



## Minimum Connect Time issue

On the 9th of November 2009, Sabre has identified an issue which resulted in some connecting flights being presented in Sabre for sale with minimum connect times that did not agree with those specified by either the carrier or airport. During the incident, a limited number of PNRs were created.

The issue was resolved and as a proactive measure, Sabre ran a program and placed the impacted PNRs on agency queue 43 with a prefatory instruction of 46 for handling. If no PNRs were placed to your agency queue 43, no further action or follow up is needed. If PNRs appear on your queue 43, please take the following steps:

If the passenger has not yet flown:

1. Enter VCT\* to identify the invalid connect time segments
2. Rebook the segments for a valid connection and reissue the ticket

It is also possible that based on your personal knowledge of this client's travel experience or requirements you may decide not to alter their itinerary in question i.e.

1. They are not checking baggage
2. They are experienced travelers
3. They need a tight connection for personal reasons
4. The change of planes should be nearby and easily managed

We are aware of the impact any unexpected system issue can have on your business. Please accept our sincerest apologies.

