

Basic Sabre Formats and Functions



TRAINING GUIDE

Table of Contents

Table of Contents	1
Objectives	3
Overview	3
Working in the Sabre System	4
Introduction to the Travel Agency Environment	4
Sabre Keyboard	5
Sign-in and Sign-out	7
Passcode Guidelines	8
Sign-out	9
Sabre Work Areas	9
City Pair Availability	9
Encode/Decode, Sabre Atlas	10
Display City Pair Availability	11
Sell From City Pair Availability	15
Flight Information	17
Insert and Cancel Segments	21
Create and Modify Passenger Name Records	23
Itinerary	24
Name Field	24
Phone Field	27
Ticketing Field	28
Received From Field	28
Optional PNR Data	29
Remarks Field	29
Address Fields	31
Passenger E-Mail Address Field	32
Frequent Traveler Numbers	33
OSI (Other Service Information)	34
SSR (Special Service Request)	35
DK Number Field in PNR	37
Divide, Increase/Reduce, and Clone PNRs	39
Divide PNR	39
Increase Number in Party	42
Reduce Number in Party	42
Clone PNR Data	43
Sabre Replay	44
Common Calls and Error Responses	47
Additional References	49

Edition 1.1 (November 2006)

© 2006 Sabre Inc. All rights reserved. This documentation is the confidential and proprietary intellectual property of Sabre Inc. Any unauthorized use, reproduction, preparation of derivative works, performance, or display of this document, or software represented by this document, without the express written permission of Sabre Inc. is strictly prohibited.

Sabre, the Sabre logo design and Personal Trainer are trademarks and/or service marks of an affiliate of Sabre Inc. All other trademarks, service marks, and trade names are owned by their respective companies.

Objectives

Upon completion of this course, you will understand:

- The importance of providing software support to subscribers
- Fundamental *Sabre* keyboard functions
- Sign in/Sign out formats and guidelines
- City pair availability displays and formats
- How to build and modify passenger reservations
- How to use the *Sabre* Replay function

Overview

Sabre Holdings recognizes the importance of providing our travel agent customers the functionality and product support necessary to provide comprehensive travel services to their clients. Global Customer Support Center specialists must understand *Sabre* global distribution system functions and learn various formats to be adequately prepared to support calls from our valued subscribers.

You will be presented with a wide range of questions and problem solving challenges from subscribers with various backgrounds and levels of experience. You will diagnose problems, advise formats and solutions, assist with business tools, and escalate issues when necessary. While providing the requested technical assistance, Software Support specialists are also expected to demonstrate excellent customer service skills. It is important that you become familiar with the wide range of *Sabre* products and services in order to successfully provide software helpdesk assistance.

During this training course, we will cover topics to help you learn procedures and troubleshooting techniques in order to deliver our products and services to the travel agency community. You will be introduced to basic concepts and continually build upon that foundation during and after classroom instruction. You will gain the knowledge and background needed to become proficient and successful as a Customer Support Specialist.

Working in the Sabre System

Travel agents access *Sabre* functions by various point of sale solutions: *Sabre for Windows*, *MySabre*, and *Turbo Sabre*. You will work primarily in host *Sabre* and learn skills that prepare you to support our subscribers regardless of which application they use.

Sabre for Windows has been the most common method of access and it is currently used by most of our Software Support specialists. However, more and more customers are migrating to *MySabre* so it is important that you become capable of working in both systems.

Introduction to the Travel Agency Environment

The travel agencies of today provide a wide variety of services to the traveling public. They demand more than just air travel. Car, hotel, cruise, train, and tour reservations are also required.

In the past, most services had to be obtained by telephoning the various vendors for schedules, availability, and reservations. With the onset of Computer Reservation Systems (CRS), these services may be obtained in seconds, with minimal need for phone calls.

Our *Sabre* customers subscribe to the most sophisticated computerized reservation system on the market. The *Sabre* system is the gateway to the world of travel and travel-related services.

Sabre is a mainframe CRS system located underground in Tulsa, Oklahoma. It was installed in Briarcliff Manor, NY in 1963, and was made widely available to the travel industry in 1976. *Sabre* is the largest non-government real time system, second only to the system maintained by the US government.

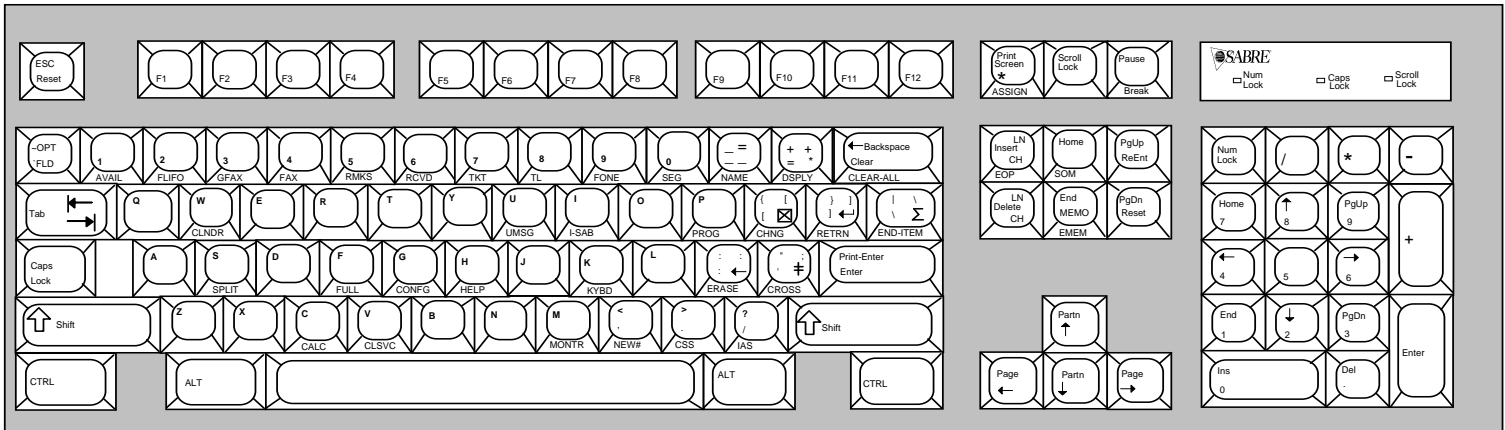
This student reference will provide information to familiarize you with the terminology and concepts of the agency environment as they pertain to *Sabre*. It will also provide the tools necessary to service clients in a professional and timely manner, which will be profitable and beneficial to you and our customers.

Some amazing statistics:

- More than 41,000 travel agencies in 112 countries use *Sabre*
- More than \$71 million in travel is booked through *Sabre* each year
- More than 400 million bookings per year
- Approximately 36% of all reservations made in the world are booked through *Sabre*
- More than 440 airline carriers
- More than 42,000 hotel properties
- More than 50 car rental companies
- Has an average response time of under 3 seconds
- At its peak, processes more than 7,300 messages per second

Sabre Keyboard

You must become familiar with the keys and functions of the *Sabre* keyboard in order to effectively perform your job responsibilities. You will also be called upon to offer keyboard guidance and direction to customers while providing technical support.







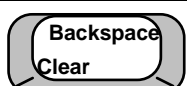



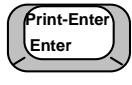
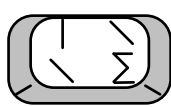

Definition of "Cursor"

A blinking character on the *Sabre* screen which indicates placement of the next character to be typed.

Parts of the Keyboard

Component	Function
PF keys	Also called programmable function keys. Used to program and store formats that are used repeatedly.
Numeric key pad	Functions as a calculator.
Arrow keys	Used to move the cursor up, down, left and right on the screen.
Insert / Delete keys	Used to insert or delete a space or character.
Erase key	Erases the character to the left of the cursor.
CTRL key	When depressed in conjunction with another key or keys, it will perform a function.
ALT key	When depressed in conjunction with another key it will perform a function.

Sabre Keys

Sabre Key	Function
	The Home key moves the cursor to the top left corner of the CRT screen. Data on the screen is not erased. This key will reset your SOM (Start of Message).
	The Memo key is used to place text in the upper portion of the screen and is often used as a note pad. Text in the Memo area of the screen will not inhibit any functionality.
	The Reset key will return the cursor to the left margin of the screen, one line at a time. This key will reset your SOM to the left margin of the next line on your screen.
	The Re-enter key allows you to input a previously-entered format without retyping all of the data.
	This key is used to clear all data on the screen and return the cursor to the upper left corner of the screen. The default of this key may be changed to become the backspace key.
	This key is located to the left of the Enter key. When pressed the symbol appears on the screen. The key is used to combine related commands in <i>Sabre</i> , i.e., Pricing, ticketing and invoicing. Note: The symbol used to illustrate this keystroke is ¤.
	The Display key is typically used to display a PNR or elements of a PNR. Note: The symbol used in printed material to illustrate this keystroke is *.
	The Change key is used in conjunction with <i>Sabre</i> commands to delete or alter data. Note: The symbol used in printed material to illustrate this keystroke is ☒.
	This key performs a function similar to the carriage return on a typewriter. Pressing it directs the computer to send data to <i>Sabre's</i> memory.
	This key is used to connect more than one command and enter them simultaneously. Note: The symbol used in printed documents to illustrate this key is Σ.
	This key is known as the "Escape" key and is used to reset the SOM (Start of Message) to the beginning of the next line.

Identification Code Keys

The first row of the keyboard allows you to create or display a Passenger Name Record (PNR). The keys are labeled with codes to identify their function. Below is an illustration and explanation of the Identification Code Keys (ICK).



Code	Label	Function
1	AVAIL	Request City Pair Availability
2	FLIFO	Request Flight Information
3	GFAX	Request special services or information on other airlines
4	FAX	Request special services or information on American Airlines
5	RMKS	Add remarks information
6	RCVD	Add received from
7	TKT	Add ticketing field
8	TL	Add time limit for ticketing
9	FONE	Add telephone number
0	SEG	Sell from Air, Car, or Hotel availability display
-	NAME	Add passenger name
*	DSPLY	Display Passenger Name Record (PNR)

Sign-in and Sign-out

The first step to using the *Sabre* system is to sign in. For initial sign, in you will input a generic password provided by your instructor. It is placed in the current passcode field, and you then press enter to sign in. This will be your current passcode the next time you sign in.

To change your passcode: Input your current passcode, tab to the new passcode field, input your new personal passcode, and press enter. This will sign you into the system and your passcode will be changed.

For security purposes, the passcode will not appear on the screen. You will always use your assigned ID number and the passcode that you create.

Sign In

	Task	Format Example
1	Type SI* followed by your agent identification number. Signs into all work areas – A,B,C,D,E,F Note: SI(ID Number) signs into one current work area.	SI*(ID Number) SI*941032AAS
2	Type your passcode in the sign-in mask.	TEXT012

	(7-8 alpha-numeric characters required)	
--	---	--

Example Response

AGENT SIGN IN

① CURRENT PASSCODE ② ID <941032> ③ SUF <AAS>
 ④ DUTY CODE <.> ⑤ AREA <*> ⑥ NEW PASSCODE

Components of the Sign-in Mask

NBR	Component	Function
①	CURRENT PASSCODE	An area where you type your current passcode. (passcode will not appear when typed).
②	ID	Reflects your agent identification number.
③	SUF	Reflects an agency's location – pseudo city code (PCC).
④	DUTY CODE	Reflects duty code or level of access.
⑤	AREA	Reflects the area to be signed-in.
⑥	NEW PASSCODE	An area where you can change your passcode.

Passcode Guidelines

You are required to create and periodically change personal passcodes. The following guidelines meet company security mandates:

- Must be a minimum of seven, and a maximum of eight characters.
- Cannot contain “Q” or “Z” or proper names and words such as Sabre, Dallas, Marie, or Joe.
- Must contain at least one alpha and one numeric character.
- Cannot include more than 2 repeating characters.
Example: AA1BB12 is correct; 111AA22 is not acceptable.
- *Sabre* employees must change their passcode every 45 days (every 90 days for external customers) and cannot use the last 4 passcodes.
- Users will be locked out after 6 invalid sign in attempts.
- You must establish a Personal Identification Number (PIN). This will allow you to reestablish a new passcode if you forget or are locked out.

To Establish a PIN:

- Enter PIN HELP for guidelines to establish a PIN or to change a passcode
- Once signed in, type H/PIN
- Follow the instructions to enter your PIN. If accepted, the response is
 - PIN ESTABLISHED -

PIN Criteria:

- PIN must be four numeric characters and cannot be all zeros
- PIN cannot contain the same sequence of numbers as your sign-in ID
- You are responsible for maintaining the privacy and confidentiality of your PIN
- Once assigned, you ***CANNOT*** change your PIN

Sign-out

Task	Format Example
Sign out of current work area	SO
Sign out of all work areas	SO*

Sabre Work Areas

After signing into *Sabre*, the following entries can be made to change or display your work area.

Task	Format Example
Change to a different work area A, B, C, D, E, or F	<input checked="" type="checkbox"/> (work area letter) <input checked="" type="checkbox"/>B
Display current work area	*S
Display the status of all working areas	*S*
Display the status of all working areas and assigned printers	*S*P
Redisplay sign-in message	S/*

City Pair Availability

City Pair Availability (CPA) is a display of flight times and seats offered between a specific city pair. CPA is used by travel agents on a daily basis to view flights operated by various carriers. Agents must use the 3 letter airport or city codes to make these entries. *Sabre* offers encoding and decoding formats to determine the appropriate codes.

Encoding

Task	Format Example
Encode city name	W/-CC(city name) W/-CCKNOXVILLE
Encode airport name	W/-AP(airport name) W/-APCHARLES DEGAULLE
Encode airline name	W/-AL(airline name) W/-ALVARIG
Encode car rental company	W/-CR(car rental name) W/-CRHERTZ
Encode hotel chain	W/-HL(hotel name) W/-HLHOLIDAY INN
Encode aircraft type	W/EQ-(aircraft type) W/EQ-AIRBUS
Encode travel agency name	W/-TA(agency name) W/-TAABC TRAVEL

Decoding

Task	Format Example
Decode city/airport code	W/(city code) W/*YEG
Decode airline code	W/(airline code) W/*AF
Decode car rental company code	W/CR*(car rental company code) W/CR*ZI
Decode hotel chain code	W/HL*(hotel chain code) W/HL*BW
Decode aircraft type code	W/EQ*(aircraft type code) W/EQ*767
Decode agency pseudo city code	W/(agency pseudo city code) W/*B4T0

SABRE ATLAS

Task	Format Example
Display the 10 closest airports to a given city, with a state code	W/-CY(city name),(state code) W/-CYCOLUMBUS, OH
Display the 10 closest airports to a given city, with the country code	W/-CY(city name),(country code) W/-CYVANCOUVER, CA
Display the 10 closest airports to a given airport	W/-AT(three-letter airport code) W/-ATHKG
Display the 10 closest airports to a given military base	W/-MB(name of military base),(optional state code) W/-MBFORT HOOD, TX
Display the distance between two airports	W/-AT(three-letter airport code) ≠AT(three-letter airport code) W/-ATLAX≠ATLHR

DISPLAY FROM SIMILAR NAME LIST

A similar name list displays when the state or country code are not specified. Use these formats to display a similar name list when there is no exact match.

	Task	Format Example
1	Encode city name format used with no state or country code	W/-CY(city name) W/-CYSANTA MONICA
2	Select from the list displayed	W/-SL(line number) W/-SL(line number)
	Redisplay the last similar name list	W/-SL*

Display City Pair Availability

CPA and Flight Information displays are possible once the appropriate city or airport codes are determined.

Task	Format Example
Request availability Note: The system defaults to 6:00am when a time is not requested.	1(travel date)(departure city)(arrival city) (departure time) 113DECFRADUB11A

One letter codes can appear in a City Pair Availability display to indicate the carrier's operating day(s) of the week. They may appear to the right of the number of stops. In the example below, **XJ** indicates except Saturday. When there is no day of service indicator this means the flight operates daily.

Note: When a travel agency displays a CPA without specifying an airline, the carriers with service on the requested routing are displayed. CPA entries made from FSG default to AA when no airline is specified.

Example: CPA Responses (from a travel agency)

```
113DECFRADUB11A<
 13DEC WED FRA/Z#1 DUB/-1
1LH 4980 C9 D9 Z9 Y9 B9 M9*FRADUB 1035A 1140A 32S S 0 DCA /E
      H9 Q9 V9 W9 U9 S9 G0 K0
2EI 651 Y4 B4 H4 K4 M4 V4*FRADUB 1055A 1200N 320 G 0 DC /E
      N4 L4 O4 Q4 X4 T4 S4 R4
3LH 4982 C9 D9 Z9 Y9 B9 M9*FRADUB 420P 530P 737 S 0 DCA /E
      H9 Q9 V9 W9 U9 S9 G0 K0
4EI 657 Y4 B4 H4 K4 M4 V4*FRADUB 815P 930P 320 G 0 XJ DC /E
      N4 L4 O4 Q4 X4 T4 S4 R4
5LH 4984 C9 D9 Z9 Y9 B9 M9*FRADUB 845P 950P 32S S 0 DCA /E
      H9 Q9 V9 W9 U9 S9 G0 K0
SEE JP*1 DORINT SOFITEL MUC-AT BEST FLEXIBLE RATE FR 130EUR
SEE JP*2 DORINT SOFITEL FRA - AT BEST FLEXIBLE RATE FM 110EUR
* - FOR ADDITIONAL CLASSES ENTER 1*C
```

If the CRT is set to the 24-Hour Clock option, the day of the week will appear as a number. In the example below, **X67** indicates except Saturday or Sunday.

```
20JUN TUE CDG/Z#2 FRA/#0
1AF 1918 C9 D9 Z8 F1 O5*CDGFRA 1305 1430 320 M 0 DCA /E
      Y9 S9 B9 K9 R9 M9 H9 Q9 T9
2AF 2118 C9 D9 Z9 F1 O9*CDGFRA 1525 1650 735 S 0 DCA /E
      Y9 S9 B9 K9 R9 M9 H9 Q9 T9
3AF/DB 2218 C9 D9 Z8 F1 O4*CDGFRA 1600 1725 100 S 0 X67 DCA /E
      Y9 S9 B9 K9 R9 M9 H9 Q9 T9
4AF 1618 C9 D4 Z1 F1 O0*CDGFRA 0945 1110 319 S 0 DCA /E
      Y9 S9 B9 K7 R4 M4 H4 Q0 T0
5AF 2318 C9 D9 Z9 F1 O9*CDGFRA 1650 1815 318 S 0 X6 DCA /E
      Y9 S9 B9 K9 R9 M9 H9 Q9 T9
6AF 1418 C9 D6 Z3 F1 O0*CDGFRA 0735 0900 735 B 0 DCA /E
      Y9 S9 B9 K9 R9 M9 H9 Q0 T0
* - FOR ADDITIONAL CLASSES ENTER 1*C
```

If two meal codes are listed together, both meals are served in in-flight. If meal codes are separated by a slash, the first meal is served in premium class and the second meal is served in coach class. Some frequently seen meal codes are listed below. Type DU*/MLS to display a more complete listing.

Meal Codes

Code	Description	Code	Description
B	Breakfast	K	Continental breakfast
L	Lunch	S	Snack
D	Dinner	M	Meal
F	Food for purchase	G	Food/beverage purchase paid by passenger

The day of service indicator appears as a number when the 24-hour clock setting is activated. Letters will appear with the 12-hour clock option. You will receive instruction about setting these options later.

Days of Week Codes

Code	Number	Description	Code	Number	Description
M	1	Monday	T	2	Tuesday
W	3	Wednesday	Q	4	Thursday
F	5	Friday	J	6	Saturday
S	7	Sunday			

Example: CPA Response with Connecting Service

```

113DECFRAHNL9A<
  13DEC  TUE  FRA/Z+1  HNL/HST-11
1LH      454 F9 A9 C9 D9 FRASFO 1000a 1225P 747 M 0 DCA /E
          Z9 Y9 B9 M9 H9 Q9 V9 W9 S0
2NW      85 F4 P4 Y4 B4  HNL 8 300P 626P 753 D/F 0 DCA /E
          M4 H4 Q4 V0 L0 T0 K0
3UA/LH 8845 F4 C4 D4 Z4*FRALAX 950a 1225P 744 L 0 DCA /E
          Y4 B4 E0 M4 U0 H4 Q4 V4 W0 A4
4UA      57 F4 Y4 B4 E4*  HNL N 345P 735P 763 D/F 0 DCA /E
          M4 U4 H4 Q4 V4 W4 A4 S4 T4 K4
5DL      27 J4 D4 I4 Y4 FRAATL 945a 155P 763 L 0 DCA /E
          B4 M4 H4 Q4 K4 L4 U4 T4
6DL      365 F4 A4 Y4 B4  HNL 5 330P 751P 764 D 0 DCA /E
          M4 H4 Q4 K4 L4 U4 T4
FOR ADDITIONAL CLASSES ENTER 1*C

```

Availability Shortcuts

Task	Format Example
Request additional flight availability	1*
Redisplay last availability	1*R
Change the departure time	1*(time) 1*2P
Add specified number of days to availability date	1‡(number of days) 1‡1
Subtract specified number of days to availability date	1-(number of days) 1-4
Change arrival city	1*A(city code) 1*AOGG
Change departure city	1*D(city code) 1*DLHR

Task	Format Example
Change city pair and keep original day and time	1*(city code)(city code) 1*JFKLHR
Redisplay original availability	1*OA
Display additional classes of service	1*C

Requesting Return Availability

Task	Format Example
Request return availability using same date with new time	1R(time) 1R6P
Request return availability, add or subtract specified number of days, for same city pair	1R‡(number of days) 1R‡7 1R-(number of days) 1R-7
Request return availability for specified number of days, change departure time No more than 30 days forward or backward may be requested in any single entry	1R‡(number of days)* (departure time) 1R‡15*10A 1R-(number of days)* (departure time) 1R-5*2P
Request return availability for specific date, same month	1R(day of month) 1R12
Request return availability for specific date, different month	1R(new month) 1R22NOV
Request return availability for specific date and time	1R(return date)(departure time) 1R22NOV10A

Sell From City Pair Availability

After availability is displayed, the next step is to sell the desired seats to create a Passenger Name Record (PNR). The *Sabre* system offers different ways to request airline seats from participating carriers.

Selling Options

Task	Format Example
Sell specified number of seats, in a requested class of service, for the requested CPA line number	0(number of seats)(class of service)(CPA line number) 01Y1
Sell specified number of seats, in a requested class of service, for the requested CPA line number and the connecting flights	0(number of seats)(class of service)(CPA line number)* 01Y1*
Long sell entry	0(carrier)(flight number)(class)(date) (city pair) NN(number of seats) 0AA37Y29MARORDSATNN1

Example: Sold Segment

```
01Y1<
1 DL 742 Y 15OCT F ATLBOS SS1 902a 1123a /DCDL /E
```

Display Entries

Task	Format Example
Display the entire PNR.	*A
Display the entire Itinerary.	*I
Display only the Itinerary Air segments	*IA

Ignore Passenger Name Record (PNR)

Task	Format Example
Using this format ignores any PNR information from your work area	I

Waitlisting A Flight Segment

Agents use formats to request waitlisted space on a specific flight from an availability display using the short sell entry when a flight is showing zero (0) seats available in the booking class they desire.

Task	Format Example
Waitlist a seat from specified CPA line number	0(number of seats)(class of service) (CPA line number)LL 01Y1LL

Waitlist a seat from specified CPA line number and the connecting flight(s)	0(number of seats)(class of service) (CPA line number)LL* 01Y1LL*
Waitlist different classes of service from specified CPA line numbers	0(number of seats)(class of service) (CPA line number)(class of service) (CPA line number)LL 01Y3F4LL

Display Air Schedules

Travel agents use formats to display flight schedules regardless of availability. The entries to display air schedules are identical to CPA entries, except the letter “S” is used instead of the number “1”.

Task	Format Example
Display flight schedules	S(schedule date)(departure city)(arrival city) S14NOVJFKFRA
Display schedules and specify airline	S(schedule date)(departure city)(arrival city)-CHR S8OCTLONZRH‡BA
Display schedules with a specific booking class	S(schedule date)(departure city)(arrival city)-(booking class) S02DECLAXHNL-M
Display schedules and specify a connecting city	S(schedule date)(departure city)(arrival city)(departure time)(connecting city) S23JUNHNL LGW8ALAX
Display return schedules for specified number of days from the previous schedule display	SR‡(number of days) SR‡7
Display return schedules with new date	SR(new schedule date) SR23MAY
Display return schedules same date	SR
Redisplay schedule	S*

Schedules can be accessed up to 331 days from today. However, basic booking request carriers only display schedules for dates up to 180 days from today, or up to the sales date limit set by the carrier, whichever occurs first.

Additional information regarding flight schedules and itineraries can be retrieved with various formats. You can request flight verification on a specific flight number with departure date, from a city pair availability display, or from a booked itinerary.

The following formats verify flight information and display the details pertaining to:

- departure and arrival time and dates
- enroute stops
- meal service
- equipment
- elapsed flying time
- mileage
- smoking/non-smoking flights
- shared carrier name, if applicable

Verify Flight Information from City Pair Availability (CPA)

Task	Format Example
Verify flight information from availability segment	VA*(segment number) VA*1
Verify flight information from a range of availability segments	VA*(segment numbers) VA*1-3
Verify flight information for specific availability segments	VA*(segment number)/ (segment number) VA*1/4
Verify flight information with carrier code, flight number, and date	V*(airline code)(flight number)/(date) V*CX288/10MAY

Example: Verify Flight Information from CPA

VA*2<

```
08AUG  FLT SEGMENT DPTR  ARVL MEALS   EQP ELPD MILES SM
  2 QF   8  LAX SYD 1300 2040 LD/LD/LD 744 14.40 7509  N
DEP-TOM BRADLEY INTL TERM   ARR-INTERNATIONAL TERMINAL
```

Flight Information Explanation

Header	Description
FLT	Carrier code and flight number
SEGMENT	Departure and arrival cities for the segment
DPTR	Flight's departure time
ARVL	Flight's arrival time
MEALS	Meal types served in each class or cabin. Note: DU*/MLS provide a complete listing of meal codes and types.
EQP	Type of aircraft for flight
ELPD	Duration of the flight in hours and minutes
MILES	Number of miles for this flight
SM or SMD	Smoking indicator Y - Yes, smoking is allowed N – No, smoking is not allowed

Verify Flight Information from PNR Itinerary

Task	Format Example
Verify flight information from a booked itinerary	VI*
Verify flight information for a specific segment	VI*(segment number) VI*3
Verify flight information for a range of flight segments	VI*(segment number)- (segment number) VI*3-5
Verify flight information for non-consecutive flight segments	VI*(segment number)/ (segment number) VI*2/4

Example: Itinerary

***I**

```
1 AA1777B 29APR Q ATLSJU SS2   751A  109P /DCAA
2 AA 508B 07MAY F*SJUMIA SS2   930A 1220P /DCAA
3 AA2120B 07MAY F MIAATL*SS2   130P  327P /DCAA
```

Example: Verify Flight Information from Itinerary

VI*

```

FLIGHT  DATE  SEGMENT DPTR  ARVL    MLS  EQP  ELPD  MILES  SM
1  AA  1777  29APR  ATL  MIA  751A  935A   V   72S  1.44  596  N
           MIA  SJU  1035A  109P   L           2.34  1042  N
           ARR-TERMINAL D
2  AA   508   7MAY  SJU  MIA  930A  1220P  B   AB3  2.50  1042  N
           DEP-TERMINAL D
3  AA  2120   7MAY  MIA  ATL  130P  327P           72S  1.57   596  N
    
```

DISPLAY FLIGHT INFORMATION (FLIFO)

These formats display actual operational information about a specific flight within 24 hours of departure. The different participating carriers in this program have different requirements about the entry format.

Task	Format Example
Display flight information for today	2(airline code)(flight number) 2CO35
Display flight information for future date	2(airline code)(flight number)/(date of departure) 2IB6251/2AUG
Display flight information with required board and off points	2(airline code)(flight number)/(date)(boarding point)(off point) 2NH145/20APRHNDKIX

Connectivity Tags

Connectivity tags indicate the method of communication between *Sabre* and an airline. These codes appear at the end of the line in CPA displays and itinerary segments. You will receive more detailed coverage on this topic later.

Indicator	Task	Format Example
/E	Electronic Ticketing	Indicates Electronic Ticketing is available for this flight/carrier.
/DC(carrier code)	Direct Connect Sell	The agent can send and receive data seamlessly from the airline's reservation system while they remain in the <i>Sabre</i> system.
/DCA(carrier code)	Direct Connect Availability	The agent receives true availability in the <i>Sabre</i> system city pair availability display as if they were in that airline's reservation system.
/AB(carrier code)	Answerback	<i>Answerback</i> functionality means after the agent makes the booking, the airline returns the record locator to the <i>Sabre</i> system via normal teletype transmission.
/TA	Multi Access or Direct Access	<i>Direct Access</i> provides the agent access to and viewership of the airline's reservation system while they remain in the <i>Sabre</i> system when they sell a segment. <i>Multi Access</i> allows the agent to leave the <i>Sabre</i> system and work in the airline's reservation system.
/AT	Multi Access or Direct Access <i>And Answerback</i>	The airline is in <i>Direct Access</i> connectivity and offers the <i>Answerback</i> feature. The segment sold from the <i>Direct Access</i> display on an <i>Answerback</i> participant is considered guaranteed.
/CL	Claim It	The agent has claimed a record booked with a participating airline. An image of that reservation is moved into <i>Sabre</i> and the itinerary segments show a CLXX tag. XX is the two-letter airline code.

Insert and Cancel Segments

Air and auxiliary itinerary segments can be moved or reordered after a specified segment. These entries can be made to an itinerary before or after a PNR has been ended. The itinerary remains in the insert mode until after either a *A or *IA entry is made.

Insert/Reorder Segments

Task	Format Example
Insert after segment, and sell from availability	/(insert after segment number)/(sell entry) /2/01Y1
Insert after segment 2, and insert segment 4	/(segment number to insert after)/ (number of segment to be moved) /2/4
Insert before segment 1 and sell from CPA	/0/(sell entry) /0/01Y1
Insert before segment 1, a different itinerary segment	/0/(segment number) /0/5

Insert ARNK (Arrival Not Known)

Task	Format Example
Insert an ARNK after segment 2	/(insert after segment number)/0A /2/0A
Auto insert of an ARNK whenever applicable in a PNR	0AA

Cancel PNR Itinerary Segments

Sabre transmits the cancel message to a carrier when you end transaction.

Task	Format Example
Cancel all itinerary segments	XI
Cancel a specific itinerary segment	X (segment number) X2
Cancel multiple itinerary segments	X(segment number)/(segment number) X1/4 X(segment number)-(segment number) X1-3

MARRIED SEGMENTS

Carriers have the ability to control inventory by treating two or more segments as a single unit. Married segments are segments that a carrier returns to an itinerary as joined. The symbol * precedes the outbound city pair and follows the return city pair to indicate that the segments are married.

```
3 AM 574Y15MAR W*CUNMEX HK1 210P 425P/DCAM*IMHCK5
4 AM 466Y 15MAR W MEXGDL*HK1 630P 735P/DCAM*IMHCK5
```

Any action taken on one segment in a married connection must be taken on all segments. This restriction applies to changing the class of service or canceling any of the segments. To cancel one segment, you must cancel the entire married connection in one entry. For example: If segment 3 and 4 are married, you cannot type X3 (enter), then X4 (enter). You must use X3/4 to cancel both segments at the same time.

If the user attempts to sell/insert an air segment between married segments, an error response displays

```
‡UNABLE TO INSERT AIR SEGMENT BETWEEN A MARRIED CONNECTION‡
```

Example: A three segment married connection

```
1 AM 475Y 5DEC S*IAHCUN HK1 930A 1130A/DCAM*KVGQX3
2 AM 17Y 5DEC S CUNMEX HK1 230P 445P/DCAM*KVGQX3
3 AM 19Y 5DEC S MEXLAX*HK1 600P 755P/DCAM*KVGQX3
```

CANCEL and REBOOK SEGMENTS

If you cancel more than one segment and use separate entries, cancel the highest numbered segment first. The system internally re-numbers the itinerary once you make the itinerary display entry, *I.

Task	Format Example
Cancel segment and sell from city pair availability	X(segment number)‡(sell entry) X2‡01Y1
Cancel and rebook flight and class for new date	X(segment selection)‡00(new date) X3‡0014JUL
Cancel and rebook new segment by flight number	X(segment number)‡0(long sell entry) X1‡0AA113SEPJFKLAXNN1

If the requested flight is not available, the system cancels the existing segment and redispays city pair availability for the requested date.

Create and Modify Passenger Name Records

PNR is an acronym which stands for **P**assenger **N**ame **R**ecord. It contains all the information necessary for an agency's client reservation. Agencies include various optional and mandatory components when creating PNRs. Some carriers have restrictions and limitations to the formats and characters they accept. Therefore, it is important to use standard formats to insure information is properly transmitted. A passenger reservation cannot be completed without the following:

Five Mandatory Components

The PRINT acronym is helpful to recall all the mandatory PNR components. There is no required order for entering these fields.

- **P**hone
- **R**eceived from
- **I**inerary
- **N**ame
- **T**icketing

Example

```
*A
1.2JONES/ALAN/DORIS
1 DL1402F 24JUN J SNAATL HK2 850A 403P /DCDL*XAHFH7 /E
2 DL1445F 30JUN F ATLSNA HK2 605P 755P /DCDL*XAHFH7 /E
TKT/TIME LIMIT
  1.TAW11JUN/
PHONES
1.SNA715-955-6610-A
RECEIVED FROM - DORIS
C252.C252*ALD 1227/21APR06  RTSMSC H B M
```


The last line of a PNR is called the signature line. It appears when a passenger record is ended. The signature line includes the following information:

C252.C252*ALD 1227/21APR06 RTSMSC H B M

Component	Description
C252.C252	Pseudo City Code. Pseudo City Code
*	Duty Code of agent who created PNR
A	Agency
LD	Agent Sign
1227/21APR06	Time/Date PNR was created- military CST time
RTSMSC	Record Locator
H	PNR contains History – changes made after the original end transaction.
B	PNR contains Pre-Reserved Seats
M	PNR contains Direct Connect Marketing Messages

Note: A PNR signature line will only include H, B, or M if the record contains history, pre-reserved seats, or direct connect marketing messages.

Itinerary

You have learned how to display availability and sell air segments which begins the creation of a PNR. The itinerary field is the area that holds all of the passenger's travel information. In addition to air travel, a PNR may have auxiliary segments such as:

- Car
- Hotel
- Rail
- Tour
- Cruise
- Insurance
- Prepaid Ticket (PTA)
- Miscellaneous Charge Order (MCO)
- Other (OTH) segment types such as agency service fees or retention segments

Note: You will learn about all of these auxiliary segments in later lessons.

Name Field

The name field (-) holds the passengers name(s). The number of names must match the number of seats booked in the itinerary.

Some agencies add reference numbers or codes to the name field for accounting or identification purposes. The reference number is also referred to as a MAN number, and is not transmitted to the airline. Any combination of up to 29 characters with letters, numbers, comma, period (.), dash (-), slash (/), or display (*) are acceptable.

Task	Format Example
Enter a passenger name Note: See optional titles below.	-(last name)/(first name) (title) -PEREZ/CRISTINA MS
Enter names for more than one person with the same last name	-(number in party with same last name) (last name)/(first name)/(first name) -2SANCHEZ/MARIA/CARLITO MSTR
Change a single passenger name field	-(name field number)☒(last name)/(first name) (title) -1☒SMITH/WESSON DR
Change a multiple passenger name field	-(name field number)☒(number in party) (last name)/(first name)/(first name) -2☒2BROWN/FRANK/VERONICA
Delete a name field (applicable when there is only one name field)	-☒
Delete a specific name field	-(name field number)☒ -2☒
Delete a name from a multiple passenger name field	-(name field number)☒ -1.3☒
Display the name field only	*N
Add name with reference number	-(last name)/(first name)*(reference number) -SOPRANO/ALICE*4001
Add or change name reference number when name is already in the PNR	-name number☒*(reference number) -2.2☒*4321-CORPORATE
Delete name reference number	-name number☒* -1.2☒*

Example: Name Association

Entry: -3BAKER/RAY MR/MARIE MRS/STEVE MSTR

Response after redisplay:

1.3BAKER/RAY MR/MARIE MRS/STEVE MSTR

Name association: 1.1 1.2 1.3

Optional Titles:

Abbreviation	Title	Definition
DR	Doctor	Person holding the degree of doctor
JR	Junior	Son having the same given name as the father
SR	Senior	Father having the same name as the son
II	the Second	Next after the first; a son having the same name as the father.
III	the Third	Next after the second; son having the same name as the father
LT	Lieutenant	Officer holding a commissioned military or police force rank
CAPT	Captain	Officer holding a commissioned military or police force rank
SR	Sister	Member of a religious order of women
BR	Brother	Member of a religious order of men
FR	Father	A priest or clergyman
MR	Mister	Male of any age
REV	Reverend	Clergy member or spiritual leader
MLLE	Mademoiselle	Female child or unmarried woman in a French-speaking area
MISS	Mistress	Female child, age 2 to 11 years
MS	-neutral-	Married or unmarried female, any age
MRS	Mistress	Married woman
MSTR	Master	Male child, age 2 to 11years.

Phone Field

The phone field (9) stores all phones numbers in the PNR. It is recommended that travel agents use industry standard phone field formats. If there are multiple phone contacts, the agency phone number should be listed first. When notes, remarks, and non-standard characters such as * , ‡ / # are included in the phone field, this may cause slow responses or teletype rejects from some carriers.

Task	Format Example
Enter the phone field	9(area code)-(prefix)-(number)-(identifier) 9808-555-1234-A
Enter the phone field with an extension	9(area code)-(prefix)-(number)X (extension)-(identifier) 9213-555-2120X8971-B
Change a phone number	9(item number)☒(new phone number)-(identifier) 91☒817-963-4735-A
Delete a phone number	9(item number)☒ 92☒
Display the phone field only	*P9
Identifiers:	A = Agency B = Business H = Home M = Mobile F = Fax C = Cell

Ticketing Field

The ticketing field (7) allows information to be entered to store a date and queue information prior to ticketing, depending on the agency needs. After ticketing, this field is automatically updated with ticket numbers.

Task	Format Example
Automatically place PNR on Queue 9 (ticketing queue) on a specified date	7TAW(ticket date)/ 7TAW15AUG/
Automatically place PNR on a specified date and a personal queue	7TAW(ticket date)/ 7TAW15AUG240/
Place PNR on Queue 9 (ticketing queue) immediately	7TAW/
Shows a PNR as ticketed. Used for immediate ticketing (i.e. handwritten tickets, instant purchase, walk-ins). PNR will not queue place to ticketing queue	7T-A or 7T-text 7T-A or 7T-Free Ticket
Change a ticketing date Note: Entering a new ticketing field deletes the previous time limit field	7☒TAW(new date) / 7☒TAW15AUG/
Future ticketing time limit specifying a downline city, carrier, time, and date For all Airlines except AA	8(downline city)-(carrier code)(time)/ date 8LHR-LH8P/20JUN
Add ticketing time limit for American Airlines, assume today's date	8(time) 84P
Display the ticketing field only	*T

Received From Field

The Received from Field (6) is used to identify the person who made or requested the change to the PNR.

Task	Format Example
Enter the received from field Note: 6P is commonly used to indicate received from Passenger	6(name) 6MARIA SANCHEZ
Change received from field	6☒(name) 6☒CARMEN RIOS
Display the received from field and signature line of a PNR	*P6

Whether you create or change an existing PNR, you must always either end or ignore your transaction. When you End, you want to save the transaction. When you Ignore, you want to disregard the transaction.

End Transaction

Task	Format Example
End the PNR and store it in the Sabre database	E
End and redisplay the PNR	ER
End the PNR and send an email message to the client about the itinerary viewable on the Virtually There website. The email address must be in the PNR email address field.	EM
End PNR and send e-invoice advising an electronic invoice is available on the web site	EMI
End PNR and send electronic ticket notification to all email addresses in the PNR	EMT

Ignore PNR

These formats are used to ignore a PNR and remove any changes made since the last time a record was ended.

Task	Format Example
Ignore entries entered to input information into a PNR. This clears the screen and returns a previously ended PNR to the database without changes.	I
Ignore and redisplay the PNR. Used to ignore changes you do not want to save.	IR

Optional PNR Data

A PNR normally includes various optional fields which provide important details useful to the travel agency and their client.

Remarks Field

The remarks field (5) is where all PNR remarks are stored. It is used to input customer and agency information, the form of payment, and accounting data. Different formats are used depending on the type of remarks being added to the PNR.

Note: When more than one form of payment field has been entered in the remarks field, the system uses only the first 5- field.

Task	Format Example
Store CHECK form of payment in the PNR	5-CHECK 5-CHEQUE 5-CK
Store CASH form of payment in the PNR	5-CASH 5-CA

Task	Format Example
<p>Store credit card form of payment. The credit card number on the passenger receipt will be masked, except for the last four digits.</p> <p>Note: If the * is not included in the form of payment entry, the system does not check for credit approval at the time of ticketing.</p> <p>The system does not permit ticketing for amounts less than \$1.00 USD.</p>	<p>5-*(two-letter credit card code) (credit card number)‡ (expiration date month/year)</p> <p>5-*AX371409203591005‡05/08</p>
<p>Store credit card form of payment in the PNR, but suppress the credit card information from printing on the invoice/itinerary</p>	<p>5-*(two-letter credit card code) (credit card number)‡ (expiration date month/year)-XN</p> <p>5-*AX371409203591005‡05/08-XN</p>
<p>Change the form of payment in a remarks line</p>	<p>5(item number)☒(new text)</p> <p>51☒-CK</p>
<p>Delete a remarks line</p>	<p>5(item number)☒</p> <p>52☒</p>
<p>Add general information that is not transmitted to the airlines</p>	<p>5(free text)</p> <p>5DEPOSIT IS DUE MARCH 1ST</p>
<p>Add historical remarks. The information is captured once the PNR is ended and becomes permanent in the PNR history.</p>	<p>5H-(free text)</p> <p>5H-FARE QUOTED 750.00</p>
<p>Add coded remarks. This information will not print on the invoice/itinerary.</p>	<p>5(alpha code)‡(free text)</p> <p>5C‡USE ZI WIZARD NBR 2B073A</p>
<p>Add segment associated invoice remarks. This information will print on the invoice.</p> <p>Note: The space after the segment number is mandatory.</p>	<p>5.S(segment number)(space)(text)</p> <p>5.S1 150.00 NON-REFUNDABLE FEE APPLIES FOR CHANGES</p>
<p>Add segment associated itinerary remarks. This information will print on the itinerary.</p> <p>Note: The space after the segment number is mandatory.</p>	<p>5‡S(segment number)(space)(text)</p> <p>5‡S3 CHECK IN AT LEAST ONE HOUR BEFORE DEPARTURE</p>
<p>Print remarks on itineraries</p>	<p>5‡(remarks)</p> <p>5‡PENALTY APPLIES ON CHANGES AND/OR CANCELLATIONS</p>
<p>Print remarks on Invoices</p>	<p>5.(remarks)</p> <p>5.AGENCY SERVICE FEE 35.00</p>
<p>Display the Form of Payment field only</p>	<p>*-</p>
<p>Display only passenger data – remarks</p>	<p>*P5</p>
<p>Display alpha coded remarks</p>	<p>*(code letter)‡</p> <p>*T‡</p>

Address Fields

Task	Format Example	Description
Client's Address	5/(client's name) 5/MRS CAROL ODONNELL 5/(street address) 5/34 ROCKLAND STREET 5/(city),(state) (zip) 5/WETHERSFIELD, CT 06109	Maximum of six lines of text with up to 50 characters per line and each line must begin with 5/
Delivery Address	5DL-(address information) 5DL-DELIVER TO KIRK HADEO 5DL-ESTERHAZY #106 5DL-KOENJI MINAMI 5-4-12 5DL-SUGINAMI-KU, TOKYO 166 5DL-JAPAN	Maximum of six lines of text with a maximum of 39 characters and each line must begin with a 5DL-
Agency's Address	W-(agency name)‡(street address)‡(city), (state) (zip) W-ABC TRAVEL‡123 MAIN STREET‡ DALLAS, TX 76005	Maximum of six lines of text with a maximum of 50 characters and each line must begin with a W-
Agency's Address with more than 50 characters	W-(agency name)‡(street address)‡(city), (state) (zip) W-ABC TRAVEL‡123 MAIN ST W-(address line number to insert after)/ (city/state or country/zip or postal code) W-2/DALLAS TX 75201	For example, if the agent typed W-ABC TRAVEL‡123 MAIN ST in the previous entry, the insert after line number is 2. The ABC TRAVEL occupies line 1 of the address field. The ‡ separates the data 123 MAIN ST that occupies the second line of the address.
Insert agency address line	W-(address line number to insert after)/ (city/state or country/zip or postal code) W-3/LANGENBERGHEIMERSTR. 21	See above example
Delete entire Agency Address Field	W-␣	Delete the entire Agency Address Field
Delete specific address line	W-(line number)␣ W-1␣	Delete specific address line for the Agency Address Field
Change line of the Agency Address Field	W-(line number)␣(new address information) W-3␣LANGENBERGHEIMERSTR. 22	Change a specific line of the Agency Address Field
Display Entry	*/	Display Clients Address Field
Display Entry	*DL-	Display Delivery Address Field
Display Entry	*PAD	Display Agency Address Field

Note: All of the above address fields are optional fields. **Only ONE Agency Address Field can be input in a PNR.**

Passenger E-Mail Address Field

An e-mail address can be added or deleted to a PNR in the PE field. When you change or delete a passenger name from your PNR, the e-mail address associated with that name is also changed or deleted. The system permits a maximum of 999 PE‡ fields in a PNR.

A cross of lorraine (‡) after the PE code indicates the start of the e-mail address. A second cross of lorraine (‡) at the end of the e-mail address is required. The e-mail address must have one at sign (@) between the cross of lorraines (‡).

The e-mail address field must be completed before using one of the EM commands which sends the e-mail to the specified email addresses in the PNR.

Task	Format Example
<p>Enter the passenger e-mail field</p> <p>Note: If the email address includes an underscore the agent must use two equal signs ==.</p> <p>If an apostrophe is needed the agent must use a single /.</p> <p>E-mail addresses that contain a comma, ampersand, plus sign or percent sign are not allowed.</p>	<p>PE‡(e-mail address)‡</p> <p>PE‡SUSAN.JONES@AOL.COM‡</p> <p>PE‡JOHN==SMITH@MAIL.COM‡</p>
<p>Change the passenger e-mail field</p> <p>Note: The segment number is not required if there is only one e-mail address line.</p>	<p>PE(line number)‡‡(new e-mail information)‡</p> <p>PE2‡‡JOHN SMITH@IBM.COM‡</p> <p>PE‡‡JOHN SMITH@IBM.COM‡</p>
<p>Delete e-mail address field from the PE field</p>	<p>PE(line number)‡</p> <p>PE3‡</p>
<p>Delete multiple e-mail address fields from the PE Field</p>	<p>PE(line number),(line number), (line number)‡</p> <p>PE1,3,4‡</p> <p>PE(line number)-(line number)‡</p> <p>PE1-4‡</p>
<p>Creates a custom subject line for the e-mail message. Agents can include one subject line with free text. The free text is limited to 65 characters.</p>	<p>5V‡SL-(free text)</p> <p>5V‡SL-YOUR REVISED RESERVATION FOR 18JUN</p>
<p>Adds free text in e-mail message</p> <p>Agents can include up to 3 lines of free text; each line is limited to 65 characters. The three lines combine to form one e-mail paragraph.</p>	<p>5V‡EM-(free text)</p> <p>5V‡EM-JUANITA - PLEASE CALL ME AS SOON AS YOU GET THIS E-MAIL.</p>
<p>Display all passenger e-mail address fields in a PNR</p>	<p>*PE</p>

Frequent Traveler Numbers

These formats are used to store a passenger's frequent flyer number in a PNR. A message is transmitted to a participating carrier to give passengers mileage credit for the bookings made in the *Sabre* system.

A separate frequent flyer entry must be made for each name and airline. The name field in the PNR must match the carrier's frequent flyer card name to ensure mileage credit. The system generates a message to send this information to the carrier.

Task	Format Example
Transmit frequent flyer number Note: Name select is not required for PNRs with one passenger name.	FF(airline code)(number)-(name field number) FFSR1234567-1.1
Transmit frequent flyer number of one airline to accrue miles on another airline Note: Example: BA flight miles will be credited to AA frequent traveler number.	FF(airline code)(number)/(airline code)-(name field number) FFAA1234567/BA-2.1
Delete a frequent flyer number	FF(frequent flyer line number)▣ FF3▣
Delete a range of frequent flyer numbers	FF(first frequent flyer line number)-(last frequent flyer line number)▣ FF2-5▣
Delete specific frequent flyer numbers	FF(frequent flyer line number),(frequent flyer line number)▣ FF1,3▣
Delete all frequent flyer numbers	FF▣ALL FF▣ALL
Modify frequent flyer information	(FF line number)▣(carrier code)(frequent traveler number) FF1▣UA5522123
Display frequent flyer field	*FF

OSI (Other Service Information)

Agencies use Other Supplementary Information (OSI) messages when they need to send information to the carrier that does not require action or a reply by the carrier. These are low-priority messages usually used for information purpose only. OSI messages are sent to carriers, however, *Sabre* cannot guarantee the carrier will process the message. This will be discussed in more detail later.

Task	Format Example
Transmits a message to a carrier	3OSI (airline code) (free text) 3OSI MX HONEYMOON TRIP
Transmits information to a particular carrier for a specific passenger	3OSI (airline code) (free text)-(name field number) 3OSI QF SPEAKS FRENCH ONLY-1.2
Transmits information to American Airlines	4OSI (free text) 4OSI 50 YEAR ANNIV TRIP

Task	Format Example
Transmits information to AA for a specific passenger name	4OSI (free text)-(name number) 4OSI GERMAN SPEAKER-2.1
Delete a single GFAX field	3(line number)▯ 32▯
Delete multiple GFAX fields	3(line number),(line number)▯ 34,7▯
Delete a range of GFAX fields	3(line number)-(line number)▯ 35-8▯
Delete a single AFAX field	4(line number)▯ 42▯
Delete multiple AFAX fields	4(line number),(line number)▯ 45,7▯
Delete a range of AFAX fields	4(line number)-(line number)▯ 45-8▯
Display all GFAX in the PNR	*P3
Display all AFAX in the PNR	*P4

Note: AFAX *OSI* INFORMATION - for AA ONLY
GFAX *OSI* INFORMATION - for ALL OTHER AIRLINES
A space before and after the airline code is mandatory for all airlines except American Airlines. The airline code should not be used for AA.

Note: Name select is not required when there is only one passenger name in the PNR.

SSR (Special Service Request)

Agencies send Special Service Requests (SSR) messages to carriers that require action or a reply. These messages require specific codes that can be found in Format Finder. The system edits each SSR code to determine if free text is required. A slash is required when free text information is required.

Common Types of SSR Requests

- Send Special Meal Request
DU*/SPM for meal codes list
- Send OTHS for CC Holder to carriers (OTHS/)
- Send Passport Info (3PSPT/)
- Send Pet in Cabin Information (PETC/)
- Send Unaccompanied Minor Information (UMNR/)
- Send Wheelchair Request (WCHS)
- Send Group Fare Basis Code (GRPF/)
- Send Ticket Number (TKNM/)
- Send Emergency Contact Information (PCTC/)
- Send Form of Identification (FOID)

SSR Formats

Task	Format Example
Enter frequent flyer number as FOID	3FOID/FF(carrier code and frequent flyer number) 3FOID/FFSKFT123467
Send SSR message for all segments	3(SSR code)-(name number) 3WCHR-2.1
Send SSR message for specific segment and names	3(SSR code)(segment number)-(name number selection),(name number)(name number selection) 3WCHS1-2.1,3.1
Request seat assignment with SSR message	3(seat code)(segment number)-(name number) 3NSST1-2.1
Request assistance for passenger with SSR message	3(assistance code)(segment number)-(name number) 3BLND1-1.2
Request meal with SSR message Note: Enter DU*/SPM for meal code list.	3(meal code)(segment number)-(name number) 3DBML2-2.1
Send company information (European travel agencies)	3OTHS(optional segment number)/free text with multiple slashes-(name number) 3OTHS/DEAL/SIEMENS/12345678901223435
Send SSR message for all segments to American Airlines	4(SSR code)-(name number) 4WCHS-2.1
Send SSR message to American Airlines for specific segment and names	4(SSR code)(segment number)-(name number selection) 4WCHR1-2.1,3.1
Delete single GFAX	3(line number)▣ 32▣
Delete multiple GFAX	3(line number),(line number)▣ 34,7▣
Delete range of GFAX	3(line number)-(line number)▣ 35-8▣
Delete single AFAX	4(line number)▣ 42▣
Delete multiple AFAX	4(line number),(line number)▣ 44,7▣
Delete range of AFAX	4(line number)-(line number)▣ 45-8▣

Agencies use the DK number field primarily as an account reference identifier for billing purposes. The DK number can be letters, numbers, or a combination. Only one DK number can be in a PNR. When another number is entered, it replaces the previous one. An agency can require a six, seven or 10-digit DK number.

Task	Format Example
Add DK number	DK(customer number) DKIBM300

Complete a PNR

After a subscriber inputs all the required (PRINT) and optional fields, they will end transaction on the PNR. At this time *Sabre* sends a message to all of the carriers they sold flights on so that the carrier will create a PNR in their system. Depending on how the air itinerary segments were sold, the PNR will update with the PNR locator from the carrier's system.

```

1. 2JONES/JOHN/MARY
1 BA8115N 20DEC T LGWAMS HK2 100P 310P /DCBA*2LDZP9 /E
2 AZ 117Y 10JAN T AMSXP HK2 1155A 140P /DCAZ*LFW8HZ /E
3 AZ 116Y 12JAN Q MXPAMS HK2 305P 500P /DCAZ*LFW8HZ /E
4 BA8114V 15JAN S AMSLGW HK2 1200N 1210P /DCBA*2LDZP9 /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.LON001-919-1982-A
2.LON001-831-0291-H
CUSTOMER NUMBER - 123456
ADDRESS
WORLD TRAVEL
23 KNIGHTS CROSSING
LONDON, UK 192891
GENERAL FACTS
1.OSI YY SPEAKS ONLY GERMAN
2.SSR WCHS BA NN1 LGWAMS8115N20DEC
3.SSR WCHS AZ NN1 AMSXP0117Y10JAN
4.SSR WCHS AZ NN1 MXPAMS0116Y12JAN
5.SSR WCHS BA NN1 AMSLGW8114V15JAN
REMARKS
1.H-PASSENGER PREFERS WINDOW SEATS
2./MR JOHN JONES
3./123 CAMBRIDGE
4./LONDON, UK 191431
5.DL-MR JOHN JONES
6.DL-123 CAMBRIDGE
7.DL-LONDON, UK 191431
8.#PENALTY APPLIES ON CHANGES AND/OR CANCELLATIONS
9..AGENCY SERVICE FRE 35.00GBP
10.C#PREFERS ZI WIZARD NBR 2B073A
11. #S3 CHECK IN AT LEAST ONE HOUR BEFORE DEPARTURE
12.DEPOSIT IS DUE ON MARCH 1ST
13.-*CA5419842234567898#12/08
RECEIVED FROM - P
4K35.FSG*N3T 1109/05JUN05 KKBEEN
    
```

Display PNR

PNRs can be displayed using the following entries:

Task	Format Example
Display PNR by last name Display by last name/first name Display by last name/first initial	*(last name) *-MEYER *-HEIDMAN/HILDA MRS *-LOPEZ/H
Display PNR by passenger last name and travel date	*(travel date)-(last name) *-15NOV-LOPEZ
Display PNR by carrier, confirmed flight number, date, and passenger last name	*(carrier code)(flight number)/(travel date)- (last name) *DL1472/2NOV-DEXTER
Display PNR using the Sabre record locator number	*(record locator number) *RDSQXT
Display branch office PNR by passenger name Note: XXXX would be the PCC of the branch office.	*-XXXX-(last name) *-XXXX-SMITH

Similar Name List Response

```
*-WALKER<
 1  WALKER/JONI   03SEP-03SEP   2  WALKER/MISSY X   -15MAR
 3  WALKER/JOHN  X      -21APR
```

Display PNR from Similar Name List

Task	Format Example
Display specified PNR from similar name list	*(number from similar name list) *1
Redisplay similar name list	*L
Display additional names similar to previous name entered.	*0

When there are additional names with a similar spelling the response below the name list display will be: *0 FOR MORE NAMES

```
*-TEST<
 1  TEST/DIX 19FEB-19FEB           2  TEST/TICKET 01SEP-08JUL
 3  TEST/EINVOIC 30SEP-19APR       4  TEST/MARY X   -05MAR
 5  TEST/PENNIE X  -15JUN          6  TEST/JEFF X   -15JUN
 7  TEST/MARY X  -15JUN            8  TEST/MARY X   -01MAR
 9  TEST/MARY X  -15JUN           10  TEST/PENNIE X  -15JUN
11  TEST/JEFF X  -15JUN           12  TEST/MARY X   -15JUN
13  TEST/MARY X  -15JUN           14  TEST/MARY X   -15FEB
15  TEST/MARY X  -20MAR           16  TEST/MARY X   -15JUN
*0 FOR MORE NAMES
```

```

*0<
1.1TAST/MARY
1 OTH AA 08FEB W GK1 DFW/TEST
TKT/TIME LIMIT
1.TAW/
PHONES
1.LAX817-888-8888-H
CUSTOMER NUMBER - 1234567
ADDRESS
TEST
REMARKS
1..TEST
2.+TEST
3.DL-TEST
4./TEST
RECEIVED FROM - TEST
EC12.FSG*N01 0851/08FEB06 JKMCOH

```

If multiple names of TAST are found, the response to *0 would be

```

*0<
1 TAST/MARY 09FEB-09FEB                2 TAST/MARY 10FEB-10FEB
NO MORE

```

Divide, Increase/Reduce, and Clone PNRs

Agencies divide PNRs for a variety of reasons. When a PNR is divided, Sabre sends a teletype message to the applicable carrier requesting them to split the PNR to match the *Sabre* PNR. Since the message is being sent via teletype, *Sabre* does not guarantee that the divide message will be processed by the carrier, which can result in problems for both the agency and their passengers.

Divide PNR

When an agent divides a PNR with multiple passengers, the appropriate name-associated AFAX items go into the respective split PNRs. The system assumes that any OSI/SSR items that are not name-associated apply to all passengers and copies them into the new PNR.

These items copy into the new PNR:

- Remarks
- Air itinerary history
- Historical name associated data

These items do not copy to the new PNR:

- Phase IV ticket PNRs
- Stored Fares *WS, *WSH, PQ, *PQH
- Auxiliary segments
- Historical items that are not name associated

If unnecessary divide entries are made, this can cause the *Sabre* PNR(s) to no longer match what is in the carrier's system. The PNR locators from the carrier may not be returned and

the subscriber may not be able to issue electronic tickets. The reasons to divide and not divide a PNR are listed below.

REASONS TO DIVIDE

Dividing a PNR **SHOULD ONLY** be done when there is an itinerary change for one or more of the passengers that results in the party no longer traveling together on all flights.

For example, when a PNR has two passengers scheduled to return on LH flight 123 from FRA to JFK on November 15; however one of the passengers needs to remain in FRA until November 30th.

Since all air segments must match for all passengers in a PNR, the subscriber would need to divide the PNR in order to make the necessary changes for the passenger who is extending their stay in FRA.

This is the only valid reason to divide a PNR.

REASONS NOT TO DIVIDE

A PNR **SHOULD NOT** be divided when there is no itinerary change. Canceling and rebooking the same itinerary passengers are already holding is not a valid reason to divide a record.

When there are multiple passengers in a PNR with different forms of payment, the subscriber should use name select entries.

When there are multiple passengers and the subscriber wants to issue individual tickets in order to provide separate invoice and itinerary documents, name select and accounting line select entries should be made.

When a carrier restricts name changes for specific classes of service, the system does not permit name changes while in the divide party mode. If a name change is necessary, check the Name Change Restriction Table for all carriers in the itinerary.

Note: See RK*(airline code) to view a specific airline table.

Task	Format Example
Divide name field number 1 from PNR	D(name field number) D1
Divide multiple name fields 1, 4, and 6	D(name field 1)*(name field 4) D1*4*6
Divide first passenger in name field 2	D(name field 2.1) D2.1
Divide first two persons of same surname	D(name field)*(name field) D1.1*1.2
Divide name fields 2 through 6	D(name field)-(name field) D2-6

Steps to Divide

	Task	Format Example
1	Divide specific name fields Note: Maximum 82 names in one divide entry. See above table for name selection	D(name field number) D1
2	Sell air segments or Cancel and rebook segments in the new (child) PNR	Change the itinerary
3	Add received from field	6(person who made changes) 6P
4	File the new (child) PNR and Sabre will display the original (parent) PNR	F(enter) F
5	Sell, cancel, or rebook segments in original (parent) PNR Note: This step is optional.	Change the itinerary (if necessary)
6	Add received from to original PNR	6(person who made changes) 6VICKIE
7	End Transaction or End and Redisplay	E, ET, or ER

Divide Remarks

Both the new (Child) PNR and the original (Parent) PNR will update with a historical remark line cross referencing the other PNR.

Remark added to the parent PNR

H-SPLIT TO/091802/31OCT01 EUCMKZ 20/10 15/05 LASTNAME/FIRSTNAME
--

Item	Description
091802	Time of the divide
31OCT01	Date of the divide
EUCMKZ	PNR locator of the child PNR
20	Number in party prior to the divide
10	Number of name fields prior to the divide
15	Number in part after the divide
5	Number of name fields after the divide
LASTNAME/FIRSTNAME	First 12 characters of the primary name in the parent PNR. May also be the name of a group if a /B or /C is present

Remark added to the child PNR

H-SPLIT FR/091802/31OCT01 EUCXYZ 20/10 05/05 LASTNAME/FIRSTNAME
--

Item	Description
091802	Time of the divide
31OCT01	Date of the divide
EUCXYZ	PNR locator of the parent PNR
20	Number in party prior to the divide
10	Number of name fields prior to the divide
15	Number in part after the divide
5	Number of name fields after the divide
LASTNAME/FIRSTNAME	First 12 characters of the primary name in the child PNR. May also be the name of a group if a /B or /C is present

Increase Number in Party

These formats can be used during original creation of a PNR before it is ended. Once a PNR has been ended the number of passengers in the PNR can never increase. After ending transaction, a new PNR must be created in order to increase the number of passengers.

Task	Format Example
Increase number of passengers on all segments	,(new number of passengers) ,4
Increase number of passengers on specific segment or range of segments	,(new number of passengers) S(segment number) ,12S5 ,2S5-9

Reduce Number in Party

These formats reduce the number of passengers in a PNR.

	Task	Format Example
1	Cancel all seat assignments	4GXALL
2	Delete all name fields of passengers no longer required in the PNR	-(name field)▣ -1▣ -1.3▣ -(name field)▣(end item)-(name field)▣ -2.2▣Σ-3▣
3	Reduce number of passengers	,(new number in party) ,2
4	Receive PNR	6P
5	End Transaction or End and Redisplay	E, ET, ER

Note: An agent might attempt to reduce the number of passengers in a PNR containing segments on which the carrier has restricted name changes. If they remove a name field, then try to add the name field back into the PNR as though it were a new name, the following warning message displays:

NAME CHANGE NOT ALLOWED FOR RESTRICTED FARE CLASSES

If this response is received, they must ignore their PNR by typing (IR) and begin again. The agent must cancel only the name number of the person or persons they are removing from the PNR.

Clone PNR Data

Sometimes agencies need to clone a PNR in order to create multiple PNRs for the exact same itinerary. Cloning a PNR saves them time by not having to display and sell flights over and over again. Here are some rules to keep in mind when discussing the option of cloning a PNR:

- An agent can use these formats to clone only the itinerary from an existing PNR into a new PNR.
- The system resells the space in the new PNR. It clones no other data from the original PNR.
- They can select segment numbers or types that should not be cloned.
- They can select only one segment type per entry. They cannot combine segment type with segment number in one entry.
- They must use the end and clone (EC) entries when they have made changes to the original PNR and not ended transaction prior to the clone request.
- They must use the ignore and clone (IC) entries if no changes were made to the original PNR.

An agent **CANNOT** clone a PNR:

- If they are on queue
- In the middle of completing a divide party request
- In combination with a request for an Invoice/Itinerary

Steps to clone

Task	Format Example
Ignore and clone all itinerary segments Note: When an agent clones auxiliary segments in the new PNR, the system clones only the mandatory items.	IC
Ignore and clone itinerary and passenger data fields, or specified passenger data fields	ICA(Passenger Data Field Code) ICAPD

Task	Format Example
Ignore transaction/clone specified passenger data fields/exclude itinerary	ICAPD,XI
Ignore/clone itinerary for name 1.1 and add all phone fields	ICAN1.1,AP9
End and clone all itinerary segments Note: When you clone auxiliary segments in the new PNR, the system clones only the mandatory items	EC
End and clone itinerary and passenger data fields or specified passenger data fields.	ECA(Passenger Data Field Code) ECAPD ECAP91-3,AP57,AN1.1
End transaction/clone specified passenger data fields/exclude itinerary	ECAPD,XI

The system does not clone the following items:

- Form of Payment
- Agency Address
- Pre-Reserved Seats
- Accounting Lines
- OSI/SSR
- Ticketing field on a ticketed PNR
- Historical Remarks
- Divide Party
- Pre-Paid Data
- Received From field
- PNR locator

Sabre Replay

Sabre Replay is a Windows function that saves keystrokes and helps repeat previous entries. Either individual or a series of entries can be repeated to prevent the need to retype.

In order to use this function, Sabre for Windows and MySabre users can:

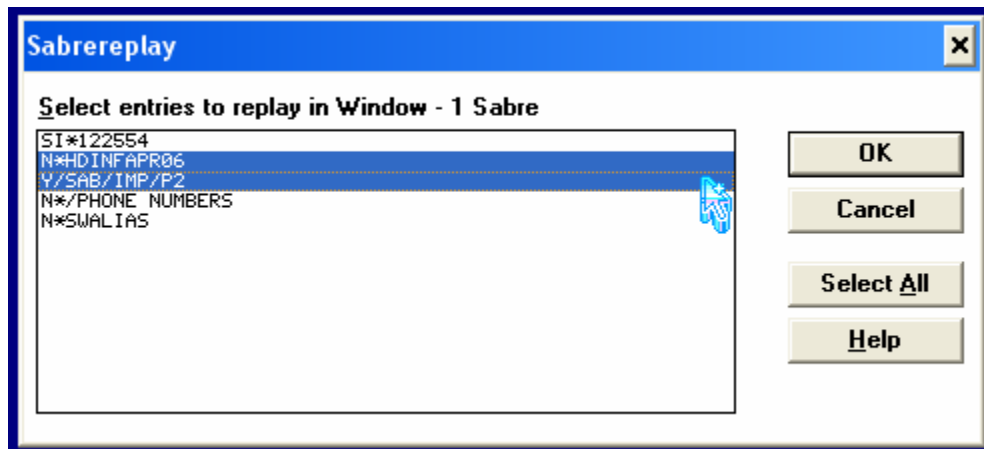
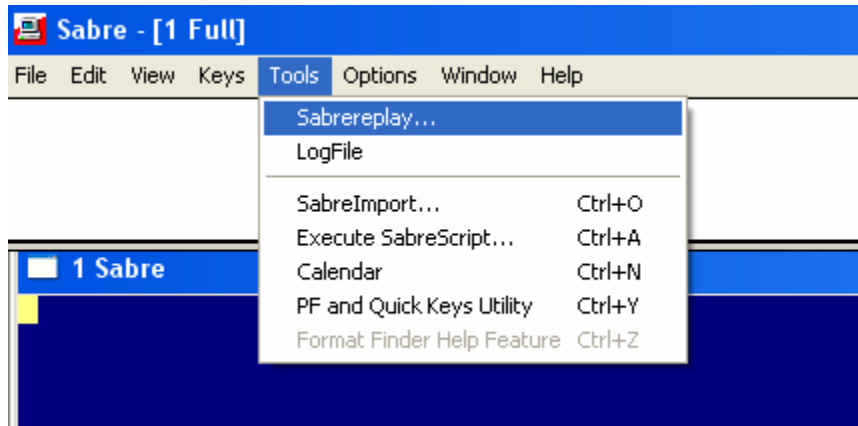
- Use keyboard functions, or
- Click on Tools on the menu bar, then select the Sabre Replay option

Depending on the Windows version, 50 to 350 previous entries can be recalled. This is an extremely helpful function to use while assisting subscribers who incorrectly input formats and must reenter. When the keyboard is used to replay a single entry, changes can be made to the format prior to pressing enter. When the “simultaneous changes” response is received in a PNR, it can be ignored and the entries can be replayed.

Sabre Keyboard Function

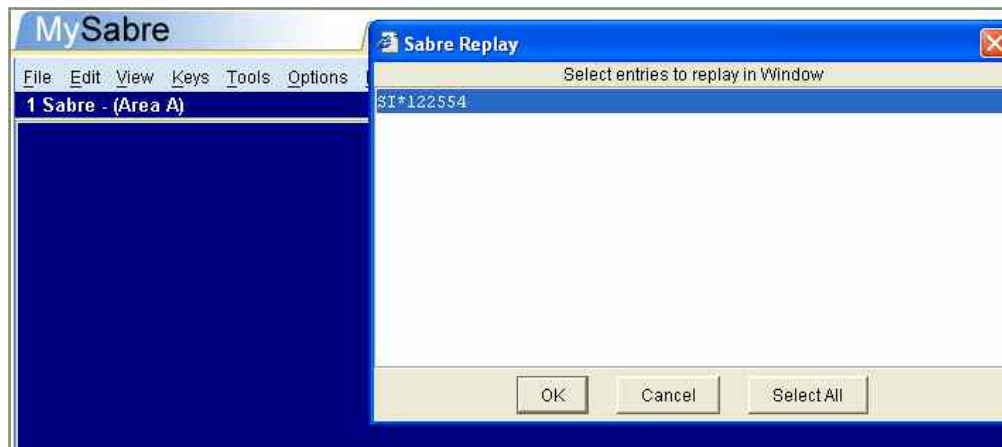
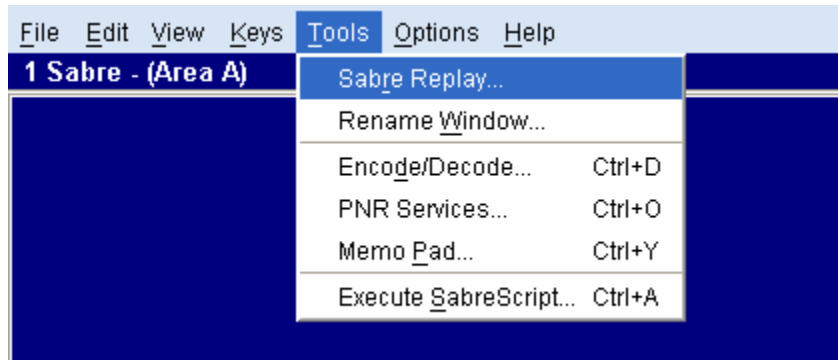
Task	Sabre Keys
Use this keyboard function to replay your previous entries – moving backward	<p>Press -ALT- + -up arrow- (↑)</p> <p>Note: Hold down the -ALT- key while pressing the -up arrow- key as many times as is necessary. Once you find the entry you want to repeat, press the -Enter- key.</p> <p>You can make changes to the format prior to pressing the -Enter- key.</p>
Use this keyboard function to replay your previous entries – moving forward	<p>Press -ALT- + -down arrow- (↓)</p> <p>Note: Hold down the -ALT- key while pressing the -down arrow- key as many times as is necessary. Once you find the entry you want to repeat, press the -Enter- key.</p> <p>You can make changes to the format prior to pressing the -Enter- key.</p>

Sabre for Windows Toolbar Displays



You have the option to highlight, or select individual entries or to Select All entries. When a sequence of entries is recalled, all entries including typographical errors will be replayed.

MySabre Toolbar Displays



Common Calls and Error Responses

You will receive a variety of calls from subscribers related to basic formats and functions. *Format Finder* and *Rapid Results* will be your primary references to locate information and formats to assist your customers. Examples of common calls are listed below.

Type of Call	Steps to resolve
<p>You receive a call from a subscriber who needs help with a long sell availability entry.</p>	<ol style="list-style-type: none"> 1. Place the caller on monitor 2. Ask them to enter the format so you are able to see the response. You see errors in their format. 3. You advise the caller of the changes that are needed but they again enter an incorrect format. 4. Ask the caller if they know how to use the Sabre replay function. If they do not, proceed to Step 5 instructions. 5. Advise them to hold down the -ALT- key while pressing the -up arrow- key on the right side of their keyboard to go back to the last entry entered. 6. Direct them to place their cursor at the beginning of the format and arrow forward through the entry. You give them the required information to correct the format. Tell them to make the necessary changes, then press the -Enter- key. <p>This can be repeated until the entry is correct.</p>
<p>A subscriber calls asking for assistance to find availability in a specific class of service. Carrier BA has advised space must be booked in K class to receive a special fare.</p>	<ol style="list-style-type: none"> 1. Confirm your understanding of the request and refer them to their account team. Example conversation: 2. "Yes, I understand you need to book K class of service. We can use the following format to request availability for K class only. Format: 1(date of departure)(departure city)(arrival city)-(class of service)‡(2 letter carrier code) Example: 120JULMIALHR-K‡BA

<p>You receive a call from a travel agent who has a customer who wants to travel to Kelly Air Force Base in Texas. She needs to determine the closest airport.</p>	<ol style="list-style-type: none"> 1. Locate the Format Finder page to find the proper format. Check Sabre Atlas topics or use search keywords: military base or 10 closest. 2. Ask for the correct spelling of the military base. 3. Make the entry yourself and verify the response before advising the format: W/-MB(name of military base),(optional state code) W/-MBKELLY Response: POSSIBLE CHOICES KELLY AFB,TX,US KELLY AFB,TX,US KELLY AIR FORCE BASE,TX,US Enter W/-SL1 4. Then, give the format to the travel agent. They should make the entry to verify the information. Example conversation: "The San Antonio airport is 11 miles from Kelly Air Force Base in Texas. You can use this entry to display a list of the 10 closest airports to a military base. "
<p>A subscriber calls to report a discrepancy in the VI* flight information. They advise the incorrect terminal information caused them to receive a customer complaint from a client making a connection at a particular airport.</p>	<ol style="list-style-type: none"> 1. Apologize for the situation and advise you will make a report to have the correct information verified and updated. 2. Investigate the problem. Ask if the customer's record locator is still in the system so you can make the entry to see the information being displayed. Determine how this differs from what the customer has reported. 3. If you are able to view the VI* information you can minimize the questions you must ask to gather the necessary information to report the issue. You will need: carrier, flight number, date, departure city, and arrival city. 4. Ask your customer to please stay on the line while you quickly complete the report. <p>Note: You will learn reporting procedures later.</p>
<p>A subscriber tells you they have just spoken to Delta Airlines because their client's name was misspelled. DL has corrected the name in their PNR and the travel agent has received authorization to correct the spelling of the name in the Sabre PNR before they issue the ticket.</p>	<ol style="list-style-type: none"> 1. Place the caller on monitor, and request the caller display the PNR. 2. Determine if name changes are allowed by the airline for the booked class of service. 3. Type RK*DL view the Name Change Restriction table. 4. Assist with the format to change the name. It must match the name field input in the carrier's system. <p>Note: Different spacing, letters or titles entered in Sabre that do not match the carrier's name filed can cause a message reject or ticketing error response.</p>

<p>A travel agent calls for assistance. He has issued and voided a ticket because an approval code was not received for the credit card entered in the remarks field of the PNR.</p>	<ol style="list-style-type: none"> 1. Request the record locator. 2. Enter *- to display the form of payment field in the PNR. You will find the credit card entered with an incorrect format, the asterisk (*) is missing. You will see: 5-AX1234567890123456†06/10 3. After you have determined the problem, place the caller on monitor. 4. Ask your customer to make the same *- entry to display the form of payment. 5. Provide the format to change the remarks line: 51†-*AX1234567890123456†06/10
--	--

Additional References

The table below contains references you can review for additional information and formats on the topics contained in this training guide.

Helpdesk and Subscriber References

Reference Tool	How to Find It
<i>Format Finder</i>	<p>From the <i>Format Finder</i> Home page choose from the following topics:</p> <ul style="list-style-type: none"> • Air Travel • Basic Sabre System Instructions • Encode Decode • Flight Information • PNR • Sabre Atlas • Sabre Replay
<i>Rapid Results</i>	<p>From the <i>Rapid Results</i> Home page choose from the following topics:</p> <ul style="list-style-type: none"> • Air Travel • Encode Decode • Flight Information • PNR • Sabre Atlas
Sabre References	<ul style="list-style-type: none"> • DU*/MLS • DU*/SPM • N*/Phone Field • RK*XX(carrier code)
Agency eServices	<p>You can find Format quick references on the Web at http://eservices.sabre.com/ under the Training menu.</p> <ul style="list-style-type: none"> • Under the Training menu • Select Format Quick References • Agency eServices Web Site • Business Tools Menu

<p>Personal Trainer</p>	<p>You can find additional training and references in <i>Personal Trainer</i> education software. <i>Personal Trainer</i> is available on the Web at http://eservices.sabre.com/ under the Training menu.</p> <ul style="list-style-type: none"> • Course Name –Working in the Sabre System Course Number – 10002E • Course Name –Reference Guide Sabre Identification Code Keys Course Number – PDF1000E • Course Name – Introduction to Passenger Name Records Course Number – 120002E • Course Name – Encode and Decode Airlines and Cities Course Number - 1200004E • Course Name – Display City Pair Availability Course Number – 120006E • Course Name – Sell Air from Availability Course Number – 120008E • Course Name – Enter Required PNR Information Course Number – 120014E • Course Name – Enter Optional PNR Information Course Number – 120016E • Course Name – Creating Air Reservations Practice Course Number – 120020E • Course Name – Cancel and Rebook PNR Segment Course Number – 130002E • Course Name – Insert and Move PNR Segments Course Number – 130004E • Course Name – Change and Delete PNR Information Course Number – 130006E • Course Name – Reduce and Divide PNR Course Number – 130008E • Course Name – Change Air Reservations Practice Course Number – 130012E
-------------------------	--