Guide) Schedule. The resulting display looks like flight availability, except there will be no seat availability shown. It can display up to 331 days from today. All non-stop and direct flights will be shown first, followed by connecting flights.

### Date Specific

Entry: **S10DECSINLAX**

S

Function Identifier

10DEC

Desired Travel Date (Optional)

SINLAX

SIN – origin city/airport; LAX – destination city/airport

### Sample Response:

10DEC	MON	SIN/Z¥8	LAX/PST-16
1SQ	38	C Z J D S	SINLAX 1615 1550 345 M 0 DC/E
		B E M W H K L	
2US/SQ	5401	C D Z Y B	SINLAX 1615 1550 345 M 0 DC/E
		H Q N V W L S T G K U E R	
3SQ	12	F P A C Z	SINLAX 0950 1125 744 M 1 DC/E
		D S Y B E M W H K L Q N V T	
4AI/SQ	8028	K M	SINLAX 1715 1840 77W 1 DC/E
5BR	226	F P C J	SINTPE 1310 1730 74E M 0 DC/E
		Q L Z V R L T B X U H	
6BR	12	C J Y M Q	LAX 1820 1345 77W M 0 DC/E
		Z V R K T B X U H	

Explanation of the response:

10DEC MON

Date as indicated on the entry, MON – the day for specific date

SIN/Z¥8

SIN – origin city/airport; Z – Zulu time code; ¥8 – plus 8 hours from the Greenwich Meantime

LAX/PST-16

LAX – destination city/airport; PST – Pacific Standard Time; -16 is the time difference to origin city

The United States uses nine standard time zones. From east to west they are Atlantic Standard Time (AST), Eastern Standard Time (EST), Central Standard Time (CST), Mountain Standard Time (MST), Pacific Standard Time (PST), Alaskan Standard Time (AST), Hawaii-Aleutian Standard Time (HST), Samoa standard time (UTC-11) and Chamorro Standard Time (UTC+10).

1SQ 38

1 – line number; SQ 38 – airline code & flight number.

C Z J D S B E M

Booking Classes. The number of seats available is shown on Availability display, please refer to Availability topic.

SINLAX

City Pair; SIN – origin airport; LAX – arrival airport

If arrival airport is different from the city pair request, it may mean that there are connecting flights, please see line 5 from sample response.

Illustration: (refer to line 5 and 6 from sample response)

SINTPE – arrival airport is TPE, the connecting city.

LAX – arrival airport is LAX, the destination city.

1615 1550

1615 – estimated departure time; 1550 – estimated arrival time

345

Equipment type. To decode use the entry: W/EQ\*345

M

Meal type. To view the Meals Table use the entry: **DU\*/MLS**

Ø Number of stop indicator. To view use the entry: VA\*1 (where 1 is the line number). Refer to Flight Information Chapter for more details.  
 Ø– Non Stop flight.  
 1 – Direct Flight that involves transit point(s).

DC Participation Level of the airline in Sabre. For more details, refer to Levels of Participation Chapter.

/E Airline is capable of issuing Electronic Ticket.

US/SQ 54Ø1 Codeshare flight. US – marketing carrier; SQ – operating carrier

NH/\*\* Codeshare flight will be shown after a sell for the flight segment is made

**Extended Search / 14 Days Schedule**

Entry: SØ1MARSINHKG¥CX/ES

¥CX Specific airlines schedule  
 ES Extended Search qualifier

**Sample Response:**

S01MARSINHKG¥CX/ES														
01MAR	FRI	-	15MAR	FRI	SIN/Z¥8		HKG/¥0							
1CX		650	J	C	D	I	Y	B	SIN	HKG	0650	1045	773	B 0 5 DC/E
			H	K	M	L	V	S	N	Q	O			
30JAN	-	06MAR												
2CX		710	J	D	I	Y	B	H	SIN	HKG	0805	1155	773	B 0 5 DC/E
			K	M	L	S	N	Q	O					
15FEB	-	23MAR												
3CX		636	J	C	D	I	Y	B	SIN	HKG	2015	0005¥1	333	D 0 X167 DC/E
			H	K	M	L	V	S	N	Q	O			
26FEB	-	01MAR												

Explanation of the response:

Ø1MAR – 15MAR 14 days schedule display from the requested date 01March  
 3ØJAN – Ø6MAR Flight Validity period.  
 If INFIN is shown, it means that schedule of the flight is valid until further notice.

X167 Flight frequency indicator. X167 – daily flight except Monday, Saturday and Sunday. No frequency indicator means daily flight.  
 5, means every Friday.

¥1 Following day indicator. No indicator means same day arrival.  
 Minus (-) 1 – means previous day.

### **Air Schedule Entries**

<b>SAMPLE FORMAT</b>	<b>DESCRIPTION</b>
S23MARSINLON	Date Specific Display
S23MARSINLON/ES	14 days / Extended Schedule Display
S23MARNYCLON10A	Schedule display by departure time
S23MARLONNYC/1P	Schedule display by arrival time
S23MARSINJKT¥GA	Specific carrier display
S23JUNSINMNL¥/*A	Alliance Manager – Star Alliance
S23JUNSINSYD¥/*O	Alliance Manager – One World
S23JUNSYDNYC¥/*S	Alliance Manager – Sky Team
S23JUNSINTYO.	Schedule display without Codeshare Flights
<b>SHORTCUT ENTRIES</b>	<b>DESCRIPTION</b>
S*	Display more schedule
S*OA	Redisplay original schedule screen
S*R	Redisplay last schedule screen (date specific only)
S¥1	Schedule for next day
S-1	Schedule for previous day
S¥QF	Display specific carrier
S21MAY	Change schedule date
SR15APR	Display return schedule

## AIR AVAILABILITY

City Pair Availability (CPA) displays flight information for air transportation offered between two cities. All participating carriers' availability are displayed equally and all subject to the same display factors. City pair availability may be made up to 331 days in advance.

### City Pair Availability

Entry: 1Ø1APRMNLHNL¥UA

1	Function Identifier
Ø1APR	Departure Date
MNLHNL	MNL – origin airport; HNL – arrival airport
¥UA	¥ – use for City Pair Availability; UA – specific airline availability

### Sample Response:

```
101APRMNLHNL¥UA<<

01APR  MON   MNL/Z¥8      HNL/HST-18
1UA      184  C9 D9 Z9 P8 Y9 B9 MNLGUM      2255  0445¥1 738 S  0  DCA/E
          M9 E9 U9 H9 Q9 V9 W9 S9 T9 L9 K9 G0 N0
2UA      200  J9 C9 D9 Z9 P8 Y9      HNL   ¥1  0640  1755-1 777 B  0  DCA/E
          B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 L9 K9 G0 N0
NO MORE - 1* FOR INTERLINE CONX
```

Explanation of the response:

C9 D9 G0	Number of seats shown after the booking class code.
2255 0445¥1	¥1 – plus one day arrival indicator
¥1 0640 1755 -1	¥1 – plus one day departure indicator; -1 – less one day arrival indicator



The above explanation for the response is partial only and highlights the key points. Details are already explained in Air Schedule



City Pair Availability is also known as General Availability which the display starts at line 1.




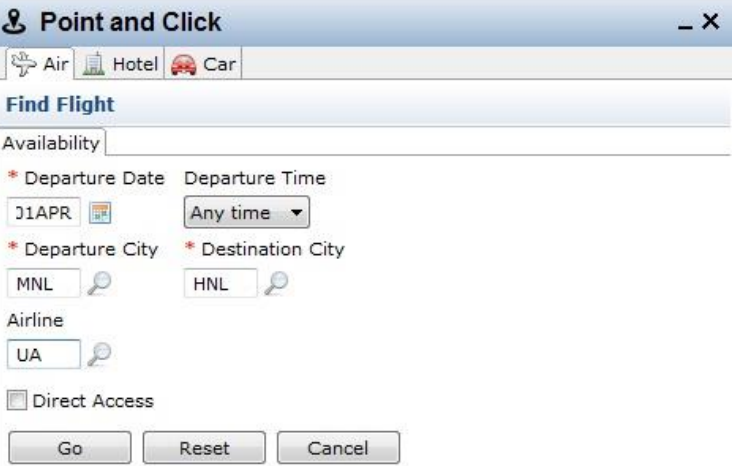
City Pair Availability is applicable only to airline on DCA, DC, AB, NO CODE and Basic Booking Request Participation Level. Refer to Levels of Participation Chapter for more details.

### City Pair Availability Entries

SAMPLE FORMAT	DESCRIPTION
12ØMAYTPELAX9A or 120MAYTPELAXØ9ØØ	Specify estimated departure time
123FEBSINKUL¥MH	Specify specific airline
128MARYYZSIN9ANRT	Specify connecting city
115JUNSINLHR¥SQ-E	Specify specific booking class
121JULCPHSIN/D	Specify only direct flights
128AUGSINBRU9AFRA¥JL-M	Combined qualifiers
119SEPSINHND.¥SQ	Specify Airlines not showing Codeshare flights
107DECSINNYC¥SQ//BB	Specify Airline and Cabin Category YB – Economy    SB – Premium Economy BB – Business    JB – Premium Business FB – First        PB – Premium First

SHORTCUT ENTRIES	DESCRIPTION
1*	Display more availability
1*C	Display more Booking Classes
1*OA	Display original availability
1*R	Redisplay last availability
1¥1	Request availability for next day (max. 30 days)
1-1	Request availability for previous day
122NOV	Request an alternate date
1*12P	Request an alternate time
1.	Request availability hiding all codeshare flight options
1HKG	Request for a specific connection city
1¥CX	Request for specific carrier
1-T	Request for specific class
1/D	Display direct flights only
1R29NOV	Display return availability different date
1R6P	Display return availability – same day 6PM
1R¥5	Display return availability 5 days later
1//YB	Display availability for Economy Class Cabin
1//SB	Display availability for Premium Economy Class Cabin
1//BB	Display availability for Business Class Cabin
1//JB	Display availability for Premium Business Class Cabin
1//FB	Display availability for First Class Cabin
1//PB	Display availability for Premium First Class Cabin

### City Pair Availability Mask

<p>STEP 1: Click on Point and Click at Helper Apps Area</p>	
<p>STEP 2: Complete the Mask</p> <p>Click on “Go” to get the City Pair Availability</p>	

# Direct Access

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Display Direct Access Availability
- \* Identify the importance of Direct Access Availability
- \* Compare City Pair Availability and Direct Access Availability
- \* Learn other Direct Access Functions

**Direct Access** allows as Sabre user to obtain information directly from the participating airline system. Thus, you will be able to view the last seat available of the airline.

## DIRECT ACCESS AVAILABILITY

**ENTRY: 126OCTDXBRUH ✕ SV**

1	Function Identifier
26OCT	Departure Date
DXBRUH	DXB – origin airport; RUH – arrival airport
✕SV	✕ – use for Direct Access Availability; SV – specific airline

### Sample Response:

26OCT	FRI	DXB/ZY4	RUH/-1							
SV RESPONSE										
13SV	559	F0	J0	Y7	L7	DXBRUH	1600	1635	M90	0
14SV	555	F0	J0	Y7	L7	DXBRUH	1815	1850	744	0
15SV	553	F0	J0	Y7	L7	DXBRUH	2145	2220	744	0

Explanation of the response:

SV RESPONSE	Availability response is coming from the airline seat database
13SV 559	13 – line number; SV – airline code; 559 – flight number
F0 J0 Y7	Actual number of seats in the airline system



The above explanation for the response is partial only and highlights the key points. Details are already explained in Air Schedule



Direct Access Availability response does not show the meal type, flight frequency and the participation level code.



Direct Access Availability display starts at line 13


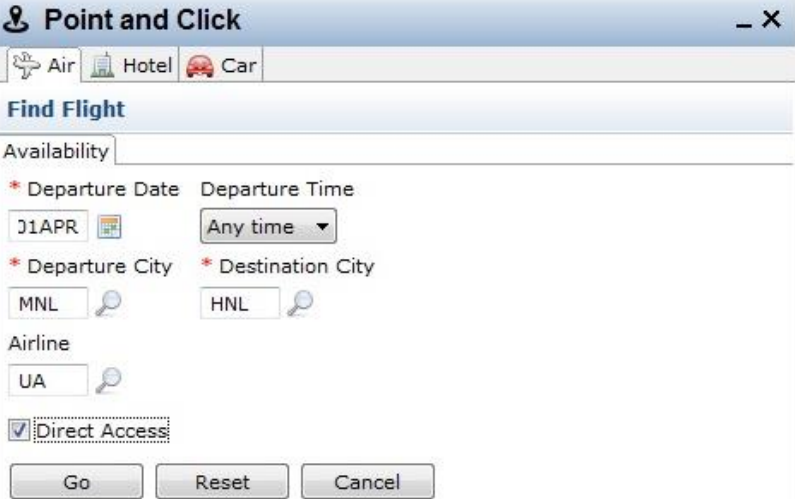


Direct Access Availability is applicable only to airline on DCA, DC, AT and TA Participation Level. Refer to Levels of Participation Chapter for more details.

## DIRECT ACCESS AVAILABILITY ENTRIES

SAMPLE FORMAT	DESCRIPTION
120MAYFRALIS ✕ TP	Specify city pair for specific airline
120MAYSINFRA-Y ✕ SQ	Specify booking class for specific airline
SHORTCUT ENTRIES	DESCRIPTION
1 ✕ LH	Shift to Direct Access from City Pair Availability
1 ✕ *	Display more direct access availability
1 ✕ *8A	Display more availability & change departure time
1 ✕ *OA	Display original availability request
1 ✕ *R	Redisplay last direct access availability
1 ✕ R30APR	Display return availability for specific date

## DIRECT ACCESS AVAILABILITY MASK

<p><b>STEP 1:</b> Click on Point and Click at Helper Apps Area</p>	<p><b>HELPER APPS</b></p> <p> Point and Click</p>
<p><b>STEP 2:</b> Complete the Mask</p> <p>Check the “Direct Access” Box</p>	

## OTHER DIRECT ACCESS FUNCTIONS

Other Direct Access functions that a user is allowed to access:

- Direct Reference System
- Availability
- Seat Map
- Verify Flight Information
- Flight Schedules
- Fares and Fares Rules

# Flight Information

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Verify the Flight Information from the system

## VERIFY FLIGHT INFORMATION

3 ways to verify specific flight details:

- From an availability display
- From an itinerary segment
- By flight details

### From An Availability Display

STEP 1: View City Pair Availability or Direct Access Availability

**ENTRY: 12ØMARSINLAX¥SQ**

STEP 2: Verify Flight Information

**ENTRY: VA\*2**

VA V – function identifier; A – verify from Availability

\*2 Retrieve line number 2 from availability display

Alternatively, click on the flight number from an availability response.

Sample Response:

20MAR	FLT	SEGMENT	DPTR	ARVL	MEALS	EQP	ELPD	MILES	SM
2	SQ	12 SIN NRT	0950	1720	M	744	6.30	3311	N
DEP-TERMINAL 3		ARR-TERMINAL 1							
		NRT LAX	1830	1225	M		9.55	5451	N
DEP-TERMINAL 1		ARR-TOM BRADLEY INTL TERM							

Explanation of the response:

2ØMAR	Date from availability, followed by the header
2 SQ 12	2 – line number; SQ 12 – flight number
SINNRT / NRTLAX	SIN – origin; NRT – transit airport; LAX – destination
Ø950 172Ø	0950 – estimated departure time; 1720 – estimated arrival time If a flight crosses the international date line and arrives a day earlier than the departure date, a -1 will appear after the arrival time. If a flight arrives on the day following the departure date, a ¥1 will appear after the arrival time, to indicate plus one day. Prior to the departure and arrival times, a time zone indicator is shown when appropriate. E – Eastern C – Central M – Mountain P – Pacific Z – Zulu / Greenwich Mean Time.
M	Meals Type. To view use the entry: DU*/MLS For Basic Booking Request carriers, no meal service will be shown.
744	Equipment Type. To view use the entry: W/EQ*744 If equipment type is blank for the next line, it means same equipment or no change on the aircraft. For Basic Booking Request carrier, a single equipment code chosen by the carrier will be displayed, no specific equipment type codes.
6.3Ø	Elapsed time. Total flying time.
3311	Number of Miles.
N	Smoking indicator. N - Not Smoking Flight. Y – Yes ,Smoking Flight If blank means unknown

More Entry Format	Description
VA*1	Verify specific line number
VA*4/5	Verify multiple line number
VA*1-3#T	Verify range of number. For connecting flights only

### From An Itinerary Segment

STEP 1: View City Pair Availability or Direct Access Availability

**ENTRY: 125MARLHRLAX#UA**

STEP 2: Sell the seat

**ENTRY: Ø1M2**

This topic will be covered in depth details in Passenger Name Record Chapter

STEP 3: Verify Flight Information

**ENTRY: VI\***

VI\* V – function identifier; I\* – verify from Itinerary (all segments)

Sample Response:

FLIGHT	DATE	SEGMENT	DPTR	ARVL	MLS	EQP	ELPD	MILES	SM
1 UA	931 25MAR	LHR SFO	1310	1721	LS	777	11.11	5358	N
DEP-TERMINAL 3				ARR-INTERNATIONAL			TERMINAL		
		SFO LAX	1900	2024		735	1.24	330	N
DEP-TERMINAL 3				ARR-TERMINAL 7					
STAR ALLIANCE									

MORE ENTRY FORMAT	DESCRIPTION
VI*2	Verify specific segment number
VI*1/3	Verify multiple segment numbers
VI*1-3	Verify range of segment numbers

### From Flight Details

**ENTRY: V\*SQ2/2ØMAR**

V\* V – function identifier; \* – to display

SQ2/2ØMAR SQ2 – airline code and flight number; 2ØMAR – departure date

Sample Response:

2ØMAR	DPTR	ARVL	MEALS	EQP	ELPD	ACCUM	MILES	SM
SIN HKG	1740	2125	M	744	3.45	3.45	1594	N
DEP-TERMINAL 3								
HKG SFO	2235	1930	M /		11.55	16.50	6915	N
				ARR-INTERNATIONAL			TERMINAL	

Explanation of the response:

16.5Ø Found under ACCUM column which means Accumulated Time. 16.5Ø is a total for flying time plus the number of hours the aircraft is parked at the transit point (i.e. 16 hours and 50 minutes).

M / Founder under MEALS column.

If / is after meal code, meal is served only in First Class.

If / is before meal code, meal is served only in Economy Class.

If / is between meal codes, meal is served in each class.

Note that display is partially explained as it is covered in Verify Flight Information from an Availability topic. Refer to page

MORE ENTRY FORMAT	DESCRIPTION
V*PR1Ø2	Verify specific flight number as of current date
V*CX712/2ØMARSINHKG	Verify flight with future date and city pair

## MINIMUM CONNECTING TIME

This function allows a user to verify the minimum connecting time for connecting flight segments in itinerary. The entry below can also be made prior to an end transaction on a newly created PNR.

**ENTRY:**                    **VCT\***

### Sample Response 1:

MINIMUM CONNECT TIME EDIT VALID FOR ALL CONNECTIONS
-----------------------------------------------------

### Sample Response 2:

INVALID CONNECT TIME SEGS 1 AND 2 - MINIMUM IS 50 MINUTES VERIFY ANY REMAINING SEGS
----------------------------------------------------------------------------------------

MORE ENTRY FORMAT	DESCRIPTION
VCT*1/2	Verify multiple segments
VCT*1-4	Verify range of segments

# Levels of Participation

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Identify the Levels of Participation codes used in Air Schedule and City Pair Availability

**Airline Level of Participation** is the level that airline can participate in Sabre to meeting their marketing and operations needs in reservations. There are 6 levels where Direct Connect Availability (DCA) is the highest level and Basic Booking Request is the lowest.

It is important for you as a travel consultant to know the difference of these levels as it would help you in your bookings. Following is the table that summarizes the key points of all level of participation for your easy reference.

Airline level of Participation	Connectivity tag	Sell from General Availability Display (¥)	Sell from Direct Access Availability Display (ㄐ)	Sell tag with Airline Record Locator	Seat with confirmed status guaranteed by Sabre
Direct Connect Availability	DCA	Yes		/DCSQ*<record> >	Yes
Direct Connect	DC	Yes		/DCPR*<record> >	Yes
Total Access with Answerback	AT	Not advisable	Yes	/TATP*<record>	Yes provided seat sold from Direct Access
Total Access	TA			No tag	
Answerback	AB	Yes	Cannot be	/ABJK*<record>	No
Full Availability & Basic Booking Request	No tag	Yes	Cannot be	No tag	No

## DIRECT CONNECT AVAILABILITY (DCA)

This is the highest level of participation. The connectivity tag for this level is DCA.

Sabre provides a seamless link between the airlines' inventory systems and the travel agencies. This allows consultants to view up-to-the-second seat availability even with a general City Pair Availability display, unlike Direct Access whereby an agent has to view Direct Access Availability.

City Pair Availability Response:

```
110MARSINLHRYSQ<<
01MAR SAT SIN/ZY8 LHR/-8
1SQ 318 F4 P4 A4 Z4 J0 SINLHR 1250 1855 744 M 0 DCA/E
D1 S9 Y9 B9 E9 M9 H9 Q9 N9 V0 W0 T0 L0 K0
2SQ 308 F4 P4 A4 Z4 J0 SINLHR 0900 1505 744 M 0 DCA/E
D0 S9 Y9 B9 E9 M9 H9 Q9 N9 V0 W0 T0 L0 K0
```

A Direct Connect Availability booking will result in a Direct Connect Sell transaction. In other words, a DCA participant must also be a DC Participant.

Sample Itinerary Response BEFORE End Transaction:

```
1 SQ 308E 10MAR 6 SINLHR SS1 0900 1505 /DCSQ /E
```

Sample Itinerary Response AFTER End Transaction:

```
1 SQ 308E 10MAR 6 SINLHR HK1 0900 1505 /DCSQ*LRLQV4 /E
```

Explanation of the response:

1 SQ 308E	1 – segment number; SQ308 – flight number; E – booking class
10MAR 6	10MAR – departure date; 6 – day of the week (Saturday)
SINLHR	SIN – origin airport; LHR – destination airport
SS1 / HK1	SS / HK – status codes; 1 – number of seat
/DCSQ	SELL TAG for Direct Connect Availability
*LRLQV4	Airline Record Locator

**DIRECT CONNECT SELL (DC)**

This is the second to the highest level. The connectivity tag for this level is DC. The participating airlines will have their seat inventory immediately decremented when a booking is made. Such bookings are immediately confirmed and guaranteed by Sabre

City Pair Availability Response:

```
121MARMNLSIN¥PR<<
 21MAR  FRI  MNL/Z¥8      SIN¥0
1PR      501  J4  C4  D4  N4  Y4  MNL$IN  1440  1825  330  H/  0  DC/E
          L4  M4  H4  Q4  V4  B4  X4  K4  E4  T4  U0
2PR      503  J7  C7  D3  N7  Y7  MNL$IN  0820  1200  320  B/  0  DC/E
          L7  M7  H7  Q7  V7  B7  X7  K7  E7  T1  U1
```

Sample Itinerary Response BEFORE End Transaction:

```
1 PR 501S 21MAR 5 MNL$IN SS1 1440 1825 /DCPR /E
```

Sample Itinerary Response AFTER End Transaction:

```
1 PR 501S 21MAR 5 MNL$IN HK1 1440 1825 /DCPR*BU5TGB /E
```

Explanation of the response:

/DCPR	SELL TAG for Direct Connect Sell
* BU5TGB	Airline Record Locator

The consultant has to End Transaction within 30 minutes of making the booking, otherwise the seats will be returned to airline inventory.

**TOTAL ACCESS (AT / TA)**

This is the third to the highest level. The connectivity tag for this level is AT and TA, it is shown in the general availability or CPA (City Pair Availability). AT airline provides record locator but TA airline does NOT.

The consultant must access Direct Access Availability display to view airline inventory in the Airline system and sell from that screen to get the AT/TA sell tag.

Direct Access Availability Response:

```
120DECMIASAL*TA<<
 20DEC  SUN  MIA/EST      SAL/CST-1
TA RESPONSE
13AV* 311  C7  J7  D4  Y9  B9  M9  H9  Q9  V9  MIASAL 1710 1850 320 0
          A9  E9  K9  L9  O5
14AV* 537  C7  J6  D5  Y9  B9  M9  H9  Q9  V9  MIASAL 1510 1810 E90 1
          A9  E6  K4
15TA* 397  C8  J7  D6  Y9  B9  M9  H9  Q5      MIASAL 1507 1820 320 1
```

Sample Itinerary Response BEFORE End Transaction:

```
1 TA 397Y 20DEC 7 MIASAL SS1 1507 1820 /TATA /E
```

### Sample Itinerary Response AFTER End Transaction:

```
1 TA 397Y 20DEC 7 MIASAL HK1 1507 1820 /TATA*TND23E /E
```

Explanation of the response:

/TATA                      SELL TAG for Direct Access  
\* TND23E                    Airline Record Locator

For seat reservations to be guaranteed at the Direct Access level, the 3 conditions must be fulfilled.

Consultant MUST make Direct Access Availability request.

Booking MUST be made within 2 minutes of availability response.

The consultant MUST end the PNR within 30 minutes after booking.

### ANSWERBACK (AB)

This is the fourth to the highest level. The connectivity tag for this level is AB.

In this level, the PNR information is sent to the airline by Sabre upon End Transaction. The airline has to respond with a secondary record locator within 22 hours. However, the airline can still cancel the requested seats without providing any reason within the first 12 hours.

After 22 hours without response. Sabre will automatically send a Record Locator Request to the airline. If there is no record locator after another 22 hours, the PNR is dropped into the agency's Queue 28. When the PNR is dropped into the agency's Queue 28, the agency should call the airline to request for the record locator.

### City Pair Availability Response:

```
130APRVIERIXYBT<<
30APR SAT VIE/Z+2 RIX/#1
1BT 432 C4 D4 J4 Y4 VIERIX 0925 1245 735 H/G 0 X7 AB /E
S4 M4 B4 H4 O4 Q4 V4 E4 A4 W4 Z4 U4 P4 K0 L0 F0 T0
X4 G4
```

### Sample Itinerary Response BEFORE End Transaction:

```
1 BT 432Y 30APR 6 VIERIX SS1 0925 1245 /ABRQ /E.
```

### Sample Itinerary Response AFTER End Transaction:

```
1 BT 432Y 30APR 6 VIERIX HK1 0925 1245 /ABBT*G5DGE3 /E
```

Explanation of the response:

/ABRQ                      Sell tag before End Transaction, RQ will change to airline code  
/ABBT                      SELL TAG for Answerback  
\* G5DGE3                    Airline Record Locator

### FULL AVAILABILITY AND BASIC BOOKING REQUEST (NO CODE)


This is the fifth to the highest level. There is no connectivity tag for these levels.

When airline is on this level, the travel consultant must change the SS status code to NN after the sell entry is made (see illustration below). The PNR information is sent to the airline upon End Transaction thus, airline receiving the information will then have to update the status codes accordingly.


### City Pair Availability Response:

```

120MARLISMAD7AOPOYUX<<
20MAR  SUN  LIS/Z      MAD/Y1
1S4/TP 8400 C  D  I  J  Y  B  LISOP0 0705 0800 ER4 0 /E
          M  K  W  P  S  L  Q  H  R  N  T  U  V  X
2UX/** 1146 J5 C5 D5 I4 O0 Y9      MAD 1110 1320 ER4 S 0 /E
          B9 M9 L9 E9 F9 K9 V9 H9 S9 R9 U8 T0 Q0 P0 A0 N0 Z0
          W0 G0 X0
    
```

 **Basic Booking Request is similar to Full Availability except that it does not display the number of seats available next to the class of service.**

Step for booking	System response
<b>Step 1 :</b> <b>Check Availability</b> <b>Entry: 12ØAPRLISMAD#UX</b>	<b>CPA – City Pair Availability or General Availability</b>  <pre> 120MARLISMADYUX&lt;&lt; 20MAR  SUN  LIS/Z      MAD/Y1 1UX    1152 J9 C9 D8 I6 O1 LISMAD 0725 0940 E90 S 0 /E           Y9 B9 M9 L9 E9 F9 K9 V9 H9 S9 R9 U9 T9 Q9 P3 A0 N0           Z0 W0 G0 X0     </pre>
<b>Step 2:</b> <b>Book one seat M class on UX1152</b> <b>Entry: Ø1M1</b>	<b>Even if availability shows “M9”, system response with status “NN” when sold</b>  <pre> *I&lt;&lt; 1 UX1152M 20MAR 7 LISMAD NN1 0725 0940 /E     </pre>
<b>Step 3:</b> <b>End Transaction</b> <b>Entry: ER</b>	<b>After End Transaction, response with status “PN”</b>  <pre> PPLXXU 1.1TAN/LAYKUANMS 1 UX1152M 20MAR 7 LISMAD PN1 0725 0940 /E     </pre>
<b>When UX received the booking message, they would based on their inventory status and respond to the booking appropriately.</b>	<b>If seat is available, response with status “KK”</b>  <pre> IR&lt;&lt; PPLXXU 1.1TAN/LAYKUANMS 1 UX1152M 20MAY 7 LISMAD KK1 0725 0940 /E     </pre>

 **No Sell tag for Full Availability & Basic Booking Request.**  
 Airline has 12 hours upon receipt of the PNR to cancel the requested seats without providing any reasons. If it is beyond 12 hours, the airline will have to honor reservations made, or provide reasons for cancellation. Such cancellations are reflected on the PNRs with HX or US codes

# Passenger Name Record

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Understand the Mandatory Fields of a Passenger Name Record (PNR)
- \* Use appropriate command entries in selling flight segments
- \* Use the Sabre WS Mask and Entries to create Passenger Name Record
- \* Use the entries to End Transaction

## PASSENGER NAME RECORD

A Passenger Name Record (PNR) is an automated record of a complete reservation. This record stores all the pertinent details of the client's itinerary and business relations with the travel agency.

There are five mandatory items needed to create a PNR. Without any one of these five mandatory fields, system will not allow the agency to end transaction. Sabre will generate all relevant information to the airlines, hotels, car rental companies and other travel vendors concerned.

The FIVE MANDATORY Fields are:

MANDATORY FIELDS		IDENTIFIERS	DESCRIPTION
P	- Phone Field	9	Travel agency contact
R	- Received From Field	6	Name of the requesting client
I	- Itinerary Field	Ø	Passengers' itinerary
N	- Name Field	-	Passengers' name as in the travel document
T	- Ticketing Field	7	Deadline when to issue ticket

Sample PNR:

```

IOVPTF
1.1SARABIA/CANDYMS 2.1SARABIA/ALLANMSTR8C05
3.I/1SEETOH/WILMAMISS*I10
1 CX 650B 12MAR 2 SINHKG*HK2 0650 1045 /DCCX*5R9KXU /E
2 CX 882B 12MAR 2 HKGLAX*HK2 1635 1405 /DCCX*5R9KXU /E
3 CX 873B 30MAR 6 SFOHKG*HK2 0005 0600 31MAR 7
/DCCX*5R9KXU /E
4 CX 691B 31MAR 7 HKGSIN*HK2 0805 1145 /DCCX*5R9KXU /E
TKT/TIME LIMIT
1.TAWH1J801MAR009/0400A/
PHONES
1.SIN 62200011 STNS TRAVEL/MARK-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
TICKET RECORD - NOT PRICED
GENERAL FACTS
1.SSR CHLD CX HK1/15SEP09
2.SSR INFT CX NN1 SINHKG0650B12MAR/SEETOH/WILMAMISS/25JUN2014
3.SSR INFT CX NN1 HKGLAX0882B12MAR/SEETOH/WILMAMISS/25JUN2014
4.SSR INFT CX NN1 SFOHKG0873B30MAR/SEETOH/WILMAMISS/25JUN2014
5.SSR INFT CX NN1 HKGSIN0691B31MAR/SEETOH/WILMAMISS/25JUN2014
RECEIVED FROM - WILL
H1J8.H1J8.AOA. 2116/12DEC14 IOVPTF H

```

ENTRY TO DISPLAY PNR FIELDS	DESCRIPTION
*N	Display the Name Field
*I	Display the Itinerary Field
*P7	Display the Ticketing Field
*P9	Display the Phone Field
*P6	Display the Received From Field
*A	Display ALL PNR Fields

## ITINERARY FIELD

The Itinerary field contains air and non-air services. Up to nine seats may be sold on host airlines flights and up to four seats on other airlines. Groups of ten or more on host airlines are handled through the airline group desk.

The number of seats that is displayed in Sabre availability is contractually agreed between the airlines and Sabre. Hence, if an airline chooses to display 4 seats in First class, it implies that you can sell to a maximum of 4 seats with a single entry.

When creating the itinerary field, you will use various entries including selling from the city pair availability, Direct Segment Sell (NN), Open Segment (DS), Surface Segment (ARNK – “arrival unknown”) and Passive Segment (GK).

The Function Identifier is the Segment Sell key, or zero “0”.

### **Book A Direct/Non-Stop Flight**

STEP 1: Display a City Pair Availability or Direct Access Availability

Sample Availability Response:

```
120AAUGSINHKG¥CX«
20AUG  TUE    SIN/Z¥8      HKG/¥0
1CX      650  J9 C9 D9 I9 Y9 B9 SINHKG      0710  1055   772 B  0  DCA/E
          H9 K9 M9 L9 V9 S9 N9 Q9 O9
2CX      710  J9 C9 D9 I9 Y9 B9 SINHKG      0805  1155   773 B  0  X145 DCA/E
          H9 K9 M9 L9 V9 S9 N9 Q9 O9
3CX      736  J9 C9 D9 I9 Y9 B9 SINHKG      1000  1405   773 L  0  X357 DCA/E
          H9 K9 M9 L9 V9 S9 N9 Q9 O9
```

STEP 2: Sell the Seats

**ENTRY: Ø2M3**

- Ø Function Identifier
- 2 Number of seats to book
- M class of service code or RBD
- 3 Line number of the flight on the Availability response.  
Line number for City Pair Availability starts with number 1  
Line number for Direct Access Availability starts with number 13

Sample Response:

```
02M3«
CX 736 M 20AUG SINHKG SS2 1000 1405 /DCCX
SURNAME CHG NOT ALLOWED FOR CX-M FARECLASS
```

STEP 3: Display the Itinerary Field, do a \*I

Sample Response:

```
*I«
1 CX 736M 20AUG 2 SINHKG SS2 1000 1405 /DCCX /E
```

## Book Connecting Flights

### STEP 1: Display a City Pair Availability or Direct Access Availability

#### Sample Availability Response:

```
125AUGHKGSFO¥JL«
25AUG  SUN  HKG/Z¥8      SFO/PDT-15
1JL      26  J4 C2 D4 X4 I0 W4 HKGHND      1515  2025  777 M  0  DC/E
          E4 Y4 B4 H4 K4 M4 L4 V4 S4 N0 Q4 O0 G0
2JL      2   J0 C0 D0 X0 I0 W0      SFO  ¥1  0005  1720-1 777 M  0  DC/E
          E4 Y4 B4 H4 K0 M4 L0 V0 S0 N0 Q0 O0 G0
```

### STEP 2: Sell the Seats

**ENTRY:**    **Ø2Y1M2**        or        **Ø2Y1\***

Ø            Function Identifier  
 2            Number of seats to reserve  
 Y1 M2       class of service code or RBD from availability line number 1  
             class of service code or RBD from availability line number 2  
 or  
 Y1\*         “\*” symbol is added at the end of sell entry to auto seal the  
             connecting flight with the SAME class of service as the flight on line  
             number 1

#### Sample Response: Status code of the segment is “SS” - Sold

```
02Y1M2«
JL  26  Y  25AUG  HKGHND  SS2  1515  2025  /DCJL
SURNAME CHG NOT ALLOWED FOR JL-Y FARECLASS
JL  2   M  26AUG  HNDSFO  SS2  0005  1720  25AUG  /DCJL
SURNAME CHG NOT ALLOWED FOR JL-M FARECLASS
```

### STEP 3: Display the Itinerary Field, do a \*I

#### Sample Response:

```
*I«
1 JL  26Y 25AUG 7 HKGHND SS2  1515  2025  /DCJL /E
2 JL   2M 26AUG 1 HNDSFO SS2  0005  1720  25AUG 7 /DCJL /E
```

MORE SELL ENTRY FORMAT	DESCRIPTION
Ø3V1LL	To sell Waitlist flight for Direct / Non-Stop flights
Ø4H3LL*	To sell Waitlist flight for Connecting flights
Ø1B1GK	To sell Passive Segment for HK booking
Ø4H3GK*	To sell Passive Segment for HK booking on Connecting flights
Ø1B1GL	To sell Passive Segment for HL booking
Ø1B3GL*	To sell Passive Segment for HL booking on Connecting flights
<p>The use of Passive Segment identifier code “GK/GL” must comply with the airline requirements such as valid flight(s) must be live in the airline system and all the pertaining airline PNR details must match to Passive Segments’ PNR. Note that not all airlines allow creation of passive booking.</p>	

## Direct Segment Sell Or Long Sell (NN)

A Direct Segment Sell entry is an alternate means of selling a flight. Direct Segment sell entry is used when the flight number is known, thus eliminating the need for an availability display.

ENTRY:	ØSQ221E23JULSINSYDNN1
Ø	Function Identifier
SQ	Airline Code
221	Flight number
E	class of service code or RBD
23JUL	Date of departure
SINSYD	city pair or Origin and Destination
NN	NN - Status code to request flight, LL is used for waitlist flight
1	Number of seat

### Sample Response:

```
0SQ221E23JULSINSYDNN1<<
 2010 0555 2 M 24JUL 3 SEG 1 SS E /DCSQ /E
DEP-TERMINAL 3 ARR-TERMINAL 1 INTERNATIONAL
SURNAME CHG NOT ALLOWED FOR SQ-E FARECLASS
*I<<
 1 SQ 221E 23JUL 2 SINSYD SS1 2010 0555 24JUL 3 /DCSQ /E
```



For PASSIVE SEGMENT (GK):

ENTRY:	ØSQ221E23JULSINSYDGK1*KVHJKS
*KVHJKS	The airline record locator

## Open Segment (DS)

Should a passenger wish to purchase a ticket without any reservations, an open segment is used.

ENTRY:	ØMHOPENY15AUGKULSINDS4
Ø	Function Identifier
MH	Airline Code
OPEN	Indication that no reservations made on any flight
Y	class of service code or RBD
15AUG	Dummy date is used for arranging the segments in an itinerary in chronological order
KULSIN	city pair or Origin and Destination
DS	<b>Desired Sell - Status code for Open Segment</b>
4	Number of seat desired

## ARNK Segment

An ARNK is used to provide continuity in Itinerary segments. If a passenger does not have any airline reservations within the same PNR for a specific city or arrival to that specific city is unknown, an ARNK is necessary to keep the itinerary in order.

### Sample Itinerary Response:

```
*I<<
1 SQ 221E 23JUL 3 SINSYD SS1 2030 0555 24JUL 4 /DCSQ /E
2 SQ 228E 27AUG 3 MELSIN SS1 1550 2140 /DCSQ /E
```

### Explanation:

Passenger has a flight reservation for SYD but the return flight back to SIN is from MEL. In this instance, SYD to MEL is surface whereby an ARNK is needed to keep the itinerary in order.

In absence of ARNK in itinerary, you would experience an error message upon every End Transaction. This error message is categorized as "Soft Error Response" where you are able still successfully End transaction with a second End Transaction Entry.

```
VERIFY ORDER OF ITINERARY SEGMENTS - MODIFY OF END TRANSACTION
```

### To insert ARNK after specific segment:

**ENTRY:**        /1A  
                  /1     Function Identifier to insert after segment 1  
                  A     ARNK qualifier

### To Auto-Insert ARNK:

**ENTRY:**        ØAA

Auto-Insert ARNK function is not applicable for duplicate segments.

## ITINERARY MODIFICATION

An existing itinerary can be modified either by the airline or by the travel consultant. When an itinerary has been modified by the airline, it is important that the travel consultant identifies whether the PNR was taken over or localized by the airline system. If so, the travel consultant must be aware that any further changes or modification to the localized itinerary will not be generated to the airline.

Sample Itinerary Field:

```
*I<<
1 SQ 219Y 01AUG 5 SINSYD SS1 0930 1855 /DCSQ /E
2 QF 618B 15AUG 5 MELBNE SS1 1305 1510 /DCQF /E
3 NZ 136E 28AUG 4 BNEAKL SS1 1230 1730 /DCNZ /E
4 NZ 6E 28AUG 4 AKLLAX SS1 1915 1225 /DCNZ /E
5 SQOPENY 01SEP 1 LAXSIN DS1
```

Scenario 1: Cancel a specific segment

**ENTRY X1**

X Function identifier  
1 Itinerary segment number 1, SQ flight 219

Scenario 2: Insert ARNK after segment 1

**ENTRY /1A or ØAA**

Scenario 3: To Insert a specific segment after specific segment

**ENTRY /1/5**

Sample Result after moving segment 5 to insert next to segment 1.

```
*I<<
1 SQ 219Y 01AUG 5 SINSYD SS1 0930 1855 /DCSQ /E
2 SQOPENY 01SEP 1 LAXSIN DS1
3 QF 618B 15AUG 5 MELBNE SS1 1305 1510 /DCQF /E
4 NZ 136E 28AUG 4 BNEAKL SS1 1230 1730 /DCNZ /E
5 NZ 6E 28AUG 4 AKLLAX SS1 1915 1225 /DCNZ /E
```

Scenario 4: To update PNR status code

```
*I<<
1 SQ 219Y 01AUG 5 SINSYD TK1 0930 1855 /DCSQ*J76FJL /E
2 ARNK
3 QF 618B 15AUG 5 MELBNE SS1 1305 1510 /DCQF*2NYW5K /E
4 NZ 136E 28AUG 4 BNEAKL SS1 1230 1730 /DCNZ*JFTA AH /E
5 NZ 6E 28AUG 4 AKLLAX SS1 1915 1225 /DCNZ*JFTA AH /E
6 SQOPENY 01SEP 1 LAXSIN DS1
```

**For segment 1, after informing the passenger of the new timing, use**

**ENTRY .1HK**

. Function Identifier to update segment status code  
1HK Segment number with corresponding status code HK

**For segment 3, use**

**ENTRY X3**

MORE ENTRY FORMAT ON CANCELLATION	DESCRIPTION
X1-6	Will cancel itinerary from segment 1 to 6
X1/6	Will cancel itinerary segment 1 and 6 only
XI	Will cancel all itinerary segments in the PNR
X3/5/7	Will cancel segments 3, 5 and 7
X4/6-8	Will cancel segments 4 and from 6 to 8
<p>When flight segment is cancelled, an insert mode automatically exists.            For example, if flight segment 2 is cancelled, the system will response "NXT REPLACES 2" and the next flight segment sold will automatically be inserted in the number 2 position, system automatically renumbers the segment accordingly.</p>	
X2¥0020JAN	Will cancel itinerary segment 2 only and book same flight, class with different date. Segment number and date field varies according to modification requirement whereas the remainder of the command is constant (i.e. X $\alpha$ ¥00ddmmm, where $\alpha$ is the segment and ddmmm is the new date.)
WCAY	Will change all flight segments to <b>Y</b> class
WC1E	Will change segment <b>1</b> to <b>E</b> class
WC1E/2B	Will change segment <b>1</b> to <b>E</b> class and segment <b>2</b> to <b>B</b> class
,2	Increases / Decreases number of seats in itinerary to <b>2</b> seats for all segments.  (This entry can only be done before first End Transaction and all segments must be showing same number of seats throughout.)
,4S1	Increases / Decreases number of seats in itinerary to <b>4</b> seats for segment <b>1</b> .  (This entry can only be done before first End Transaction.)
,3S2-4	Increases / Decreases number of seats in itinerary to <b>3</b> seats for segments <b>2 - 4</b> .  (This entry can only be done before first End Transaction.)

## PASSENGER NAME FIELD

Passenger Name Field comprises of Passenger's Name and Age (applicable for Child and Infant). 3 types of passengers will be covered in this manual, viz. Adult, Child and Infant. They are represented by Passenger Type Codes (PTC) ADT, CNN and INN, where NN is the age of the Child or Infant.

Each name has a designated Name Field Number for identification in the PNR.

Note that this field must contain correct details as per passenger's passport or travel document.

Infant name cannot be the first item on the Name Field.

The function that identifies this field is “-“

### **Adult Name (ADT)**

**ENTRY:            -THOMPSON/MARYMS**  
-                    Function Identifier  
THOMPSON         Surname or Last Name of Passenger  
MARY              Given Name or First Name of Passenger  
MS                 Sample of a Passenger's Title  
                      Other Acceptable Titles for Adult are:  
MR – Male Adult, at least 12 years of age, Single or Married  
MRS – Female Adult, at least 12 years of age, Married  
MS – Female Adult, marital status not specified  
DR – M.D, PH D etc

### **Child Name (C02 – C11)**

Passengers under 12 years old to 2 years of age are considered as a Child. It is important that the Child's age is included in the Name Field.

**ENTRY:            -LEE/ALICEMISS\*C11**  
MISS              Sample of a Passenger's Title  
                      MISS – Female Child under 12 years of age  
                      MSTR – Male Child under 12 years of age  
                      Note that the above titles are also apply to Infant  
\*C11              \* is a qualifier; C – for Child; 11 – age of the child in years

General Facts - SSR CHLD is required to input the child's birth date (**only after an itinerary is created**). For more details, refer to PNR OPTIONAL FIELDS topic.

**ENTRY:            3CHLD/03JUL1 0 -2.1**

### **Infant Name (I01 - I23 )**

Passengers under the age of 2 years old (i.e. 23 months old) or at least 1 month old are considered as an Infant. Infant name cannot be the first on the Name Field. This type of passenger is not occupying a seat thus different qualifier ( -I/ ) in the entry is being used.

**ENTRY:            -I/JACKSON/JULIEMISS\*I20**  
-I/                 Function Identifier for Infant  
\*I20              \* is a qualifier; I – for Infant; 20 age of the infant in months

General facts - SSR INFT is required when an infant name is being entered in the name field (only after an itinerary is created).

**ENTRY:            3INFT/JACKSON/JULIEMISS/03SEP15-1.1**

### **Same Surname Or Last Name**

Passengers (Adult or Child) with same Surname may be placed in one name field item.

You **CANNOT** combine the Infant name with either Adult or Child.

#### **Sample 1: 2 Adult Passengers with same Surname**

**ENTRY: -2ONG/JACKMR/XUEFENMS**

-2	- Function Identifier; 2 passengers with same surname
ONG	Sample of a Passenger's Surname or Last Name
JACKMR	Sample of a first Passenger's Given Name
XUEFENMS	Sample of a second Passenger's Given Name

#### **Sample 2: 2 Children with same Surname**

**ENTRY: -2WONG/SIEWHOONMISS/KELVINMSTR\*C1Ø/CØ4**

WONG	Sample of a Passenger's Surname or Last Name
SIEWHOON	The first child passenger who is C1Ø
MISS	
KELVIN	The second child passenger who is CØ4
MSTR	

#### **Sample 3: 2 Adult and 1 Child with same Surname**

**ENTRY: -3LEE/PENGMR/JAMESMSTR/JENNYMRS\*ADT/CØ5/ADT**

LEE	Sample of a Passenger's Surname or Last Name
PENGMR	The first passenger, the first ADT
JAMESMSTR	The second passenger, the Child 5 years old, the CØ5
JENNYMRS	The third passenger, the second ADT

#### **Sample 4: 2 Infant with same Surname**

**ENTRY: -I/2TAN/RANDYMSTR/KENNETHMSTR\*I18/I15**

-I/	Function Identifier for Infant
TAN	Sample of a Passenger's Surname or Last Name
RANDYMSTR	The first infant passenger who is I18
KENNETHMSTR	The second infant passenger who is I15

### **Display Name Field**

**ENTRY: \*N**

#### **Sample Response:**

```
*N<<
1.1THOMPSON/MARYMS  2.1LEE/ALICEMISS*C11
3.I/1JACKSON/JULIEMISS*I20  4.2ONG/JACKMR/XUEFENMS
5.2WONG/SIEWHOONMISS/KELVINMSTR*C10/C04
6.3LEE/PENGMR/JAMESMSTR/JENNYMRS*ADT/C05/ADT
7.I/2TAN/RANDYMSTR/KENNETHMSTR*I18/I15
```

## NAME FIELD MODIFICATION

Before the VERY FIRST END TRANSACTION of a PNR, you can make changes to the surname and given name of the passengers.

However, for any passengers' name change in the SUBSEQUENT END TRANSACTIONS, you must call ALL of the airlines in the itinerary to obtain authorization and procedures. Once the approvals are received from all carriers, you must insert the authorization and other relevant information in the 5H- field. The format of the field is suggested as follows:-

5H-CHNT Correct name AUTH BY SINxx Name of the airline staff

Example: PNR with the itinerary as follows:

```
1 SQ 12Y 12MAY 6 SINNRT HK1
2 DL 621Y 22MAY 2 NRTSIN HK1
```

After the approvals are obtained from the airlines, use the 5H- remarks field to indicate the name of the airline staff who authorized the name change.

5H-CHNT **Correct name** AUTH BY SINSQ **Name of the airline staff**

5H-CHNT **Correct name** AUTH BY SINDL **Name of the airline staff**

Once authorization is given and 5H- fields have been updated, for GIVEN NAME CHANGE, you can proceed to make the changes in the PNR. But for SURNAME CHANGE, you should make the request to Sabre Helpdesk by email.

Before any name change, please adhere to the different procedures advised by the airlines as individual airlines may have a different handling within their systems.

### **Modify Surname Or Last Name**

You are not allowed to change the Surname or Last Name after the PNR is ended.

However, you can still delete a name field item and enter the correct one prior to the very first End Transaction.

#### **To delete the name field number 3.1**

ENTRY:     -3.1✕

### **Modify Given Name Or First Name**

Scenario 1: Change the Given Name of MS EVE ANG to MS EVELYN ANG

```
*N<<
1.1ANG/EVEMS
```

ENTRY       -1.1✕EVELYNMS

-	Name Field Function Identifier
1.1	Name item Number
✕	Change symbol
EVELYN MS	The correct Given Name with the title.

Scenario 2: Change the Given Name of Child MISS MARY TAN to MISS MARYANN TAN

```
*N<<
1.1LEE/KENNETHMR
2.3TAN/RICARDMR/MARYMISS/JANETMRS*ADT/C11/ADT
```

**ENTRY: -2.2✕MARYANNMISS**

Scenario 3: Change the Given Name of Infant MSTR ANTHONY GOH to MSTR TONY GOH

```
*N<<
1.1GOH/LINDAMS 2.I/1GOH/ANTHONYMSTR*I22
```

**ENTRY: -2.1✕TONYMSTR**

### ***Modify Child And Infant's Age***

Child and Infant age can be modified in the system before or after End Transaction.

```
*N<<
1.1LEE/KENNETHMR
2.3TAN/RICHARDMR/MARYANNMISS/JANETMRS*ADT/C11/ADT
3.1GOH/LINDAMS 4.I/1GOH/TONYMSTR*I22
```

Scenario 1: To modify the age of MARYANN MISS to 8 years old

**ENTRY: -2.2✕\*C08**

Scenario 2: To modify the age of TONY MSTR to 20 months old:

**ENTRY: -4.1✕\*I20**

## Passenger Details

Passenger Details field contains all passenger names, passenger types and the associated name item numbers.

**ENTRY: PD**

Sample response:

PD<<		
		PASSENGER DETAIL
	NAME	PT
3.1	GOH/LINDAMS	ADT
4.1	GOH/TONYMSTR	INF
1.1	LEE/KENNETHMR	ADT
2.3	TAN/JANETMRS	ADT
2.2	TAN/MARYANNMISS	C11
2.1	TAN/RICHARDMR	ADT

Scenario 1: Change passenger type of name item 3.1 GOH/LINDAMISS from Adult (ADT) to Child (C1Ø)

**ENTRY: -3.1✕\*C1Ø**

 PT for Miss Linda Goh in the PD response would auto update the PTC to C10.

Scenario 2: Remove passenger type of name item 2.2 TAN/MARYANNMISS from Child (C11) to Adult (ADT)

**ENTRY: -2.2✕\***

- PT for Miss Tan Maryann in the PD response would still show as C11. To synchronize the Passenger Detail (PD) with that in the PNR Name Field

**ENTRY: PDTADT-2.2**

## PHONE FIELD

This field should reflect the Travel Agency Name, Telephone Number and Travel Consultant's Name. It is important that the Travel Agency phone number is the first information to reflect on this PNR Field.

The number 9 is the function identifier used.

### **Agency Phone Field**

**ENTRY: 9▲ 62200011 ATS TRAVEL/LINDA-A**

9	Function Identifier
▲	Mandatory space ▲ before the phone information.
62200011	Sample Travel Agency Phone Number
ATS TRAVEL	Sample Travel Agency Name
LINDA	Sample Travel Consultant's Name
-A	To inform the airline that this is a Travel Agency Contact Information

### **Display Phone Field**

**ENTRY: \*P9**

#### **System Response:**

```
*P9«
PHONES
 1.SIN 62200011 STNS TRAVEL/LINDA-A
```

- "SIN" is a Travel Agency location that system automatically inserts into the phone field.

### **Passenger Phone Field**

MORE ENTRY FORMAT	DESCRIPTION
9 65433456 MR EUGENE POH-B	Business Contact
9 68750987 MS ERICA CHUA-H	Residence Contact

When the PNR has been authorized for another travel agency for ticketing (i.e. when Wholesale Ticketing Function is done, for more details refer to Wholesale Ticketing Function Topic), the other agency's consultants would be able to view all of the phone fields, including the passenger's contact in the Phone Field (if present). Thus, it is not advisable that the client's contact information is added to Phone Field especially when a Travel Agency endorses a PNR to another Travel Agency for issuance of ticket.

## PHONE FIELD MODIFICATION

Phone Field can also be modified when wrong information was put in.

### Sample Phone Field

```
*P9<<
PHONES
1.SIN 62200011 STNS TRAVEL/SHARON-A
2.SIN 90562457 MR MARK-M
```

Scenario 1: Change the phone number from 62200011 to 62292871

**ENTRY: 91 ✕ 62292871 ATS TRAVEL/SHARON-A**

9                      Function Identifier  
 1 ✕                    The line number in the phone field with the change symbol  
 62292871              The new phone number  
 ATS TRAVEL....      Need to retype all these details to reflect again onto the phone field

Scenario 2: Delete the line number 2 in the Phone Field

**ENTRY 92 ✕**

## TICKETING FIELD

The Ticketing Field contains the date on when the ticket will be issued. The date is set by the travel consultant in order to complete the mandatory field of a PNR. However, it should be updated when the airline advises the ticketing date. A travel consultant must comply strictly with the ticket date requirement of the airline.

The function identifier for this field is 7.

### ***Ticket Issuance Date***

**ENTRY: 7TAWØ1MAR/**  
 7TAW                  Function Identifier  
 Ø1MAR                Pre-determined date by the Travel Consultant  
                           On this date, PNR will be placed on **Queue 9**  
                           This date must be prior or before the departure date  
                           Note that airline will still give the ticketing deadline  
 /                        Mandatory qualifier to signify end of ticketing information.  
                           **If time is not entered, a default time of 0400 local time on specified date will be used**

### ***Other Ticketing Field Entries***

MORE ENTRY FORMAT	DESCRIPTION
7TAW1ØMAR240/1ØØØA/	Place PNR on Personal Queue <b>24Ø</b> on specified date & time, <b>1ØMar</b> at <b>1ØØØ</b> . <b>Note: Time must be top of the hour eg 1ØØØ, 1ØA, 3P</b>
7TAW/	Will immediately place PNR on Queue 9
7T-A	When it is not necessary to place PNR on Queue

## ***Display Ticketing Field***

**ENTRY:**                    \*P7

**Sample Response:**

```
*P7<<
TKT/TIME LIMIT
1.TAWH1J801MAR009/0400A/
```

## **TICKETING FIELD MODIFICATION**

This function allows you to modify or delete the ticketing field. As this is a single item field, the line number is not specified.

Scenario: Change the ticketing field to another date

**ENTRY 7TAW15MAR/**

:

OR

**ENTRY 7✕TAW15MAR/**

:

```
*P7<<
TKT/TIME LIMIT
1.TAWH1J815MAR009/0400A/
```

- Be reminded that additional information after the slash “/” MUST NOT be added to avoid teletype rejects or problem in the airline system.

## **RECEIVED FROM FIELD**

The Received From Field reflects the name of a person who provides the passenger information and authorizes the transaction. Hence, it should be “EXPLICIT”. Please note that this information cannot be modified after End Transaction.

The function identifier for this field is 6.

**ENTRY:                    6KELLY**

## ***Display Received From Field***

**ENTRY:**                    \*P6

**Sample Response:**

```
*P6<<
RECEIVED FROM - WILLIAM
H1J8.H1J8*AOA 2116/12DEC14 IOVPTF H
```

The last line of the response above is known as “**signature line**”. It contains details on Pseudo City Code, agent’s initial, time (based on TULSA time) and the date that the PNR was created. After a successful End Transaction, a Sabre Record Locator will be appended next to the date.

## RECEIVED FROM MODIFICATION

The Received From Field can only be modified before End Transaction. System will not allow any modification on this PNR Field after the transaction was saved.

Scenario: Change the Received From to Mark before end transaction.

**ENTRY: 6MARK**

OR

**ENTRY: 6✕MARK**

Sample Received From Field:

```
*P6<<
RECEIVED FROM - MARK
H1J8.H1J8*AOA 2117/12DEC14
```

The Name on the Received From Field CANNOT be deleted or modified after End Transaction

The Received From Field is important whenever there are changes or modification. ALL succeeding modification on any parts of the PNR must have a Received From Field which will be reflected in the PNR History to track who authorize the changes.

## END TRANSACTION

To save a new PNR or updated PNR into the system, a successful End Transaction must be done.

Upon successful End Transaction of a new PNR, you should find the 6 alpha characters in the system response, on the 1<sup>st</sup> line and the last line of the signature line of the PNR.

**STEP 1: \*A**

Display the PNR to check if all PNR fields have been completed

**STEP 2: E**

End Transaction

System will respond with 6-alpha characters code referred as Sabre Record Locator, Sabre File Address or Sabre PNR Address.

or

**ER**

End and Retrieve the PNR to see Sabre Record Locator

Do not proceed to Step 3 when there is a system check or an error response is received. Comply with the system check and repeat the End Transaction process from Step 1 again.

**STEP 3: IR**

Ignore and Retrieve the PNR to see Airline Record Locator

## ***Some Error Responses Upon End Transaction***

¥FIN OR IG¥

FIN means "Finish the PNR"

IG means "Ignore the current transaction"

INFANT DETAILS REQUIRED IN SSR - ENTER 3INFT/...

INVLD NAME CHANGE.NOT ENT BGNG WITH

NEED TICKETING/TIMELIMIT - USE 7 OR 8

NEED PHONE FIELD - USE 9

NO CHANGES MADE TO PNR - UPDATE OR IGNORE

NUMBER OF NAMES NOT EQUAL TO RESERVATIONS

PNR IGNORED AND REDISPLAYED DUE TO SIMULTANEOUS CHANGE

SIMULTANEOUS CHANGES TO PNR-USE IR TO IGNORE AND RETRIEVE PNR

VERIFY ORDER OF ITINERARY SEGMENTS - MODIFY OR END TRANSACTION

## QUICK REFERENCE FOR PNR CREATION

Step	Function / Field	Function Identifier	Entry (example)
1	Availability	1	120DECSINHKG¥SQ
2	Itinerary	Ø	Ø1Y1
3	Name - Adult	-	-TAN/LAYKUANMS
	Name – Child SSR- Birth Date	-	-TAN/MICHAELMSTR*CØ5 3CHLD/Ø2JANØ9-2.1
	Name – Infant SSR- Birth Date	-I/	-I/TAN/MAYMISS*IØ9 3INFT/TAN/MAYMISS/Ø4FEB16-1.1
4	Ticketing	7	7TAWØ7DEC/
5	Phone	9	9 622ØØØ11 ABC TRAVEL/GRACE-A
6	Received From	6	6JEAN
7	End Transaction & redisplay PNR	E	ER Notes: 1. System will return Sabre Record Locator 2. Do not proceed to Step 8 when check/error received after ER 3. Do the necessary amendments and try to ER again
8	Ignore & redisplay the PNR	I	IR Notes: 1. System will return Airline Record Locator within 4 hours

# PNR Retrieval

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Retrieve a previously created PNR in Sabre
- \* Display parts of the PNR
- \* View secondary PNR of the participating airlines
- \* Modify parts of the PNR fields
- \* Learn PNR Segment Action and Status Codes

## PNR RETRIEVAL

After a Passenger Name Record (PNR) has been created and saved, the PNR is filed in the Sabre system. To add new information or make modifications to the PNR, you must first retrieve it.

A PNR may be retrieved up to 48 hours after the scheduled departure time of the last flight segment in the PNR.

Following the retrieval of a PNR, if no changes have been made to the record, an ignore function should be performed to return the record to storage. The work area will be ready for other PNRs or transactions.

3 ways to retrieve a PNR: by name, by Sabre PNR record locator / file address and by confirmed or waitlisted flight details with surname.

The function identifier to retrieve / redisplay a PNR is \*

### **Retrieval By Name**

This is the most common retrieval method. If the passenger name is common or there are several PNRs with that name, more specific dates should be used.

**ENTRY**            \*~~¥~~-WANG  
                          \*~~¥~~-                    Function Identifier  
                          WANG                    Passenger's Surname

OR

**ENTRY**            \*~~¥~~-WANG/SHUFEN  
                          \*~~¥~~-                    Function Identifier  
                          WANG/SHUFEN        Passenger's Surname and Given Name

Sample Response:

* <del>¥</del> -WANG/S<<					
1	WANG/SHUFUNGMS	20SEP-30SEP	SINICN	SQ	608
2	WANG/SUFENMS	20SEP-30SEP	SINHKG	SQ	890
3 X	WANG/SUSANMS	05NOV-26NOV	SINHND	NH	152

- If list of Names are displayed, choose the item number and do an entry:

**ENTRY**            \*1

### **Retrieval By Sabre Record Locator**

The Sabre Record Locator that is found on top left side of the PNR or at the signature line can also be retrieved. This is a specific PNR retrieval.

**ENTRY**            \*KDAVHS  
                          \*                    Function identifier  
                          KDAVHS            Sabre Record Locator. It composes of 6 alpha characters.

## Retrieval By Flight Details

Entries to retrieve a PNR with confirmed and waitlisted flights are slightly different.

### Confirmed flight

**ENTRY:** \*SQ322/29AUGSINLHR-TAYLOR  
\* Function identifier  
SQ322/ Airline and flight number followed by mandatory slash  
29AUG Departure date  
SINLHR City Pair  
-TAYLOR Passenger's Surname with - as identifier

### Waitlisted flight

**ENTRY:** \*L~~¥~~SQ322/29AUGSINLHR-SMITH  
\*L~~¥~~ Function identifier

## FLIGHT MANIFEST

Flight manifest allows you to request for all bookings on a specific flight / date / board point with specific segment status code made by a PCC, also known as Passenger Listing. This helps you to save keystrokes and time.

**ENTRY:** LHUA806YØ7DECSINHKG  
L Function identifier  
H Action Code – refer to list of Action Codes below  
UA806Y Airline and its flight number, Y booking class (mandatory)  
Ø7DECSINHKG Ø7Dec – departure date; SINHKG – City Pair

Following is a list of action codes used to determine the PNRs to be listed based on air itinerary status codes.

Action code	DESCRIPTION
H	All status codes identified with the action code of C, W, P, Q
C	Air segments with confirmed status codes: HK, KK, KL, RR, TK
W	Air segments with waitlist status codes: HL, TL, UU, US
P	Air segments with pending status codes: HN, PN, TN
Q	Air segments with passive status codes: GK, GL, DS
X	Cancelled air segments. All status codes recorded with a "XS" history action code. When using the secondary action code of X, action / status codes cannot be specified in the entry.

You may use "I" instead of a specific booking class if you are checking across all class of service.

**Sample Response:**

```
LHUA896Y01FEBSINHKG<<
ALL          PNL  UA 896 01FEB  SINHKG      TUL0146 20NOV
1  ANG/EVEMS          1  Y  JDYTJG GK H1J8
2  ANG/FIELDMR       1  Y  IFBGNG GK H1J8
3  CHIA/CHRISTINAMS  1  Y  JEJMZS GK H1J8
```

**Explanation for the response:**

ALL	All status codes identified with the secondary action code of C, W, P, Q
PNL	Passenger Name List
UA896	Airline code and flight number
Ø1FEB	Departure date
SINHKG	City Pair
TUL146 2ØNOV	Time of request based on Tulsa Time
ANG/EVE MS	Passenger Name (first 24 characters)
1	Number in party
Y	Booking class
JDYTJG	Sabre Record Locator
GK	Status Code
H1J8	Pseudo City Code

**To select PNR from the Sample Response above**

**ENTRY:**      **L2\***  
                  L            Function Identifier  
                  2\*            Line number from flight manifest list, with mandatory \* symbol  
                                     Or click the bolded Sabre Record Locator

MORE ENTRY FORMAT	DESCRIPTION
LCJL407/5JULNRTFRA	Retrieve all confirmed status on ALL Class of Service.
LCCX289Q02FEBNRTFRA/HK	Retrieve flight manifest with HK status codes
<b>L*</b>	To redisplay the flight Manifest

The flight manifest retrieval is only applicable within the same Pseudo City Code or PCC. This functionality will not display the actual flight manifest of the airline.

## DISPLAY PARTS OF PNR MANDATORY FIELDS

After a PNR has been displayed, you may want to look at only certain fields:

ENTRY FORMAT	DESCRIPTION
*A	Display all PNR Fields
*N	Display Name Field only
*I	Display Itinerary Field only
*P	Display other PNR fields like Ticketing / Phone / Remarks / Received From
PD	Display Passenger Detail type
*P7 or *T	Display Ticketing Field
*P6	Display Received From Field
*P9	Display Phone Field
*IA	Display Itinerary for Air segments only
*IH	Display Itinerary for Hotel segments only
*IC	Display Itinerary for Car segments only
*H	Display PNR History
*HN	Display PNR History on Name
*H7	Display PNR History on Ticketing
*HI	Display PNR History on Itinerary

## DIRECT ACCESS PNR RETRIEVAL

Sabre has the ability to retrieve and view Secondary PNRs. In order to retrieve the Airline PNR (Secondary PNR) from the Direct Access participant's system, an entry must precede with the symbol ⌘ followed by the carrier access code.

Following are the list of Airlines that allow Direct Access Retrieval in Sabre with its Access Code:

AIRLINE	ACCESS CODE	AIRLINE	ACCESS CODE
AE	⌘QCI/*	JD	⌘QJD/*
BR	⌘QBR/*	KA	⌘QKA/*
CX	⌘QCX/*	MH	⌘QMH/*
CI	⌘QCI/*	MI	⌘QMI/*
GA	⌘QGA/*	OZ	⌘QOZ/*
GE	⌘QGE/*	PR	⌘QPR/*
IC	⌘QIC/*	SQ	⌘QSQ/*

### To Retrieve the Airline PNR / Record Locator

**ENTRY:** ⌘QSQ/\*4DDHI5

- ⌘ Function Identifier
- QSQ/ Airline Access Code with slash "/" as separator
- \*4DDHI5 Initiate retrieval for BZ48SW Airline Record Locator

### Sample Response:

```
SQ RESPONSE
/Υ--- RLR ---
RP/HDQ1B/HDQ1BGPQATU/H1J8/9991000      13DEC14/0552Z   YFEXS2
 1.SARABIA/CANDYMS
 2 SQ 970 E 01MAR 5 SINBKK HK1          2 0715 0840   *1A/E*
 3 SQ 973 E 07MAR 4 BKKSIN HK1          0945 1315   *1A/E*
 4 OSI SQ CTCT SIN 62200011 STNS TRAVEL AMIE A
 5 OPW-15JAN:0800/1C7/SQ REQUIRES TICKET ON OR BEFORE
    18JAN:0800/S2-3
 6 OPC-18JAN:0800/1C8/SQ CANCELLATION DUE TO NO TICKET/S2-3
```

- A Travel Consultant cannot modify the Secondary PNR.
- To view more information on the retrieved Secondary PNR, do ␣MD command

## PNR HISTORY

Every PNR created in the system established history. This history reflects action codes to easily determine the type of modification an agent has made. PNR history also reflects the signature line which composes of Travel Agency Pseudo City Code, the initial of the travel consultant as per in Sign In code, the time and the date the PNR was modified. Also, a Received From Field is needed to track who authorized the changes and this will also be reflected as part of a PNR History.

To display PNR History

**ENTRY: \*H**

Sample Response:

```
*H<<
A3S  SSR ADTK 1B TO SQ BY 20JAN 0800 OTHERWISE WILL BE XLD
R-   MUCRM1A13060014 44CC9A02-001 SSC
PLT  PLTRM1A 0000/13DEC14
XS   SQ 970E 01MAR SINBKK NN/HK1 0715 0840 /DCSQ*YFEXS2
      HRS/E
X4G* SQ 970E 01MAR SINBKK NN/KK 40A N -SARABIA/CANDYMS
X3S* SSR VGML SQ KK1 SINBKK0970E01MAR -SARABIA/CANDYMS
AS   SQ 970E 03MAR SINBKK NN/SS1 0715 0840 /DCSQ /E
      SURNAME CHG NOT ALLOWED FOR SQ-E FARECLASS
R-   JOANNA
H1J8.H1J8*AOA 0000/13DEC14
M3S  SSR VGML SQ KK1 SINBKK0970E01MAR -SARABIA/CANDYMS
M3S  SSR VGML SQ KK1 BKKSIN0973E07MAR -SARABIA/CANDYMS
R-   MUCRM1A13055926 44CC3F07-001 SSC
PLT  PLTRM1A 2359/12DEC14
A3S  SSR VGML SQ NN1 SINBKK0970E01MAR -SARABIA/CANDYMS
A3S  SSR VGML SQ NN1 BKKSIN0973E07MAR -SARABIA/CANDYMS
A4G  SQ 970E 01MAR SINBKK NN/KK 40A N -SARABIA/CANDYMSW
A4G  SQ 973E 07MAR BKKSIN NN/KK 41K N -SARABIA/CANDYMS
R-   PATRICIA
H1J8 H1J8*AOA 2359/12DEC14
A3S  SSR ADTK 1B TO SQ BY 18JAN 0800 OTHERWISE WILL BE XLD
R-   MUCRM1A13055250 44C2EAA3-001 SSC
PLT  PLTRM1A 2352/12DEC14
A9   SIN 62200011 STNS TRAVEL/AMIE-A
AN   1SARABIA/CANDYMS
AS   SQ 970E 01MAR SINBKK NN/SS1 0715 0840 /DCSQ /E
      SURNAME CHG NOT ALLOWED FOR SQ-E FARECLASS
AS   SQ 973E 07MAR BKKSIN NN/SS1 0945 1315 /DCSQ /E
A7   TAWH1J820FEB009/0400A/
ADT  ADT -SARABIA/CANDYMS
R-   MARK
H1J8 H1J8*AOA 2352/12DEC14
```

SOME PNR HISTORY ACTION CODES	DESCRIPTION
XS	Cancelled segment
AS	Added segment
SC	Schedule changed segment
X9	Cancelled Phone item
A9	Added Phone item
XN	Cancelled Name Item
AN	Added Name Item
X7	Cancelled Ticketing Field
A7	Added Ticketing Field
R –	Entered Received From
A3O	Added OSI item
X3O	Cancelled OSI item
A3S	Added SSR item
X3S	Cancelled SSR item
M3S	Modified SSR item
X3S*	Cancelled SSR item after cancelling the itinerary where this SSR is attached.

More PNR History Codes are found on Format Finder **pnrov340**.

PNR History Display Entries	DESCRIPTION
*H	Display all PNR History
*HI	Display history for All Segments Types (Air, Cars, Hotels, etc)
*HIA	Display history for Air Segments Only
*HIH	Display history for Hotel Segments Only
*H9	Display history for Phone fields
*HN	Display history for Name Fields
*H3O	Display history for OSI fields
*H3S	Display history for SSR fields
*H-A	Display history for All Added-in Fields / Items
*H-X	Display history for All Cancelled Fields / Items
*H-M	Display history for All Modified Fields / Items
*HN*HIA*H9	Combination Display of Name, Air Segment & Phone

## PNR RETENTION

A PNR will be completely purged from the system, 48 hours after the last segment is scheduled or flown. If that segment is cancelled, it will continue to be the segment that determines the date in which the PNR will be completely purged. If the PNR is required longer than this period, you may create miscellaneous segment information to retain the PNR. This segment will be printed on the itinerary printout.

**To check the maximum 331 days, use this entry:**

**ENTRY: T#19NOV#331**

T#	Function Identifier
19NOV	The date the PNR was created
331	Number of days that you wish to retain the PNR

Sample Response:

```
T#19NOV#331<<
* 16OCT17 MON
```

**To add PNR Retention Segment:**

**ENTRY: ØOTHYYHK1SIN16OCT-PNR RETENTION**

ØOTHYYHK1SIN	Mandatory Function Identifier and qualifier
16OCT	Up to what date you wish to retain the PNR
PNR	Miscellaneous information that must be added
RETENTION	

Sample Response:

```
*I<<
1 UA 896Y 01FEB 5 SINHKG GK1 0650 1025 /E
2 UA 895Y 13FEB 3 HKGSIN GK1 2040 0020 14FEB 4 /E
3 OTH YY 16OCT J HK1 SIN/PNR RETENTION
```

- The PNR Retention segment will be part of the Itinerary Field.
- PNR Retention is used to keep the PNR for some period of time for future reference only.
- Should a passenger wish to travel again, it is not advised to reuse an existing PNR with PNR Retention and with all flight segments used. Please create a new PNR for such cases.

## SEGMENT STATUS CODE

The status code associated to segments in an itinerary can be grouped into the following 3 categories: Action Code, Status Code, and Reply Code.

Besides travel agents, airlines may make changes to the PNR. These will be reflected in the Reply Code of the segment concerned. If an airline has taken over the ownership of a PNR, changes made in the airline system will not be reflected in the Sabre system. This is one of the causes of the PNR non-synchronization.

Category	Explanation	Commonly used codes	DESCRIPTION
Action Code	used when selling segment	NN	Need segment
		LL	Waitlist segment
		DS	Desires Segment – used for open dated segment
		GK	Passive Confirmed segment
		GL	Passive Waitlisted segment
Status code	Used by system to reflect the current status of the segment.	SS	Seat Sold
		HK	Holding Confirmed
		LL	Seat Waitlisted
		HL	Holding Waitlist
		US	Unable to accept sale, has been waitlisted
		UU	Unable to confirm, has been waitlisted
		PN	Pending Need
		HN	Holding Need
		UC	Unable to confirm or waitlist
Reply Code	Used by airlines advising changes to the segment.	UN	Unable, flight not operating
		KK	Carrier confirmed the requested segment
		KL	Confirmed from waitlist
		TK	Schedule change for confirmed segment showing new schedule
		TL	Schedule change for waitlisted segment
		SC	Schedule change – applicable only for AA (American Airlines)
		HX	Segment was cancelled by carrier.
NO	No action was taken on the segment. Some airlines use NO to inform that a specific segment has been cancelled in the airline system.		

Example:

```
01Y1«
  SQ  318  Y  12DEC  SINLHR  SS1    1255    1855    /DCSQ
SURNAME CHG NOT ALLOWED FOR SQ-Y FARECLASS
01Y1«
  SQ  318  Y  12DEC  SINLHR  UC1    1255    1855    /DCSQ
SURNAME CHG NOT ALLOWED FOR SQ-Y FARECLASS
```

## CHANGE SEGMENT STATUS CODE (CSS)

When there is a change to the segment, the airline will send an advice to Sabre. The affected segment will be updated with the Reply Code. For example, when a waitlisted segment is confirmed, the segment code will be reflected as "KL". You should inform the passenger accordingly and then update the affected segment with correct status code. Without a reply from airline, you should not make any changes to the segment.

You may follow the steps stipulated below.

Step 1: Retrieve the PNR or work on the PNR in the queue. Following is the sample of PNR :				
LXBUJB				
1.1LIM/ALANMR				
1 SQ 219Y 01AUG 5 SINSYD TK1 0915 1840 /DCSQ*J76FJL /E				
2 ARNK				
3 QF 618B 15AUG 5 MELBNE HK1 1305 1510 /DCQF*2NYW5K /E				
4 NZ 136E 28AUG 4 BNEAKL KL1 1230 1730 /DCNZ*JFTA AH /E				
5 NZ 6E 28AUG 4 AKLLAX UN1 1915 1225 /DCNZ*JFTA AH /E				
Step 2: Advise the passenger				
	Entry	Explanation		
Step 3: Received from	6 ALAN	Informed passenger Alan		
Step 4: update the segment status code.	.1HK	Change segment 1 status to HK	or (replacing step 4 and 5 )	EWR
	.4HK	Change segment 4 status to HK		
	Or .1/4HK	Change segment 1 and 4 to HK		
	X5	Cancel segment 5		
Step 5: end transaction	E			

## QUICK REFERENCE FOR CSS

Action code	Status code	Airline reply code	Explanation	Agent's action
NN	PN HN	KK	Carrier confirmed the request.	.1HK
		UU	Unable to confirm, has been waitlisted.	.2HL
		UC	Unable to confirm or waitlist.	X3
	HK	TK	Schedule change for confirmed segment.	.2HK
		SC	Schedule change for confirmed segment- applicable for AA (American Airlines) only.	.1HK
		US	Unable to accept sale, has been waitlisted.	.6HL
		HX	Segment was cancelled by carrier.	X3
		NO	No action was taken on the segment. Some airlines use NO to inform that a specific segment has been cancelled in the airline system.	X4
		UN	Unable, flight not operating.	X5
LL	HL	KL	Confirmed from waitlist.	.4HK
		TL	OA Schedule change for waitlisted segment.	.2HL
		HX	Segment was cancelled by carrier.	X3
		UN	Unable, flight not operating.	X1

# Optional PNR Fields

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Provide airlines with Other Service Information concerning the passengers in the form of OSI.
- \* Make Special Service Requests for your passengers to the airlines in the form of SSR items
- \* Differentiate Other Service Information and Special Service Request
- \* Provide Frequent Flyer information, Pre-Reserved Seat (PRS) and Email
- \* Apply the Sabre AWS Mask and Entries for PNR Optional Fields



### Modify OSI Item

**ENTRY**                      **31** ✕ **OSI▲SQ▲CTCA BKK SHANGRI LA HOTEL**  
 3                                  Function identifier  
 1 ✕                                Line number from \*P3O that has to be modified with change symbol  
 OSI▲SQ▲CTCA...              OSI with the new information

### Delete An OSI Item

**ENTRY**                      **33** ✕  
 3                                  Function identifier  
 3 ✕                                Line number from \*P3O that has to be deleted with change symbol

Deleting an OSI item does not transmit message to the airline system.

### Delete A Range Of OSI Items

**ENTRY**                      **31-3** ✕  
 3                                  Function identifier  
 1-3 ✕                              Range of line numbers that have to be deleted with change symbol

## SPECIAL SERVICE REQUEST (SSR)

If the passenger has special services request like Meal Request, Seat Request or others that require the airline to give you a confirmation, you will need to use Special Service Requests or SSR for such requests. The request has to be made using the 4-letter codes accepted by the airline concerned.

The function identifier for SSR is "3".

**Entry Format:                3<SSR CODE><SEGMENT SELECT> – <NAME SELECT>**  
**or                              3<SSR CODE><SEGMENT SELECT>/<REMARK> – <NAME SELECT>**

As the SSR item is segment and name related, when the segment or the passenger(s) are cancelled, the corresponding SSR items will also be cancelled.


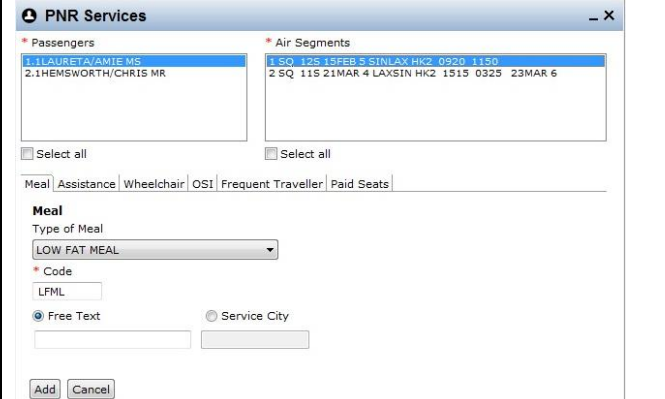
### Commonly Used SSR Codes

Category	SSR code	Remarks	Explanation
In the remarks column, ✓ : mandatory item   ✕ : not allowed   - : optional			
Meal Request	AVML	✕	Indian Vegetarian Meal
	BBML	✕	Infant / Baby food
	BLML	✕	Bland / soft Meal
	CHML	✕	Child Meal
	DBML	✕	Diabetic Meal
	FPML	✕	Fruit Platter
	GFML	✕	Gluten-free Meal
	HFML	✕	High Fiber Meal
	HNML	✕	Hindu (non-vegetarian) Meal

Category	SSR code	Remarks	Explanation
In the remarks column, ✓ : mandatory item * : not allowed - : optional			
	KSML	*	Kosher Meal
	LCML	*	Low Calorie Meal
	LFML	*	Low Cholesterol, Low Fat Meal
	LPML	*	Low Protein Meal
	LSML	*	Low Sodium (no salt added) Meal
	MOML	*	Muslim Meal
	NLML	*	Non-Lactose Meal
	ORML	*	Oriental Meal
	PRML	*	Low Purine Meal
	RVML	*	Raw Vegetarian Meal
	SFML	*	Seafood Meal
	SPML	✓	Special meal requirement not covered by specific code
	VGML	*	Vegetarian Meal (non-dairy)
	VJML	*	Vegetarian Meal (Jain)
	VLML	*	Vegetarian Meal (lacto-ovo)
VOML	*	Vegetarian Meal (Oriental)	
Seat request	BSCT	*	Bassinet / carrycot / baby basket
	EXST	✓	Extra Seat
	NSSA	*	No Smoking Aisle Seat
	NSSB	*	No Smoking Bulkhead Seat
	NSST	-	No Smoking Seat
	NSSW	*	No Smoking Seat Window
	RQST	✓	Seat request with specific seat number or preference
	SMSA	*	Smoking aisle seat
	SMST	-	Smoking seat
	SMSW	*	Smoking window seat
Wheelchair request	STCR	*	Stretcher passenger
	WCHR	-	Wheelchair – R for ramp. Passenger can ascend/descend steps and make own way to/from cabin seat
	WCHS	-	Wheelchair – S for steps Passenger cannot ascend/descend steps and must be carried up/down steps
	WCHC	-	Wheelchair – C for cabin seat. Passenger completely immobile
Others	CHLD	✓	Child's Date of birth
	INFT	✓	Infant's Date of birth
	AVIH	✓	Animal in Hold – specify details
	BIKE	*	Bicycle
	BLND	-	Blind passenger – specify if accompanied by seeing-eye dog
	BULK	✓	Bulky baggage – specify number, weight, size, if known
	CBBG	✓	Cabin baggage
	CKIN	✓	Provides information for airport personnel for passenger handling at departure time for which no other SSR code exists and does not require a reply
	COUR	-	Commercial courier. When known, add the name of the commercial courier company and the weight of the commercial courier baggage accompanied by such courier

Category	SSR code	Remarks	Explanation
In the remarks column, ✓ : mandatory item * : not allowed - : optional			
	DEAF	-	Deaf passenger – specify if accompanied by hearing dog
	DEPA	-	Deportee – accompanied by an escort
	DPNA	✓	Passenger intellectually disabled or with developmental disability
	FRAG	✓	Fragile baggage – specify number, weight, size, if known
	LANG	✓	Specify language(s) spoken
	MAAS	✓	Meet and Assist – specify details
	MEDA	*	Medical Case - call the airline for special handling
	OTHS	✓	Requires action but no representative SSR code
	PETC	✓	Animal in cabin – specify details
	SEMN	✓	Ship's crew – seaman
	SPEQ	✓	Sport equipment – specify type of equipment, number, weight, size, if known
	TWOV	-	Transit / transfer without visa
	UMNR	✓	Unaccompanied Minor
	XBAG	✓	Excess baggage – specify number, weight, size, if known

### Create SSR Item – Meal Request

<p>Step 1: Select PNR Services from Helper Apps</p>	
<p>Step 2: Select the passenger and a particular segment or the whole itinerary then the Type of Meal.</p> <p>Upon clicking the “ADD” icon, system will send the entry as follows :</p> <p style="color: blue; font-family: monospace;">3LFML1-1.1</p>	

**ENTRY****3LFML-1.1**

3  
LFML  
-1.1

Function identifier  
Request for Low Fat Meal for all segments  
Passenger name item 1.1

Entry	Explanation
3BBML1 – 4.1	Request for Baby Meal for segment 1 for the infant. However, the request has to be associated with an Adult 4.1 is the name item number of Adult passenger
3LSML 1,3 -2.1	Request for Low Salt Meal for segment 1 and 3 for Pax 2.1
3LCML -2.2	Request for Low Calories Meal for all segments for Pax 2.2
3SFML -2.3,3.1	Request for Seafood Meal for all segments for Pax 2.2 and 3.1
3SFML -Ø	Request for Seafood Meal for all seg & all Paxs (name item number is “Ø”). Please note that “Ø” only applicable for PNR without INFANT.
3SPML1,4/NO BEEF –1.1, 2.3	Request for special meal with details as remark for seg 1 & 4, Pax 1.1 & 2.3 Please note that SPML should only be used when the request would not be described by any existing SSR code
DU*/SPM	To check applicable SPECIAL MEAL code
DU*/SPM≠CX	To check applicable SPECIAL MEAL code to a specific airline e.g. CX

**Other Requests (OTHS)**

For other non-seat or non-meal requests, you may use OTHS code in your SSR entry.

**Entry: 3OTHS1/ NN1 REQUEST LIMOUSINE PICKUP HEATHROW APT FOR MR TAN**

Explanation:

3            Function Identifier for SSR  
OTHS        SSR code  
1            Segment 1  
/            / - separator and follows with free text remark

**Display SSR Item**

**Entry: \*P3S**

**Sample Response:**

*P3S«		
GENERAL FACTS		
1.SSR INFT NH NN1 SINNRT0902Y12M	4.1 TAN/LAYKUANMS	INFT
AY/TAN/MAYMISS/01JAN15		
2.SSR INFT PG NN1 BKKSIN0961Y30M	4.1 TAN/LAYKUANMS	CHLD
AY/TAN/MAYMISS/01JAN15		
3.SSR CHLD NH HK1/02FEB09	4.2 TAN/MICHAELMSTR	CHLD
4.SSR CHLD PG HK1/02FEB09	4.2 TAN/MICHAELMSTR	
5.SSR CHLD NH HK1/01MAR09	3.1 LIM/JESSICAMISS	LFML
6.SSR CHLD PG HK1/01MAR09	3.1 LIM/JESSICAMISS	
7.SSR LFML NH NN1 SINNRT0902Y12M	1.1 LIM/ALANMR	BBML
AY		
8.SSR BBML NH NN1 SINNRT0902Y12M	4.1 TAN/LAYKUANMS	NSSW
AY		
9.SSR NSSW NH NN1 SINNRT0902Y12M	1.1 LIM/ALANMR	BSCT
AY		
10.SSR NSSW PG NN1 BKKSIN0961Y30M	1.1 LIM/ALANMR	
AY		
11.SSR BSCT NH NN1 SINNRT0902Y12M	4.1 TAN/LAYKUANMS	
AY		
12.SSR BSCT PG NN1 BKKSIN0961Y30M	4.1 TAN/LAYKUANMS	
AY		

## **Remove Or Cancel SSR Item**

Entry	Explanation
<b>Remove / Delete SSR item</b> <ul style="list-style-type: none"><li>• This remove / delete SSR function is only applicable prior or before End Transaction.</li><li>• This delete SSR (same entry command as OSI) will not generate any SSR cancellation message to the airline. This will only remove SSR item from the face of Sabre PNR.</li></ul>	
32✕	Remove item 2 in the GENERAL FACTS
31-3 ✕	Remove item 1,2 3 in the GENERAL FACTS
31,3,6✕	Remove item 1,3 and 6 in the GENERAL FACTS

Entry	Explanation
<b>Cancel SSR item</b> <ul style="list-style-type: none"><li>• Cancellation entry will initiate a Cancellation message to the airline</li><li>• This entry is used after end transaction.</li><li>• When a segment or passenger name is cancelled, the associated SSR item is automatically cancelled by the system.</li></ul>	
32.XX	Cancel item 2 in General Facts
31-3.XX	Cancel item 1,2 and 3 in General Facts
31,3,6.XX	Cancel item 1,3 and 6 in General Facts

## **Modify SSR Item**

If a passenger wants to change his/her request, you will need to cancel the existing request before making a new request.

## **Update SSR Status Code**

Upon the receipt of the reply from the airline on your SSR request, you may use the following entry to update the status of the SSR.

**Entry: 32. HK**

Explanation:

Update the status code of item 2 of the SSR to HK status.

## SSR FOR CHILD & INFANT NOT OCCUPYING SEAT

### Entry for Child: **3CHLD2/15JANØ8-1.1**

- Child information must be sent to airlines using 3CHLD, this is in compliant to the industry standard.
- Re-association of SSR CHLD is required whenever an air segment is added into the PNR regardless of changes made on class of service, flight number, date or new flight addition.
- Cancellation of air segment will not result in associated SSR CHLD being automatically cancelled from the PNR. Hence, you will need to delete the child's information manually.
- System will not validate the age of the child from date of birth.

### Entry for Infant: **3INFT2/WONG/ANTHONYMARKMSTR/Ø1OCT12-1.1**

- Infant's name in SSR INFT must be entered according to reservation's name in the PNR. Associate name number of an adult when infant is not occupying seat.
- Re-association of SSR INFT is required whenever an air segment is added into the PNR regardless of changes made on class of service, flight number, date or new flight addition. Flight segment cancellation will automatically cancel SSR INFT attached to this flight.

## INFANT OCCUPYING SEAT

Step 1: Create name field as a child for infant occupying seat.

**ENTRY: -WONG/MICHAELMSTR\*CØ2**

Step 2: Input SSR INFT by associating to the child's name field when infant is occupying a seat (OS).

**ENTRY: 3INFT/WONG/MICHAEL/Ø8SEP12/OS-1.1**

## APIS - ADVANCE PASSENGER INFORMATION SYSTEM

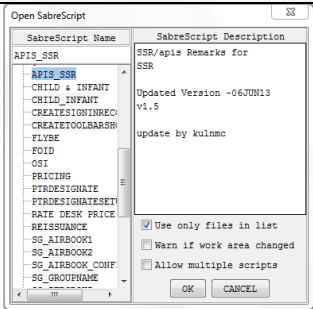
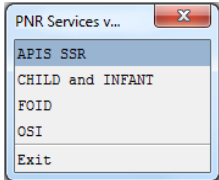
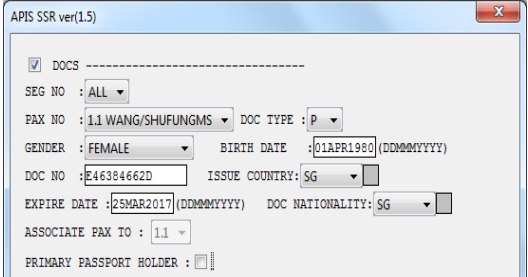
When travelling to certain countries, the respective local government may request for the detailed information of the passenger. For example, the U.S. and Canadian Transportation Security Administration (TSA) requires all airlines to provide the passport information, Date of birth, VISA info, destination or residential addresses of all passengers travelling to the United States.

Some airlines require passenger information like passport number as the form of identification at check-in.

Following is the summary of the SSR entries that you may need to provide the information.

SSR code	Explanation	remarks
DOCS/DB	Date of Birth	Also known as SFPD – Secure Flight Passenger Data
DOCS/P	Passport information	Also known as APIS – Advance Passenger Information System Refer to the following DRS pages for more details Y/AAI/PDT/P60 – format details
DOCO	VISA information	Y/AAI/PDT/P61 – list of airlines that require AIPS or SFPD format
DOCA	Destination Address	
PSPT	Passport information	For airlines which do not accept DOCS format. Refer to the following DRS pages for more details Y/AAI/PDT/P60/L71 – format details Y/AAI/PDT/P61/L34 – list of airlines that require PSPT format
OTHS	Passport information	For airlines which do not accept DOCS/ PSPT format.
FOID	Form Of Identification	

### APIS Format

Step	System Response
<p>Step 1: Click Scribe Scripts under Helper Apps → APIS_SSR</p>	
<p>Step 2: Select APIS_SSR to input DOCS, DOCO, DOCA information, or FOID for inserting FOID information.</p>	
<p>Step 3: Click DOCS, select from 1. Passenger name 2. Document Type → P  P = Passport information  <b>3DOCS/P/SG/E46384662D/SG/01APR1980/ F/25MAR2017/WANG/SHUFUNGMS-1.1</b></p>	

Following is the detailed explanation of the various SSR DOC entries.

SSR Code	Explanation	Entry
DOCS/DB	Pax data of birth	<b>3DOCS1,2/DB/13MAR03/M/JONES/ANDREW/DAVID-2.1</b> Explanation: 3DOCS <segment number>/DB/<date of birth>/<gender>/<pax surname>/<1 <sup>st</sup> given name>/<2nd given name> - <name item number >
DOCS/P	Passport information	<b>3DOCS1/P/CN/G1585714/CN/17JAN1982/F/10SEP2009/LIU/PING-1.1</b> Explanation: 3DOCS <segment number>/P/< passport issue country code>/ <passport number>/< nationality – country code>/<date of birth>/<gender>/< Passport expiry date>/< pax surname>/<given name> - <name item number>
DOCO//V	VISA information	<b>3DOCO1/CN/V/789789/CHINA/16NOV69/USA-1.1</b> Explanation: 3DOCO <segment number>/< nationality – country code>/V/< document number>/ <place of issue country code>/<VISA issue date>/<VISA applicable country> - <name item number>
DOCO//R	Redress Number of Adult or Child	<b>3DOCO1//R/112233445///US-1.1</b> Explanation: 3DOCO <segment number>//R/<Redress number>///<place of issue country code>-<name item number>  Note : Redress Number – allows up to a maximum 25Alpha numeric
DOCO//R	Redress Number of Infant	<b>3DOCO//R/123456789///US/I-2.1</b> Explanation: 3DOCO <segment number>//R/<Redress number>///<place of issue country code>/ I-<name item number of Adult>
DOCA/D	Destination Address	<b>3DOCA1/D/USA/82 MAIN ST/DALLAS/TX/999-1.1</b> Explanation: 3DOCO <segment number>/D/<Country code of address>/ <address details /<name of city>/<state code>/<zip code>-<name item number>  Note: Do not use any special characters like # symbol as address details
DOCA/R	Residential Address	<b>3DOCA1/R/USA/HOLIDAY INN/DALLAS/TX/19231-1.1</b> Explanation: 3DOCO <segment number>/R/<Country code of address>/ <address details /<name of city>/<state code>/<zip code>-<name item number>
PSPT	Passport Information	<b>3PSPT1/A72889311/CN/01APR80/LIU/KEN/F/H-1.1</b> Explanation: 3DOCS <segment number>/<passport number>/<nationality – country code>/<date of birth>/Passport expiry date>/< pax surname>/<given name>/<gender>/H- <name item number>  Note: H = Primary passport holder - Optional
OTHS	Passport Information	<b>3OTHS2/PSPT▲A72889311▲CN▲01APR80▲LIU▲KEN-1.1</b> Explanation: 3OTHS <segment number>/PSPT <space><passport number><space><nationality – country code> <space> <date of birth> <space> < pax surname>/<given name> - <name item number>

## Display 3DOC Information

All of these SSR DOCA, DOCO and DOCS will not be shown on the face of the PNR. It needs to be displayed with the following entry:

Entry: \*P3D

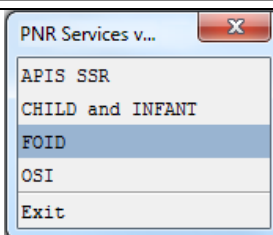
### System response :

```
*P3D<<
GENERAL FACTS
  1.SSR DOCS UA HK1/DB/15OCT69/M/M  1.1 MORRIS/WAYNE
    ORRIS/WAYNE/THOMAS
  2.SSR DOCO UA HK1//R/12345678901  1.1 MORRIS/WAYNE
    2345///US
```

## FOID – FORM OF IDENTIFICATION

### Step 1:

Click Scribe Scripts under Helper Apps  
→ APIS\_SSR → FOID



### Step 2:

Fill in all the mandatory fields (and optional field if necessary)

Following is the FOID Type that you could select:

- 1) PASSPORT
- 2) FREQUENT FLYER NUMBER
- 3) CREDIT CARD
- 4) DRIVER'S LICENSE
- 5) NATIONAL IDENTITY
- 6) TICKET NUMBER
- 7) LOCALLY DEFINED IDENTITY NUMBER
- 8) CONFIRMATION NUMBER OR RECORD LOCATOR

Upon pressing "ENTER", system will send the entry as follows:

**3FOID/PSPGE46384662D-1.1<<\***

A screenshot of the "FOID" form. The fields are filled as follows: "FOID type" is set to "Passport", "Country code" is "SG", "FOID Number/CC Number" is "E46384662D", "Carrier" is "Not listed", "Credit Card Code" is "Not Listed", and "Name Item" is "1.1WANG/SHUFUNGMS".

### Other FOID Entries

Type Code	Entry	Sample
PP	3FOID/PP Country code and PP number	3FOID/PPHK12312312312312312
CC	3FOID/CC Credit card code and number	3FOID/CCAX123456789012345
FF	3FOID/FF Carrier code and FF number	3FOID/FFLH12346789012345

## Display FOID Information

Entry: \*P3S

System response :

```
*P3S«
GENERAL FACTS
  1.SSR FOID CZ HK1/PPSG12341234Z  1.1TAN/LAYKUANMS
```

## FREQUENT FLYER

When a Frequent Flyer number is entered into a PNR, a teletype message will be sent to the participating carriers so that the passenger may get mileage credit for bookings made through Sabre.

Sometimes, the passenger may not travel on flights of the airline of their frequent flyer card. However, he/she may still able to get his/her mileage credit if the airlines in the itinerary have participating Airline Exchange / Partnership agreements.

Function Identifier for Frequent Flyer entry is "FF"

### Check Airline Exchange Agreements

If the passenger's flight is on airline that is different from the airline of the FF card, you will have to check if the two airlines have an agreement on the frequent flyer program.

For example, Mr. Lim's FF card is TG123456789. For him to be credited with mileage on the itinerary as follows, you need to check NH's FQTV Participating Airline Exchange / Partnership agreement to see if NH accepts TG card. You would have to do the same for PG flight that he is taking.

```
*N*I«
  1.1LIM/ALANMR  2.1LIM/MARYMRS  3.1LIM/JESSICAMISS*C10
  4.2TAN/LAYKUANMS/MICHAELMSTR*ADT/C10  5.I/1TAN/MAYMISS*I04
  1 NH 902Y 12MAY 4 SINNRT GK5 0045 0845 /E
  2 ARNK
  3 TG 603Y 25MAY 3 HKGBKK GK5 0745 0925 /E
  4 PG 961Y 30MAY 1 BKKSIN GK5 1445 1920 /E
```

Step	System response
<p>Step 1</p> <p>Entry : PT★NH</p> <p>Explanation: NH accepts TG card</p>	<pre>PT*NH« FQTV PARTICIPATING AIRLINE EXCHANGE/PARTNERSHIP AGREEMENTS ----- USE. FF OC  FF NUMBER / RC -N.N TO TRANSMIT FLIGHT INFO       OC-OWNING      RC-RECEIVING       CARRIER       CARRIER        /*/ SEGMENT SPECIFIC ALLOWED  NH-205 ALL NIPPON AIRWAYS ACCEPTS FF ACCOUNT NUMBERS IN THE PROGRAMS LISTED AC* A3 BD* BR* CA* CO FM* JJ JK* JP KF LH* LO* LX* MH* MS NH* NZ* OS OU OZ* PZ QR* SA* SK* SN SQ* TG* TK* TP UA* US* VS* ZH 9W*</pre>

**Step 2**  
Entry : PT\*PG

Explanation:  
There is no TG code,  
i.e. PG does not accept TG card

```
PT*PG<<
FQTV PARTICIPATING AIRLINE EXCHANGE/PARTNERSHIP AGREEMENTS
-----
USE. FF OC  FF NUMBER / RC -N.N TO TRANSMIT FLIGHT INFO
      OC-OWNING      RC-RECEIVING
      CARRIER       CARRIER

/*/ SEGMENT SPECIFIC ALLOWED

PG-829 BANGKOK AIWAYS
ACCEPTS FF ACCOUNT NUMBERS IN THE PROGRAMS LISTED
EY FT PG
```

**Step 3**  
From the responses above, Mr Lim is only able to clock the mileage on NH and TG segments.

Enter the FF info using the mask.

Click PNR Services → Frequent Traveller and fill in all the information. Upon clicking the “Add” button, system will send the entry as follows:

**FFTG8811223/TG-1.1~\***

Note: You will only be able to add in 1 Operating Airline per entry. If you are clocking Mileage for more than one Airline, you can enter again for the other carrier(s).

### Create FF Field

Entry : **FFTG8811223/NH,TG-1.1**

- FF                    Function identifier
- TG                    Owner airline of the frequent flyer card
- 8811223              Frequent flyer number
- /                      separator
- NH,TG                Carriers in the itinerary that accept the FF card.  
Up to a maximum of 4 carrier codes is allowed.  
Note that TG code is included in the field as TG is accepting its own FF card.
- 1.1                  Name select

- A separate Frequent Flyer number must be made for each name and/or airline.

Sabre system will validate the entry. If information is not correct, the following error response may appear.

```
FFTG8811223/NH,TG,PG-1.1<<
.FREQUENT TRAVELER AGREEMENT DOES NOT EXISTS BETWEEN PG/TG
REQUEST PROCESSED FOR THE FOLLOWING CARRIERS - NH,TG
RE-ENTER REQUEST FOR THE FOLLOWING CARRIERS - PG
```



## Check The List Of PRS Carriers

Entry : Y/AAI/PRS

### System Response :

```
Y/AAI/PRS<<
CATEGORY-AAI SUBJECT-PRS                PAGE    001
01 *****
02                INDEX PAGE FOR CARRIERS
03                PARTICIPATING IN
04                PRE-RESERVE SEAT ASSIGNMENT
05 *****
06 CC      CARRIER NAME                PARTICIPATING TYPE  PAGE
07 --      -----
08 AA      AMERICAN AIRLINES            INTERACTIVE PRS    Y/P8
09 AF      AIR FRANCE                   NON I PRS          Y/P9
10 BA      BRITISH AIRWAYS              INTERACTIVE PRS    Y/P10
11 B7      UNI AIRWAYS                  INTERACTIVE PRS    Y/P11
12 CO      CONTINENTAL AIRLINES         NON I PRS          Y/P12
13 AM      AEROMEXICO                   NON I PRS          Y/P13
14 CX      CATHAY PACIFIC AIRWAYS       INTERACTIVE PRS    Y/P14
15 DL      DELTA AIRLINES                NON I PRS          Y/P15
16 GF      GULF AIR                     INTERACTIVE PRS    Y/P16
17 KA      HONG KONG DRAGON AIRLINES     INTERACTIVE PRS    Y/P17
18 KL      KLM ROYAL DUTCH AIRLINES      NON I PRS          Y/P18
19 LH      LUFTHANSA                     INTERACTIVE PRS    Y/P19
20 NH      ALL NIPPON AIRWAYS            INTERACTIVE PRS    Y/P20
21 AV      AVIANCA                       NON I PRS          Y/P21
22 NW      NORTHWEST AIRLINES            NON I PRS          Y/P22
```

Entry : Y/AAI/PRS/SQ

### System Response :

```
Y/AAI/PRS/SQ<<
CATEGORY-AAI SUBJECT-PRS      SINGAPORE AIRLINES    PAGE    026
01 *****
02                PRE-RESERVED SEAT INFORMATION
03                FOR
04                SINGAPORE AIRLINES
05 *****
06
07 *** PARTICIPATING TYPE : INTERACTIVE PRS
08
09 BOOKABLE DATE RANGE FOR PRS :
10 -----
11 MINIMUM : 24HOURS BEFORE FLIGHT DEPARTURE
12 MAXIMUM : 331 DAYS AHEAD
13 CLASS APPLICABLE :
14 A,B,C,D,E,F,H,I,J,K,L,M,N,P,Q,R,S,T,V,W,Y,Z
15
16 MAXIMUM NO. OF SEATS MAY BE REQUESTED : 7
17
18 ACCEPTABLE SEAT REQUESTS :
19 -----
20 SQ ONLY ACCEPTS SPECIFIC SEAT REQUESTS.
21 E.G.      ENTRY FOR SPECIFIC PRS : 4G1/5A
22                WHERE 5A : SEAT NO. 5A¥
```



### Entries For Seat Selection

Step	Entry	Explanation
Step 1: Display seat map	4G1*	Display seat map for segment 1
	4G*UA852Y15DECNRTSFO	Display seat map by flight details
Step 2: Select seat	4G2 / 28AB - 1.1, 2.1	Reserve seat number 28A & 28B on segment 2 for Pax 1.1 & 2.1
	4G2,4 / 15A16A - 3.1, 4.1	Reserve seat number 15A & 16B on segment 2 & 4 respectively for Pax 3.1 & 4.1
	4GA / 25A - 2.1	Reserve seat number 25A on all segments for Pax 2.1

### Display Pre-Reserve Seat / Boarding Pass Information

Entry : \*B

System response :

```
*B<<
SEATS/BOARDING PASS
1 CX 714M 20MAR SINHKG KK 33A N      1.1 LEE/KARENMS
1 CX 714M 20MAR SINHKG KK 33B N      2.1 TAN/LINDAMS
```

### Cancel Pre-Reserved Seat

Entry: 4GX1/33A

Explanation :

```
4GX  cancel PRS
1     segment 1
/33A / followed by Seat number
```

Summary of cancellation entries :

Entry	Explanation
4GX2/23B	Cancel seat 23B for segment 2
4GX3/22DEF	Cancel seat 22D,22E,22F for segment 3
4GX4-1.1,2.1,4.2	Cancel seat reserved for Pax 1.1, 2.1 & 4.2 on for segment 4
4GX3	Cancel all reserved seats for segment 3
4GXSQ	Cancel all reserved seats for SQ
4GXALL	Cancel all reserved seats

### Update Pre-Reserved Seat

Entry: 4G1HK

### ***PRS For Change Of Gauge Flight***

A Change of Gauge flight refers to a flight with a single flight number that changes the aircraft type at the transit point. For example UA924 LAX / IAD / LHR. You may use the entries in the table below.

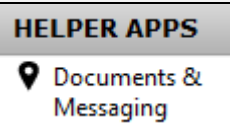
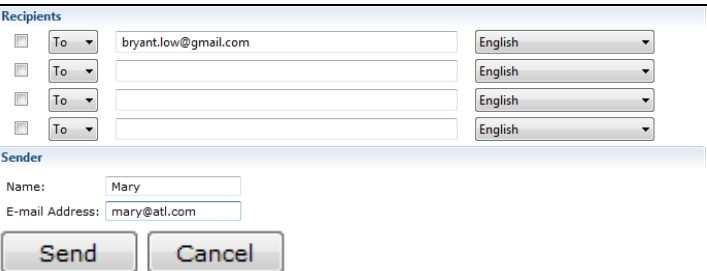
Description	Origin leg - LAX/IAD	Onward Leg - IAD/LHR
Display seat map for origin leg and onward leg.	4G1C*	4G1*
Reserve seat for segment 1 origin leg : seat number 12A onward leg : seat number 8A	4G1C/12A-2.1	4G1/8A-2.1
Cancel seat for segment 1 origin leg : seat number 12A onward leg : seat number 8A	4GX1C/12A	4GX1/8A

## PASSENGER EMAIL ADDRESS AND EMAIL FUNCTION

The Passenger Email Data Field is used to store email addresses of clients to facilitate the Sabre TripCase function. Passengers will receive an email for them to access their travel itinerary on the internet through the TripCase website or App on their Smartphone. Besides the itinerary details, passenger can also get more information about the destination like local weather, city information and etc. With the TripCase App, the travellers can manage all their trips (past/present/future) and they can opt to share details with their friends, families and colleagues if required.

Function Identifier for Email address entry is "PE".

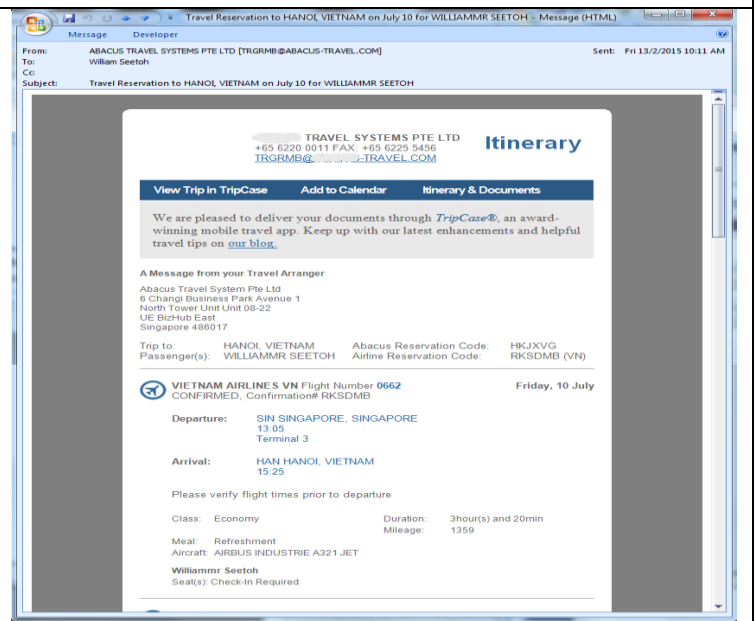
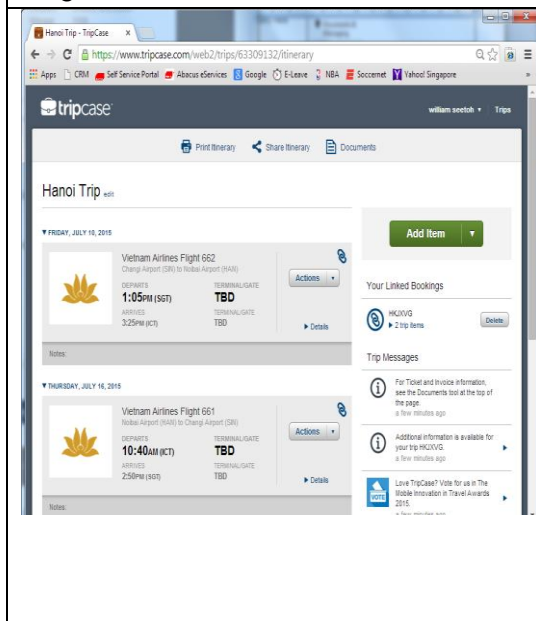
### Create Email Address

Step	System response
Step 1: Select: Helper Apps → Documents & Messaging	
Step 2: Fill in the mask and click "Send". System will send entry as follows:	

PE#BRYANT . LOW@GMAIL . COM#TO<<  
6SABRE#SEMRY#A1<<

Sample of Itinerary in TripCase for Registered users

Sample of Itinerary in email



### Summary Of Passenger Email Address Entries

Entry	Explanation
PE#TOM--LIU@YAHOO.COM#-1.1	Email address of Pax 1.1 If the email contains the “_” i.e. underscore, you should type “-” “-” twice. It would be shown as “= =” on the screen.
PE#TOM.LIU@YAHOO.COM#FR/MARY-1.1	Email address of Pax 1.1 with sender as MARY
PE#TOM.LIU@YAHOO.COM#CC/MAY-1.1	Email address of Pax 1.1 with in copy as MAY
PE#TOM.LIU@YAHOO.COM#BC/ANNA-1.1	Email address of Pax 1.1 with in blind copy as ANNA
PE#TOM.LIU@YAHOO.COM#C-1.1	Email address of Pax 1.1 with language preference as Chinese
Code for Language :	
C-Simplified Chinese, H-Traditional Chinese , E-English (Default), F-French, G-German I-Italian, K-Korean, J-Japanese, T-Thai, S-Spanish, D-Dutch, P-Portuguese	
EM#N1.1, N2.1	End Transaction and send message to Pax 1.1 and 2.1
EMR	End Transaction, send message and redisplay the PNR

- For the email address, system accepts special ASCII characters like @, %, &, +, etc except for the underscore (\_). Use two dashes, “- -”, to represent the underscore instead.
- The maximum of 63 characters per email entry including the function identifier and name reference. Maximum of 27 PE fields may be entered into a single PNR.
- Multiple names may be attached in a single entry, for example:  
PE#GLENN@YAHOO.COM#TO/GLEN-1.1,2.1. Maximum of 30 passenger names/select may be attached in a single entry.
- When a passenger’s name is changed (deleted), all email info associated with that passenger is also changed (deleted) in the PNR and written to history.

### Display Passenger Email Address

Entry : \*PE

System response:

<pre>*PE&lt;&lt; EMAIL ADDRESS   1.#LAYKUAN==TAN@SABRE.COM#  1.1 TAN/LAYKUANMS</pre>
--------------------------------------------------------------------------------------

### Modify / Delete Passenger Email Address

Function	Entry
Modify	PE1#LKTAN@YAHOO.COM#-1.1  System Response: PE1#TLK@GMAIL.COM#-1.1<< * *PE<< EMAIL ADDRESS 1.#TLK@GMAIL.COM#  1.1 TAN/LAYKUANMS
Delete one item	PE1#
Delete a range of item	PE1-4#

# Itinerary Printing

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Use the entry to add in Remarks in the PNR
- \* Print a detailed itinerary that is easily understood by traveler
- \* Obtain a hardcopy printout that is similar to Sabre Emulator Screen display

## REMARKS

Remarks are used for storing information into the PNR. Information in the remarks will not be sent to any airlines.

Function identifier for Remark is "5"

**Entry format: 5<free text with a maximum of 70 characters>**

**Sample entry : 5 PAX RQ DELIVER TKT 5 DAYS BEF DEP**

Summary of remarks :

Type of remarks	Entry	Explanation
General Remark	5PSGR RQ TKT 5 DAYS BEF DEP	General info
Historical Remark	5H-FARE QUOTED SGD685 NETT	Remarks will be recorded in the history
Invoice Remark	5-CHECK	Remarks will be printed in the tickets as the form of payment
Itinerary Remark	5¥S1 TAXI FEE FROM AIRPORT TO HOTEL MUST BE PAID IN RMB	Remarks will be printed on the itinerary printout

## ITINERARY REMARKS

Unlike the PNR, the information printed on the itinerary printing is easily understood by travelers. Beside the PNR information which is for the airline and agency's operation, you can add information specifically for the traveler. Information could be stored as Itinerary Remarks which can be associated to the different segments in the itinerary.

Type of Itinerary remarks	Entry	Explanation
Opening, i.e. before segment 1	5¥S0▲YOUR ITINERARY IS AS FOLLOWS	5¥ Function identifier S0 segment 0 ▲ mandatory space YOUR ITIN. . free text
Segment 2 related	5¥S2▲FREE SHUTTLE SERVICE FROM AIRPORT TO HOTEL	
Closing i.e. after the last segment	5¥PLEASE REMEMBER TO BRING YOUR PASSPORT	

- For each PNR, up to a maximum of 9999 remarks is allowed.
- For each remark, up to a maximum of 70 characters is allowed.
- When the segment is cancelled, the associated remarks will not be cancelled.

## DISPLAY ITINERARY REMARKS

Remarks	Entry	System response
All Itinerary Remarks	*¥	*¥« REMARKS 1.¥S0 YOUR ITINERARY IS AS FOLLOWS 2.¥S2 FREE SHUTTLE SERVICE FROM AIRPORT TO HOTEL 3.¥PLEASE RECONFIRM FLIGHTS 72HRS PRIOR DEPARTURE
Specific segment & its associated remarks	*I2	*I2« 2 TG 641Y 28AUG 4 NRTBKK GK1 1100 1530 /E 2.¥FREE SHUTTLE SERVICE FROM AIRPORT TO HOTEL
Whole itinerary & its associated remarks	*I0	*I0« 1 UA 804Y 20AUG 3 SINNRT GK1 0715 1515 /E 2 TG 641Y 28AUG 4 NRTBKK GK1 1100 1530 /E 2.¥FREE SHUTTLE SERVICE FROM AIRPORT TO HOTEL 3 TG 411Y 01SEP 1 BKKSIN GK1 1300 1620 /E

## MODIFY & DELETE ITINERARY REMARKS

Entry	Explanation
52✕¥S2▲ SHUTTLE SERVICE FROM AIRPORT TO HOTEL IS CHARGEABLE	Modify item 2 in the remarks field
51✕	Delete item 1 in the remarks field
51-3✕	Delete item 1 to 3 in the remarks field
51,3✕	Delete item 1 and 3 in the remarks field

## ITINERARY PRINTING

You must retrieve the PNR before making the following entries. The Itinerary will be printed on the OKI printer.

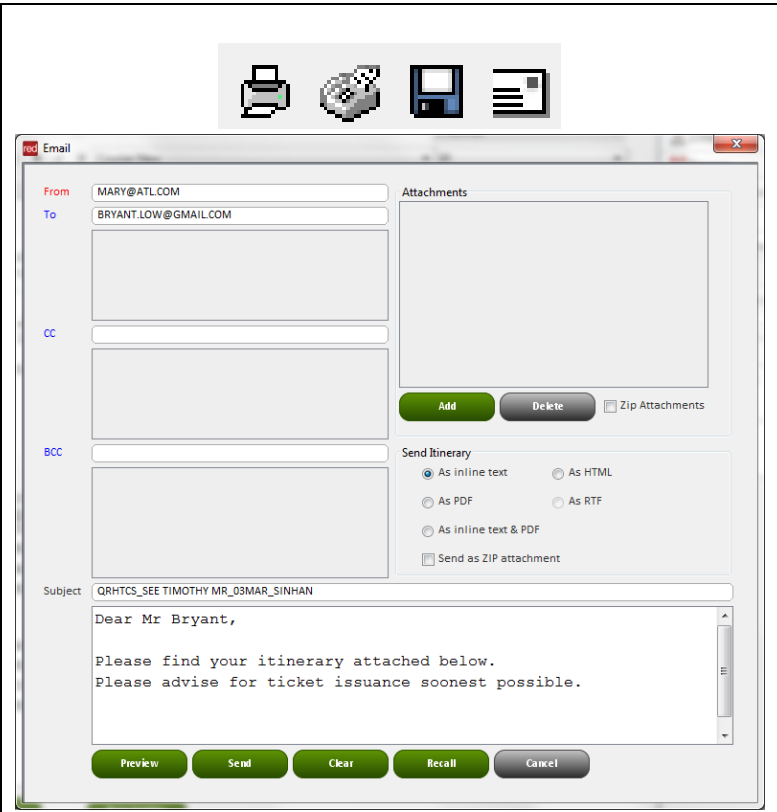
Entry	Explanation
DIT¥DPI	Print Itinerary
DIT¥DPI¥R	Print Itinerary and redisplay PNR
DIT¥DPI¥S1-5¥N2.1-4.1	Print segment 1 to 5 for pax 2.1 to 4.1
DIT¥DPI¥S1/2¥N3.1/4.1	Print segment 1 & 2 for pax 3.1 to 4.1

## ITINERARY SERVICES

The itinerary will be displayed on the screen and you can choose to print, or email or fax to your customer.

Step	System response																																								
<p><b>Step 1:</b> Retrieve the PNR, click on Itinerary under the Red Apps</p>	<pre>*N*I*P3S&lt;&lt; 1.1LIM/ALANMR 2.1LIM/MARYMRS 3.1LIM/JESSICAMISS*C10 4.2TAN/LAYKUANMS/MICHAELMSTR*ADT/C10 5.1/1TAN/MAYMISS*I04 1 NH 902Y 12MAY 4 SINNR T GK5 0030 0800 /E 2 ARNK 3 PGO PENY 25MAY 3 HKGBKK DS5 4 PG 961Y 30MAY 1 BKKSIN GK5 1445 1920 /E GENERAL FACTS 1.SSR INFT NH NN1 SINNR T0902Y12M 4.1 TAN/LAYKUANMS AY/TAN/MAYMISS/01JAN15 2.SSR INFT PG NN1 BKKSIN0961Y30M 4.1 TAN/LAYKUANMS AY/TAN/MAYMISS/01JAN15 3.SSR CHLD NH HK1/02FEB09 4.2 TAN/MICHAELMSTR 4.SSR CHLD PG HK1/02FEB09 4.2 TAN/MICHAELMSTR 5.SSR CHLD NH HK1/01MAR09 4.2 LIM/JESSICAMISS 6.SSR CHLD PG HK1/01MAR09 4.2 LIM JESSICAMISS</pre>																																								
<p><b>Step 2.</b> You will be able to preview the itinerary which will be part of the content of the email that you will be sending to the passenger.</p> <p>The itinerary remarks will also be shown in the respective areas which you have inserted them in. Font settings are available in the toolbar at the top.</p> <p>You can also use entries to activate the Itinerary Red App.</p> <p>ITIN¥N1.1 ITIN¥S2/3 ITIN¥N1.1¥S2/3</p>	<p>SABRE TRAVEL NETWORK (SINGAPORE) PTE. LTD. 6 CHANGI BUSINESS PARK AVENUE 1 VE SIZHUS EAST, NORTH TOWER #06-22 SINGAPORE 486017 OFFICE HOURS CONTACT: 6229 2871 OFFICE HOURS: FROM 0830 TO 1730 WEBSITE: WWW.SABRE.COM EMAIL ADDRESS: WILLIAM.SEETO@SABRE.COM</p> <p>DATE: 10/01/2017 TIME: 14:58:35 ITINERARY CONSULTANT NAME: WILLIAM SEETCH BOOKING REF: ORHTCS</p> <p>ITINERARY PREPARED FOR: SEE/TIMOTHY MR SEE/MILDRED MS TAN/BELINDA</p> <table border="1"> <thead> <tr> <th>DAY</th> <th>DATE</th> <th>DEP</th> <th>CITY/TERMINAL/ STOPOVER CITY</th> <th>TIME</th> <th>FLIGHT CLASS</th> <th>STATUS</th> <th>STOP/ESP/ FLYING TIME SERVICES</th> </tr> </thead> <tbody> <tr> <td>PRI</td> <td>03MAR</td> <td></td> <td>SINGAPORE CHANGI TERMINAL 3</td> <td>1325</td> <td>VN 662</td> <td>ECONOMY</td> <td>NON-STOP AIRBUS 321</td> </tr> <tr> <td></td> <td></td> <td>ARR</td> <td>HANOI NOIBAI TERMINAL 2</td> <td>1540</td> <td></td> <td>CONFIRMED</td> <td>03HR 15MIN REFRESHMENT - COMPLIMENTARY</td> </tr> <tr> <td>WED</td> <td>08MAR</td> <td>DEP</td> <td>HANOI NOIBAI TERMINAL 2</td> <td>1050</td> <td>VN 661</td> <td>ECONOMY</td> <td>NON-STOP AIRBUS 321</td> </tr> <tr> <td></td> <td></td> <td>ARR</td> <td>SINGAPORE CHANGI TERMINAL 3</td> <td>1510</td> <td></td> <td>CONFIRMED</td> <td>03HR 20MIN LUNCH</td> </tr> </tbody> </table>	DAY	DATE	DEP	CITY/TERMINAL/ STOPOVER CITY	TIME	FLIGHT CLASS	STATUS	STOP/ESP/ FLYING TIME SERVICES	PRI	03MAR		SINGAPORE CHANGI TERMINAL 3	1325	VN 662	ECONOMY	NON-STOP AIRBUS 321			ARR	HANOI NOIBAI TERMINAL 2	1540		CONFIRMED	03HR 15MIN REFRESHMENT - COMPLIMENTARY	WED	08MAR	DEP	HANOI NOIBAI TERMINAL 2	1050	VN 661	ECONOMY	NON-STOP AIRBUS 321			ARR	SINGAPORE CHANGI TERMINAL 3	1510		CONFIRMED	03HR 20MIN LUNCH
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		ARR	SINGAPORE CHANGI TERMINAL 3	1510		CONFIRMED	03HR 20MIN LUNCH																																		

Step 3:  
 You have the option to Print, Fax, Save or Email to the traveler from Itinerary Red App. Email programs supported at Lotus Notes, Outlook and Windows Live Mail.



## HARDCOPY PRINTING

You can print information from the Sabre system to the OKI printer, without first displaying them on the screen.

Entry	Explanation
PTR★DCHBQC	Print PNR (PNR address is DCHBQC)
PTRY/MKT/SG1/P5	Print DRS page

## CHECK PRINTER DESIGNATION & STATUS

Upon agent sign-in, the printers would be automatically designated. Hence, if you encountered any problems in printing, please check the status of the printers.

### Printer Status

Entry: \*S\*P

System response :

```
*S*P<<
V718.V718*AMD..A
ACTIVE AGENT - MD MARVIN DY - 1214 - V718
H1-9A85B3                I-9A85B3
```

Explanation for the last line:

H1                   Hardcopy Printer, printer address as 9A85B3  
 I                     Itinerary Printer, printer address as 9A85B3

## Printer Designation & Undesignate Printer

Entry	System response
<b>Itinerary Printer</b>	
To designate: DSIV9A85B3  where : DSIV is designate printer 9A85B3 is the printer address	Response 1 : printer successfully designated  DSIV9A85B3« OK PTR ASSIGNED  Response 2 : printer has already been designated  DSIV9A85B3« PTR ALREADY ASSISGNED
To un-designate DSNO	DSNO« OK PTR UNASSIGNED
<b>Hardcopy Printer</b>	
PTR/9A85B3  where : PTR/ is Hardcopy printer 9A85B3 is the printer address	Response 1 : printer successfully designated PRINTER DEISGNATED  Response 2 : printer has already been designated 9A85B3 STILL DESIGNATED
PTR/END  PTR/ is Hardcopy printer END is undesignate printer	PRINTER UNDESIGNATED

# PNR Optional Functions

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Divide a PNR in order to modify itinerary segment for specific passenger(s)
- \* Learn the entry that allows a Travel Agency to view PNRs of another Travel Agency

## PNR DIVIDE

When one or more passengers wish to change, cancel or modify the itinerary such that it is different from the other passenger(s) of the PNR, you need to divide out the passenger(s) who requested for the changes. As a result, a NEW PNR is created.

Beside the above scenario, you should not divide the PNR or the segments may be cancelled by the airlines.

The divide should be done only after you have received the airline record locator for all segments in the itinerary.

### Steps For PNR Divide

It takes 7 steps to complete the PNR Divide process. The steps must be done in order and NO skips should be ignored. Otherwise, you will have to start from step 1.

	Step	System response
Original PNR	<p><b>Step 1:</b> Retrieve PNR</p> <p><b>Entry : *NHMZAA</b></p> <p>This PNR is referenced as Original PNR</p>	<pre>NHMZAA 1.1LEE/GRACEMS 2.1TAN/RICHARDMR 1 SQ 862E 10JAN 7 SINHKG HK2 1100 1445 /DCSQ*QXUHLY /E 2 SQ 861E 20JAN 3 HKGSIN HK2 1600 1950 /DCSQ*QXUHLY /E TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SQ BY 29NOV SIN 1800LT ELSE WILL BE XXLD RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 NHMZAA H</pre>
New PNR	<p><b>Step 2:</b> Mr Richard TAN (item 2.1) would like to change his itinerary.</p> <p>Use the following entry to divide Mr Richard TAN</p> <p><b>Entry : D2.1</b></p> <p>Where D Function identifier 2.1 Pax name item</p>	<pre>D2.1&lt; NYWHYG 1.1TAN/RICHARDMR 1 SQ 862E 10JAN 7 SINHKG HK1 1100 1445 /DCSQ /E 2 SQ 861E 20JAN 3 HKGSIN HK1 1600 1950 /DCSQ /E TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SQ BY 29NOV SIN 1800LT ELSE WILL BE XXLD REMARKS EXIST - USE *P5 TO DISPLAY RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 NYWHYG H</pre> <p><b>Note:</b> NEW PNR is created for Pax 2.1 – Mr Richard TAN with the PNR record locator as NYWHYG. Although the PNR record locator is available, this PNR is not saved into Sabre system yet. Hence, you should complete the 7 steps.</p>

New PNR	<p><b>Step 3:</b> Modify the PNR as per pax request.</p> <p>e.g. 1. cancel return segment</p> <p><b>Entry : X2</b></p> <p>2. book OPEN segment</p> <p><b>Entry:</b> <b>0SQ OPEN20JAN HKGSIN DS1</b></p> <p>3. Display the PNR</p> <p><b>Entry:*A</b></p>	<pre>X2&lt; NEXT REPLACES 2 0SQOPENE20JANHKGXSINDS1&lt; 02 SQ OPEN E 20JAN HKGSIN DS01 *A&lt; NYWHYG 1.1TAN/RICHARDMR 1 SQ 862E 10JAN 7 SINHKG HK1 1100 1445 /DCSQ /E 2 SQOPENE 20JAN 3 HKGSIN DS1 TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SQ BY 29NOV SIN 1800LT ELSE WILL BE XXLD REMARKS EXIST - USE *P5 TO DISPLAY RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 NYWHYG H</pre>
	<p><b>Step 4:</b> 1. As the passengers in both PNRs are still traveling together on SINHKG segment, you should inform the airline using OSI TCP item as follows.</p> <p><b>Entry :</b> <b>3OSI SQ TCP2 SINHKG LEE/ GRACE MS</b></p> <p>2. enter received from as</p> <p><b>Entry: 6RICHARD</b></p> <p>3. display PNR</p> <p><b>Entry : *A</b></p>	<pre>3OSI SQ TCP2 SINHKG LEE/GRACEMS&lt;* 6RICHARD&lt;* *A&lt; NYWHYG 1.1TAN/RICHARDMR 1 SQ 862E 10JAN 7 SINHKG HK1 1100 1445 /DCSQ /E 2 SQOPENE 20JAN 3 HKGSIN DS1 TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SQ BY 29NOV SIN 1800LT ELSE WILL BE XXLD 2.OSI SQ TCP2 SINHKG LEE/GRACEMS REMARKS EXIST - USE *P5 TO DISPLAY RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 NYWHYG H</pre>
	<p><b>Step 5:</b> File the NEW PNR</p> <p><b>Entry : F</b></p>	<pre>F&lt; RECORD FILED NHMZAA 1.1LEE/GRACEMS 1 SQ 862E 10JAN 7 SINHKG HK1 1100 1445 /DCSQ*QXUHLY /E 2 SQ 861E 20JAN 3 HKGSIN HK1 1600 1950 /DCSQ*QXUHLY /E TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SQ BY 29NOV SIN 1800LT ELSE WILL BE XXLD REMARKS EXIST - USE *P5 TO DISPLAY RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 NHMZAA H</pre> <p><b>Note: the Original PNR will be displayed after the F entry.</b></p>



### PNRs After Divide

Ms Grace Lee –Original PNR	Mr Richard Tan –Child PNR
NHMZAA 1.1LEE/GRACEMS 1 SQ 862E 10JAN 7 SINHKG HK1 1100 1445 /DCSQ*QXUHL /E 2 SQ 861E 20JAN 3 HKGSIN HK1 1600 1950 /DCSQ*QXUHL /E TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SO BY 29NOV SIN 1800LT ELSE WILL BE XXLD 2.OSI SQ TCP2 SINHKG TAN/RICHARDMR REMARKS EXIST - USE *P5 TO DISPLAY RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 <b>NHMZAA</b> H  *P5« REMARKS 1.DIVIDED/V718*AVG 0147/30APR15 <b>NYWHYG</b> 2.H-SPLIT TO/014745/30APR15 NYWHYG 02/02 01/01 LEE/GRACEMS	NYWHYG 1.1TAN/RICHARDMR 1 SQ 862E 10JAN 7 SINHKG HK1 1100 1445 /DCSQ*DOAXAB /E 2 SQOPENE 20JAN 3 HKGSIN DS1 TKT/TIME LIMIT 1.TAWV71803JAN009/0400A/ PHONES 1.SIN 62200011 STNS TRAVEL/MARK-A PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY TICKET RECORD - NOT PRICED GENERAL FACTS 1.SSR ADTK 1B TO SO BY 29NOV SIN 1800LT ELSE WILL BE XXLD 2.OSI SQ TCP2 SINHKG LEE/GRACEMS REMARKS EXIST - USE *P5 TO DISPLAY RECEIVED FROM - ANNA V718.V718*AVG 0146/30APR15 <b>NYWHYG</b> H  *P5« REMARKS 1.DIVIDED/V718*AVG 0147/30APR15 <b>NHMZAA</b> 2.H-SPLIT TO/014745/30APR15 NHMZAA 02/02 01/01 TAN/RICHARDMR

For the new PNR, you should receive new record locator for the airline segment. Otherwise, please contact the Sabre Helpdesk for assistance.

### Quick Reference For PNR Divide

Step	Details	Entry
Original PNR		
Step 1	Retrieve original PNR	*NHMZAA
Step 2	Divide name item 2 : TAN/RICHARD MR	D2
	Divide name item 2.1	D2.1
	Divide multiple names item 2 & 3.1	D2*3.1
	Divide multiple names item 1 to 3	D1-3
New PNR		
Step 3	Make necessary changes to the itinerary	
	OSI TCP	3OSI▲SQ▲TCP2 SINHKG LEE/GRACE MS
	Enter received from	6RICHARD
	Display PNR	*A
Step 4	File PNR	F
Original PNR		
Step 5	Make necessary changes to the itinerary	
	OSI TCP	3OSI▲SQ▲TCP2 SINHKG TAN/RICHARD MR
	Enter received from	6RICHARD
	Display PNR	*A
Step 6	End transaction & redisplay PNR	ER
Step 7	Ignore & redisplay PNR	IR
	Divide remark to get the record locator of the new PNR	*P5
	Retrieve new PNR	*NYWHYG

## WHOLESALE TICKETING

Sabre Wholesale Ticketing provides the ability for sub-agents to assign their PNRs to other Sabre Ticketing agents to issue tickets on their behalf. These agents could be wholesalers or associated agents or just any Sabre ticketing agent. This facility however still maintains the high level of PNR security for the original booking agent as it allows only limited PNR data to be transferred.

### 1<sup>st</sup> Wholesaler

When the PNR is ready for ticketing, the sub-agent can use the 5WT- entry to authorize the wholesaler to retrieve the PNR and issue tickets. After the wholesaler has issued the ticket, the sub-agent should disable the viewership.

Please note that the wholesaler will not be able to see information likes remarks, hotel bookings and history. Similarly, the sub-agent will not be able to see information relating to ticketing.

	Turn ON WT	Turn OFF WT
Entry	5WT- V718/ON	5WT- V718/OFF
Explanation	5WT- Function Identifier V718 / Wholesaler's PCC ON Turn ON	5WT- Function Identifier V718 / Wholesaler's PCC OFF Turn OFF

### System Response:

```
5WT-V718/ON<<*
*N*I*P5<<
1.1LIM/ALANMR 2.1LIM/MARYMRS 3.1LIM/JESSICAMISS*C10
4.2TAN/LAYKUANMS/MICHAELMSTR*ADT/C10 5.I/1TAN/MAYMISS*I04
1 NH 902Y 12MAY 4 SINNRT GK5 0030 0800 /E
2 ARNK
3 PGOPENY 25MAY 3 HKGBKK DS5
4 PG 961Y 30MAY 1 BKKSIN GK5 1445 1920 /E
REMARKS
1.WT-V718/ON
```

### 2<sup>nd</sup> Wholesaler

If the 1<sup>st</sup> wholesaler is not able to issue ticket, they may authorize a 2<sup>nd</sup> wholesaler to do the fulfillment using the 5WS- entry.

	Turn ON WS	Turn OFF WS
Entry	5WS- D7H8/ON	5WS- D7H8/OFF
Explanation	5WS- Function Identifier D7H8 / 2 <sup>nd</sup> Wholesaler's PCC ON Turn ON	5WS Function Identifier D7H8 / 2 <sup>nd</sup> Wholesaler's PCC OFF Turn OFF

### Do's And Don'ts For Wholesaler

- Both the 1<sup>st</sup> and the 2<sup>nd</sup> Wholesaler Agents can retrieve the endorsed PNR either by Sabre Record locator or by flight details.
- Certain modifications can be made to the endorsed PNR like input of ticketing information e.g. pricing, ticket issuance, and voiding ticket from PNR. Modification of passenger data fields such as division, seat assignments and SSR request are not permitted. The displaying of any portion of the PNR other than the Itinerary, Phone, Name, Ticketing and Received Field is not allowed.
- Adding of SSR/OSI ticket number manually in the system is not permitted. However, the 7T-TK function is allowed.
- All the facilities provided for the 1<sup>st</sup> wholesaler agent are made available to the 2<sup>nd</sup> wholesaler except the 2<sup>nd</sup> wholesaler agent cannot view and modify the Phone Field and Invoice Remarks

# Queue System

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Understand the use of Queue System
- \* Find out how many Messages / PNRs in a queue
- \* Access PNRs from the Queue
- \* Work / Action on PNRs that are seen on a queue

## QUEUE SYSTEM

The Queue System is like an electronic file cabinet that maintains PNRs and messages. The Queue System informs agencies of the many changes that occur to their clients' reservation. For instance, a PNR is placed on queue when a flight is affected by schedule change. Queues are an essential part of a travel agency's daily operation and can be accessed and worked on at your convenience.

It is the responsibility of the travel consultation to check on queues several times a day, so that their clients can be updated on any changes to their PNR/reservations.

There are 2 types of Queues:

1. Message Queues
2. PNR Queues

### ***Message Queues***

The following Message Queue letters are designed for, but not restricted to, the following types of messages

QUEUE TYPES	FUNCTION
G	General Messages
S	Supervisory Messages
N	Notification Messages
C	Commercial Messages
A	Auxiliary Messages

### ***PNR Queues***

PNR queues are numbered from 0 to 511 where queues 0 to 49 are system-defined queues and 50 – 511 are subscriber queues. The system-defined queues are designed for, but not restricted to, the following functions as shown in the table below.

QUEUE NUMBER	FUNCTION
0	Basic PNR – urgent (departure within 72 hours)
1	Basic PNR – non-urgent
2	Car / Hotel / Tour Confirmation Numbers
5	Airline schedule changes within 72 hours
6	Airline schedule changes beyond 72 hours
7	HX status code received
9	TAW – Tickets to print
17	Waitlist confirmation – urgent (departure within 72 hours)
18	Waitlist confirmation – nonurgent
24	Pre-Reserved Seat confirmations
25	Pre-Reserved Seat unable to confirm
28	Answerback queue
50– 511	Subscriber usage

- Queues 0 and 1 include all carriers and are for use with groups, corporate bookings, meals and special service confirmations.
- Queues 5, 6, 17, 18, 24 and 25 include changes from all carriers.

## QUEUE COUNT

**ENTRY**                      **QC/**

Sample Response:

QC/«	ON QUEUE AS OF 1119 ON 11AUG FOR V718
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">Queue Number</div> G.....5 0.....1 1.....3 5.....1 9.....3	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-left: 20px;">Number of Messages / PNRs in corresponding queue</div>
TOTAL MESSAGES.....0 SPECIALS.....0 PNRs.....8	

ENTRY FORMAT	DESCRIPTION
QC/9	Queue count for queue 9
QC/1-9	Queue count for queues 1 to 9
QC/G	Queue count for General Message queue
QC/S	Queue count for Supervisory queue

## QUEUE ACCESS

This function allows a travel consultant to access PNRs or messages in queues.

**ENTRY:**                      **Q/9**

Q/                                      Function Identifier  
 9                                        Queue number

- Sabre responds with the first PNR placed on queue.
- Once the message/PNR is displayed to 1 agent, it is not viewable by any other agent accessing the same queue.
- If only 1 PNR or message remains on queue, it will be returned to the same queue and takes the travel consultant out of that specific queue.
- A travel consultant will not be able to access another queue while still active on a specific queue.

## QUEUE WORKING

ENTRY FORMAT	DESCRIPTION
I	Ignores the PNR / message in work area and places in queue
E	After updating changes manually, end transaction and removes PNR from queue
ER	After updating changes manually, end transaction and redisplay the PNR
EWR	Will update changes automatically, end transaction and redisplay the PNR
QR	Removes current PNR from queue if no changes required. Next PNR will be displayed. Note: EPR keyword "SUBMGR" is required to QR a message from queue
QCL/ALL	Removes PNRs from all queues that are past-dated or have no itinerary Note: A "SUBMGR" EPR keyword is required to perform this function
QCL/9	Removes PNRs from a specific queue e.g. 9 that are past-dated or have no itinerary. Requires EPR keyword "SUBMGR"

- PNR Division cannot be performed while inside the queue.
- A different PNR cannot be retrieved while inside the queue

## QUEUE EXIT

Before you make a new PNR or access another queue, you must exit from the queue system first.

ENTRY FORMAT	DESCRIPTION
QXR	Removes current PNR / message from queue and exits queue
QXI	Ignores PNR / message in work area, places it back at queue and exits queue
QXE	After finalizing and changes made, end transaction for the PNR and exits queue

## OTHER QUEUE ENTRIES

Sometimes you may want to display a specific PNR within your Queue but you do not wish to go through the whole list of PNRs, you may perform the below entries to start reading the queue from specific PNRs onwards.

ENTRY FORMAT	DESCRIPTION
Q/9/LN	Display a <b>list of PNRs</b> on queue <b>9</b> with primary passenger name showing
Q/9≠NM-10	Access Queue <b>9</b> and start displaying from <b>10<sup>th</sup></b> PNR onwards

# Fare Quote

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Perform Fare Quote Command
- \* Interpret Fare Quote Response
- \* Use different Fare Quote Options

## FARE QUOTE INTRODUCTION

Fare Quote provides international and domestic point-to-point fare display of normal and special published and negotiated fares. Travel Date and Carrier Code are the most essential qualifiers to be used in the Fare Quote command to retrieve desired fares. If no travel date is specified in the Fare Quote command, the default travel date will be the current day.

Note:

- Fare Quote can display up to a maximum of **650 lines of fares**.
- System returns an integrated list of Published and Negotiated Fares.
- Fares are displayed from the lowest to the highest fare amounts.
- Fares filed with various Global Indicators will be arranged in the following default sequence:
  - EH - via the Eastern Hemisphere
  - TS - via Trans Siberia
  - FE - via IATA Area 3
  - RU - between Russia and TC3
  - AP - via the Atlantic and Pacific
  - PA - via the Pacific
  - PN - Pacific via North America
  - AT - via the Atlantic
  - SA - via the South Atlantic
  - WH - Within the Western Hemisphere
- System will display a **maximum of 60 carriers' fares** if no carrier code is specified in the Fare Quote command.

## BASIC FARE QUOTE - SINGLE CARRIER

Format: **FQ**<originating city or airport code><destination city or airport code><travel date> - <2-letter carrier code>

Example: **FQSINHKG01JAN-SQ**

Sample of Basic Fare Quote - Single Carrier Response:2

FQSINHKG01JAN-SQ«									
SIN-HKG		CXR-SQ		TUE 01JAN13			SGD		
①		②		③		④			
3K	3/ 0/ 0	BR	0/ 0/ 2	CA	0/ 0/ 8	CI	0/ 0/ 4	CX	8/ 1/ 1
CZ	0/ 0/ 3	GA	0/ 0/ 8	KE	0/ 0/ 3	MH	0/ 0/30	MU	0/ 0/10 ⑤
NH	0/ 0/ 3	OZ	0/ 0/ 9	SQ	7/ 0/ 0	TG	0/ 0/ 7	UA	1/ 0/ 0
VN	0/ 0/ 4	PR	0/ 0/ 6	MF	0/ 0/ 2	BI	0/ 0/ 1		
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS// ⑥									
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED									
*FOR AIRPASS/STAR ALLIANCE FARES USE FQOMXQMY-CARRIER CODE* ⑦									
<hr/>									
SQ		SINHKG.EH		01JAN13			MPM 1912		
①		②	③	④		⑤			
V	FARE BASIS	AP	FARE-OW	FARE-RT	BK	SEASON	MINMAX	RTG	
A	B	C	D	D	E	F	G	H	
1	V92GV2SG	¥		235.00	V¥	---	3/ 5	EH01	
2	NGV2SG	-		400.00	N¥	---	2/ 1M	EH02	A2
3	QESG	3		480.00	Q¥	---	3/ 30	EH02	
4	HESG	3		560.00	H¥	---	3/ 90	EH02	
5	ERSG	-		640.00	E¥	---	-/12M	EH02	
*** BELOW ARE YY NLX FARES SIN-HKG VALID ON SQ ***									
<hr/>									
YY		SINHKG.EH		01JAN13			MPM 1912		
V	FARE BASIS	AP	FARE-OW	FARE-RT	BK	SEASON	MINMAX	RTG	
26.	YEEIF3M	-		2183.00	S¥	---	2/ 3M	EH02	A3
27.	YIF	-		3189.00	S¥	---	-/ -	EH02	
28.	CIF	-		4000.00	Z¥	---	-/ -	EH02	
29.	YIF	-	2073.00		S¥	---	-/ -	EH02	
<hr/>									
EH01* /WITHIN THE EASTERN HEMISPHERE/ PUBLISHED RTG 2119									
1. SIN-SQ-HKG									
EH02* /WITHIN THE EASTERN HEMISPHERE/ PUBLISHED MPM 1912									
MILEAGE SYSTEM APPLIES ORIGIN TO DESTINATION									
SPECIFIED ROUTING PERMITTED AS FOLLOWS									
SIN-MNL-HKG									
A4									

Explanation: A1

**Fare Quote Header:**

<b>Part</b>	<b>Description</b>
❶	Specified City Pair
❷	Specified Carrier
❸	Day and Travel Date
❹	Displayed currency based on Country of Commencement (COC)
❺	List of alternate carriers that publish fares for the same city pair of the specified travel date.
❻	Command to display Fare Quote HELP page, i.e. FQHELP Prompt to remind user on Paper Ticket Surcharge.
❼	Star Alliance Fares, Airpass command

Explanation: A2

**Carrier Specified Fares Response:**

<b>Part</b>	<b>Description</b>
❶	Specified Carrier
❷	Specified City Pair
❸	Global Indicator, e.g. EH
❹	Specified Travel Date
❺	Maximum Permitted Mileage

Cont...

Carrier Specified Fares Response:

Part	Description														
A	<b>Vendor Code:</b>														
	<table border="1"> <thead> <tr> <th>CODE</th> <th>Fare Source</th> </tr> </thead> <tbody> <tr> <td>.</td> <td>SITA</td> </tr> <tr> <td>&lt;blank&gt;</td> <td>ATPCO</td> </tr> </tbody> </table>	CODE	Fare Source	.	SITA	<blank>	ATPCO								
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	.	SITA													
	<blank>	ATPCO													
	<b>Private Fare Code:</b>														
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	<blank>	Published fare													
<b>Same Day Fare Indicator:</b>															
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B	Fare Basis Code														
C	<b>Advance Purchase Requirement.</b>														
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SI	Reservation and Ticketing requirement exist.														
-	No advance purchase requirement.														
D	One-way fare amount, Round-trip fare amount														
E	Booking Code ¥ symbol appended next to primary booking class (e.g. B¥) indicates alternate booking class is filed.														
F	Seasonality														
G	Minimum/Maximum Stay														
H	Routing Reference														

Explanation: A3

**YY Fare Response**

Part	Description
	Carrier participated in YY filed fares.

Explanation: A4

Routing Information

Part	Description
	Global Indicator and its routing number. * symbol appended at the end of Global Indicator and its routing number indicates the routing is bi-directional.

## FARE QUOTE – OPTIONS

Item	Description	FQ Command												
1	<b>Basic Fare Quote</b> Without specifying carrier code and travel date, system will display all applicable fares of up to a maximum of 60 carriers' fares defaulting to current day.	FQSINLAX1DEC-SQ												
2	<b>Fare Quote with Travel Date and Multiple Carriers</b> The applicable fares will be returned based on the specified Travel Date and Carriers.	FQSINLAX11DEC-SQ-UA-CX (Maximum 32 carriers)												
3	<b>Request for Normal Fares with Travel Date and Single Carrier</b> Display Normal Fares of a specified carrier and travel date.	FQSINLAX11DECNL-CI												
4	<b>Request Fare With A Specific Passenger Type Code</b> The default - Adult fares will be displayed if no Passenger Type Code is specified in the Fare Quote command. FQ response will display applicable fares that are filed for the specified PTC.  <b>Passenger Type Codes:</b> <table border="1" style="margin-top: 10px; width: 100%;"> <thead> <tr> <th style="background-color: #cccccc;">PTC</th> <th style="background-color: #cccccc;">Description</th> </tr> </thead> <tbody> <tr> <td>ADT</td> <td>Adult</td> </tr> <tr> <td>CNN</td> <td>Accompanied Child</td> </tr> <tr> <td>INF</td> <td>Infant without a seat</td> </tr> <tr> <td>INS</td> <td>Infant with a seat</td> </tr> <tr> <td>LBR</td> <td>Labour/Maid</td> </tr> </tbody> </table> <p>Refer to Appendix, item C for list of Passenger Type Codes.</p>	PTC	Description	ADT	Adult	CNN	Accompanied Child	INF	Infant without a seat	INS	Infant with a seat	LBR	Labour/Maid	Identifier: <del>Y</del> P  FQSINLAX1DEC-PR <del>Y</del> PADT/CNN (Maximum 4 PTCs)
PTC	Description													
ADT	Adult													
CNN	Accompanied Child													
INF	Infant without a seat													
INS	Infant with a seat													
LBR	Labour/Maid													
5	<b>Request For One Way, Round Trip or Half Round Trip Fare</b> No combination of One-Way and Round Trip fares will be returned when any of these qualifiers is used.	FQSINLAX1DEC-BA <del>Y</del> OW FQSINLAX1DEC-BA <del>Y</del> RT FQSINLAX1DEC-BA <del>Y</del> HR												
6	<b>Request For Specific Global Indicator Fares</b> Only specified Global Indicator fares will be displayed.	FQSINNYC.PA1DEC-SQ												
7	<b>Request Fare of A Preferred Currency</b> If currency code is not specified, the default currency is based on the Country of Commencement (COC).	FQSINLAX1DEC-NH/NUC FQSINLAX1DEC-NH/THB												
8	<b>Request Fare With A Specific Booking Code</b> Fares with the applicable booking class will be displayed.	Identifier: <del>Y</del> B  FQSINLAX1DEC-MH <del>Y</del> BY												
9	<b>Request For Adult, Child And Infant Fares In A Single Fare Quote Command</b> Child and infant fares when displayed are tagged with ticketing designator after the fare basis code (e.g. FRTIN, FRTCH).	FQSINLAX1DEC-QF,ACI FQSINLAX1DEC-QF,AC FQSINLAX1DEC-QF,AI FQSINLAX1DEC-QF,CI												

Item	Description	FQ Command																																
10	<p><b>Request Fares with Ticketing And Travel Date</b>            Ticketing Date: 11DEC12            Travel Date: 17DEC12            It is mandatory to input year if Ticketing and Travel Date are specified.</p>	FQ11DEC11SINLAX17DEC12-BR																																
11	<p><b>Request Fares with Specified Inclusion Code</b>            The default will display all Normal and Excursion fares if no fare type is used in the FQ command. One fare type code can be specified in the FQ command. You may use <b>ALL</b> fare type code to view multiple fare types.</p> <table border="1"> <thead> <tr> <th>Fare Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>NL</td> <td>Normal fares</td> </tr> <tr> <td>EX</td> <td>Excursion fares</td> </tr> <tr> <td>PM</td> <td>Promotional fares</td> </tr> <tr> <td>GRP</td> <td>Group and Group Inclusive fares (GV fares)</td> </tr> <tr> <td>IT</td> <td>Inclusive Tour fares</td> </tr> <tr> <td>SEA</td> <td>Seaman fares</td> </tr> <tr> <td>STU</td> <td>Student fares</td> </tr> <tr> <td>VAC</td> <td>Visit Another Country fares (VUSA)</td> </tr> <tr> <td>CTRW</td> <td>Circle Trip and Round-the-World fares</td> </tr> <tr> <td>CT</td> <td>Circle Trip fares</td> </tr> <tr> <td>RW</td> <td>Round-the-World fares</td> </tr> <tr> <td>ALL</td> <td>All applicable fare types. Include adult, child and infant</td> </tr> <tr> <td>NET</td> <td>Net fares, mainly published negotiated fares</td> </tr> <tr> <td>SC</td> <td>Senior Citizen fares</td> </tr> <tr> <td>MIL</td> <td>Military fares</td> </tr> </tbody> </table> <p>Refer to Appendix, item B for list of Inclusion Codes.</p>	Fare Type	Description	NL	Normal fares	EX	Excursion fares	PM	Promotional fares	GRP	Group and Group Inclusive fares (GV fares)	IT	Inclusive Tour fares	SEA	Seaman fares	STU	Student fares	VAC	Visit Another Country fares (VUSA)	CTRW	Circle Trip and Round-the-World fares	CT	Circle Trip fares	RW	Round-the-World fares	ALL	All applicable fare types. Include adult, child and infant	NET	Net fares, mainly published negotiated fares	SC	Senior Citizen fares	MIL	Military fares	FQSINLAX1DECSTU-SQ FQSINATH1DECSEA-SQ FQSINLON1DECGRP-SQ
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NET	Net fares, mainly published negotiated fares																																	
SC	Senior Citizen fares																																	
MIL	Military fares																																	
12	<p><b>Negotiated Fares with Account Code</b>            Fares filed with Account Code will be displayed.</p>	<b>Identifier: ¥AC*</b> <b>FQSINLAX1DEC-OZ¥AC*IBM</b> (Maximum 20 alpha-numeric Account Code)																																
13	<p><b>Request fares to be displayed in the specified sort order</b>            By default, fares are displayed in ascending order. However, fares may be sorted in descending order.            Sort order from highest to lowest: <b>SD</b>            Sort order from lowest to highest: <b>SA</b></p>	FQSINLAX1DEC-CI¥SD FQSINLAX1DEC-CI¥SA																																
14	<p><b>Fare Quote with Travel and Return Date</b>            When return date is specified in the FQ entry, system will validate fare's min and max stay requirements.</p>	<b>Identifier: ¥R</b> <b>FQSINLAX1DEC-PR¥R13DEC</b>																																
15	<p><b>Request fares by Specific Fare Basis Code</b>            Specified Fare Basis Code fare will be displayed only.</p>	<b>Identifier: ¥Q</b> <b>FQSINLAX1DEC-SQ¥QYEE120</b>																																

# Fare Rule

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Display Fare Rule
- \* Perform shortcut command to view specific rule categories

## FARE RULE INTRODUCTION

The Fare Rule display function allows you to view the rule provisions that are filed in conjunction with a fare so that you can verify applicability of a fare for display and pricing.

Fare rules may be displayed using the short continuation command referencing to the Fare Quote response. Alternatively, fare rules may be displayed using the long command without referencing to the Fare Quote response by specifying the origin/destination, travel date, fare basis code and carrier.

- 🔦 **You are required to read the fare rules and ensure that the fare conditions are met before issuing tickets.**

## BASIC FARE RULE DISPLAY - SHORT COMMAND

Format: **RD**<fare quote display line number>

Example: **RD1**

```
FQSINHKG01JAN-SQ<<
SIN-HKG      CXR-SQ      TUE 01JAN15      SGD
3K  3/ 0/ 0  BR  0/ 0/ 2  CA  0/ 0/ 8  CI  0/ 0/ 4  CX  8/ 1/ 1
CZ  0/ 0/ 3  GA  0/ 0/ 8  KE  0/ 0/ 3  MH  0/ 0/30  MU  0/ 0/10
NH  0/ 0/ 3  OZ  0/ 0/ 9  SQ  7/ 0/ 0  TG  0/ 0/ 7  UA  1/ 0/ 0
VN  0/ 0/ 4  PR  0/ 0/ 6  MF  0/ 0/ 2  BI  0/ 0/ 1
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
*FOR AIRPASS/STAR ALLIANCE FARES USE FQOMXQMY-CARRIER CODE*
SQ      SINHKG.EH      01JAN15      MPM 1912
  V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
  1  V92GV2SG  ¥      235.00 V¥  ---      3/ 5  EH01
  2  NGV2SG    -      400.00 N¥  ---      2/ 1M  EH02
  3  QESG      3      480.00 Q¥  ---      3/ 30  EH02
  4  HESG      3      560.00 H¥  ---      3/ 90  EH02
```

**Sample of Fare Rule Response:**

RD1<<	V	FARE BASIS AP	FARE-OW	FARE-RT BK	SEASON	MINMAX	RTG	
1	V92GV2SG	¥		235.00 V¥	---	3/ 5	EH01	
PASSENGER TYPE-ADT				AUTO PRICE-YES				
FROM-SIN TO-HKG			CXR-SQ	TVL-01JAN13	RULE-SG60	IPRPG/8		
FARE BASIS-V92GV2SG				SPECIAL FARE	DIS-E	VENDOR-ATP		
FARE TYPE-PRO			RT-ECONOMY	PROMOTIONAL				<b>A</b>
SGD	235.00	2119	E01JAN13	D31JAN13	FC-V92GV2SG	FN-7		
	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>			
SYSTEM DATES - CREATED	19NOV12/0346	EXPIRES	INFINITY					
		<b>G</b>						

50.RULE APPLICATION AND OTHER CONDITIONS	
NOTE - THE FOLLOWING TEXT IS INFORMATIONAL AND NOT VALIDATED FOR AUTOPRICING.	
ECONOMY CLASS GV2 HONGKONG PROMOTIONAL FARES APPLICATION	
AREA	
THEESE FARES APPLY FROM SIN TO AREA 3.	
CLASS OF SERVICE	
THESE FARES APPLY FOR ECONOMY CLASS SERVICE.	
TYPES OF TRANSPORTATION	
THIS RULE GOVERNS ROUND-TRIP FARES.	
FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE	¥

**Explanation:** **A**

**Fare Rule Header**

Part	Description
①	Associated Passenger Type for fare selected
②	Indicates whether fare is priceable.
③	Origin/Destination
④	Carrier
⑤	Travel Date
⑥	Tariff Rule Reference
⑦	Vendor Tariff Code
⑧	Fare Basis Code

Cont...

**Fare Rule Header:**

Part	Description												
⑨	Fare Type description and Display Type Code												
	<table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>E</td> <td>Excursion</td> </tr> <tr> <td>T</td> <td>Private Fare - Net Fare with Selling amount</td> </tr> <tr> <td>L</td> <td>Private Fare - Selling amount</td> </tr> <tr> <td>C</td> <td>Private Fare - Net Fare without Selling amount</td> </tr> <tr> <td>N</td> <td>Normal</td> </tr> </tbody> </table>	Code	Description	E	Excursion	T	Private Fare - Net Fare with Selling amount	L	Private Fare - Selling amount	C	Private Fare - Net Fare without Selling amount	N	Normal
	Code	Description											
	E	Excursion											
	T	Private Fare - Net Fare with Selling amount											
	L	Private Fare - Selling amount											
C	Private Fare - Net Fare without Selling amount												
N	Normal												
⑩	Vendor Source												

**Fare Rule Header:**

Part	Description
A	Fare Type Code and Fare Type Description
B	Published Currency Code and Fare amount
C	Fare Effective Date
D	Fare Discontinuation Date
E	Fare Basis Code
F	Footnote Reference
G	Fare Rule creation/expiration date/time

Explanation:

**B**

	Description
<b>Rule Category Text</b>	Displays all rule categories and text. Category 50 will be displayed right below the Rule Header followed by the rest of the categories in ascending order. International Construction Rule Category is always shown last of the Rule display.

## RULE DISPLAY - OPTIONS (SHORT ENTRY) – FROM FQ RESPONSE

Item	Description	RD Command
1	<b>Display Rule</b>	RD7
2	<b>Display Fare Rule Menu</b> List of Rule Categories is displayed for the specified fare line number.	RD7*M
3	<b>Display Specific Rule Category Or Categories</b> Only specific rule category text is displayed	RD7*3 RD7*3/6/9/10/11
4	<b>Display Routing Information</b> Routing Details Is Displayed For The Specified Fare Line Number	RD7*RTG
5	<b>Display Rule Header</b> Only Rule Header Is Displayed For The Specified Fare Line Number	RD7*H
6	<b>Redisplay Current Fare Rule</b>	RD*

# PNR Pricing

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Price the PNR
- \* Perform different PNR Pricing options
- \* Store the PNR Pricing
- \* Delete the PNR Pricing

## PNR PRICING INTRODUCTION

PNR Pricing, also known as Itinerary Pricing, allows you to price an itinerary stored in a PNR. Sabre SmartPrice provides more flexibility in pricing, with a new feature built into the pricing system known as the 'Match' and 'No Match' workflow.

PNR Pricing request is allowed on a completed or incomplete PNR. System is able to price up to **24 segments** including surface segments.

## PNR PRICING - PRICE LIST (WPA)

Price List prices all applicable fares to a maximum of 12 matched lowest combinations for each passenger type. There are 2 easy steps to complete PNR Pricing. System will append validating carrier in the Price Quote Record (PQR) by default if validating carrier is not specified in the pricing command.

### Step 1: Initiate Pricing

Format: **WPA** (Will Price and return All applicable fares)

Example of 'Match' fares from Price List (WPA)

WPA<<							
PSGR	TYPE	ADT					
	FARE BASIS	BOOK CODE		FARE	TAX	TOTAL	
01	YEE120-YD*	Y/Y/Y	SGD	6794.00	526.00	7320.00	ADT
02	Y2R-YDRT-*	Y/Y/Y	SGD	7594.00	526.00	8120.00	ADT
03	Y2R-YD-YE*	Y/Y/Y	SGD	7704.00	526.00	8230.00	ADT
04	Y2R-YDRT-Y	Y/Y/Y	SGD	8136.00	526.00	8662.00	ADT
05	YEE120-YX*	Y/Y/Y	SGD	8594.00	526.00	9120.00	ADT
06	YEE120-YX*	Y/Y/Y	SGD	8774.00	526.00	9300.00	ADT
07	Y-YD-YEE1M	Y/Y/Y	SGD	8787.00	526.00	9313.00	ADT
08	Y2R-YXRT-*	Y/Y/Y	SGD	9393.00	526.00	9919.00	ADT
09	Y2R-YXOW-*	Y/Y/Y	SGD	9574.00	526.00	10100.00	ADT
10	C-YD-YEE1M	Y/Y/Y	SGD	9797.00	526.00	10323.00	ADT
11	Y2R-YXRT-Y	Y/Y/Y	SGD	9936.00	526.00	10462.00	ADT
12	Y2R-YXOW-Y	Y/Y/Y	SGD	10116.00	526.00	10642.00	ADT
ATTN*SEE OTHER FARES - USE WPAÏXM ⑨							
①	②	③	④	⑤	⑥	⑦	⑧

### Explanation:

Part	Description
①	Fare Line Number
②	Fare Basis Code. Maximum number of characters to be displayed is 9. If FBC exceeds 9 characters, it will be truncated and will append an asterisk * symbol next to the incomplete FBC.
③	Booking Class for the specified itinerary Maximum number of characters to be displayed is 8. If booking code exceeds 8 characters, it will be truncated and will append an asterisk * symbol next to the incomplete booking codes.
④	Local Currency Code Default to Agency's location

Part	Description
⑤	Fare Amount quoted without Tax/Fee
⑥	Total Tax Amount
⑦	Total Fare Amount inclusive of Tax/Fee
⑧	Mapped Passenger Type Code (PTC)
⑨	Trailer Message for Alternate Fares By performing the command specified will display alternative lower fares of other RBDs not booked in the current PNR.

Note: Fares displayed are arranged from the lowest to highest amount.

### Step 2: Store Price Quote Record (PQ)

Format: **PQ**<price list line number>

Example: **PQ1**

```

PQ1<<
PRICE QUOTE RECORD RETAINED

FARE RECORD-ADT-AUTO PRICED      -ATPC  ①
PQ 1 LAST DAY TO TICKET TKT/TL 30MAY15/2359      INPUT PTC - ADT

1.1BLACK/TONYMR
VALIDATING CARRIER - KL  ②
 1 OSIN KL 836N 01OCT 0030  NSFSG              OK 01OCT1501OCT1501P
 2 OAMS KL 835N 23OCT 2100  NSFSG              OK 23OCT1523OCT1501P
  SIN

          BASE FARE                TAXES/FEES/CHARGES          TOTAL
          SGD800.00                  637.50XT                SGD1437.50
          XT      19.90SG             8.0000                   6.10OP                22.40CJ
          27.00RN                    3.50VV                   550.60YR
SIN KL AMS315.81KL SIN315.81NUC631.62END ROE1.26655

FARE RSTR COULD APPLY/NON ENDO/  ③

FORM OF PAYMENT FEES PER TICKET MAY APPLY
ADT      DESCRIPTION                FEE
  OBFCA - ANY CC                    20.00

PRICING TRAILER MSG
VALIDATING CARRIER - KL

WP  ④

H1J8 H1J8 *AOA 1406/23MAY15                ⑤  SYSTEM

```

Notes:

- i. Accepts maximum 7 fare records per entry but can store maximum of 99 records combined with PQR, PQM & deleted Fare records.

- ii. If validating carrier is not specified during pricing, system will assume and append the default validating carrier based on the following:
- For Domestic itineraries, it will assume the 1<sup>st</sup> transporting carrier as the validating carrier.
  - For International itineraries, the system will default to the carrier performing the 1<sup>st</sup> change in IATA area. If there is no change in the IATA area, then it will default to the 1<sup>st</sup> International carrier.

**Explanation:**

Part	Description
①	i. Fare stored for Adult Passenger Type. ii. Price Quote Record (PQR) status. iii. Single Fare Source Indicator: <b>SITA</b> - SITA <b>ATPC</b> - ATPCO  Combined Fare Source Indicator: <b>SITAX</b> - Primary fare source (SITA) Secondary fare source (ATPCO) <b>ATPCX</b> - Primary fare source (ATPCO) Secondary fare source (SITA)
②	Validating carrier specified during pricing. If validating carrier is not specified during pricing, system will assume and append the default validating carrier based on the following: - For Domestic itineraries, it will assume the 1 <sup>st</sup> transporting carrier as the validating carrier. - For International itineraries, the system will default to the carrier performing the 1 <sup>st</sup> change in IATA area. If there is no change in the IATA area, then it will default to the 1 <sup>st</sup> International carrier.
③	System pre-stored Endorsement Remarks and will be printed on the ticket. You may use EO/ to override pre-stored Endorsement remarks. - Modify PQR (W#I#EO/<space>) - Ticketing command (W#PQ#EO/)
④	Pricing command used for the stored Price Quote Record (PQ)
⑤	System Tag <b>System:</b> The fare was stored from a pricing response. No modifications were made to the PQ.  <b>Amended:</b> The fare was stored using the manual PQ create entries, or certain modifications were made to the PQ, such as commission or baggage allowance.  <b>Manual:</b> The fare was stored using the manual PQ create entries, or certain modifications were made to the PQ, such as fare data.

## PNR PRICING - PRICE LIST (WPA) OPTIONS

Item	Description	WPA Command
1	<b>Basic PNR Pricing - WPA</b> Price List will return a maximum of 12 fares options. System will automatically append a validating carrier if no validating carrier is specified in the pricing command. System will price all Passenger Types in the PNR.	WPA
2	<b>With Validating Carrier</b> Price with specified validating carrier	WPA <del>ASQ</del>
3	<b>With Segment Selection</b> Price specific segments in the itinerary	WPA <del>S1</del> WPA <del>S1/3</del> WPA <del>S1-5</del> WPA <del>S1/3-5</del>
4	<b>With Name Selection</b> Price specific Passenger Name field	WPA <del>N1</del> WPA <del>N1.3</del> WPA <del>N1.1/3.1</del> WPA <del>N1.1-3.2</del>
5	<b>With Passenger Type</b> Price specific passenger type - Child fares - Infant fares - Student fares - Adult, Child and Infant fares - Seaman fares with ship registry (GR - Greece)	WPA <del>PCNN</del> WPA <del>PINF</del> WPA <del>PSTU</del> WPA <del>PADT/CNN/INF</del> WPA <del>PSEA</del> <del>SGR</del>
6	<b>With Connection</b> Transit at specified segment (Arrival city)	WPA <del>X1</del> WPA <del>X1/3</del>
7	<b>With Stopover</b> Stopover at specified segment (Arrival city)	WPA <del>O1</del> WPA <del>O1/3</del>
8	<b>With Point Of Sale And Ticketing</b> Price itinerary by specifying Point of Sale and Ticketing	WPA <del>SLON/TLON</del>
9	<b>With Ticketing Date</b> Price itinerary by specifying ticketing date	WPA <del>B01JUL15</del>
10	<b>With No Fare Break</b> Price itinerary with no fare break at specified segments	WPA <del>NB2</del> WPA <del>NB2/4</del>

Item	Description	WPA Command
11	<b>Break Fare or Mandatory Fare Breakpoint</b> Price itinerary by specifying the fare breakpoint	WPA $\neq$ BF3 WPA $\neq$ BF3/5
12	<b>Exempt all Taxes and Fees</b>	WPA $\neq$ TN
13	<b>Exempt Taxes only but not Fees</b>	WPA $\neq$ TE
14	<b>Exempt Specific Taxes only</b> Exempt specific tax codes, SW & QK	WPA $\neq$ TE-SW/QK

### ***PNR Pricing - Price List (WPA) Quick Reference***


Step	Description	Command
1	Initiate Price List	WPA
2	Store fare by selecting from Price List	PQ<Price List line number>

Step	Description	Command
1	Initiate Price List	WPA
	View Fare Quote (Optional)	WP<Price List line number>
	View Fare Calculation Description (Optional)	WPDF<Price List line number>
	Display Alternate fares, when available	WPA $\neq$ XM
2	Store fare by selecting from Price List	PQ<Price List line number>

### ***PNR Pricing – View And Delete Price Quote Record (PQ)***

To view the PQ after it has been stored in the PNR.

**Entry:** To Display the List of PQs  
Format: **\*PQS**

**Entry:** To Display the PQ(s)  
Format: **\*PQ** (displays all PQs if there is more than 1)  
**\*PQ1** (when there are more than one PQ in the PNR)  
 Displays Fares & Taxes including Baggage information & OB Fees – if applicable

To delete the PQ

**Entry:** To Delete the PQ  
Format: **PQD-ALL**  
**PQD2** (To delete a specific PQ)

# Timatic and ETAS

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Obtain Country Visa and Health information via the Timatic system
- \* Apply Australia Visa by using the Electronic Travel Authority System (ETAS)

## TIMATIC SYSTEM

Timatic is an Automated Travel Information Manual, updated by the Timatic Service Company and controlled by TIM group of airlines who continually monitor and update the contents. It provides users with access to a database of Passport, Visa, Health and other requirements for travelers.

This Travel Information Manual can easily access by using the following codes.

Codes	Description	Mandatory or Optional
TIRV	Visa / Passport Information only	Mandatory
TIRH	Health Information only	Mandatory
TIRA	All – Visa/Passport and Health Information	Mandatory
Note: Choose only one code among TIRV or TIRH or TIRA		

NA	Nationality of the traveller	Mandatory
EM	Embarkation point of the traveller	Mandatory
DE	Destination point of the traveller	Mandatory
TR	Transit point of the traveller	Optional
VT	Countries visited by the traveler up to six days prior to this trip.	Optional

### Access TIMATIC

Step 1: Switch to Timatic Mode

**ENTRY:**                      ✕ ✕ **TIM**

Step 2: Check Timatic Information

#### Using City Code

**ENTRY:**                      **TIRA/NASIN/DESYD/EMSIN**

TIRA	Function identifier
NASIN	NA – nationality, SIN – nationality city code
DESYD	DE – destination, SYD – destination city code
EMSIN	EM – embarkation point SIN – embarkation city code
/	Mandatory separator

#### Using Country code

**ENTRY:**                      **TIRA/NASG/DEAU/EMSG**

TIRA	Function identifier
NASG	NA – nationality, SG – nationality country code
DEAU	DE – destination, AU – destination country code
EMSG	EM – embarkation point SG – embarkation country code
/	Mandatory separator

Step 3: To scroll the pages.

Description	Entry Format
TIMATIC Page Next – Display the next page	TIPN
TIMATIC Page – Redisplay the current page	TIPG
TIMATIC Page back – Display the previous page	TIPB
TIMATIC Page last – Display the last page	TIPL
TIMATIC Page first – Display the first page	TIPF

Step 4: Exit from Timatic Mode

**ENTRY:**

**QUIT**

**TIMATIC SRW Mask**

<p>STEP 1: Red Apps → Booking Services → Visa Advisor without PNR</p>	
<p>STEP 2: Fill up the Mask and click “Send”</p>	
<p>STEP 3: Scroll the pages</p>	

- The Segment Details from the Timatic Masks will auto-populate the itinerary segment from a retrieved PNR.

**Other Useful TIMATIC Information**

TIDFT/SIN	Full Country Text
TIDFT/SIN/GE	Geography
TIDFT/SIN/CS	Customs
TIDFT/SIN/CY	Currency
TIDFT/SIN/TX	Airport tax
TIRCC/KUL	Obtain some city codes for a country



**First application screen:**

```

TIETAR<
TIETAA          ETA APPLICATION
AGENT LOGON     <1001H1J8..>
PASSPORT NUMBER <E8431694A.....> FROM PASSPORT TITLE PAGE
NATIONALITY     <SGP>          1-3 CHARACTER CODE
DATE OF BIRTH   <05APR1982>   DDMONYYYY/--MONYYYY/-----YYYY
SEX             <M>           M/F
COUNTRY OF BIRTH <SGP>       1-3 CHARACTER CODE
EXPIRY DATE     <21OCT2018>   DDMONYYYY
FAMILY NAME     <TAN.....>FULL NAMES-NO TITLES
GIVEN NAMES     <BERNARD JONES THOMAS....>SPACE BETWEEN NAMES
TYPE OF TRAVEL  <T.>         T/B
    
```

**Second application screen:**

```

TIETAG          ETA APPLICATION
ISSUING STATE<SGP>   DATE OF ISSUE<15APR2015> DDMONYYYY
ISSUING AUTHORITY
<IMMIGRATION AND CHECKPOINT AUTHORITY OF SINGAPORE.....>
DOES APPLICANT HOLD CURRENT PASSPORT OF OTHER COUNTRIES<N> Y/N
  IF YES, ENTER CODES OF ISSUING STATES <...><...><...>
HOME           <BLOCK 123 UNIT 04-567.....>
ADDRESS OF<YISHUN AVENUE 1.....>
APPLICANT <SINGAPORE 760123.....>
TELEPHONE HOME COUNTRY<65..>AREA<....>NUMBER<69752401.....>
OF           BUS COUNTRY<....>AREA<....>NUMBER<.....>
APPLICANT MOB COUNTRY<....> NUMBER<.....>
EMAIL OF APPLICANT<.....>
    
```

**Third application Screen:**

```

TIETAD          ETA APPLICATION
HAS APPLICANT EVER BEEN KNOWN BY ANOTHER NAME<N> Y/N
HAS APPLICANT EVER HAD A CRIMINAL CONVICTION <N> Y/N
NATIONAL IDENTITY NUMBER <S8416228B.....>
    
```

●\* National ID Number is required for the following Nationalities:

Brunei-Darussalam	Norway
Denmark	Portugal
Finland	Singapore
Hong Kong (SAR)	South Korea
Luxembourg	Spain
Malaysia	Sweden
Netherlands	Taiwan

**Fourth (verification) application screen, the last screen:**

- The verification page must be filled up with exact information to the first application page.
- System will provide an error if one or more of the item does not matched with the first page.
- Verification page must reflect First, Second and Other Given Names accordingly. See sample below.

```

TIETAP                      ETA APPLICATION
      RE-ENTER TO VALIDATE PASSPORT DETAILS
      DETAILS MUST MATCH PREVIOUS SCREEN
PASSPORT NUMBER      <E8431694A.....>FROM PASSPORT
NATIONALITY          <SGP>                1-3 CHARACTER
FAMILY NAME          <TAN.....>
FIRST GIVEN NAME     <BERNARD.....>
SECOND GIVEN NAME    <JONES.....>
OTHER GIVEN NAME(S) <THOMAS.....>
    
```

**ETA Approval Screen after a successful application:**

```

                                ETA APPROVAL                                02SEP14/1257
FAMILY NAME              TAN                                           AUSTRALIAN GOVT
GIVEN NAMES              BERNARD JONES THOMAS
PASSPORT                 E8431694A      SGP      EXPIRY DATE 21OCT2018
DATE OF BIRTH            05APR1982   SEX M   COB SGP
TYPE OF TRAVEL           T   TOURIST
ENTRY STATUS             UD/601 ETA
                                AUTHORITY TO ENTER AUSTRALIA UNTIL 02SEP2015
                                PERIOD OF STAY 03 MTHS
                                MULTIPLE ENTRY
                                NO WORK - BUSINESS VISITOR ACTIVITY ONLY
ETA APPROVED
    
```

STEP 5:      Exit from ETAS Mode

ENTRY:              QUIT

**Other ETAS Function:**

TIETAQ	To check for status of all the current visa / ETA applications
TIETAS	Online Help
TIETAC	To confirm visa validity

# Format Finder

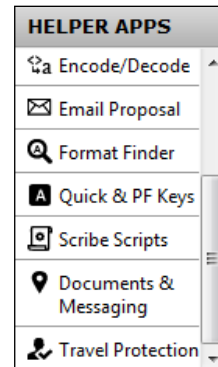
## OBJECTIVES

Upon completion of this chapter, you will be able to:

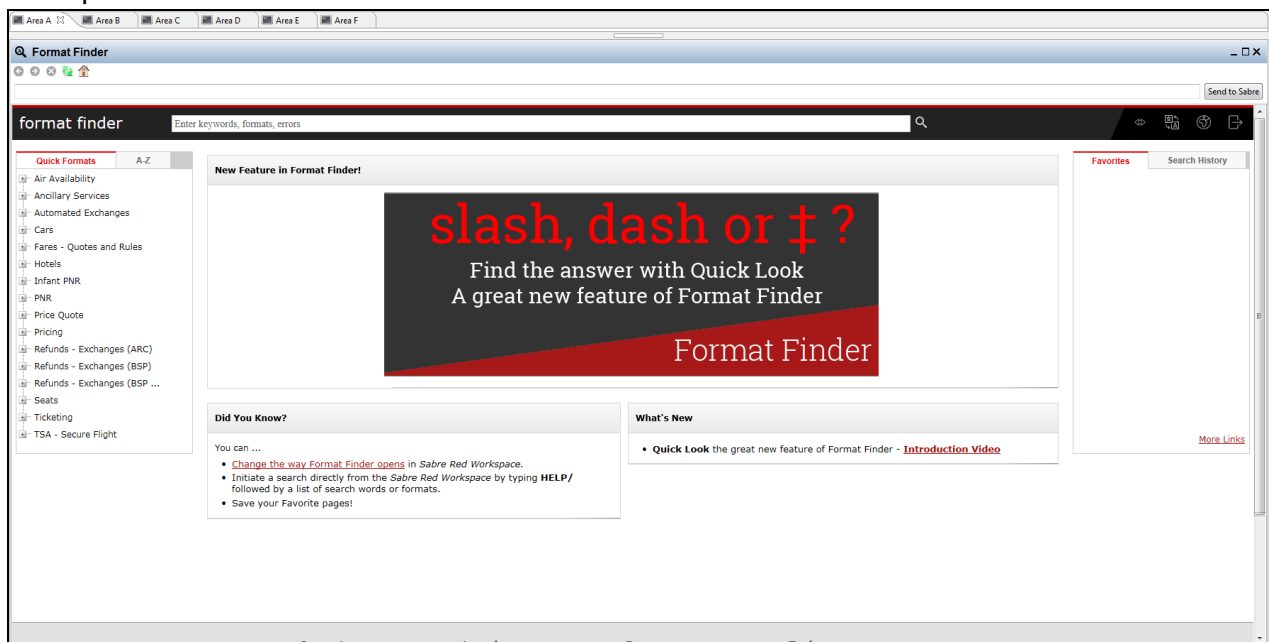
- \* Use the Format Finder as reference for Sabre entry commands and formats

**Format Finder** is an automated reference for entry commands and formats used in Sabre. These entry commands and formats are explained in detail so that you can be a more proficient Sabre user.

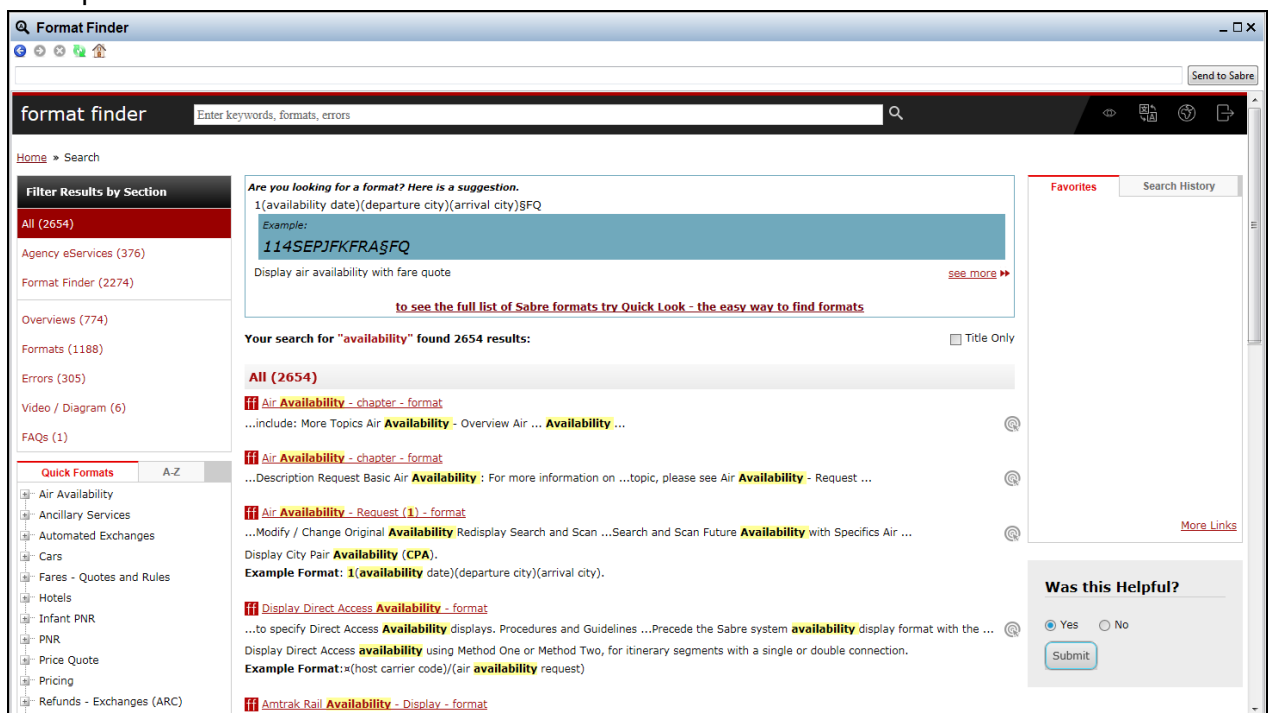
The **Format Finder** can be found under the **Helper Apps**. Upon its launch, it opens a browser type window from the bottom of the screen. It opens within the work area tab. User just needs to type within the search bar for the entry or format that they are looking for. If a Host Error Response is encountered, user may also use the Error Response to search for explanations, solutions or workarounds.



**Example of Format Finder Launched:**



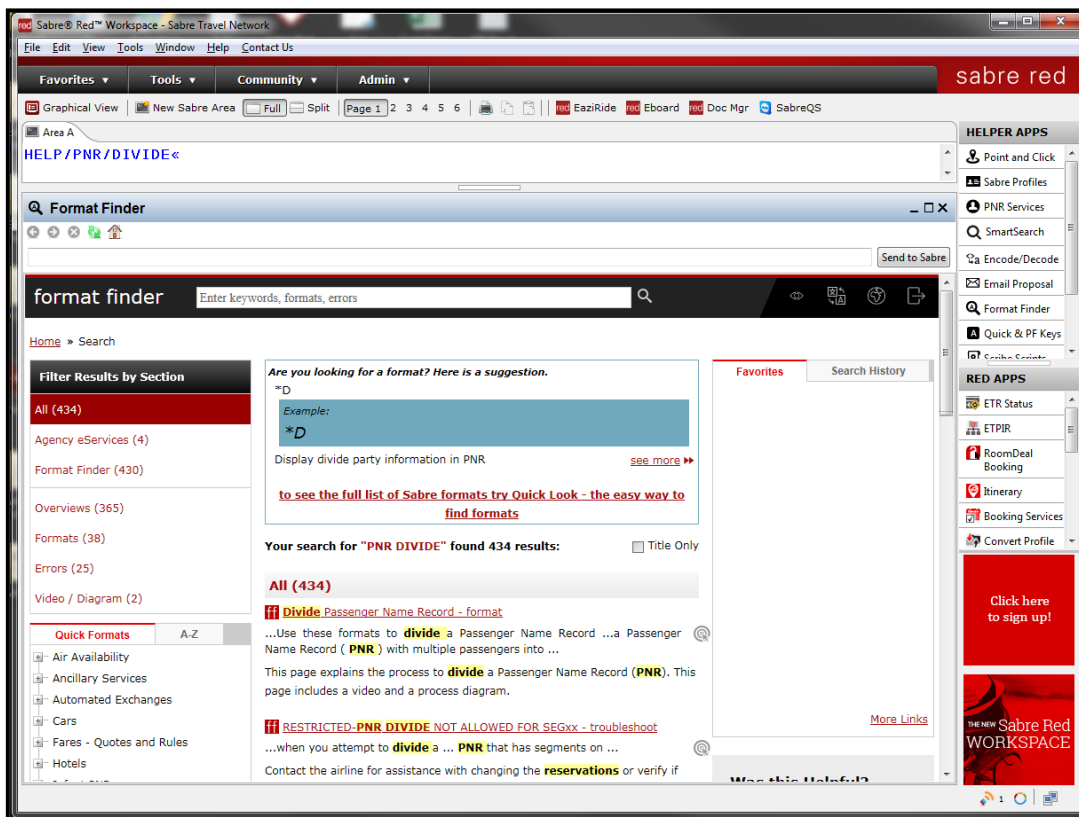
**Example of Search Result:**



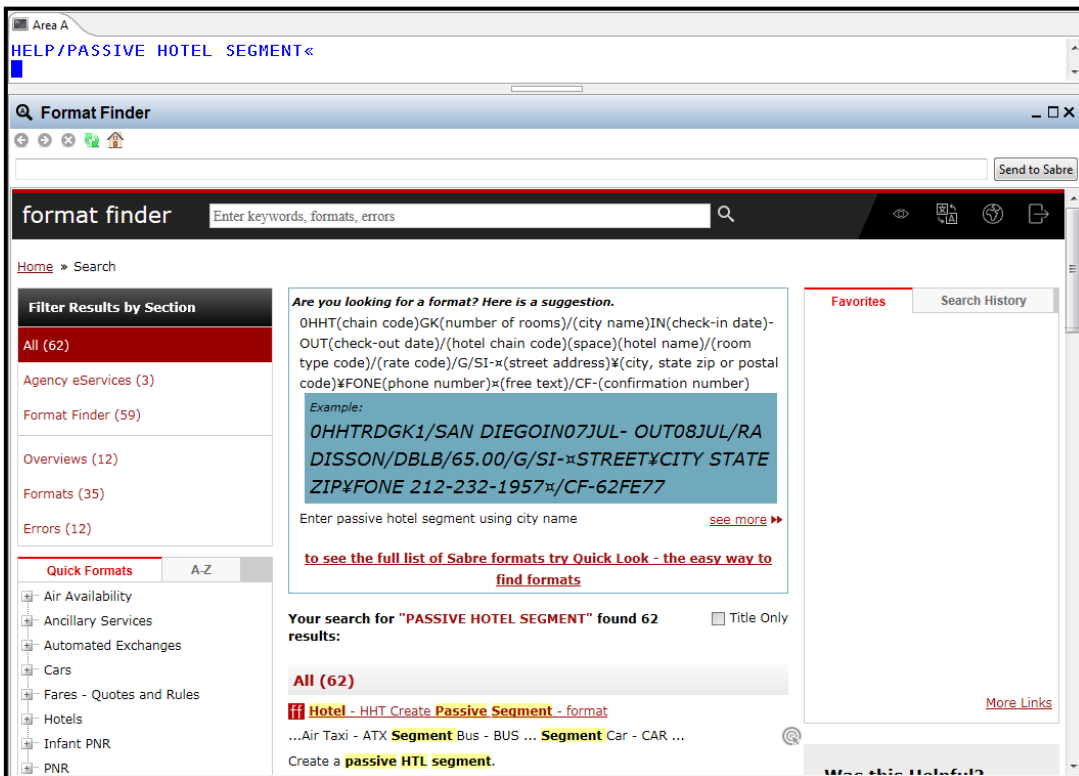
## Format Finder Quick Search

Alternative method of launching the Format Finder is to make use of the **HELP/** entry. The user can make use of a sentence or specific Keywords for search.

Example: Launching Format Finder



With this method, the user do not have to launch Format Finder then indicate the search item to find the information.



# Personal Trainer

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* Access Personal Trainer from Agency eServices
- \* Shop for Courses in Personal Trainer
- \* Add Courses to your Training Plan

# AGENCY ESERVICES

## Steps to access Agency eServices

There are a couple of ways a user can gain access to Agency eServices.

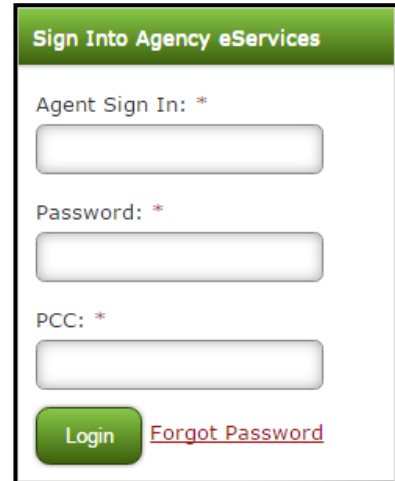
- 1) Log in via the URL: <https://agencyeservices.sabre.com>
- 2) Click on Community → eServices within your Sabre Red Workspace.

## Agency eServices URL

The screenshot shows a web browser window with the URL <https://agencyeservices.sabre.com/login/login.aspx?TYPE=33554432&REALMOID=06-000c386d-7ce1-1e86-bf41-641>. The page title is "Agency eServices". The main content area features a large red and black graphic with the text "Agency eServices". To the right of this graphic is a "Sign Into Agency eServices" form with the following fields: "Agent Sign In: \*", "Password: \*", and "PCC: \*". Below these fields are "Login" and "Forgot Password" buttons. The page is divided into four quadrants by a dotted line. The top-left quadrant is titled "Agent Connect" and includes the text "Ask Questions and get answers on your Knowledge sharing and support community for Sabre connected travel agents." and an icon of three people. The top-right quadrant is titled "Sabre Red Apps" and includes the text "Tailor Sabre® Red™ Workspace specifically to your needs with Sabre Red Apps..." and a shopping cart icon. The bottom-left quadrant is titled "Connect with us!" and includes social media icons for Facebook, Twitter, YouTube, LinkedIn, and Google+. The bottom-right quadrant is titled "Considering Sabre?" and includes the text "Learn about our Travel Agency Solutions..." and links for "North America", "Europe, Middle East & Africa", "Caribbean & Latin America", and "South Pacific". The Sabre logo is visible in the bottom-right quadrant.

The user will be required to fill in their details to log into Agency eServices.

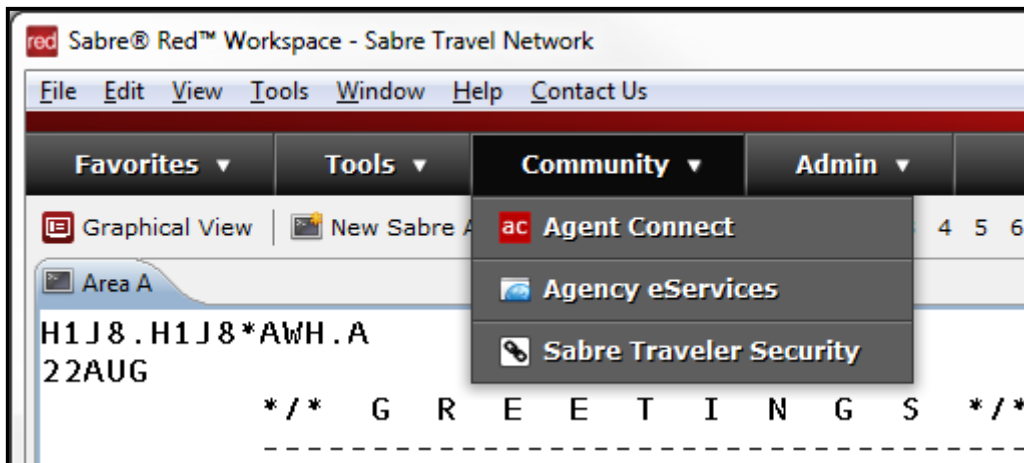
\*\* Note: Agent Sign In, Password and PCC is the same as the ones used for Sabre Red Workspace.



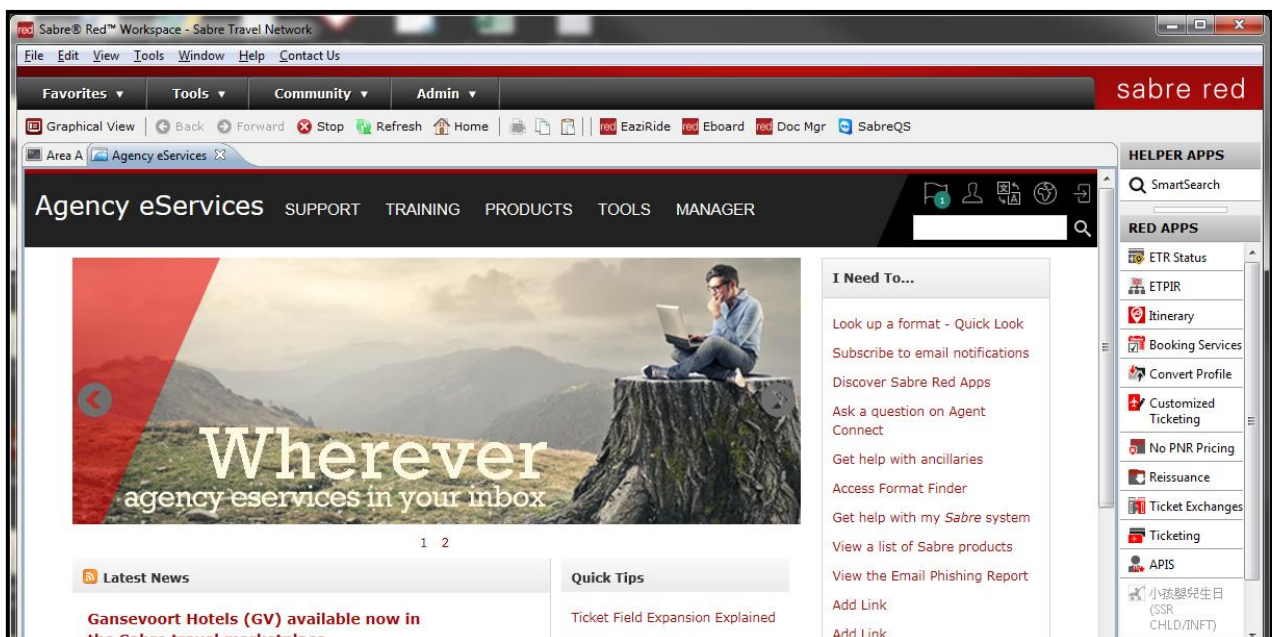
The login form is titled "Sign Into Agency eServices" and is contained within a green-bordered box. It features three input fields: "Agent Sign In: \*" with a red asterisk, "Password: \*" with a red asterisk, and "PCC: \*" with a red asterisk. Below the fields are two buttons: a green "Login" button and a red "Forgot Password" link.

### Via Sabre Red Workspace

The user can launch the Agency eServices from the **Community** → **Agency eServices** found at the Application Launcher area of the Sabre Red Workspace.



Once the user click on the Agency eServices button, the application will be launched in the Work Area tab, no browser window is launched. The user will have the ease of access, to be able to toggle between the Sabre Red Workspace and the eServices without having to switch between browser and point of sale.





If the user have already registered in the eServices, they will be automatically Signed in to the eServices account according to their Sign In ID used to sign in in Sabre Red Workspace. If the user has not created any Agency eServices account, they will be provided with a registration screen to perform a one time setup for future access.

Agency eServices SUPPORT TRAINING PRODUCTS TOOLS MANAGER

Home » Profile

Required field \*

### Agent Profile Form

If you have not previously completed a User Profile record or if it has been ninety days since you last confirmed your User Profile information, you are required to complete or verify the required fields and save this information before proceeding to the website.

If you know your current password and would like to change it, please use our [Change Password](#) page.

Manage your password reset security by setting up personal questions and answers in advance in the [Password Management Tool](#).

Access [AgentConnect](#)

First Name: \*

Last Name: \*

Contact phone number: \*

Your primary email address: \*

Please retype to confirm: \*

Your secondary email address:

Please retype to confirm:

Preferred language:   
English (United States)  
Español (España, alfabetización in)

Preferred Region:   
Afghanistan  
Algeria

The Personal Trainer is just 1 step away.

# PERSONAL TRAINER

Upon gaining access to the Agency eServices, the user may find the **Personal Trainer** application under the **Training** page.

Agency eServices SUPPORT TRAINING PRODUCTS TOOLS MANAGER

Home > Training

## Training

From here you can browse the training schedule, access Personal Trainer<sup>SM</sup> for many online, multimedia, self-paced training courses, print quick references and much more...

### Training Resources

My Training

Personal Trainer

### Products

All Products....

#### I Need To...

- Subscribe to email notifications
- Ask a question on Agent Connect
- Intro to eServices
- Add Link
- Add Link
- Add Link
- Add Link
- Add Link
- Add Link

#### Training Quick Tips

- Newly Converted to Sabre?
- New Agent in your office?

## Personal Trainer page

Agency eServices SUPPORT TRAINING PRODUCTS TOOLS MANAGER

Home > Training > Personal Trainer

## Personal Trainer

personal trainer  
get sabre fit

Sabre

Launch Personal Trainer

### Personal Trainer<sup>SM</sup> - Get Sabre Fit

Personal Trainer has been created with you in mind. Interactive, fast paced, online training designed to help you "get Sabre fit".

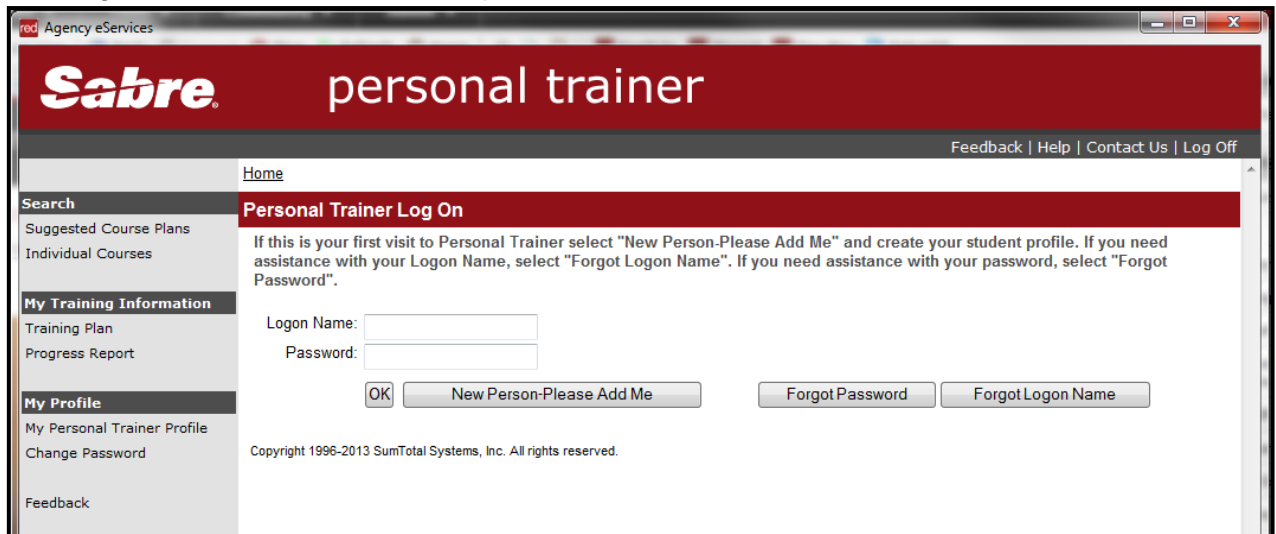
Being "Sabre Fit" means you can work smarter with the Sabre system. By taking short 'bite sized' courses on booking air, cars, hotels, cruises and more, you will quickly notice how your productivity improves as you glide through making bookings.

Train when you have time

Click on **Launch Personal Trainer** to begin.

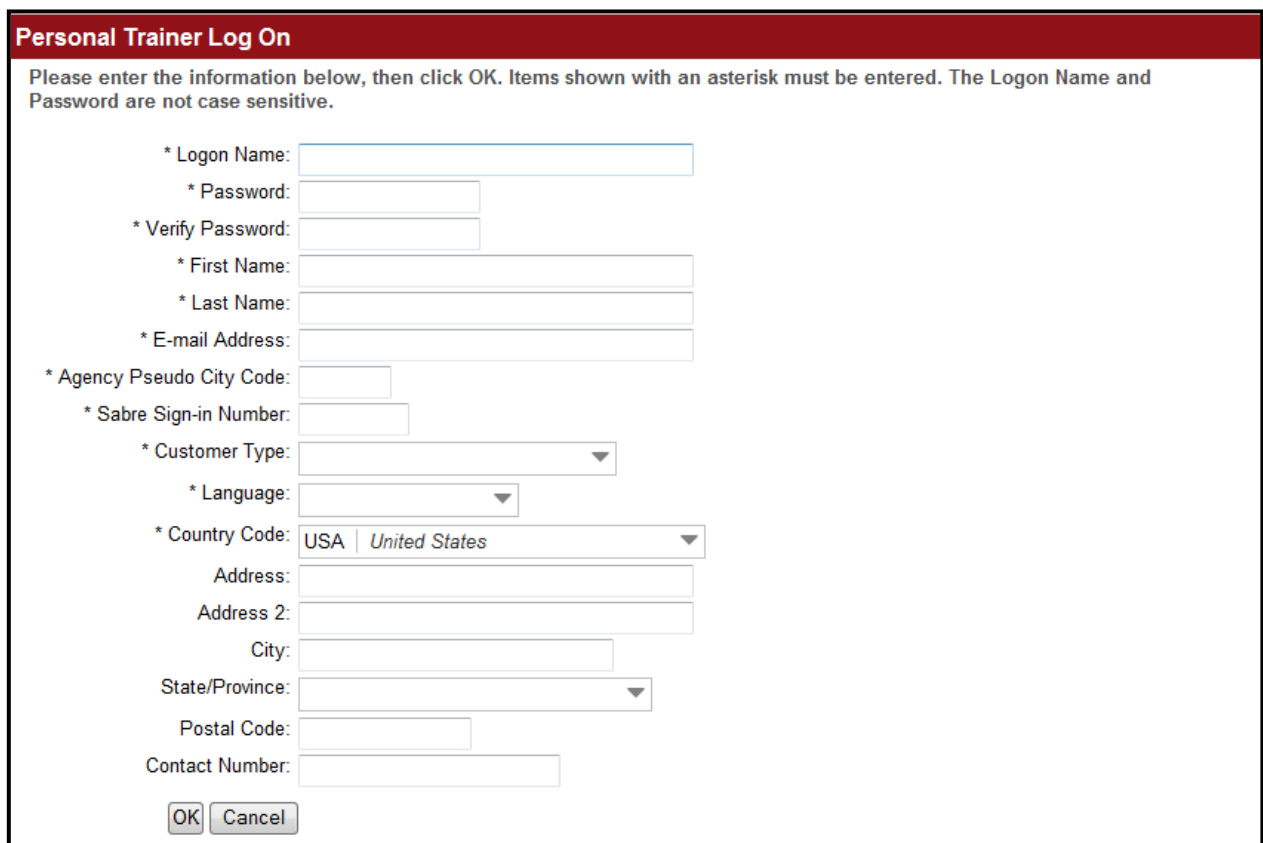
## Personal Trainer Log On

The user is required to create an account in Personal Trainer. This account is not linked to the EPR sign in of the Sabre Red Workspace.



The screenshot shows a web browser window titled "Agency eServices" with the Sabre logo and "personal trainer" text. The page has a navigation menu on the left with sections: Search (Suggested Course Plans, Individual Courses), My Training Information (Training Plan, Progress Report), and My Profile (My Personal Trainer Profile, Change Password, Feedback). The main content area is titled "Personal Trainer Log On" and contains the following text: "If this is your first visit to Personal Trainer select 'New Person-Please Add Me' and create your student profile. If you need assistance with your Logon Name, select 'Forgot Logon Name'. If you need assistance with your password, select 'Forgot Password'". Below this text are input fields for "Logon Name:" and "Password:", followed by buttons for "OK", "New Person-Please Add Me", "Forgot Password", and "Forgot Logon Name". A copyright notice at the bottom reads "Copyright 1996-2013 SumTotal Systems, Inc. All rights reserved."

If this is the first time of use, the user can click on **New Person-Please Add Me** to register for a Personal Trainer account.



The screenshot shows a registration form titled "Personal Trainer Log On". The form instructions state: "Please enter the information below, then click OK. Items shown with an asterisk must be entered. The Logon Name and Password are not case sensitive." The form fields are as follows:

- \* Logon Name:
- \* Password:
- \* Verify Password:
- \* First Name:
- \* Last Name:
- \* E-mail Address:
- \* Agency Pseudo City Code:
- \* Sabre Sign-in Number:
- \* Customer Type:
- \* Language:
- \* Country Code:
- Address:
- Address 2:
- City:
- State/Province:
- Postal Code:
- Contact Number:

At the bottom of the form are "OK" and "Cancel" buttons.

If the user has already created an account, they may click on the **Forgot Password** or **Forgot Logon Name** for assistance.

[Home](#)

### Reset Password

Please enter your email address below and click OK to have your temporary password emailed to you.

E-mail

[Home](#)

### Forgot Logon Name

Please enter your email below and click OK to have your Logon Name emailed to you.

E-mail

Once the user is done registering or logged on, the user can start selecting a course to begin with. Click on **Individual Courses** to gain access to the course search.

The screenshot shows a web browser window titled "Agency eServices" displaying the Sabre personal trainer interface. The header features the Sabre logo and the text "personal trainer" in white on a dark red background. Navigation links for "Feedback | Help | Contact Us | Log Off" are visible in the top right. A left sidebar menu includes "Search" (with sub-items "Suggested Course Plans" and "Individual Courses" highlighted with a red box), "My Training Information" (with sub-items "Training Plan" and "Progress Report"), "My Profile" (with sub-items "My Personal Trainer Profile" and "Change Password"), and "Feedback". The main content area features a large image of a person's feet in red and white sneakers on a sandy surface, with the text "personal trainer get sabre fit" overlaid. Below the image, the text reads "Welcome to Personal Trainer" followed by a paragraph: "Personal Trainer has been created with you in mind. Interactive, fast paced, online training designed to help you 'get Sabre fit'. Being 'Sabre Fit' means you can work smarter with the Sabre system. By taking short 'bite sized' courses on booking air, cars, hotels, cruises and more, you will quickly notice how your productivity improves as you glide through making bookings." Below this are three sections: "Train when you have time" (text: "Personal Trainer is ready to go whenever and wherever you want. In the office, at home or, if you wish at the beach."), "Get certified" (text: "Take optional tests and earn certification of your proficiency in the Sabre® system."), and a partially visible section "Take the next step".

Specify the name of the course you will wish to attempt. Alternatively you may leave the Search For field empty to gain access to all the courses in Personal Trainer library and choose from there.

The screenshot shows the 'Individual Course Search' page. On the left is a navigation menu with sections: Search, My Training Information, and My Profile. The main content area has a search bar with the text 'Passenger Name Record' and a 'Search' button. Below the search bar are 'Additional Search Options' including a 'Language' dropdown menu set to 'All English Courses'. A 'Past Searches' link is also visible.

### Example of Search Results

The screenshot shows the search results for 'All English Courses' based on the search criteria 'PNR'. The results are displayed on page 1 of 2. Each row includes a 'SELECT' button, a 'Course Code', a 'Course Name', an 'Estimated Time (hrs.min)', and the 'Language'.

	Course Code	Course Name ^	Estimated Time (hrs.min)	Language
<a href="#">SELECT</a>	1250E	Basic - Cloning a PNR	0.15	English
<a href="#">SELECT</a>	1290E	Basic - Creating a PNR Certification Test	0.30	English
<a href="#">SELECT</a>	1240E	Basic - Display and Claim an Airline PNR	0.20	English
<a href="#">SELECT</a>	1255E	Basic - Display and Interpret PNR History	0.15	English
<a href="#">SELECT</a>	1230E	Basic - Enter Optional PNR Information	0.20	English
<a href="#">SELECT</a>	1220E	Basic - Enter Required PNR Information	0.20	English
<a href="#">SELECT</a>	1160E	Basic - Introduction to Passenger Name Records (PNR)	0.20	English
<a href="#">SELECT</a>	1110E	Basic - Sabre Red Workspace - Graphical View (v2)	0.90	English
<a href="#">SELECT</a>	1310E	Change - Cancel and Rebook PNR Segments	0.20	English
<a href="#">SELECT</a>	1330E	Change - Change and Delete PNR Information	0.20	English
<a href="#">SELECT</a>	1340E	Change - Change Number of Passengers in PNR	0.20	English
<a href="#">SELECT</a>	1390E	Change - Changing a PNR Certification Test	0.20	English
<a href="#">SELECT</a>	1350E	Change - Divide Passenger in PNR	0.20	English
<a href="#">SELECT</a>	1320E	Change - Insert and Move PNR Segments	0.20	English
<a href="#">SELECT</a>	1370E	Change - Practice Changing a PNR	0.30	English

After identifying the course, click on **SELECT** and you will be given a summary screen.

[Home](#) > [Individual Course Search](#) > [Search Results](#)

**Basic - Introduction to Passenger Name Records (PNR)** Seetoh William

Here is more information about this course: [Add course to my training plan.](#)

**Status in course: None** [Start Course](#)

**Warning: You must turn off all pop up blockers. This includes all installed toolbars such as Google toolbar, Yahoo toolbar, etc. In Internet Explorer, go to Tools and select Turn Off Pop Up Blockers.**

**Course Detail** | **Course Status**

**Course Description**  
In this course you will learn how to identify parts of a basic PNR, display a PNR using Enhanced PNR display, and display a PNR using a record locator. You will also learn how to display specific parts of a PNR.

**Course Data**  
Course Name: Basic - Introduction to Passenger Name Records (PNR)  
Course Code: 1160E  
Estimated Time (hrs.min): 0.20

The user have access to the following options:

- Add course to my training plan
- Start Course
- Course Status

If the user is not available now, they may add the course to their training plan like a shopping cart for future use. The Training Plan can be accessed from the side menu.

[Home](#)

**Training Plan** Seetoh William

[Course Search](#) | [I know the Course ID](#) | [Plan Notes](#) | [Progress Report](#) | [Show Bottom Frame](#)

Added From:

Source ^	Course Code	Name	Status	Desired Completion Date (mm/dd/yy)	Column not used
Individual Courses 🔍 ✕	<a href="#">2310E</a>	Air Extras - Shopping	<a href="#">Finished</a>	01/29/2016	
Individual Courses 🔍 ✕	<a href="#">2312E</a>	Air Extras - Pricing	<a href="#">Finished</a>	01/29/2016	
Individual Courses 🔍 ✕	<a href="#">2314E</a>	Air Extras - Selling **New**	<a href="#">Finished</a>	01/29/2016	

It will also reflect the stauts of the courses. The user can delete a course if added in wrongly or when the course is not required.

To begin the Course, click on Start Course and it will launch the course in a separate window, please ensure Pop-ups are not blocked on your browser as reminded on the Course Detail screen.



#### Summary:

The Personal Trainer is an interactive online self-help learning centre. It allows the user to gain access to short, topic focused courses on the different functions in Sabre Red Workspace. The user will be able to learn from the courses at their own pace and time. Hints will be provided on screen to guide the user on how to utilise the commands which were introduced. There are exercises and certified evaluation courses which the user can utilise to gauge their understanding of what they have gone through. It is also helpful if the user requires to be refreshed on the different topics if required.

# Miscellaneous

## OBJECTIVES

Upon completion of this chapter, you will be able to:

- \* View the list of Capital Cities in Countries
- \* Check the closest airports to a city
- \* Check the time difference between cities & local time
- \* Check the weather information
- \* Display the calendar

## MISCELLANEOUS INFORMATION

### ***Sabre Travel Guide***

View list of Capital Cities in Countries that are grouped in alphabetical order (e.g., all nations starting with letter M)

**ENTRY: N\*/GLOBEM**

### ***Distance Check***

Display 10 closest airports to a city, using Full City name, country code

**ENTRY: W/-CYTOKYO,JP**

### ***Time Checks***

Function	Entry
Time difference based on time of a specified city.	T✕ET2300SYD/SIN
Time difference between two cities	T✕ETSIN/TUL
Local time of a specific city	T*LON
Display Daylight Saving Time Start/End Dates	T*DST-SFO

### ***Weather Forecast***

Function	Entry
Current weather condition in city	✕WEA/WX*SFO
Display average monthly temperature of a city	✕WEA/AV*CPH
For more information, refer to:	F*TTL/WEA

### ***Calendar***

Function	Entry
Display Current Month	T✕APR

### ***Tax Information***

Functionality	Description
TXN*AU	Displays All Applicable Tax of a Country
TXN**QK	Displays Tax Details by Specific Tax Code
TXN**QK/S20	Displays detailed tax information for a specific tax code by tax sequence number

# Appendix

## A. REFERENCES

F\*FOX/SINE/IN  
F\*FOX/SINE/OUT  
F\*FOX/WORK/AREAS  
F\*FOX/DIRECT/REFERENCE/SYSTEM  
F\*FOX/T  
F\*FOX/TIMATIC  
F\*FOX/ENCODE/CITY/NAME  
F\*FOX/SCHEDULE/DISPLAY  
F\*FOX/EXTENDED/SCHEDULE  
F\*FOX/PARTNER/DISPLAYS  
F\*FOX/VERIFY/FLIGHT  
F\*FOX/MINIMUM/CONNECT/TIMES  
F\*FOX/AIR/SELL/SEGMENT  
F\*FOX/ENTER/INFANT/NAME  
  
F\*FOX/PHONE/CREATE  
F\*FOX/FUTURE/TICKET/DATE  
F\*FOX/NAME/MODIFY  
F\*FOX/PHONE/MODIFY  
F\*FOX/TAW/MODIFY  
F\*FOX/6/MODIFY  
F\*FOX/CANCEL/REBOOK  
F\*FOX/INSERT/SEGMENT  
F\*FOX/ACTION/STATUS/CODES  
F\*FOX/PNR/DISPLAY/NAME  
F\*FOX/FLIGHT/MANIFEST  
F\*FOX/DISPLAY/PNR/DATA  
  
N\*/ETAS COUNTRY CODES  
N\*/ETAS  
N\*/NOREC

F\*FOX/OSI  
F\*FOX/OSI/MODIFY  
F\*FOX/OSI/SSR/CODES  
F\*FOX/PSPT  
F\*FOX/GFAX/MODIFY  
F\*FOX/TKNO/TKNM  
F\*FOX/FREQUENT/FLYER  
F\*FOX/PRS/SPECIFIC  
F\*FOX/PRS/LOCATION  
F\*FOX/PRS/NAME/RANGE  
F\*FOX/CANCEL/PRS  
F\*FOX/EMAIL/ADDRESS  
F\*FOX/ITINERARY/REMARKS  
F\*FOX/ITINERARY/ASSOCIATED/REMARKS  
F\*FOX/COMBINE/ITIN/PRINT  
F\*FOX/DIT  
F\*FOX/DESIGNATE/HARDCOPY  
F\*FOX/ITINERARY/UNDESIGNATE  
F\*FOX/HARDCOPY/UNDESIGNATE  
F\*FOX/PNR/DIVIDE  
F\*FOX/ASSIGNED/QUEUE/NUMBERS  
F\*FOX/QUEUE/COUNT  
F\*FOX/ACCESS/QUEUES  
F\*FOX/WORKING/QUEUES  
F\*TTL  
F\*SPZMDN  
F\*TTL/ETAS  
  
Y/AAI/AIR  
Y/AAI/PRS  
Y/MKT/SG1

## B. FARE INCLUSION CODES

Inclusion Code	Description
ALL	All fares of all passenger types
NL	Normal fares
SP	Special fares
EX	Excursion fares
NLX	Normal and Excursion fares
PM	Promotional / Miscellaneous fares
NLP	Normal and Promotional fares
EXP	Excursion and Promotional fares
GRP	Group and Group Inclusive fares (e.g. GV fares)
IT	Inclusive Tour fares
FB	First Class fares
YB	Economy Class fares
BB	Business Class fares
MIL	Military fares
NET	Net fares (Private fares distributed by Airlines through ATPCO / SITA)
SEA	Seaman fares
SC	Senior Citizen fares
STU	Student fares
VAC	Visit Another Country fares (e.g. VUSA)
CT	Circle Trip
RW	Round – the – World fares
CTRW	Circle Trip and Round – the - World fares

## C. PASSENGER TYPE CODES

Passenger Type Code	Description
ADT	Adult
CNN	Accompanied Child
CNE	Child Negotiated
EMI	Emigrant
INE	Infant Negotiated
INF	Infant without a seat
INN	Individual Inclusive Tour Child
INS	Infant with a seat
LBR	Labourer / Maid
SEA	Seaman
STU	Student
UNN	Unaccompanied Minor

## D. RULE CATEGORIES

Category No.	Category Name	Category Code
1	Eligibility	EL
2	Day / Time	DT
3	Season	SE
4	Flight Reservation	FA
5	Advance Reservation & Ticketing	AV
6	Min Stay	MI
7	Max Stay	MS
8	Stopovers	ST
9	Transfers	TF
10	Combinability	CO
11	Blackouts	BL
12	Surcharge	SU
13	Accompanying Travel	AT
14	Travel Restrictions	TV
15	Sales Restrictions	SR
16	Penalty	PE
17	Higher Intermediate Point / Mileage	ME
18	Ticket Endorsements	TE
19	Child Discounts	CD
20	Tour Conductor Discounts	TC
21	Agent Discounts	AD
22	All Other Discounts	OD
23	Miscellaneous Provisions	MP
25	Fare by Rule	FR
26	Groups	GR
27	Tours	TO
28	Visit A Country	VA
29	Deposits	DP
31	Voluntary Changes	VC
33	Voluntary Refunds	VR
35	Negotiated Fares	NF
50	Rule Application and Other Conditions	AC
IC	International Construction	IC