



Sabre Reservation Course

(Revision 13)

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The Sign-In Message

When you first sign in, a short message is usually displayed. This contains information on updates in SABRE or promotional material from the vendors selling their services through SABRE.

Signing into all Areas

The above entry will sign you into one area of SABRE. There are actually six working areas in SABRE:- A, B, C, D, E, F. To sign into all areas place a * after SI

Example
SI*5000

The password will remain the same. This time the response will be:

2EA0.2EA0*AST.A.B.C.D.E.F.

Changing Areas

If you wish to change from one area to another make the entry *F. This will move you into area F

Notes:

- 1) The 6 working areas allow the agent to move quickly from one area to another without having to complete the transaction currently in progress
- 2) More than one agent can be signed into the same CRT, each one signing into specific areas, thus eliminating the need for continual signing in and out
- 3) To sign into a specific area: SID1234 where D is the area you wish to sign into

Displaying the Sign-In

The following are entries to display the sign-in status:

*S displays who is currently signed into that working area

S displays who is currently signed into which working areas

S/* redisplays the sign-in message

SIGN-OUT

To sign out of the area you are currently working in use the entry SO

To sign out of all areas you are currently signed into, use the entry SO*

If you have a transaction active in any area when you attempt to sign out eg. a PNR or a STAR, SABRE will not sign out but will tell you in which area you must finish a transaction

ENCODE AND DECODE

Many of SABRE's formats are built up on codes. You will need to know how to encode and decode names if you are to understand and construct the formats.

Name	Encode	Decode
Aircraft	W/EQ-Name of manufacturer	W/EQ*XXX
Airline	W/-ALName	W/*XX
Airport	W/-APName	W/*XXX
American State	HCCName	HCCXX
Car Company	W/-CRName	W/CR*XX
City	W/-CCName	W/*XXX
Country	HCCC/Name	HCCC/XX
Currency	DC*CUR/C	DC*XXX
Hotel Chain	W/-HLName	W/HL*XX

Name substitute the name of the airline, city etc

XXX substitute the code of the airline, city etc

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Encode / Decode

SABRE ATLAS

Using the SABRE ATLAS distance calculator feature, it is possible to locate the ten closest airports to a specific location or to calculate the distance and direction between two locations. The location can be International airport and city codes, cities and/or military bases.

Formats

W/-CYCITY NAME, COUNTRY CODE

W/-ATAIRPORT CODE

W/-MBMILITARY BASE, COUNTRY CODE

For example:

W/-CYMANCHESTER, GB

requests the 10 closest airports to the city of Manchester in Great Britain.

Response

NEAREST AIR SERVICE FROM

MANCHESTER, EN, GB

TO

MAN MANCHESTER, GB	10 MI/	16 KM	S
LPL LIVERPOOL, GB	28 MI/	45KM	W
LBA LEEDS BRADFORD, GB	35 MI/	56 KM	NE
BLK BLACKPOOL, GB	37 MI/	60 KM	NW
EMA E MIDLANDS, GB	60 MI/	97 KM	SE
BWF BARROW IN FURNESS, GB	60 MI/	97 KM	NW
NWI NORWICH, GB	69 MI/	111 KM	SE
BHX BIRMINGHAM, GB	73 MI/	117 KM	S
HUY HUMBERSIDE, GB	78 MI/	126 KM	E
MME TEES-SIDE, GB	78 MI/	126 KM	NE

SABRE ATLAS will also calculate the distance between any two cities, airports or military bases.

For example:

W/-ATMAD±CYSEVILLE, ES

calculates the distance between Madrid airport and the city of Seville in Spain

Response

DISTANCE FROM

MAD MADRID, ES

TO

SEVILLE, ES	251MI/	404 KM	SW
-------------	--------	--------	----

CITY PAIR AVAILABILITY

To request a City Pair Availability (CPA) display in SABRE the procedure is as follows:

Format

1 Date City of Departure City of Arrival Time of departure (optional)

Example

110MARLCAATH0900

Format

1 Date City of Departure City of Arrival / Time of arrival (optional)

Example

110MARLCAATH/1400

1 is the Identification Code Key for availability

03JAN is the date. The month must always be the first 3 letters. If date is omitted SABRE assumes today's.

0900 The time may be written either as 9, 09, 0900 or 9A. If the time is omitted SABRE will default to the flight closest to 1300

Response

```
110MARLCAATH<<
 10MAR TUE LCA/Z+2 ATH/+0
1CY 322 J7 C7 D7 I7 Z4 Y7*LCAATH 0700 0845 319 S 0 123 DCA /E
      B7 N7 S7 M7 T7 W7 L7 X7
2A3 903 C4 D4 Z0 A0 I0 J0*LCAATH 0830 1010 321 B 0 DC /E
      Y4 B4 M4 K4 W4 S4 H4 L4
3OA 332 C4 J4 D4 Y4 M4 L4*LCAATH 0915 1100 733 M 0 DC /E
      N4 S4 K4 Q4 E4 B4 T4 X4
4CY 384 J7 C7 D7 I7 Z4 Y7*PFOATH 0940 1115 320 S 0 2 DCA /E
      B7 N7 S7 M7 T7 W7 L7 X7
5CY 384 J7 C7 D7 I7 Z4 Y7*LCAATH 0830 1115 320 S 1 2 DCA /E
      B7 N7 S7 M7 T7 W7 L7 Q4
6A3 905 C4 D4 Z0 A0 I0 J0*LCAATH 1530 1715 321 M 0 DC /E
      Y4 B4 M4 K4 W4 S4 H4 L4
* - FOR ADDITIONAL CLASSES ENTER 1*C
```

Each display will give up to six lines of availability. Reading from left to right, the columns present the following information:

1 Line number of display
CY Carrier code
322 Flight number
C D Z Y Class and number of seats available (on most airlines you will be able to free-sell up to four seats through SABRE)
LCAATH City pair
0700 0845 Times of departure and arrival

319	Type of aircraft
S	Meal service (B=Breakfast, L=Lunch, D=Dinner, R=Refreshment, S=Snack, M=Meals)
0	Number of stops on route
X2	Operating frequency of flight (no information indicates a daily flight, a letter or a number indicates days on which flight operates, X with letter(s) or number(s) indicates a daily flight except for those days)
DC	Level of connectivity that the carrier has with the Sabre system. (AT,TA, AB, DC, DCA)

SPECIFYING THE CPA REQUEST

An availability request can be specified further with the following formats.

By Specific Carrier

112JULLHRSIN†BA	specifies the carrier whose flights you wish to view
1†QF	modifies the CPA to show a new carrier
1†ALL	modifies the CPA to show all carriers

By Connecting City

128APRLHRSYD0900BKK	specifies the connecting city (NB A departure/arrival time must be included in this format)
1SIN	modifies the CPA to show a new connecting city

By Class of Service

124AUGLHRJFK1200-Y	specifies the class of service you wish to view
1-F	modifies the CPA to show a new class of service

To show only Direct Flights

120MAYLHRDEL/D	displays non-stop and direct flights only but no connecting services
1/D	will modify a CPA showing all types of flights to one showing only non-stop and direct flights
1*ORIG	returns to a non-stop/direct CPA display after requesting a connecting flight, or vice-versa after requesting direct flights

Availability Shortcuts

The following entries are shortcuts to modify the availability display on your screen. They will save you having to reenter the whole availability format.

1*	displays more availability after the initial six lines
1*R	redispays the last availability if the screen has been cleared
1*OA	returns to the original availability after 1* has been used
1*1900	changes the departure time
1*/1900	changes the arrival time
117JAN	changes the departure date
1*DMAN	changes the departure city
1*AFRA	changes the arrival city
1*LHRBRU	changes the city pair
1‡1	gives availability for a day later
1-3	gives availability for three days earlier (NB there is a 30 day maximum for both a later and earlier availability)
1‡2*1500	combines the above specifying departure time

Return Availability

1R	gives a return availability for the same day : SABRE defaults to the flight closest to 1700
1R2000	for return availability specifying time
1R25FEB	for return availability at a later date
1R1MAR1700	for return availability specifying a date and time
1R‡14	requests return availability 14 days later
1R‡7*/1600	return 7 days later with an arrival time of 1600
1R‡10*1800	return 10 days later with a departure time of 1800
1R‡15*1300MAD	return 15 days later, departing at 1300 and connecting in Madrid

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Availability - Air

Schedule availability

S10MARLCALHR/ES	extended schedule for 15 days
S10MARLCALHR/ES‡CY	extended schedule for specific carrier

SELL A SEAT

Make the usual entry to display the CPA on screen.

```
114FEBLCASKG<<
 14FEB SAT LCA/Z+2 SKG/+0
1A3 921 C4 D4 Z0 A0 I0 J0*LCASKG 1720 1920 320 M 0 DC /E
      Y4 B4 M4 K4 W4 S4 H4 L4
2CY 426 J7 C7 D7 I7 Z4 Y7*LCASKG 1750 1950 320 S 0 6 DCA /E
      B7 N7 S7 M7 T7 W7 L7 X7
3A3 901 C4 D4 Z0 A0 I0 J0*LCAATH 0600 0740 320 B 0 16 DC /E
      Y4 B4 M4 K4 W4 S4 H4 L4
4A3 110 C4 D0 Z0 A0 I0 J0* SKG 0845 0945 320 B 0 DC /E
      Y4 B4 M4 K4 W4 S4 H4 L4
5A3 901 C4 D4 Z0 A0 I0 J0*LCAATH 0600 0740 320 B 0 16 DC /E
      Y4 B4 M4 K4 W4 S4 H4 L4
60A 181 C4 J0 D0 Y4 M4 L4* SKG 0905 1000 734 S/R 0 X14 DC/E
      N0 S4 K4 Q0 E4 B0 T0 X0
* - FOR ADDITIONAL CLASSES ENTER 1*C
```

To sell a seat, type in a format similar to the following: 01Y1

0	sell
1	one seat
Y	class of service
1	from line 1 of CPA

Response

```
1 A3 921Y 14FEB 6 LCASKG SS1 1720 1920 /DCA3 /E
NAME CHG NOT ALLOWED FOR A3-Y FARECLASS
```

To sell seats on a connecting flight in the same class of service: 01M1*

```
110FEBLCAMAD<<
 10FEB WED LCA/Z#2 MAD/-1
1LH 3369 J9 C9 D9 Z9 Y9*LCAFRA 0310 0610 321 M 0 35 DCA /E
      B9 M9 H9 Q9 V9 W9 U9 S9 P9
2LH 4418 J9 C9 D9 Z9 Y9* MAD 0725 0955 320 M 0 X24 DCA /E
      B9 M9 H9 Q9 V9 W9 U9 S9 P9
3LH 3369 J9 C9 D9 Z9 Y9*LCAFRA 0310 0610 321 M 0 35 DCA /E
      B9 M9 H9 Q9 V9 W9 U9 S9 P9
4JK/LH 8966 C4 D4 J4 Y4 B4* MAD 0725 0955 320 0 X57 DCA /E
      M4 H4 Q4 V4 T4 W4 K4 E0 U0
5LH 3369 J2 C2 D1 Z1 Y0*LCAFRA 0310 0610 321 M 0 35 DCA /E
      B0 M0 H0 Q0 V0 W0 U0 S0 P9
6IB 3513 C9 D9 I9 Y9 B9* MAD 0745 1015 319 B 0 X14 DCA /E
      H9 K9 M9 L9 V9 S9 N9 P8 Q9
* - FOR ADDITIONAL CLASSES ENTER 1*C.
```

0 sell
1 one seat
M class of service
1 from line 1 of the CPA

* and one seat in the same class of service from the connecting flight

Response

```
1 LH3369M 10FEB 3 LCAFRA SS1 0310 0610 /DCLH /E
2 LH4418M 10FEB 3 FRAMAD SS1 0725 0955 /DCLH /E.
```

Displaying the Itinerary

*I will display the itinerary at any stage

Response

```
1 OK 407L 19FEB 2 LCAPRG SS1 0320 0600 /DCOK /E
```

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Segment Sell

WAITLIST

Make the usual entry to display the CPA on screen.

```
06JAN THU LCA/Z†2 LHR/-2
1CY 326 C7 D7 Z1 Y7 K5 B5 N2 LCALHR 1800 2050 310 D 0 DCA /E
    S0 T0 M0 X0 Q0 L0 H0
2BA 665 C9 D9 Y9 B9 H9 K8 M6 LCALHR 0430 0735 767 0 X17 DCA /E
    L5 W0 V0 O0 Q0
3CY 332 C7 D7 Z1 Y7 K4 B3 N3 LCALHR 0345 0635 310 B 0 47 DCA /E
    S3 T3 M1 X1 Q1 L1 H0
```

To waitlist a passenger, make the usual entry and add LL

Example

```
01V2LL
```

Response

```
1 BA 665V 06JAN 4 LCALHR LL1 0430 0735 /DCBA /E
```

On ending the PNR, the status will change to HL. If the waitlist clears, the airline will inform the agency automatically via the Queues, showing KL as the status.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Segment Sell

BUILD A PASSENGER NAME RECORD (PNR)

A SABRE PNR has 5 mandatory fields. If any of these is missing, it is impossible to end the booking and obtain the necessary record locator.

Field	Format begins
Phone	9
Received	6
Itinerary	Sell format begins 0
Name	-
Ticketing	7

The first letters of these fields spell the word PRINT.

In addition to the 5 mandatory fields above, some optional fields can also be included.

Field (Remarks: 5)	Format begins
Form of payment	5-
General	5
Historical	5H-
Itinerary	5‡
Invoice	5.
Client address	5/
Segment Related Remarks (itinerary)	5‡S
(invoice)	5.S

Other Fields	Format begins
Name reference number	* (after Name Field)
Agency name and address	W-
SSR for other airlines	3
SSR for American Airlines	4
OSI for other airlines	3OSI
OSI for American Airlines	4OSI

THE 5 MANDATORY FIELDS

Name Field (-)

Format

Number of passengers Surname/Name or Initials Title

Examples

-SMITH/JOHN MR

-2SMITH/JOHN MR/ANNE MRS

-2SMITH/JOHN MR/ANNE MRS§-2GREEN/DAVID MR/MARY MRS

Notes

- 1) Passenger's full name should be entered for ALL itineraries.
- 2) Number of passengers can be omitted if only one passenger.
- 3) A maximum of 63 characters may be entered into the name field. However, only 29 characters will print on the ticket
- 4) To display name field: *N

Infant Name Field

Format

-I/Number of passengers Surname/Name or initials Title

Examples

-I/DAVIES/JOHN

-I/2JONES/ALAN/BETH

Format

3INFT/infant's last name / infant's first name / date of birth

Examples

3INFT/SMITH/ANDREA/10SEP09-1.1

Notes

- 1) Any Special Service requests, such as baby meal or a bassinet must be attached to the adult name
- 2) Frequent traveller numbers may not be included in the infant name field
- 3) GFAX should contain the INFT data and if more than one adult in PNR, always name associate the infant to the correct adult

Itinerary Field (0)

To build the Itinerary Field, sell a segment as per the notes in page 11.

*I

To display the Itinerary Field

Ticketing Field (7)

There are 3 possible ticketing entries:

First Format

7 T-A / Free text

Examples

7T-A

7T-A/AM DELIVERY

Notes

- 1) This entry can be used for ticketing or passenger pick-up date
- 2) Maximum of 22 characters can be used after the slash
- 3) This entry will not cause Queue placement

Second Format

7 TAW Date /

Examples

7TAW7JUL/

7TAW2EA07JUL/

Notes

- 1) This entry will cause PNR to Queue place on the date specified. It will Queue place immediately if the date is omitted or if today's or the following day's date is used.
- 2) The PNR will automatically Queue place on Queue 9.
- 3) Do not add text after the slash as this may prevent the Queue placement.
- 4) If a branch office PCC is included before the date, the PNR will Queue place to Queue 9 in that PCC.

Third Format

7 TAX Date /

Examples

7TAX7JUL/

Notes

- 1) This entry will cause PNR to Queue place two days before the date specified. It will Queue place immediately if the date is omitted or if today's or the following day's date is used.
- 2) The PNR will automatically Queue place on Queue 10.
- 3) Do not add text after the slash as this may prevent the Queue placement.

Telephone Field (9)

Format

9 Area code + exchange number + number -A

9 Area code + exchange number + number -B

9 Area code + exchange number + number -M

9 Area code + exchange number + number -H

NB. Divide up telephone number with dashes for ease of reading.

Examples

90181-577-4670-A

90181-881-1272-B

90181-881-7621-H

With an extension added:

90181-786-2345X241-B MRS GREEN

Notes

1) A = Agency B = Business H = Home

2) When the Phone Field is redisplayed the number will be preceded by the code of the city where the terminal is situated.

3) Maximum of 30 characters in the Phone Field. It is possible to add free text after the -A -B -H but this may hinder the processing of the message by the other airline's computer system

4) To display Phone Field: *P9

Received From Field (6)

Format

6 Free text

Examples

6MR SMITH

6P

6MR SMITHS SECRETARY

Notes

1) P for Passenger can be used when there is only one passenger in the Name Field. This field is used to record the name of the person who asked to make the itinerary.

2) A Received from Field must be added if any changes are made to the PNR after its initial creation.

3) To display the Received from Field: *P6

OPTIONAL FIELDS IN A PNR

REMARKS FIELD (5)

There are different kinds of Remarks. Care is needed in entering the Remarks as the beginning of the entry will determine what the individual remark is used for.

*P5

to display the Remarks Field

Form of Payment Remark

Format:

5 - Form of Payment

Examples

5-CASH

5-CHEQUE

5-AX1234567890123456†08/06

(Credit card number + expiry date)

5-*AX1234567890123456†08/06

(Inclusion of * will activate credit authorisation system and check expiry date)

Notes

1) To display Form of Payment Remark enter *-

2) For list of Credit Card codes enter DU*/CCD

3) If the agency uses ADS, it is important that the FOP remark be among the first 5 lines of the Remarks Field.

General Remarks (5)

This field is used to store remarks of a general nature. No record appears in the history of the PNR if a General Remark is changed or deleted.

Format

5 Free text

Examples

5DIFFICULT PASSENGER - PLEASE DO ALL POSSIBLE TO ASSIST

5PLEASE CALL PASSENGERS HOME NUMBER BEFORE WORK NUMBER

Notes

1) Maximum 70 characters per line

2) General Remarks do not print on the ticket, nor on an invoice or itinerary.

Historical Remarks (5H-)

Historical Remarks should be used to store information of greater importance which needs to be kept on record. They pass into the history of the PNR, if changed, deleted or added.

Format

5 H - Free text

Examples

5H-HAVE ADVISED PASSENGER OF PENALTY CLAUSES
5H-HAVE ADVISED PASSENGER OF DOCUMENTS REQUIRED

Notes

- 1) Maximum of 68 characters per line after 5H-
- 2) Used for passport details.
- 3) To display Historical Remarks in the history of the PNR enter *H5 and to display historical remarks in the active PNR enter *P5H

Itinerary Remarks (5‡)

These Remarks will print on an Itinerary document or on a combined Invoice & Itinerary document.

Format

5 ‡ Free text

Examples

5‡PLEASE RECONFIRM ALL YOUR FLIGHTS BEFORE DEPARTURE
5‡CHECK IN TIME FOR INTERNATIONAL FLIGHTS IS 2 HRS

Notes

- 1) Maximum of 922 characters in the whole Itinerary Remarks Field, (including the 5‡s). Each line must be entered separately
- 2) To display Itinerary Remarks enter *‡

Invoice Remarks (5.)

These Remarks will print on an Invoice or on a combined Invoice & Itinerary document.

Format

5 . Free text

Examples

5.FOR YOUR CONVENIENCE WE ACCEPT ALL MAJOR CREDIT CARDS
5.PAYMENT DUE IN FULL 2 WEEKS BEFORE DEPARTURE

Notes

- 1) Maximum of 922 characters in the whole Invoice Remarks Field, (including the 5.s). Each line must be entered separately.
- 2) To display Invoice Remarks enter *.

Segment Associated Remarks

With segment associated remarks it is possible to enter either invoice or itinerary information into a PNR which will print immediately below a segment on your invoice or itinerary document.

Invoice Remarks

Format

5. S Segment number (mandatory space) Free text

Example

5.S1 NON REFUNDABLE FEE APPLIES TO THIS FLIGHT SEGMENT

Itinerary Remarks

Format

5‡S Segment number (mandatory space) Free text

Example

5‡S1 PLEASE CHECK IN AT GATWICK 2 HRS PRIOR TO DEPARTURE

Notes

- 1) If the mandatory space is omitted SABRE will accept the entry, but the remark will print at the end of the document and not after the segment
- 2) A maximum of 9999 characters may be entered into segment associated invoice or itinerary remarks

Client's Name and Address (5/)

SABRE will read this name and address when printing an Invoice & Itinerary and print it in the top left hand corner.

Format

5 / Free text

Example

5/MR JOHN SMITH
5/24 MANSION COURT
5/GREEN LANE
5/LONDON
5/N22 7 BV

Notes

- 1) Maximum of 6 lines with 50 characters per line
- 2) If the client's address is not included in the PNR, the agency address will print on the Invoice & Itinerary, provided it has been included in the PNR

NAME REFERENCE

This field can be used to add further information to the Name Field, such as employee number, department name, date of birth etc.

Format

Name Field entry * Free text

Examples

-SMITH/JOHN MSTR*D.O.B 23 JUN 86
-2SMITH/S MR/J MSTR*0/D.O.B 10 AUG 87
-2SMITH/JOHN/ANNE*EMP NO. 123456
-2SMITH/JOHN/ANNE*TRAINING/SALES

Notes

- 1) Maximum of 29 characters after * (alpha or numeric)
- 2) This will print underneath the passenger's name on the ticket and as a reference on the invoice.
- 3) A 0 must be included if the name reference is to be printed under the correct name on the ticket. e.g. -3SMITH/JOHN MR/ANNE MRS/DAVID MSTR*0/0/D.O.B.12JUL85 indicates the name reference refers to Mstr D Smith.

AGENCY NAME AND ADDRESS

Format

W- Agency name † Address † Address † Address

Example

W-STIN Travel†123 High Street†LOWTOWN†LW1 7FG†UK

Notes

- 1) Put the name of the agency immediately after W-
- 2) Minimum of 3 lines, maximum of 6, with 50 characters maximum per line in the agency address
- 3) Include in bookings with hotel, car and tour segments if written confirmation is required
- 4) The inclusion of the agency address assists with commission tracking through SABRE
- 5) To display the agency address enter *PAD
- 6) Only one agency address is allowed per PNR

Topics for this subject (Build PNR) are located in the Format Finder help system in the main Table of Contents under the appropriate book:

PNR (Passenger Name Record)

GFAQ (3) AND AFAX (4)

These two fields are used to enter Special Service Requests (SSRs) and Other Service Information (OSIs). Messages will generate to the airlines on ending the PNR and there is no need to Queue place SSRs and OSIs.

AFAX (4) is used to send messages to American Airlines.

GFAQ (3) is used to send messages to other airlines and to American Airlines if AA forms part of an itinerary with the others.

SSRs

SSRs are used when requesting a specific service for passengers - a special meal, a wheelchair, a certain seat etc and is done in the form of a four letter code.

Here are some of the most common 4-letter codes:

OTHS General Information	ORML Oriental meal
NSST Non-smoking seat	KSML Kosher meal
NSSW Non-smoking window seat	TKNM Ticket number for some airlines
SMST Smoking seat	SFML Seafood meal
UMNR Unaccompanied Minor	VGML Vegetarian meal
BSCT Bassinet	SPML Special Meal (include free text)
PETC Pet in cabin	DOCS Passport information
AVIH Animals on hold	DOCA Resident and/or destination address
INFT Infant details in PNR	DOCO Passenger's Visa information
WCHC Wheelchair, needs to be carried or assisted to seat	WCHR Wheelchair, able to walk up stair
WCHS Wheelchair, unable to walk up stairs but able to walk to seat	

Formats

3 or 4 4-letter code segment / Free text - Name reference

Examples

3WCHR
3WCHR2/BROKEN LEG-1.3
3VGML1
3VGML2-2.1
3VGMLA-1
3PETC/CAT 5KG
3AVIH/DOG 50X50X50 50KG
3UMNR/UM 07-1.1

Examples for American Airlines

4WCHR2-2.1
4VGMLA-1.2

Notes

- 1) The segment need not be included if the service is requested on all segments (except with meals) and frequent travellers
- 2) The /Free text is optional but should be used only with those codes designed to accept it, for example SPML, FQTV, MAAS or UMNR. Text added to meal codes other than SPML will not be relayed to the other airline's computer system.
- 3) The name reference is usually only required if there is more than one passenger in the PNR and when ordering meals for all segments

Notes

- 1) To display GFAX entries, enter *P3
- 2) To display AFAX entries, enter *P4
- 3) There is a list of special meal codes under DU*/SPM.

Airline Passenger Information (APIS) DOCS, DOCO, DOCA SSR codes

Example

3DOCS2/P/CY/12345678/CY/15AUG1980/M/30SEP2015/STEWARD/MICHAEL-1.1

3DOCS	enter passport or other various document types information
2	segment number or omit to indicate all segments
P	document type Passport
CY	document issue country
12345678	document number
CY	document nationality country
15AUG1980	date of birth
M	gender
30SEP2015	document expiration date
STEWARD	last name
MICHAEL	first name
1.1	name field number

3DOCO2/NICOSIA CY/V/989879/NICOSIA CY/15AUG2008/USA-1.1
 3DOCO visa information
 2 segment number
 Nicosia CY place of birth
 V document type
 989879 document number
 Nicosia CY place of issue
 15AUG2008 Visa issue date
 USA Visa applicable country
 1.1 name association

3DOCA2/D/GB/20 HORROR STREET/LONDON/EN/7A1H3P-2.1
 3DOCA destination address information
 2 segment number
 D address type D=destination R=residence
 GB country
 20 HORROR street address
 LONDON city
 EN state or province
 7A1H3P Zip or postal code
 2.1 name association

Frequent Traveller Numbers

Frequent traveller numbers may be entered into a PNR so that passengers will receive mileage credit for bookings made through SABRE.

Format

FF Carrier Code FQTV number - Name number

Example

FFBA2345678-2.2

Notes

- 1) If there is only one passenger it is possible to omit the name number
- 2) The name may be used instead of the name number, e.g. FFUA1234567-SMITH/MIKE MR. However, the name must be an exact match of the name in the filed of the PNR.
- 3) To display Frequent Traveller information *FF

OSIs

These pass on relevant information about passengers to an airline but require no action or reply.

Formats

3 OSI Space Carrier code Space Free text - Name reference

(Name reference only required if more than one passenger in PNR.)

4 OSI Space Free text - Name reference

Examples

3OSI BA NERVOUS PASSENGER-1.2

3OSI OA TKNM 0505645566789-1.1

3OSI CY FIRST TIME FLYER

3OSI CY VIP PASSENGER COMPANY PRESIDENT-1.1

Notes

1) Maximum of 70 characters in OSI field. The message should be kept short. Even though SABRE can accept 70 characters, the other airline's computer system may not be able to process long messages and there will be a delay in handling the reservation.

2) To display GFAQ OSI, enter *P3O

3) To display AFAX OSI, enter *P4O

4) Use OSI field to enter 'to complete party' information,

ie: 3OSI BA TCP2/SMITH JOHN

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Special Requests

ENDING A PNR

- E assuming all mandatory fields have been entered, this entry will end the PNR and give it a record locator.

Entering the Received from Field and Ending the PNR

The above entry can be combined with the Received from format:

6P\$E

The Signature Line

On ending a PNR the signature will look something like this:

2EA0.2EA0*AST 0315/30AUG03 SRTNSJ

This line gives the following information:

2EA0	PCC
*	agent's duty code
ST	agent's reference
0315/30AUG03	time/date of PNR creation (Tulsa time)
SRTNSJ	record locator

The letter H following the record locator will indicate that the PNR now has a history, ie changes have been made to it since it was originally created.

IGNORING A PNR

- I will halt the creation of a new PNR, no matter how many fields have already been entered. If the PNR has already been ended and has a record locator, this entry will return the PNR to the SABRE central bank unchanged.
- IR This entry can only be used on a PNR that has already been ended and has a record locator. If the PNR is then recalled and some changes made, the entry will ignore the changes and retrieve the PNR in its original state.

VERIFY FLIGHTS

Verifying by Flight Number

Further information about a flight can be obtained by verifying the flight.

Format

V * Flight Number / Date

Example

V*CY312/10MAR

Response

V*CY312/10MAR«

10MAR	DPTR	ARVL	MEALS	EQP	ELPD	ACCUM	MILES	SM	
LCA	ATH	0930	1115	S/S	320	1.45	1.45	590	N

ARR-EAST TERMINAL

From left to right these columns show:

LCAATH	City Pair
0930 1115	Departure and Arrival Times
S/S	Meal Service
320	Equipment Type
1.45	Elapsed Flying Time
1.45	Accumulated Time including any ground or transfer time if applicable
590	The flown distance between the points of departure and arrival
N	The smoking status of the flight. If this column is blank smoking is permitted. If smoking is not permitted this column will show N for No-Smoking

Verifying from an Availability Display

Flight information may also be obtained from an availability display

Format

VA * Line Number

Example

VA*1 Verifies the flight on line 1 of an availability display

VA*1/4 Verifies the flights on lines 1 and 4

VA*1-3 Verifies the flights on lines 1 to 3

Verifying from a Booked Itinerary

Flight information may also be obtained from a booked itinerary.

Format

VI * Segment number

Example

VI*1	Verifies the flight in segment 1 of the PNR
VI*3/4	Verifies the flights in segments 3 and 4 of the PNR
VI*1-3	Verifies the flights in segments 1 to 3 of the PNR
VI*	Verifies ALL flights in the PNR

Verify Minimum Connecting Times

Minimum connecting times may also be verified in a booked itinerary.

Examples are:

VCT*	verifies all connecting segments
VCT*1/2	verifies connecting time between segments 1 and 2
VCT*2-4	verifies connecting times between segments 2 and 3 and then between segments 3 and 4

Notes:

1) If the minimum connect time is invalid the response is for example:

INVALID CONNECT TIME SEGS 1 AND 2 - MINIMUM IS 75 MINUTES VERIFY ANY REMAINING SEGMENTS

2) Any segment with action code WK, WL, UN, DS, UC, NO or OX will be ignored with any of the above entries

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Flight Information

PRE-RESERVED SEATING (PRS)

All seat and seat map request entries begin with the identifier 4G.

Codes

Location codes or actual seat numbers may be used in requests. The codes used are as follows:

N – Non Smoking A – Aisle NW – Non smoking/Window

W – Window S – Smoking SA – Smoking/Aisle

View seat map

You must book the segment(s) and enter the names first before entering the format.

Examples

4G1* Display full seat map for segment 1
4G1*-AN Display all Non smoking seats for Segment 1
4G2*-AS Display all Smoking seats for Segment 2

Book Seats

4G1/33A Book seat 33A segment 1
4G2/33AB Book seats 33A and 33B segment 2
4G1/N Book any Non-Smoking seat segment 1
4G1/S Book any smoking seat segment 1
4G3/NA Book non smoking aisle seat segment 3
4G1/SW Book smoking window seat segment 1
4GA/NW Book non smoking window, all segments

View Booked Seats

The actual seat numbers booked will not be displayed in the main part of the P.N.R.

To view booked seats *B.

To view any changes made to PRS *HB

Cancel Seats

4GX1 Cancel seats segment 1
4GXALL Cancel all PRS in PNR
4GX2/33A Cancel individual seat segment 2

Note:

SSR formats should be used for carriers who do not offer a seat map facility.

Examples

3NSST Request non-smoking seat for all segments
3NSST2 Request non-smoking seat segment 2 only
3SMST1-2.1 Request smoking seat for passenger 2.1 for segment 1
3RQST1/5B-1.1 Request specific seat nbr 5B for segment 1 for passenger 1.1

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Seats

CLONE A PNR

It is possible to clone or take a copy of the itinerary of a PNR in order to start building up a second PNR.

Format
I or E C

Examples are:

IC	ignores the PNR on screen and clones the itinerary
EC	ends the current PNR and clones the itinerary

Additions can also be made to the basic formats:

ICB2	ignores the PNR on screen, clones the itinerary but books it for two people
------	---

ICR	ignores the PNR on screen, clones the itinerary and relates the two PNRs, ie TCP and record locator of original PNR appear as an OSI in the new
-----	---

IC‡3	ignores the PNR on screen and clones the whole PNR for 3 days later
------	---

ICB2,‡3	ignores the PNR on screen, clones the itinerary, books it for 2 people 3 days later
---------	---

Notes

- 1) The cloning entries can be used to copy itinerary segments and passenger data.
- 2) You cannot clone a PNR while in divide party or when you are on queue.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

PNR Clone Entries

DISPLAY A PNR

Displaying the whole PNR

A PNR can be displayed in 4 different ways:

- *-STOWERS by the Identification Code Keys (ICKs) * and - followed by the surname of the passenger
- *-2EA0-STOWERS retrieves the PNR built in another PCC with which your agency has branch access
- *AA81/5JUN-MCMILLER * followed by the flight number / the departure date - the surname
- *SSRVHK * followed by the record locator

Displaying Parts of a PNR

To display parts of a PNR use the following entries:

- *A displays the whole PNR (once it is in the working area) if it has been cleared from the screen or if you want to see how it is building up
- *I displays the itinerary only
- *N displays the name or names only
- *H displays the history of a PNR only
- *P displays passenger data only; passenger data is the information in the PNR apart from the itinerary. It is possible to display specific parts of passenger data by including the appropriate ICK
- *P7 displays only the Ticketing Field
- *P9 displays only the Phone Field
- *P5 displays only the Remarks Field
- *P3 displays only the GFAQ Field
- *P4 displays only the AFAX Field
- *P3D or *P4D display Secure Flight Data
- *H3D or *H4D display history of Secure Flight Data

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Display Functions

LONG SELL ENTRIES

In addition to selling flights from a CPA, certain long sell entries are possible. Most of the following entries depend on the agent knowing the flight number and the exact three letter airport codes for departure and arrival.

Format

0 Carrier code Flight no Class of service Date City Pair Action code No of seats

Example

0BA11J24JANLHRSINNN2

Response

The response will appear at the side of the entry rather than below it, as with a sell entry from a CPA:

1400 1105 4 25JAN 5 SEG 1 SS J

If the class of service requested is closed out, this will be indicated and a CPA will appear, for example:

0QF2Y22DECLHRSYDNN1

Y CL P CL J AS2 M CL

22DEC SAT LHR/Z

SYD/±11

USE LON FOR LGW / LHR / LTN / STN / LCY / SEN

1QF	2	P0	J2	Y0	M0		LHRSYD	1215	2110±1	747	D	1	TA
2BA	11	F4	J4	M0	S0	B0	Q0	LHRSYD	1200	2055±1	747	1	X34 TA
3QF	10	P2	J2	Y0	M0		LHRSYD	2145	0900±2	744	LD	2	TA
4QF	2	P2	J2	Y0	M0	V4	LHRBKK	1215	0700±1	747	DB	0	TA
5QF	16	J0	Y0	M0			SYD	0825	2115	74L	BL	0	7 TA

From the given CPA, the usual sell or waitlist entries are possible. The seats sold via long sell entries with NN action code will be confirmed immediately if available and the status will change to SS.

Waitlisting

Format

0 Carrier code Flight no Class of service Date City Pair Action code No of seats

Example

0BA318C06APRLHRCDGLL1

On other Airlines

Response

The response will appear at the side of the entry rather than below it, as with a sell entry from a CPA:

1630 1835 2 S SEG 2 LL C

Open Segments

Format

0 Carrier code OPEN Class of service Date City Pair Action code No of seats

Example

0AZOPENY7JULLHRFCODS1

Response

01 AZ OPEN Y 07JUL LHRFCO DS01

Example

0OSOPENY7JULLHRFCODS1±VIE

Open segment with connecting city

Response

01 OS OPEN Y 07JUL LHRVIE DS01

02 OS OPEN Y 07JUL VIEFCO DS01 X

The X at the end of the second segment indicates that a through fare will be calculated when SABRE prices the PNR and that no stopover is permitted at the end of segment 1.

0OSOPENY7JULLHRFCODS1±VIE-AZ

Open segment with connecting city and connecting carrier

Response

01 OS OPEN Y 07JUL LHRVIE DS01

02 AZ OPEN Y 07JUL VIEFCO DS01 X

The X at the end of the second segment indicates that a through fare will be calculated when SABRE prices the PNR and that no stopover is permitted at the end of segment 1.

Notes

- 1) It is possible to leave out the date in the formats to sell an Open segment but SABRE will not then be unable to price the PNR. If a date is entered, it will not print out on the ticket or invoice.
- 2) If no airline code is to be specified on the ticket, enter ** in place of an airline code. ** is the IATA approved code indicating "no specified carrier".
- 3) SABRE will allow you to sell an open segment between any two cities. It will check whether the carrier named operates flights between those two cities.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Segment Sell

SHOWING A BOOKING CONFIRMED IN A SYSTEM OTHER THAN SABRE

If a passenger has already booked a seat directly with the airline and you now wish to take a copy of this in SABRE for pricing and ticketing purposes, the following format will create a dummy booking.

You must ring the airline for this information.

Format

0 Carrier code Flt no Class Date City Pair Action code No of seats * Airline ref

Examples

0AZ459C7JULLHRLINBK1*JOHN

0KQ145Y23SEPLHRNBOGK1

Notes

- 1) Prior to making this entry you must contact the airline to check the information is correct and to obtain a record locator.
- 2) Following the GK or BK action code and the number of seats, the * can be followed by 5 characters of free text. This could be used to note name or the initials of the person you spoke to at the other airline. You might also like to note the other system's record locator in the Remarks Field of the PNR.
- 3) If the passenger cancels the flight and the segment has BK status you should cancel the segment in the usual way and this will generate a cancellation message to the airline concerned.

If the segment has been booked with GK status do not make the usual cancellation entry as no message will be sent to the airline. With a GK status, if the passenger cancels or changes the flight, call the airline concerned and ask them to make the changes.
- 4) It is possible to price and ticket a GK or BK segment. Both print as 'status OK' on the ticket.

SELLING A SURFACE SEGMENT

Format

0A

Response

SEG 1 ARNK

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Segment Sell

DELETE AND CHANGE PASSENGER DATA

DELETE PASSENGER DATA

Format

Identification code key to be deleted Line of Passenger reference α

Examples are:

-α	deletes the only name in the PNR
-1.1α	deletes name 1.1
-4α*	deletes name reference data from fourth name field
-1.3α*	deletes name reference data of name 1.3
91-3α	deletes telephone numbers on lines 1 to 3
91,3α	deletes telephone numbers on lines 1 and 3
53-5α	deletes remarks on lines 3 to 5
52,4α	deletes remarks on lines 2 and 4
W-α	deletes the agency address
W-2α	deletes the second line of the agency address
32α	deletes line 2 of the OSIs or SSRs
43,4α	deletes lines 3 and 4 of the OSIs or SSRs
FF1α	deletes Frequent Flyer Number on line 1
PE1α	deletes Passenger e-mail Address on line 1

Notes

- 1) With deletions to the Remarks Field it does not matter what type of remark is being deleted provided that the line number within the Remarks Field is correct.
- 2) There is no need to delete the Received Field or the Ticketing/Time Limit Field. Entering the information in these fields again will overwrite the original entry.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Passenger Name Record (PNR)

CHANGE PASSENGER DATA

Format

Identification Code Key Line or Passenger reference ✕ New text or data of field to be changed

Note

It is possible to change more than one line at a time by joining together the different formats with §

Names

SABRE will allow name changes but industry regulations on name changes in bookings must be adhered to. If the surname is incorrect, the whole Name Field, including the first name(s), must be typed again.

Examples

-1✕JENSEN/KURT MR
-3✕2MACDONALD/JAMES MR/JANE MRS

If the first name and/or title is incorrect, this can be changed without repeating the surname. The full passenger reference must be given.

Examples

-1.1✕JANE MISS

Name Reference Data

-1✕* New name reference data
-3.2✕*New name reference data

Changing the name reference data does not generate a name change message to the airlines in the PNR. If you re-enter the whole name field (ie surname, name and name reference), an unnecessary name change message will be transmitted to the airlines in the PNR.

Ticketing Field

If the ticketing field requires changing it is possible just to type in the new entry in the usual format. This second entry will override the original. However, the ✕ key must be used if the ticketing field is to drop onto queue.

7✕T-A will override an original ticketing entry with a Queue placement date

7✕TAW17FEB/ will now cause the PNR to fall onto Queue 9 on 17 February

7✕TAX17FEB/ will now cause the PNR to fall onto Queue 10 on 15 February

Time Limit

If the time limit requires changing it is possible just to type in the new entry in the usual format. This second entry will override the original.

Phone Field

93#New Number-B

changes the phone number on line 3, eg: 93#081-472-6783-B

91#New Code

changes the local city code which precedes the telephone number when it is redisplayed, eg: 91#MAN

Remarks Field

Care must be taken when changing any line in the Remarks Field as the entry must include an indication as to what type of remark the new one is to be.

51#-New FOP form of Payment

53#New text general

52#H-New text historical

53#.New text invoice

54#‡New text itinerary

52#/New name or part of address customer address

53#‡ S4New itinerary associated remark

Received Field

If the Received Field requires changing it is possible just to type in the new entry in the usual format. This second entry will overwrite the original. The Received Field in the PNR at the time when it is first created will remain there. New Received Fields added afterwards to authorise changes will be recorded in the history of the PNR.

Frequent Flyer Number

FF1#CY123456-1.2 changes Frequent Flyer details of line 1

Passenger e-mail Address

PE1#‡BANDREOU@CYTANET.COM.CY‡

Agency Address

Only one agency address per PNR is permitted. If the whole agency name and address needs to be changed, you must first delete the original one and then add the new one using the usual format.

W - 1 deletes the address

W - 2 new address changes line number 2 of the address

When redisplayed, the itinerary will now be:

1 UA 903Y 19JUN 6 LHRJFK SS2 1340 1635 /DCUA /E
2 UA 900Y 27JUN 1 JFKLHR HK2 1820 0625 28 JUN 2 /DCUA /E

Using a Long Sell Entry

The above flight could also have been booked by using

X1‡0UA903Y19JUNLHRJFKNN1

Using a Resell Entry

Providing the flight number, class of service and points of departure and arrival are the same as in the segment being cancelled, ie everything is the same apart from the date of travel, the following format can be used:

X1‡0019JUN The 00 in the format indicates "resell"

Some similar formats using this method are:

X1-3‡0024JUN cancels segments 1 to 3 and rebooks them on 24JUN

X1/3‡0024JUN cancels segments 1 and 3 and rebooks them on 24JUN

XIA,‡7 cancels all air segments in the itinerary and rebooks them seven days later

XIA,-4 cancels all air segments in the itinerary and rebooks them four days earlier

Notes

1) If the flight does not operate on the new date, SABRE will action the first part of the format, ie cancel the segment, but will be unable to rebook the new seats. To 'undo' the cancellation, ignore and retrieve the PNR, ie enter IR.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Passenger Name Record (PNR)

INSERT SEGMENTS

The Identification Code Key to insert segments or items of passenger data is the Slash Key, / (NB IAS on the front of the key means Insert After Segment).

Inserting Segment into an Itinerary

Format

/ Segment number after which new segment is to be inserted

Example

/2 inserts the new segment after segment 2 of current itinerary

Notes

Note the two ways to proceed with these entries:

1) Put SABRE into the Insert Mode with /segment number as above. Enter. Make sell entries (long sell or sell from CPA). Any subsequent sell entries will continue to insert at that point. *A or *I will cancel the Insert Mode.

2) Put SABRE into the Insert Mode and make the sell entry in one format

Examples are:

/2/01Y2

/2/0BA11Y24JUNLHRSINNN1

*A or *I will cancel the Insert Mode.

3) /0 inserts a new segment as the first segment

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Passenger Name Record (PNR)

Inserting Passenger Data

Format

Identification Code Key Line Reference / Text or Data

Examples:

90/081-881-6754-A inserts the agency phone number to be the first in the Phone Field

50/-CASH inserts this Form of Payment remark as the first line in the Remarks Field

W-1/25 HIGH STREET inserts this line as the second line in the Agency Address Field

Moving Segments in the Itinerary

Segments within an itinerary may need to be repositioned to ensure continuity.

Format

/ Segment to be inserted after / Segment(s) to be moved

Examples:

/1/6 inserts line 6 after line 1

/3/5-7 inserts lines 5-7 after line 3

/2/4,6,8 inserts lines 4, 6, 8 after line 2

DIVIDE A PNR

If one or more passengers, but not all of them, wish to make any changes to the current itinerary in a PNR, the PNR can be divided, allowing changes to be made to the new PNR without affecting the original.

Format

D Passenger Name Reference(s)

Examples are:

D1	divides off passenger(s) in the first Name Field
D2.1	divides off passenger 2.1
D3.1*4.1	divides off passengers 3.1 and 4.1
D1.2-3.2	divides off all passengers between 1.2 and 3.2 inclusive

Dividing Procedure:

- 1) Recall original PNR onto screen
- 2) Type the appropriate divide format
- 3) The names of the passengers divided off from the original PNR now appear in the new PNR along with their seats. The record locator of the original PNR will appear in the Remarks Field of the new PNR
- 4) Make the necessary changes to the itinerary in the new PNR
- 5) Adapt any other details in the new PNR, ie check phone numbers, Remarks and AFAX and GFAX are all relevant
- 6) Add a Received Field
- 7) File the PNR type F . A divided PNR is NOT ended but filed: F. (This can be combined with the Received Field entry as 6P\$F)
- 8) The response will be PNR FILED and the original PNR will reappear on the screen, minus the passengers who have been divided off. The record locator of the new PNR will be cross referenced in the Remarks Field of the original
- 9) Adapt any details in the original PNR, ie check phone numbers, Remarks and AFAX and GFAX are all relevant
- 10) If no changes have been made, end the PNR in the usual way. If changes have been made, add a Received Field and end the PNR

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Passenger Name Record (PNR)

CHANGE SEGMENT STATUS

Notification of schedule changes and waitlist clearance will come through on the Queues which should be checked regularly throughout the day.

Agents have up to 72 hours to confirm new booking.

Here are some of the most common:

KL	confirming from waitlist. Segment status must be changed to HK within 72 hours or the segment will automatically be cancelled
KK	OA confirming request. Change segment status to HK
TK	holds confirmed, schedule change. Advise passenger of new times and change segment status to HK
HK	holds confirmed
NO	No action taken, cancel segment and request an alternate
WK	was confirmed. AA schedule change. Segment should be cancelled. Will appear in PNR followed by an SC segment
SC	AA schedule change. Shows new segment. Change segment status to HK
HL	holds waitlist status
UN	unable, flight not operating. Change segment status to XK and request an alternative
XK	removes segment and no message is generated to the airline
HX	cancelled segment by the airline. Change segment status to XK

The Identification Code Key which introduces all formats to change segment status is the Full Stop Key.

Once status has been changed, any OSIs giving further information should be deleted once noted and a Received Field added before ending the PNR.

Format

. Segment Number Segment Status

Examples are:

.1HK	changes segment 1 to HK
.2/4HK	changes segments 2 and 4 to HK
.1-3HK	changes segments 1 to 3 to HK

Waitlist Clearance

Change KL to HK

Cancel any confirmed seats sold as a back-up. This should be done before changing segment status of waitlist clearance. Cancellation and changing of segment status can be done in one entry.

Example

X2‡.1HK cancels segment 2 and changes segment 1 to HK

Confirmation from Pending Request

Change KK to HK

Schedule Changes

Change TK to HK

Flight no longer Operating

Change UN to XK

This will cancel the segments showing flights no longer operating without generating a message to the airline.

Changing Segment Status and Adding New Times

This can be done in one entry

Example

.1HK11501605.2HK18000710‡1

This entry would change status of segment 1 to HK and add a departure time of 1150 and an arrival time of 1605 and change status of segment 2 to HK, adding a departure time of 1800 and an arrival time of 0710 next day.

The ‡1 would cause SABRE to calculate the arrival date which it adds at the end of the appropriate segment when the PNR is redisplayed.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Passenger Name Record (PNR)

HISTORY OF A PNR

To display the History of changes made to a PNR after the first end transaction.

Format

*H

The PNR must be in your current working area.

The time of the changes to PNR is shown in U.S Central Time (SABRE time).

ACTION CODES

XS	Cancelled segment
AS	Added segment
SC	Schedule changed segment
MS	Modified Car or Hotel segment
X9	Cancelled Phone item
A9	Added Phone item
X7	Cancelled Ticketing field
A7	Added Ticketing field
AT	Added Ticketing entry /W‡ ENTRY/
X8	Cancelled Time Limit field
A8	Added Time Limit field
R-	Entered Received From /6 FIELD/
Cannot change Original	
AAC	Added Manual Accounting line
XAC	Deleted Accounting line
A4O	Added OSI Facts
X4O	Cancelled OSI Facts – Followed by data
A4S	Added SSR Facts
X4S	Cancelled SSR Facts
A5F	Added Form of Payment
X5F	Deleted or Changed Form of Payment
A5H	Added Historical Remark - Includes text
X5H	Cancelled Historical Remark – Includes text

Notes

- 1) History is stored with most current changes appearing at top of display
- 2) All of the following entries can be seen using MD, MU, MT,MB
- 3) If a PNR has History, H will appear immediately following the PNR record locator in the signature line of the PNR
- 4) If *H entry is made and the PNR has not been ended the first time or if no changes have been made, the response will show...NO HIST... indicating that No History exists

Selected History display entries

- | | |
|------|--|
| *H | Display the entire PNR History |
| *HIA | Display only Air segments |
| *HIH | Display only Hotel segment information |

GROUP PNR

Group PNR is minimum of ten (10) and maximum of ninety nine (99) passengers.

Name field

Format

-C/number of the group+name of the group GRP

Example

-C/22ROTARY GRP

Response will be as follows

1.C/22-22ROTARY GRP

Itinerary

Group seats are always requested using the long sell entry.

Always check with the airline for the class of service to avoid misunderstandings.

Example

0CY312Y15MARLCAATHNN22 OR 0CY312Y15MARLCAATHLL22

If Group seats were requested directly from the airline you can create PNR showing segment status as GK if the seats are confirmed or GL if waitlisted.

Example

0CY312Y15MARLCAATHGK22

General Facts

It's necessary to add under G-FAX the fare type.

Example

3GRPF1/IT FARE

Adding names

Names may be added at any time using the normal entry beginning with -

Example

-IOANNOU/A MR

To redisplay the PNR *A the response will be as follows

1.C/22-21ROTARY GRP 2.1IOANNOU/A MR
1 CY 312Y 15MAR 3 LCAATH NN22 0930 1115 /ABRQ

GENERAL FACTS

1.SSR GRPF CY IT FARE

Group PNR will be ended using all the mandatory information as for a normal PNR.

To retrieve the Group PNR *-C/ROTARY GRP

Names in alphabetical order

Names may be alphabetized in a Group PNR

Format

TN

Division

To divide passengers in a Group PNR the following format is used:

Format

DC/total number of psgrs that will be divided*name field*name field

Example

DC/2*4.1*6.2

2	Total number of psgrs 2
4.1	First psgr from name field 4
6.2	Second psgr from name field 6

QUEUES

The Queues system acts as an automated filing system for PNRs and messages. Each Queue represents a file, designed for a specific purpose or assigned to a particular individual. PNRs or messages will drop automatically onto some Queues but will have to be deliberately placed on others.

Each PCC owns 512 PNR Queues, 7 message Queues and 2 special Queues.

PNR Queues

Out of the 512 Queues, 50 (Nos 0 - 49) have already been assigned uses by SABRE.

0	15
Basic PNR Urgent (24 hours)	ETDN - Errors, Rejects
1	16
Basic PNR Non-Urgent	Not Assigned
2	17
Car/Hotel/Tour Confirmations	Waitlist Confirmation - Urgent (24 hours)
3	18
Not Assigned	Waitlist Confirmation - Non Urgent
4	19
Recheck PNRs successful processing	QLT Default Queue/Recheck Errors
5	20
Air Schedule Changes within 17 Days	Dupe PNR
6	21
Air Schedule Changes beyond 17 Days	Unable to Invoice
7	22
HX Status Code received	Corporate Travel Policy modified by Airline
8	23
Not Assigned	Group System Action
9	24
TAW Tickets to print	Pre-Reserved Seats / BP Confirmations
10	25
TAX PNR Suspend	Pre-Reserved Seats / BP Unable to Confirm
11	26
Airline Rated PNR	Tour Time Limit
12	27
Large Party (10 or more)	Rejected BP continuous Queue print
13	28
Not Assigned	Answerback Requeue
14	29
ETDN - Confirmations, Acknowledgements	Easy SABRE PNRs

The agency may allocate the remainder (Nos 50 - 512) as necessary, assigning each Queue for whatever purpose it chooses.

Message Queues

There are 7 message Queues, ie files to which text messages may be sent but not PNRs.

A	Auxiliary
C	Commercial SABRE
G	General
H	Help
N	Notification
S	Supervisory
T	Telex

Special Queues

LMTC	Left Message to Contact
UTR	Unable to Reach

Queue Count

QC/	displays number of items on all Queues within the PCC. (Queues not mentioned on list are empty)
QC/PCC (eg: QC/2EA0)	displays number of items on all Queues for agency other than your own but with which branch access has been established
QC/1 (QC/2, QC/3 etc)	displays number of items on a specific Queue
QC/15-23	displays number of items on range of consecutive Queues
QC/5/9	displays number of items on non-consecutive Queues (maximum 2)
QC/A (QC/C, QC/G etc)	displays number of items on message Queues
QC/L (QC/U)	displays number of items on LMTC/UTR Queues

PIC (PREFATORY INSTRUCTION CODE)

PNRs will Queue place automatically onto the 49 pre-assigned Queues. Should a PNR need to be placed on any other Queue, it will be necessary to alert the recipient of the action to be taken with that PNR. This is done by a Prefatory Instruction code (PIC) , a number which will change into an instruction.

QI*SYS	displays a list of established codes in SABRE
QI*SYS11	decodes PIC number 11

Queue Placement

Within an Agency

Format

QP / No of Queue to which item is to be sent / PIC (Prefatory Instruction Code)

Examples are:

QP/100/11 places PNR on Queue 100 with PIC number 11, which translates as 'See Remarks'

QP/172/33 places PNR on Queue 172 with PIC number 33, which translates as 'Fare change'

QP/100/75†75/15†172/38 places the PNR to Queue 100 with PIC 75, Queue 75 with PIC 15 and Queue 172 with PIC 38. A PNR can be placed on up to three Queues at any one time.

Between Agencies

The PCC will have to be included in the format:

Example

QP/2EA055/11

Notes:

- 1) 6P\$QP/32/200 receives ends and Queue places the PNR in one entry
- 2) Queue placement with these entries is immediate
- 3) To Queue place between agencies Branch Access must be open

Suspending a PNR for Future Queue Placement

The following formats cause the PNR to drop onto Queue on the date specified in the entry.

Within an Agency

5Q-14NOV39/50 will drop onto Queue 39 with PIC number 50 within the agency on 14 November

Between Agencies

5Q-2EA014NOV39/50 will drop onto Queue 39 with PIC number 50 in PCC 2EA0 on 14 November

Notes

- 1) The date cannot be either today's or tomorrow's date
- 2) The suspension entries are logged in the Remarks Field of the PNR
- 3) The maximum number of suspension entries per PNR is eight
- 4) 51=Q-New text changes the suspension entry (where 1 represents the line number in the Remarks Field)

Ticketing Queues

7TAW12JUL/	entry in Ticketing Field of PNR causes automatic Queue placement on Queue 9 within the PCC on date specified.
7TAX12JUL/	entry in Ticketing Field of PNR causes automatic Queue placement on Queue 10 within the PCC 2 days before the date specified.
7TAWPCC12JUL/ (eg: 7TAW2EA012JUL/)	entry in Ticketing Field of PNR causes automatic Queue placement on Queue 9 in PCC 2EA0 on date specified
7TAXPCC12JUL/ (eg: 7TAX2EA012JUL/)	entry in Ticketing Field of PNR causes automatic Queue placement on Queue 10 of PCC 2EA0 2 days before the date specified.

Accessing Queues

Format

Q / Queue Number or Initial letter

Examples:

Q/10	accesses Queue 10
Q/213	accesses Queue 213
Q/S	accesses Supervisory Queue
Q/L	accesses Left Message to Contact Queue

The above examples will make the first PNR or message appear on screen

Notes

- 1) Only one Queue per working area can be accessed at any one time
- 2) *Q displays Queue currently being accessed
- 3) Q* redisplay the PIC attached to current PNR if working a PNR Queue or redisplay current message if working message Queue

Working Queues

Each of the entries below will remove the current PNR/message from the screen and replace it by the following one until all PNRs/messages have been dealt with and the response END OF DISPLAY FOR REQUESTED DATA is displayed

I	ignores PNR/message on screen but leaves it on Queue
E	ends transaction on current PNR and removes it from the Queue. Used when PNR is changed in some way (segment status changed, segment cancelled, rebooked etc)
QR	removes PNR/message unaltered from Queue
QL	removes PNR from Queue and places it automatically on LMTC Queue, where it remains for 24 hours, after which it will requeue place onto the original Queue. QL can be combined with a short message (maximum 15 characters), eg: QL-WITH SECRETARY
QU	removes PNR from Queue and places it automatically on UTR Queue, where it remains for anything between 15 minutes and 4 hours (time determined by agency), after which it will requeue place onto the original Queue. QU can be combined with a short message (maximum 15 characters), eg: QU-LINE ENGAGED
QXIR	ignores the PNR, exits the Queue and redisplay the PNR on screen
QXER	ends the transaction, exits the Queue and redisplay the PNR on the screen

Notes

1) Entry logged in Remarks Field of PNR if message added

QP/44/9	requeue places PNR to Queue 44 with PIC number 9
QBI±4	ignores current PNR and moves forward by 4 PNRs
QBI-3	ignores current PNR and moves backwards by 3 PNRs

Exiting Queues

If Queue needs to be exited before all the PNRs/messages have been accessed, the following entries can be used:

QXI	ignores PNR/message on screen and exits Queue
QXE	ends PNR where changes have been made and exits Queue
QXR	removes current PNR/message from Queue and exits Queue
QXL	places current PNR on LMTC Queue and exits Queue
QXU	places current PNR on UTR Queue and exits Queue

Message Queues

Messages have to be written in a certain way before being placed on Queue. In fact, they are written as if each line were a General Remark in a PNR.

Example

```
5ATTN HELP DESK
5FROM JOHN SMITH STIN TRAVEL SERVICE QP/5OT0S
5.
5RE TICKETING PRINTER
5.
5TICKETS JUMPING UP AND UPSETTING NUMBER SEQUENCE
5APPRECIATE HELP ASAP - TEL NO 081-577-4670
5.
5BRGDS JOHN
```

To check the message and amend any lines before sending it:

*A

NO NAMES

NO ITIN

REMARKS

```
1.ATTN HELP DESK
2.FROM JOHN SMITH STIN TRAVEL SERVICE 5OT0 QP/5OT0S
3..
4.RE TICKETING PRINTER
5..
6.TICKETS JUMPING UP AND UPSETTING NUMBER SEQUENCE
7.APPRECIATE HELP ASAP - TEL NO 081-577-4670
8..
9.BRGDS JOHN
5OT0.5OT0*AST 1007/31DEC90
```

To change or delete lines, use the same formats as for changing the Remarks Field of a PNR

Queue Placing a Message

QP/G	places message on General Queue within the PCC
QP/G‡S‡T	places message on General, Supervisory and Telex Queue within the PCC (maximum 9 addresses)
QP/2EA0G	places message on General Queue of PCC 2EA0
QP/2EA0G‡5OT0S‡A	places message on General Queue of PCC 2EA0 and Supervisory Queue of PCC 5OT0 and on Auxiliary Queue within the PCC. These entries can only be used where Branch Access has been established.

Queue Placing to Other Airlines, Hotel Companies, Car Companies

The Queue address will be the 3-letter DRS code: use this address and add S (Supervisory) or G (General) to the end and Queue place your message in the usual way.

For example, to queue a message to Avis enter: QP/QZIS or QP/QZIG

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Queues

SPECTRA

Spectra (SABRE PNR Exclusive Count Ticketing Request Airline) is a program used to retrieve future reservation records that have specific characteristics.

It is necessary to have the keyword SUBMGR in your EPR in order to make the following entries.

Step one Make a QK entry Example QK‡ALL

Response OK STARTED

Step two : UMSG appears on the screen (above the Start) to show that SPECTRA was completed. Press ctrl + U to show number of PNRs found

Response will be as follows

5JH1 SPECTRA KEYS:

ALL PNRS

22DEC /04355JH1*ATR END TIME - 0435

TOTAL - 8

Step three QJ/100 Jump PNRs onto an empty Queue (eg 100)

or

QJ/100/11 Jump PNRs onto the queue 100 with the PIC 11 which is "SEE REMARKS"

Response ON Q 100 5JH1 0447/22DEC

Then you can access the relevant queue and work out the PNRs.

Notes

- 1) Each agency is allowed 20 FREE SPECTRA entries a month. Each additional entry costs 12.00USD per entry.
- 2) After the QK input, your computer is released for normal functions.

QK entries

QK‡ALL	collects all PNRs in PCC
QK‡AL-CY	collects all PNRs containing airline (CY)
QK‡CL-Y	collects all PNRs containing Y class of service
QK‡SD-18FEB	collects all PNRs with travel on a specific date (18FEB)
QK‡NA-IOANNOU	collects all PNRs containing name Ioannou
QK*	redispays last SPECTRA response
QK*COUNT	display count per month

REFERENCE SOURCES IN SABRE

There are two main sources of information in SABRE: the DIRECT REFERENCE SYSTEM and FORMAT FINDER HELP SYSTEM.

THE DIRECT REFERENCE SYSTEM

The Direct Reference System, known as the DRS Information is now available at AGENCY ESERVICES - BUSINESS TOOLS MENU. It gives information on the associate companies who sell their services through SABRE: car companies, airlines, hotel chains etc.

FORMAT FINDER HELP SYSTEM

The Format Finder Help system provides quick access to Sabre global distribution system formats, descriptions, detailed procedural information and has all the functionality of a standard Windows Help system.

Once you are logged into Sabre system, there are three ways to launch Format Finder help system:

- Press Ctrl + Z on the keyboard as a shortcut
- From your browser window, open the Agent Tools tab and select Format Finder. Type the desired search words into the search box and click Search Format Finder
- Through a linear command from your blue screen, just type the word HELP/ followed by a keyword or keywords and press ENTER

Using the Format Finder Home Page

The Format Finder opens with the search words entered and a list of search results in the left navigation pane and the home page on the right.

Click the desired page name from the list. The selected page displays on the right. Click the desired section link from the page menu and will take you to that section of the page.

Move down the page to the section you selected. An overview, procedures and guidelines related to the topic are presented first, followed by a format and/or procedures table, depending on the content. Scroll down the page to view the format section. Scroll again through a list of scenarios to find the appropriate format which includes a description, sample format and applicable notes.

VIRTUALLY THERE

Virtually There web site, www.virtuallythere.com, allows all Sabre agency customers to access their itineraries and travel information on the Internet. All they need is a Sabre record locator.

Each detailed itinerary contains:

- Flight information, including the following, and more:
 - Flight numbers and times, Type of aircraft, Meal service, Miles for the segment, Flight time, Gate information.
- Car rental information, including the following, and more:
 - Rates, Confirmation number.
- Hotel information, including the following and more:
 - Rates, Confirmation number.
- Agency remarks
- Maps and directions with zoom in/zoom out capability including:
 - City, Airport, Hotel, National, Regional, Street.
- Weather
- Destination information including:

Business customs and etiquette (appointments, entertaining, negotiating, and so on), Currency information (including description of currency, credit cards, tipping, and so on), Communications (telephone, fax, postal services, and so on), General (including time zone, electrical current, electrical plugs and adaptors and so on), Dining (including restaurant listings with ratings, descriptions and cost), Airport map.

The following steps should be made to automatically send a message at End Transaction to the customer's email address. This message provides a link to a personalized travel web page on Virtually There.

Step 1: Enter customer email address into PNR:

Format: PE‡(email address)‡

Example: PE‡AANDREOU@CYTANET.COM.CY‡

Step 2: End and Mail: EM

Instead of E to end transaction only, you type EM that means End Transaction and Mail.

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Email

WEATHER / CALCULATOR

WEATHER

There are three types of weather forecasts

WX Current Weather Conditions (For today and tomorrow)

CF City forecast (For three days)

EF Extended Regional forecast (Up to five days)

Format

⌘WEA/WX*CITY CODE

Examples

⌘WEA/WX*FRA Current weather Condition

Format

⌘WEA/CF*CITY CODE

Examples

⌘WEA/CF*TYO City forecast (For today, tonight and tomorrow)

Format

⌘WEA/EF*CITY CODE

Examples

⌘WEA/EF*LAX Extended Regional forecast (For up to five days)

Format

⌘WEA/AV*CITY CODE

Examples

⌘WEA/AV*FRA Average monthly temperature

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

Weather

CALCULATOR

T#9#7	Addition
T#44-32	Subtract
T#44*56	Multiply
T#36/6	Divide
T#MON	Displays the dates of four consecutive weekdays
T#JUN/99	
T#JAN/2000	Month and year calendar display
T*LHR	Displays local time in a specified city
T#12JUN#3	Displays the date three days after 12JUN
T#12JUN-3	Displays the date three days before 12JUN
T#T30C	Converts Celsius to Fahrenheit
T#T86F	Converts Fahrenheit to Celsius
T#MIKM100	Converts 100 Miles into Kilometers
T#KMMI160	Converts 160 Kilometers into Miles

CLAIM A PNR

The Claim PNR process allows you to gain ownership of an available PNR booked by a participating carrier. PNR must be displayed prior to claiming.

Format

⌘QCY/*RECLOC

Displays the PNR that you want to claim using the record locator

OR

⌘QCY/*FLIGHT/DATE-NAME

Displays the PNR that you want to claim using the flight, the date and the name

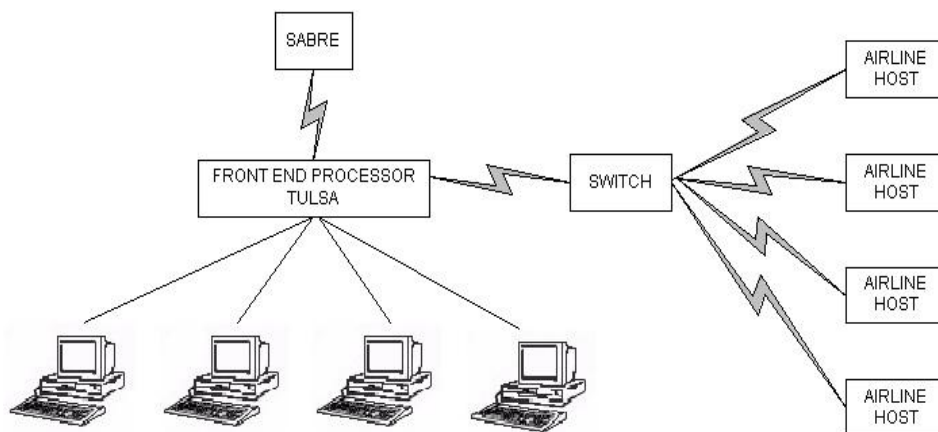
⌘QCY/CLM

Claims the PNR

After claiming the PNR all other entries (the telephone, received from and ticketing fields) are necessary to close the PNR.

For carrier specific information refer to F*TTL/CLAIM/CY where CY is the carrier 2-letter code.

TOTAL ACCESS



It is possible to access information through SABRE from another computer system's database. This facility is called TOTAL ACCESS and the other computer systems which we access are called HOSTS.

Information on Total Access

Use Format Finder to check information of all vendors with which SABRE has a Total Access agreement. Use Total Access as your keywords to search Format Finder. List of airlines appear on the left side of your screen. Click on the airline of your choice.

Total Access consists of ANSWERBACK, DIRECT ACCESS, DIRECT CONNECT, DIRECT CONNECT AVAILABILITY, and MULTI ACCESS.

ANSWERBACK

The Sabre AnswerBack feature, as the base level of connectivity participation, provides airlines with electronic distribution via teletype. This teletype booking product enables airlines to return their internal system record locator, as assurance that the airline received the sell request.

Example

```
11OCTLONLOS<<
  01OCT THU LON/Z#1 LOS/#0
1BA 75 F2 A1 J9 C9 D9 R9*LHRLOS 1120 1745 744 M 0 DCA /E
      I9 W9 E9 T9 Y9 B9 H9 K9
2W3 102 J9 C9 D9 R5 S9 Y9*LHRLOS 2205 0430+1 345 0 AB /E
      B9 Q9 L9 X9 T7 G0 V9 M9
3B3 283 J D S K B E LHRLOS 2200 0445+1 767 M 0 /E
      V L M N T
4VS 651 J9 D9 R9 Z9 W9 S9 LHRLOS 2220 0525+1 346 DB 0 DCA /E
      K5 Y9 B9 L9 M9 Q9 X9 N9
B3 - CALL DIRECT
* - FOR ADDITIONAL CLASSES ENTER 1*C.
```

Example above shows W3 as an AnswerBack participant with the tag AB on availability segment. If the carrier were also a participant of Sabre Direct Connect Access/ Multi Access, the tag would be AT. The steps to sell from this display are the same as a normal SABRE sell entry.

On redisplaying the PNR the response will be:

```
*A<<
NO NAMES
  1 W3 102Y 01OCT 4 LHRLOS SS1 2205 0430 02OCT 5 /ABRQ /E
```

Note that the tag ABRQ shows that an Answerback locator has been requested, but this segment is not confirmed until the record locator has been returned. Once the record locator has been sent it will be appended to the end of the segment.

Example

```
**A<<
IAHTEH
  1.1BROWN/COFFEE MR
  1 W3 102Y 01OCT 4 LHRLOS HK1 2205 0430 02OCT 5
                                          /ABW3*01DP8A /E
TKT/TIME LIMIT
  1.TAW/
PHONES
  1.NIC22581000-A
GENERAL FACTS
  1.OSI YY BKG BY ZENON NDC TEL 22581000
RECEIVED FROM - P
UR2B.UR2B*ADS 0404/03SEP09 IAHTEH H
```

Notes

1. Once you make a sell entry on an AnswerBack airline, the airline sends back its record locator within 1 hour of the original booking. If you do not receive a host locator within that time, the system automatically sends a Record Locator Request and adds that information to the remarks field and into the history of the PNR.
2. If the record locator still does not return within an additional 2 hours from original booking, the system places the PNR automatically on agency queue 28 with the prefatory instruction code 130 and the text VERIFY CONFO / LOCATOR RECEIVED.

DIRECT ACCESS

The Direct Access level of connectivity is a terminal emulation product. It uses common language translations to convert Sabre system entry formats to the airline host native formats. This provides availability, seat map and schedule information to the agent directly from the carrier's database. Direct Access enable you to access participating airline databases on a message transmittal basis while still functioning in the Sabre system.

Format

```
125OCTLHRJNB#SA
```

gives a SA CPA display

Response

```
125OCTLHRJNB#SA<<
 25OCT  SUN   LHR/Z           JNB/#2
SA RESPONSE ** DIRECT CONNECT PARTICIPANT **
** SOUTH AFRICAN AIRWAYS - AN **           52 SU 25OCT 0000
 7SA  235 C7 J7 Z6 Y7 B7 M7 K7 H7 S7 LHRJNB 1800 0725#1 346 0
      Q7 T7 V7 L7
 8SA  237 C7 J7 Z4 Y7 B7 M7 K7 H7 S7*LHRJNB 2105 1030#1 342 0
      Q7 T7 V7 L7 W7
```

Note that you are looking at the availability as it appears in the SA computer system. The line numbering will continue from the SABRE display.

You will have only 2 minutes from the CPA appearing on screen in which to make the sell entry. If the 2 minutes has expired, repeat the format to call up the Direct Access CPA.

Selling from a Direct Access CPA Display

Use the normal format to sell from this display

Example

01Y7<<

```
1 SA 235Y 25OCT 7 LHRJNB SS1 1800 0725 26OCT 1 /DCSA /E
```

Response

On redisplaying the PNR, the response will be:

*A<<

NO NAMES

```
1 SA 235Y 25OCT 7 LHRJNB SS1 1800 0725 26OCT 1 /DCSA /E
```

ETKT RECEIPT REQUIRED FOR ETKT PAX

UR2B.UR2B*ADS 0431/03SEP09

Note the segment is tagged /DCSA indicating that this segment was sold under the Total Access agreement with SA. Upon end transaction, the Sabre system sends a message to the host system to record the sale. A seat sold in Direct Access is considered guaranteed.

Additional Entries and Shortcuts

If a CPA display has already been accessed in SABRE, a shortcut (using the 2-letter airline code) etc to convert it to a Direct Access display can be used.

Examples

1[▣] BA

1[▣] TW

1[▣] R

gives Direct Access CPA for return flights

1[▣] R25JAN

gives Direct Access CPA for return flights on date specified

FQ[▣]

fare Quote same CPA, same airline, once a Direct Access availability has been displayed

FQ[▣] AC

fare Quote same CPA, new airline

FQ[▣] R

fare Quote in reverse direction of last CPA displayed in Direct Access

[▣]BAL/FQLONSIN23NOV

gives a BA Fare Quote display

1*D

redispays the last Direct Access CPA

DIRECT CONNECT AVAILABILITY

Direct Connect Air is the instantaneous, automatic request and receipt of information from the internal reservation system of a participating airline to the agent via the Sabre system. Direct Connect Availability represents the highest participation level of connectivity in the Sabre system.

The normal SABRE entry is made to request availability.

Example

```
112OCTLCALON«
 12OCT  MON    LCA/Z+3      LON/-2
1CY  332  J7  C7  D7  I7  Z4  Y7*LCALHR 0500 0755 330 B 0 DCA /E
      B7  N7  S7  M7  T7  W7  L7  X7
2CY  362  J7  C6  D4  I3  Z3  Y7*LCASN 1300 1550 320 L 0 13 DCA /E
      B7  N7  S7  M7  T7  W7  L7  X7
3BA  663  J9  C9  D9  R0  I0  Y9*LCALHR 1645 1940 767 M 0 DCA /E
      B9  H9  K9  M9  L9  V9  N7  Q0
4BA  2867 J8  C0  D0  R0  I2  Y8*PFOLGW 1725 2010 319 M 0 DCA /E
      B6  H0  K0  M0  L0  V0  N0  Q0
5CY  326  J7  C7  D7  I7  Z4  Y7*LCALHR 1735 2035 330 D 0 DCA /E
      B7  N7  S7  M7  T7  W7  L7  X7
* - FOR ADDITIONAL CLASSES ENTER 1*C.
```

Note the lines of availability are tagged DCA, which means that the carrier is a participant of Direct Connect Availability.

Selling from a Direct Connect Availability Display

Use the normal SABRE format to sell from this display.

Example

01Y4

Response

```
01M4«
 1 BA 663M 12OCT 1 LCALHR SS1 1645 1940 /DCBA /E.
```

On redisplaying the PNR, the response will be:

```
*A«
NO NAMES
 1 BA 663M 12OCT 1 LCALHR SS1 1645 1940 /DCBA /E
UR2B.UR2B*ADS 0523/03SEP09
```

Note the segment is now tagged /DCBA indicating that the segment was sold under the Direct Connect Air agreement with BA. Once the PNR has been ended a record locator from the Direct Connect Air participant will be appended to the segment. This will guarantee the booking.

Example

```
1 BA 663M 12OCT 1 LCALHR HK1 1645 1940 /DCBA*BZ09P /E
```

Direct Connect Sell

Direct Connect Sell is an interactive sell process. When you enter a sell request, the Sabre system instantaneously and transparently checks the airline's database to provide you with the airline's last seat availability.

No additional keystrokes needed. Use the normal SABRE entry to request availability.

Example:

```
112NOVATHLON<<
 12NOV THU ATH/Z+2 LON/-2
10A 271 C4 J4 D4 Y4 M4 L4*ATHLGW 0700 0855 734 B 0 X167 DC /E
      N4 S4 K4 Q4 E4 B4 T4 X4
2BA 631 J9 C9 D9 R9 I9 Y9*ATHLHR 0905 1100 767 M 0 X67 DCA /E
      B9 H9 K9 M9 L9 V9 N9 Q9
3A3 602 C4 D4 Z4 A0 I4 J0*ATHLHR 0910 1115 321 B 0 DC /E
      Y4 B4 M4 K4 W4 S4 H0 L0
40A 269 C4 J4 D4 Y4 M4 L4*ATHLHR 1330 1530 340 L 0 DC /E
      N4 S4 K4 Q4 E4 B4 T4 X4
5BA 641 J9 C9 D9 R9 I9 Y9*ATHLHR 1500 1650 767 M 0 X7 DCA /E
      B9 H9 K9 M9 L9 V9 N9 Q9
```

Direct Connect Sell airlines display the tag DC in the Sabre system availability.

Selling from a Direct Connect Sell Display

Use the normal SABRE format to sell from this display.

Example:

01Y4

Response

```
01Y4<<
 1 OA 269Y 12NOV 4 ATHLHR SS1 1330 1530 /DCOA /E.
```

On redisplaying the PNR, the response will be the same as a Direct Connect Availability sell response.

Even if the availability display of a Direct Connect Sell airline shows zero availability, you can try and sell the seat.

- The status code of the request appears as NN with the word /PENDING at the end of the segment until the Direct Connect Sell airline responds
- The airline response can be instantaneous and the status code that comes back shows the status of the seat you have requested

AVAIL TAG	DEFINITION	ACCESS HOST	SALES TAG	RECORD LOCATOR	GUAR
--------------	------------	----------------	--------------	-------------------	------

DCA	Direct Connect Availability	YES	/DCXX	YES	YES
DC	Direct Connect	YES	/DCXX	YES	YES
TA	Direct Access	YES	/TAXX	NO	YES
AT	Direct Access with Answerback	YES	/TAXX	YES	YES
AB	Answerback	NO	/ABRQ changes to /ABXX	YES	NO
	SABRE Availability	NO	NONE	NO	NO

XX = the applicable 2 letter airline code

With Direct Connect Availability and Direct Connect airlines, SABRE instantaneously accesses and sells from the airlines' own inventory. You will obtain a Record Locator and the space is guaranteed even if selling from the basic SABRE availability display.

N.B. With AT airlines, if Direct Access is not used then the sale reverts to AB and would not be guaranteed - always use Direct Access.

ANSWERBACK AND BASIC SABRE AVAILABILITY AIRLINES

When you are unable to access the airline's availability directly, the following steps may be used to 'force' them to send a confirmation message on a flight.

Sell the required flight using status code DS

Change segment status from DS to NN

When you End Transaction, a teletype message will be sent to the carrier requesting the flight. If seats are available, the carrier will respond by changing the segment to KK.

Once the KK message has been received, change segment status to HK and end the PNR.

CYPRAIR PACKAGES

Cypair packages can be requested through SABRE from Triaena Destination Management S.A. (AHR).

Requesting a Hotel Booking

Always have in mind that the hotel segment must follow the date order in the PNR. It must be under the flight segment arriving in the town that we will request the hotel accommodation. Failing to add the hotel request in the correct order may cause reject message.

```
1 CY 312Y 12FEB 6 LCAATH SS1 0930 1115 /TACY
2 CY 385Y 15FEB 2 ATHLCA SS1 1845 2130 /TACY
```

/1 to insert after segment one

```
0HTLCYNN1AHRIN12FEB-OUT 15FEB SGLB MERIDIEN ATH/SI-FACING
SYNTAGMA
```

0HTL sell hotel entry

CY two letter carrier code

NN1 action code need-need following the requested number of rooms

AHR three letter code of Triaena Destination Management

IN12FEB check-in date

OUT 15FEB check-out date

SGLB room type

MERIDIEN ATH hotel name following the three letter city code

/SI- supplementary information where free text is used

The maximum number of characters in a hotel segment is 150.
Although after the dash – is free format it is necessary to use the above order and the correct spaces.

SABRE response will be:

SEG NN

*A The PNR will be shown as follows:

```
1 CY 312Y 12FEB 6 LCAATH SS1 0930 1115 /TACY /E
2 HTL CY 12FEB J NN1 AHR/OUT 15FEB SGLB MERIDIEN ATH/SI-FACI
  NG SYNTAGMA/CF-
3 CY 385Y 15FEB 2 ATHLCA SS1 1845 2130 /TACY /E
```

6PSGR received from

E end transaction

The PNR with the Hotel confirmation will be placed in your Queues as KK and the option to issue the MPD (Multiple Purpose Document) will be found in AFAX of the PNR.

Action to be taken:

.2HK change the hotel segment from KK to HK

6PSGR received from Passenger

E end transaction

Upon issuance of MPD within option given by AHR you must send MPD Number to Hellenic using the following format:

```
3OTH/ATTN AHR MPD NBR 04812345678901
3OTH/ISSUED FOR 1SGLB IN12FEB OUT15FEB MERIDIEN ATH
```

- Example how to request an extra bed:

```
0HTLCYNN1AHRIN12FEB-OUT 15FEB DBLB PLUS EXTRA BED ASTOR ATH
```

NOTE: In this case Date of Birth of the child must be inserted using OSI
e.g. 3OSI CY CHD DOB 08.09.95 or 3OSI CY CHD 5 YRS

- Example how to request two different types of rooms:

```
0HTLCYNN3AHRIN12FEB-OUT 15FEB 2DBLB 1SGLB ASTOR ATH
```

- Example how to give any option to Triaena Destination Management :

```
0HTLCYNN1AHRIN12FEB-OUT 15FEB DBLB ASTOR OR ANY SIMILAR ATH
```

CANCELLING A HOTEL BOOKING

The usual SABRE cancellation formats are also valid when cancelling a hotel booking.

X2 cancels segment 2 of the itinerary

XI cancels whole itinerary

NOTE: In order to cancel a hotel accommodation that Triaena have proposed through general message queue the confirmed segment must be transferred in the PNR as KK and then cancelled normally as segment X2.

MODIFYING A HOTEL BOOKING

EXTENSION OF ACCOMMODATION

When an extension of Hotel reservation is required insert a new Hotel segment in the correct date order using the normal procedure.

```
1 CY 312Y 12FEB 6 LCAATH HK1 0930 1115 /TACY*TTREIW /E
2 HTL CY 12FEB J HK1 AHR/OUT 14FEB SGLB MERIDIEN /TA14277432/CF-
3 CY 385Y 15FEB 2 ATHLCA HK1 1845 2130 /TACY*TTREIW /E
```

/2 insert after segment 2

```
0HTLCYNN1AHRIN14FEB-OUT 15FEB SGLB MERIDIEN ATH
request extension of the accommodation for another night
```

or in one entry

```
/2/0HTLCYNN1AHRIN14FEB-OUT 15FEB SGLB MERIDIEN ATH
insert after segment 2 the new requested segment
```

SABRE RESPONSE:

SEG NN

*A The PNR will be shown as follows:

```
1 CY 312Y 12FEB 6 LCAATH HK1 0930 1115 /TACY
2 HTL CY 12FEB J HK1 AHR/OUT 14FEB SGLB MERIDIEN
ATH/SI-FACI NG SYNTAGMA/CF-
3 HTL CY 14FEB T NN1 AHR/OUT 15FEB SGLB MERIDIEN
ATH/CF-
4 CY 385Y 15FEB 2 ATHLCA SS1 1845 2130 /TACY
```

6PSGR received from Passenger
E end transaction

REDUCING OF ACCOMMODATION

There is a certain procedure to reduce the number of nights.

1 CY 312Y 12FEB 6 LCAATH HK1 0930 1115 /TACY
2 HTL CY 12FEB J HK1 AHR/OUT 15FEB SGLB MERIDIEN ATH/CF-
3 CY 385Y 15FEB 2 ATHLCA HK1 1845 2130 /TACY

/2 insert after segment 2

0HTLCYHK1AHRIN12FEB-OUT 14FEB SGLB MERIDIEN ATH
the new segment with the already confirmed days as HK

0HTLCYIX1AHRIN14FEB-OUT 15FEB SGLB MERIDIEN ATH
the segment with the days that will be cancelled as IX

.2XK change the original Hotel segment status to XK

6PSGR received from Passenger

E end transaction

By ending the transaction a message is sent to Triana and the IX segment is automatically removed from the itinerary and placed in its history.

Retrieving the PNR will be shown as follows:

1 CY 312Y 12FEB 6 LCAATH HK1 0930 1115 /TACY
2 HTL CY 12FEB J HK1 AHR/OUT 14FEB SGLB MERIDIEN ATH/CF-
3 CY 385Y 15FEB 2 ATHLCA HK1 1845 2130 /TACY

Codes for room Types:

SGLB single bed

DBLB double bed

TWNB twin bed

TRPB triple bed

NOTE: If 2SGLB are confirmed and passengers want DBLB a new segment must be made while keeping the old. It's necessary to clarify in OTHS what your passengers prefer.

3OTHS1/ATT AHR PLS BOOK DBLB AND CANCEL 2SGLB

1 is the number of the flight segment.
After receiving confirmation, the old segment must be cancelled.

When the Hotel you have requested is fully booked

An alternative Hotel is confirmed and a General message is placed in your General message Queue.

Q/G retrieve General message queue

The General Message will be shown as follows:

```
PNR ADDR IS RETCWE
QP HDQRMAA
.HDQRMCY 020209
HDQAAUKCOHO/5JH1/1427743
1KYRIACOY/KMISS
HTL CY KK1 AHR IN12FEB OUT 15FEB 1SGLB ASTIR PALACE
HTL CY UC1 AHR IN12FEB OUT 15FEB 1SGLB MERIDIEN
/TA14277432/CF-
SSR OTHS AA OPTION FOR 12-15FEB 1SGLB ASTIR PALACE
HOTAC TILL
SSR OTHS AA 07FEB/13.00H.....ES/AHR/26AUG
```

*RETCWE retrieve the PNR

.2UC change the Hotel segment that is fully booked and shows PN to UC

0HTLCYKK1AHRIN12FEB-OUT 15FEB SGLB ASTIR PALACE ATH
insert alternative Hotel offered as KK

SABRE response will be:

SEG 2 KK

6HDQRMCY020209 insert in the received field the date-time group of the message

5H-OPTION FOR HOTAC 1300H/07FEB
insert in the historical remarks the option for the Service Order.

E end of transaction

While taking all the above steps both the PNR and the General queue message are in front of you.

*A to redisplay the PNR
Q* to redisplay the Queue message G.

The action is always taken in the PNR. Once the PNR will be ended then the Queue message will have to be removed. QR

Very important note:

The General messages have to be seen and taken for action before the end of the day.

The confirmation of the new Hotel segment will be inserted in Queues.
The PNR will be shown as follows:

```
1 CY 312Y 12FEB 6 LCAATH HK1 0930 1115 /TACY*TTREIW
2 HTL CY 12FEB J UC1 AHR/OUT 15FEB SGLB MERIDIEN/CF-
3 HTL CY 12FEB J KK1 AHR/OUT 15FEB ASTIR
  PALACE/TA14277432/CF-
4 CY 385Y 15FEB 2 ATHLCA HK1 1845 2130 /TACY*TTREIW
```

.2XK change UC TO XK
.3HK change KK to HK
6PSGR received from Passenger
E end transaction

To send a message to Triaena Destination Management the format is as follows:

3OTHS1/FREE FORMAT

1 is the number of the flight segment.

3OTHS1/ATTN AHR PLS EXT OPTION TILL 08FEB 1100H

REVISION HISTORY

Revision	Date	Description
01	15.01.01	Change of symbols (cross of Iorain and change)
02	21.05.03	Delete and change Frequent Flyer Number, Insert MPD Number for Cyprair Packages
03	20.11.03	Remove SAI Lessons and Tourist Information from Universal Stars
04	25.02.04	Group PNR minimum 10 pax
05	14.07.04	Remove Fox and replace with Format Finder Help System, Add Virtually There
06	04.05.05	Remove TIM, DRS pages through Agency eServices
07	01.11.05	Change of Cyprair's code
08	05.09.06	SSR INFT and DOCS codes added, SAI Lessons for Total Access removed
09	01.09.07	/E in all availability and sell transactions added
10	10.09.08	Encode/Decode amended with currency encode, Sabre Atlas information added, SSR codes DOCA, DOCA, PETC, AVIH added, Clone information added, Reference Sources update with information on Format Finder and removed not applicable files, Total Access updated to remove not applicable files
11	24.08.09	Remove STARS content, update Reference Sources in SABRE and Total Access Content
12	03.11.09	SSR INFT entry updated to reflect correct input with date of birth as from 29 Oct. 09
13	10.12.09	Secure Flight display data added to reflect implementation made on 30.11.09 DOCS, DOCA and DOCA info not viewable in the face of PNR.