



## Ticket Safe

As part of Sabre's continuing commitment to industry security standards and the protection of our customers from fraud, Sabre is making available a new agency capability – *Ticket Safe*. This new optional security application enables travel agencies to disable the issuance of tickets in their ticketing PCCs. It may be used most often to disable or restrict ticket issuance outside "office hours".

Implementation is scheduled for **19 November**.

*Ticket Safe* enables agency users to securely manage their ability to issue airline tickets outside of office hours. Prior to electronic tickets, agencies used to unload their ticket stock from their ticket printer and lock them in a safe. In essence, this TJR option allows virtually the same capability by adding an additional security layer to our ticketing fulfillment product.

A new TJR control has been created that gives an agency the option to open and close their agency's ticketing functions. Ticketing agencies will default to OPEN ticketing, so no action is required on their part; unless they wish to close the agency for ticketing.

Travel Agents with keyword SUBMGR and duty code 9 in their EPR can quickly open or close ticketing functionality using the following entries:

- **W/TICKETING±ON**      **Response: OK**
- **W/TICKETING±OFF**      **Response: OK**

Before implementing *Ticket Safe* review the EPRs on your city Sign Table (H\*CST) to ensure the following:

- Appropriate employees have the SUBMGR EPR keyword and Duty Code 9
- Establish internal guidelines on when, how and by whom the ticketing function is to be disabled. For most agency users, the ticketing function will be disabled outside of "office hours"

Ticketing Error Response when Agency is closed:

**UNABLE TO TICKET – AGENCY IS CLOSED FOR BUSINESS-1158**

