



# Sabre Introduction Course

(Revision 03)

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# SIGN-IN AND SIGN-OUT

## SIGN-IN

To be able to use the SABRE Reservation System you must first sign in.

To sign in, the entry will always begin with SI followed by a sign-in code, which can be a combination of between 1 and 8 digits.

### Example SI1234

This will display a new screen with the cursor placed after the words CURRENT PASSCODE

AGENT SIGN IN
CURRENT PASSCODE ID <1234> SUF <2EAO>
DUTY CODE <.> AREA <A> NEW PASSCODE

Your passcode must be a combination of between 7 and 8 letters and numbers and must include at least one letter and/or number.

**NB** As you type the passcode it will not print on the screen. Your sign-in code will be assigned to you but you decide on the password which you should not reveal to anyone else.

## Signature Line

Once you have signed in correctly the response will be a signature line similar to the one below:

### 2EA0.2EA0\*AST.A

**2EA0** is the Pseudo City Code (PCC), which uniquely identifies your travel agency in the same way that a city code identifies a city

**\*** is the Duty Code. This will be assigned to you. There are 4 duty codes

**AST** uniquely identifies the agent who is currently signed in. It is usually the agent's initials but could, in fact, be any two characters

**A** tells you the area you are working in

## **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.

## **SIGN-OUT**

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

If you have a transaction active when you attempt to sign out eg.a PNR, SABRE will not sign out but will tell you to 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.

<b>Name</b>	<b>Encode</b>	<b>Decode</b>
Aircraft	W/EQ-Name of manufacturer	W/EQ*XXX
Airline	W/-ALName	W/*XX
Airport	W/-APName	W/*XXX
City	W/-CCName	W/*XXX

**Name**                    substitute the name of the airline, city etc

**XXX**                      substitute the code of the airline, city etc

# 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**

**1** is the Identification Code Key for availability

**10MAR** 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 FRI LCA/Z†2 ATH/†0
1CY 336 C7 D7 Z2 Y7 K7 B7 N7 LCAATH 1600 1745 320 S 0 X2 AT
    S7 T7 M7 X7 Q7 L7 H7
2CY 312 C7 D7 Z2 Y7 K7 B7 N7 LCAATH 0930 1115 320 S 0 X2 AT
    S7 T7 M7 X7 Q7 L7 H7
3OA 330 C4 Y4 M4 L4 K4 Q4 T0 LCAATH 0845 1030 734 0 AT
    V4 B4
4CY 348 C7 D7 Z1 Y7 K7 B7 N7 LCAATH 1945 2130 320 S 0 X246 AT
    S7 T7 M7 X7 Q7 L7 H7
5OA 334 C4 Y4 M4 L4 K4 Q0 T4 LCAATH 2100 2245 734 S 0 AT
    V4 B4
6OA 338 C4 Y4 M4 L4 K4 Q4 T4 LCAATH 1740 2110 73S 1 25 AT
    V4 B4
```

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

**336** 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

**1600 1745** Times of departure and arrival

**320** Type of aircraft

**S** Meal service (B=breakfast, L=lunch, D=dinner, R=brunch, S=snack, M=multiple meals)

**0** Number of stops on route

<b>X2</b>	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)
<b>AT</b>	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

<b>112JULLHRSIN‡BA</b>	specifies the carrier whose flights you wish to view
<b>1‡QF</b>	modifies the CPA to show a new carrier
<b>1‡ALL</b>	modifies the CPA to show all carriers

### By Connecting City

<b>128APRLHRSYD0900BKK</b>	specifies the connecting city (NB A departure/arrival time must be included in this format)
----------------------------	---

### By Specific Departure Time

<b>110OCTLCALON0900</b>	specifies the departure time
-------------------------	------------------------------

### Using Direct Access

<b>120AUGLCALON‡CY</b>	Availability on the 20th of August from LCA to LON with Total Access in Cyprus Airways
<b>1‡R25AUG</b>	Return Availability on the 15th of August with Total Access in Cyprus Airways
<b>1‡*</b>	Availability for more flights with Total Access

## 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.

<b>1*</b>	displays more availability after the initial six lines
<b>1*R</b>	redisplay the last availability if the screen has been cleared
<b>1*OA</b>	returns to the original availability after 1* has been used
<b>1‡1</b>	gives availability for a day later
<b>1-3</b>	gives availability for three days earlier (NB there is a 30 day maximum for both a later and earlier availability)

## Return Availability

<b>1R</b>	gives a return availability for the same day : SABRE defaults to the flight closest to 1700
<b>1R25FEB</b>	for return availability at a later date
<b>1R‡14</b>	requests return availability 14 days later

# VERIFY FLIGHTS

## 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

### Response

VA*1«							
10MAR	DPTR	ARVL	MEALS	EQP	ELPD	MILES	SM
LCA ATH	0930	1115	S/S	320	1.45	590	N
ARR-EAST TERMINAL							

From left to right these columns show:

<b>LCAATH</b>	City Pair
<b>0930 1115</b>	Departure and Arrival Times
<b>S/S</b>	Meal Service
<b>320</b>	Equipment Type
<b>1.45</b>	Elapsed Flying Time
<b>590</b>	The flown distance between the points of departure and arrival
<b>N</b>	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

### Other Examples

**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 \*

### **Example**

**VI\***

Verifies ALL flights in the PNR

## SELL A SEAT FROM CPA

Make the usual entry to display the CPA on screen.

```
23MAR SUN LCA/Z†2 ATH/†0
CY RESPONSE
7CY1318 Y7 K7 B7 N7 S7 M7 T7 L7 X7 LCAATH 0940 1125 320 S 0 JS
  Q7 H7 V6
8CY 312 C7 D7 Z2 Y7 K7 B7 N7 S7 M7 LCAATH 0930 1115 320 S 0 XT
  T7 L7 X7 Q7 H7 V6
9CY 336 C7 D7 Z2 Y7 K7 B7 N7 S7 M7 LCAATH 1600 1745 320 S 0 XT
  T7 L7 X7 Q7 H7 V6
10CY 322 C7 D7 Z1 Y7 K7 B7 N7 S7 M7 LCAATH 0700 0845 320 S 0
  T7 L7 X7 Q7 H7 V6
11CY 348 C7 D7 Z2 Y7 K7 B7 N7 S7 M7 LCAATH 2000 2145 320 L 0
  T7 L7 X7 Q7 H7 V6
```

To sell a seat, type in a format similar to the following: **01Y8**

<b>0</b>	sell
<b>1</b>	one seat
<b>Y</b>	class of service
<b>8</b>	from line 8 of CPA

### Response

```
1 CY 312Y 23MAR 7 LCAATH SS1 0930 1115 /TACY
NAME CHG NOT ALLOWED FOR CY-Y FARECLASS
```

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

<b>0</b>	sell
<b>1</b>	one seat
<b>M</b>	class of service
<b>1</b>	from line 1 of the CPA

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

### Response

```
1 MA 225M 24MAR 1 LCABUD SS1 0400 0610 /DCMA
2 MA 610M 24MAR 1 BUDLHR SS1 0945 1140 /DCMA
```

## WAITLIST FROM A CPA

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 AT
S0 T0 M0 X0 Q0 L0 H0
2BA 665 C9 D9 Y9 B9 H9 K8 M6 LCALHR 0430 0735 767 0 X17 DCA
L5 W0 V0 O0 Q0
3CY 332 C7 D7 Z1 Y7 K4 B3 N3 LCALHR 0345 0635 310 B 0 47 AT
S3 T3 M1 X1 Q1 L1 H0
```

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

### Example

**01Q2LL**

### Response

```
1 BA 665Q 06JAN 4 LCALHR LL1 0430 0735 /DCBA
NAME CHG NOT ALLOWED FOR BA-Q FARECLASS
```

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.

## PNR PASSENGER NAME RECORD – BASIC

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.

### Examples

NAME	-	<b>-ANDREOU/ANDREAS MR -2ANDREOU/ANDREAS MR/MARIA MRS -2ANDREOU/NIKOS MR/MARIA CHD*0/YOB 1996</b>	
PHONE	9	<b>922664515-A 922664525-B 922665554-H</b>	A for agency B for business H for home
TICKET INFO.	7	<b>7TAW15NOV/</b>	On the 15 <sup>th</sup> Nov the PNR will be dropped in queue no 9 for Ticketing Arrangement
RECEIVED FROM	6	<b>6PAX 6MARIA</b>	
END TRANSACTION	E		Saves PNR

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

REMARKS	<b>5 5H-</b>	<b>5DIFFICULD PASSENGER 5H-FARE RULES ADVD</b>	General Remarks Historical Remarks
---------	------------------	--	---------------------------------------

# SSR - SPECIAL SERVICE REQUEST

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.

## Examples

**3TKNM1/TKT NBR 0723549987987-1.1**

Ticket number for segment 1, for PSGR 1.1  
(This is only for some airlines ex. GF, AZ, SQ, etc)

**3RQST1/ROW NUMBER 13B-1.1**

Request seat 13B for segment 1, for PSGR 1.1

**3VGMLA-1.1**

Request VGML for all segments, for PSGR 1.1

**3VGML1-2.1**

Request VGML for segment 1, for PSGR 2.1

**3UMNR1/UM 08-1.1**

Unaccompanied Minor 8 years old

## OSI - OTHER SUPPLEMENTARY INFORMATION

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

### Examples

3OSI CY PLS DAPO TO CNF

3OSI BA PAX SPEAKS ONLY GREEK

3OSI OA TKNM 0503549878543-1.1

# FREQUENT FLYER

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**

**FFCY323254-1.1**

# RETRIEVE THE PNR

## Displaying the whole PNR

A PNR can be displayed in 3 different ways:

**\*RTZIAU**

Using the reference

**\*-ANDREOU**

Using the surname

**\*CY312/18NOV-ANDREOU**

Using the flight, date and surname

# CANCEL PNR

It is possible to cancel the whole itinerary or specific segments.

<b>X1</b>	Cancel segment 1
<b>X1/3</b>	Cancel segment 1 and 3
<b>X2-4</b>	Cancel segment 2 through to 4
<b>XI</b>	Cancel itinerary

## 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:

<b>D1</b>	divides off passenger(s) in the first Name Field
<b>D2.1</b>	divides off passenger 2.1
<b>D3.1*4.1</b>	divides off passengers 3.1 and 4.1
<b>D1.2-3.2</b>	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)*

# DELETE AND CHANGE PASSENGER DATA

## DELETE PASSENGER DATA

### Format

Identification code key to be deleted    Line of Passenger reference    ✕

### Examples are:

<b>-✕</b>	deletes the only name in the PNR
<b>-1.1✕</b>	deletes name 1.1
<b>-4✕*</b>	deletes name reference data from fourth name field
<b>-1.3✕*</b>	deletes name reference data of name 1.3
<b>91-3✕</b>	deletes telephone numbers on lines 1 to 3
<b>91,3✕</b>	deletes telephone numbers on lines 1 and 3
<b>53-5✕</b>	deletes remarks on lines 3 to 5
<b>52,4✕</b>	deletes remarks on lines 2 and 4
<b>32✕</b>	deletes line 2 of the OSIs or SSRs
<b>43,4✕</b>	deletes lines 3 and 4 of the OSIs or SSRs
<b>FF1✕</b>	deletes Frequent Flyer Number on line 1
<b>PE1✕</b>	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.

## 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.



# 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.

<b>QC/</b>	Enter in queues
<b>Q/9</b>	Enter in queue number 9
<b>I</b>	Ignore PNR (no action taken) and stays in the queue
<b>QXI</b>	Ignore PNR and exits from the queue
<b>QXE</b>	End PNR (action has been taken) and exit from the queue
<b>QR</b>	Remove PNR from queue (no action taken)

## 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.

<b>Status</b>	<b>Action</b>	<b>Explanation</b>
<b>KK</b>	<b>.1HK</b>	Segment 1 confirmed from NN or HK
<b>KL</b>	<b>.1HK</b>	Segment 1 confirmed from HL waitlist
<b>TK</b>	<b>.2HK</b>	Segment 2 schedule change on HK segment
<b>UU</b>	<b>.1HL</b>	Segment 1 waitlist from NN
<b>TL</b>	<b>.1HL</b>	Segment 1 schedule change on HL segment
<b>US</b>	<b>.3HL</b>	Segment 3 unable to sell, waitlist
<b>NO</b>	<b>.1XK</b>	Segment 1 no action taken, must be removed
<b>UC</b>	<b>.1XK</b>	Segment 1 unable to confirm, must be removed
<b>UN</b>	<b>.2XK</b>	Segment 2 flight not operating, must be removed
<b>HX</b>	<b>.1XK</b>	Segment 1 is cancelled by the airline, must be removed
<b>HK</b>		Hold confirmed
<b>HL</b>		Hold waitlist
<b>XK</b>		Remove segment from PNR, no message sent to airline

# VIRTUALLY THERE

Virtually There web site, [www.virtuallythere.com](http://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*

## REVISION HISTORY

<b>Revision</b>	<b>Date</b>	<b>Description</b>
01	16.08.07	Sign in minimum characters amended
02	08.05.08	Virtually There information added
03	26.06.08	Delete and Change Passenger data added