



E-Ticketing Course

(Revision 2)

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ELECTRONIC TICKET

Overview

Electronic ticketing stores passenger travel data electronically, making paper tickets unnecessary. Allows computerized storage of passenger's flight coupons by an airline and instead of printing flight coupons the information is sent to the airline and stored in a database until the passenger checks in for his flight.

The Sabre global distribution system offers electronic ticketing on more airlines and from more cities around the world than any other system. The benefits of electronic tickets are numerous:

- Reduces agent time and production costs (delivery, mail) for airline
- Minimizes instances of lost tickets and the fees associated with replacing those tickets
- Enables exchanges to be processed faster and more efficiently
- Gives agencies the Unused Electronic Ticketing Report – allowing you to better manage your customer's travel money and identify unused ticket for refunds or exchange to add even more value to your services and to better justify the collection of service fees
- Gives agency customers more flexibility to make last minute changes to their travel itineraries within a "paperless" ticket environment
- Reduces agency need to purchase and secure extra ticket stock
- Reduces coupon storage capacity need to meet BSP reference requirements

No need for you to load ticket numbers in the system. The first time you give your instruction to issue an e-ticket, SABRE will automatically allocate 250 tickets for your PCC. To display number information:

Format: **DN*PTR**

Response:

STOCK/ LN IA TA TKT NBR NBR BATCH PTRS NOT ASSIGNED NEXT ETR TICKET NUMBER 1990028256 END
--

ELECTRONIC TICKET TYPES

There are two different electronic ticket types:

Interactive electronic tickets – establishes a communication link with carriers who are Direct Connect connectivity participants. This allows you to immediately create and update flight segments in that carrier's database. Once you create the electronic ticket, you can display it, view its history (on participating carriers), and make void entries.

- Carriers return /E at the end of each segment to indicate that segment is eligible for electronic ticketing.
- You can exchange, reissue, refund, and void a transaction.

Interline electronic tickets – are electronic tickets with two or more different airlines in the itinerary.

- In order to issue interline electronic tickets; the airlines **must** have a codeshare agreement with each other. Three-way (or more) interline is acceptable, provided the validating carrier has agreements with **all** carriers in the itinerary.
- Only those airlines listed in the interline section of the carrier profile table are able to be included on the interline electronic ticket. In addition, the /E tag is mandatory for all flight segments eligible for interline electronic ticketing.

BASIC ENTRIES BEFORE ISSUING AN E-TICKET

Participating carrier display – display list of all electronic ticketing carriers that participate in BSP Cyprus.

Format: **W/BSPCY***

Response:

```
BSP CY
--ELECTRONIC TICKETING ONLY--
ONLY DAY OF ISSUE VOIDS ALLOWED
NET REMIT USING CODES ALLOWED
AUTOMATED REFUNDS ALLOWED - REFUND NOTICE WILL PRINT
AUTOMATED EXCHANGES ALLOWED
MISCELLANEOUS TICKET DOCUMENTS ALLOWED
      SVC
TWO FORMS OF PAYMENT ALLOWED
MS FORM OF PAYMENT ALLOWED
ELECTRONIC TICKETING ONLY
  ETR OPTAT ALLOWED
  ETR REGENERATION/REPRINT ALLOWED
  ETR MULTIPLE COPY ALLOWED
  ETR ATB PLAIN PAPER PRINT RESTRICTED
  ETR FOR OPTION 5 RESTRICTED
  ETR TWO FORMS OF PAYMENT ALLOWED
  ETR EDIFACT MISCELLANEOUS FOP ALLOWED
  PAPER TO ETR EXCHANGES ALLOWED
  AUDIT COUPON WILL PRINT FOR ETR EXCHANGES
  ALL BSP APPROVED CREDIT CARDS ACCEPTED FOR ETR
  ETR COUPONS
    AUDIT - 0          PSGR RCPT - 0          EXCH REA - 0
    AGENT - 1          CHARGE FORM - 1        RFND REA - 0
VALIDATING CARRIERS -
      -P- PLAIN PAPER MCO
AA    AC    AF    AY    AZ    A3    BA
BD    B2    CO    CX    CY    DL    DP
EK    ET    EY    FB    FI    FV    GF
HR    HU    IB    IR    JP    JU    KD
KL    KM    LH    LO    LX    LY    MA
ME    MS    OA    OK    OS    P    QR    RB
RJ    RO    SK    SN    SQ    SU    UA
UL    UN    VV    XB    YO
APPROVED NEGOTIATED TKTG CARRIERS
AA  AZ  BA  CX  CY  DP  EK  ET  EY  FI
GF  HU  KD  KL  KM  LH  LX  MA  MS  OA
OK  OS  QR  RJ  RO  SN  SQ  SU  UA  UL
UN  YO
SABRE ELECTRONIC TICKETING CARRIERS - *E AUTO ET ENABLED
      *O ET ONLY
AA*EO AC*EO AF*EO AY*EO AZ*EO A3*EO BA*EO
BD*EO B2*EO CO*EO CX*EO CY*EO DL*EO EK*EO
ET*EO EY*EO FB*EO FI*EO FV*EO GF*EO HR*EO
HU*EO IB*EO IR*EO JP*EO JU*EO KD*EO KL*EO
KM*EO LH*EO LO*EO LX*EO LY*EO MA*EO ME*EO
MS*EO OA*EO OK*EO OS*EO QR*EO RB*EO RJ*EO
RO*EO SK*EO SN*EO SQ*EO SU*EO UA*EO UL*EO
UN*EO VV*EO YO*EO
```

Electronic ticketing profile – display the Electronic Ticketing Associate Profile for an airline to determine what features the carrier supports in your market

Format: **WETP*AA**

Response:

```

ELECTRONIC TICKETING ASSOCIATE PROFILE
AIRLINE - AA - AMERICAN AIRLINES
PARTICIPATION LEVEL - INTERACTIVE
STATUS - ACTIVE
MAX COUPONS PER ETR - 16
NAME CHANGE ALLOWED - NO
NAME SELECT RESTRICTIONS - NONE
AUTOMATIC ELEC TKTG - BY COUNTRY
OPEN SEGMENTS ALLOWED - YES
BULK FARE TICKETING - YES
CHECK /N ETR INDICATOR - YES
CHECK /E ETR INDICATOR - NO
NET TICKETING - YES BSP ONLY
EXCHANGE PAPER FOR ETR - YES
ETR REVALIDATION ALLOWED - NO
RFND/EXCH AUTHORIZATION - YES ARC ONLY
INFANT ET ALLOWED W/ADULT - YES
SSR FOID REQUIRED - NO
FLT CPN PRINT ALLOWED - NO ARC ONLY
EXTENDED ET SEARCH - NO
OA FQTV SENT IF IN PNR - NO
RESTRICT PASSIVE SEGMENTS - NO - FOR SABRE/ABACUS ONLY
RESTRICT PASSIVE SEGMENTS - NO - FOR INFINI ONLY
RESTRICT INTERLINE PASSIVES - NO - FOR INFINI ONLY
RESTRICT NON-MERGED PASSIVES - NO - FOR INFINI ONLY
CANCEL REFUND/VOID EXCH - YES - FOR SABRE/ABACUS ONLY
RESTRICT TKNE FOR OPEN SEG - NO
ALLOW ETKT ON FULLY OPEN SEGS - NO
XT BREAKDOWN ACCEPTANCE - NO
PERMITTED ET INTERLINE CARRIERS
* DENOTES BETA
‡ DENOTES AA IS NOT REQUIRED IN HOSTED INTERLINE ITINERARY
P DENOTES AA IS NOT REQUIRED IN PSEUDO INTERLINE ITINERARY
S DENOTES AA IS NOT REQUIRED IN SUPER PSEUDO INTERLINE ITIN
Y DENOTES SSR TKNE MESSAGE SENT
N DENOTES SSR TKNE MESSAGE NOT SENT
R DENOTES INTERLINE REVALIDATION SUPPORTED
AC-Y AF-Y AI-Y AM-Y AP-Y AS-Y
AV-Y AX-Y ‡ AY-Y AZ-Y BA-Y BD-Y
BE-Y BR-Y BW-Y CA-Y CI-Y CM-Y
CO-Y CX-Y CZ-Y DL-Y EG-Y EI-Y
EK-Y EY-Y FI-Y FJ-Y GF-Y HA-Y
HU-Y IB-Y IT-Y JC-Y JJ-Y JL-Y
JM-Y JO-Y KA-Y KE-Y KL-Y KU-Y
KX-Y LA-Y LH-Y LO-Y LP-Y LR-Y
LX-Y LY-Y MA-Y ME-Y MH-Y MP-Y
MU-Y MX-Y NH-Y NU-Y NW-Y NZ-Y
OA-Y OS-Y OW-Y ‡ OZ-Y PR-Y PU-Y
PZ-Y QF-Y QR-Y RJ-Y SA-Y SK-Y
SN-Y SQ-Y SV-Y S7-Y TA-Y TG-Y
TK-Y TN-Y TP-Y UA-Y UL-Y UP-Y
US-Y VN-Y VS-Y VV-Y VW-Y XL-Y
YV-Y YX-Y 4M-Y 7H-Y 9B-Y 9K-Y
9W-Y
POINT OF SALE COUNTRY * DENOTES BETA
AE AG AN AR AT AU AW BB BE BH BM BO
BR BS BZ CA CH CL CO CR CY CZ DE DK
DM DO EC EG ES FI FR GB GD GR GT GU
GY HK HN HT HU ID IE IL IN IT JM JO
JP JI KH KN KR KW KY LB LC LU MS MX
MY NI NL NO NP NZ OM PA PE PH PL PT
PY QA RU SA SE SG SK SV TC TH TT TW
US UY VC VE VG

```

Designate the ticket printer – although you no longer need to designate to a physical device and no longer require loading ticket stock in the system, you still need to designate a ticket printer

Format: **W*CY**

Response: **OK-0008**

Designate the hardcopy printer – in order to produce a passenger receipt for an electronic ticket and invoice/itinerary receipt, you must designate your hardcopy printer for dual print function

Format: **PTR/LNIATA** to designate hardcopy printer
DSIVLNIATA to designate same printer for invoice/itinerary functionality

Response: **PRINTER DESIGNATED**
OK PTR ASSIGNED

Display printer designators – verify printer designations and functions in all work areas of your computer

Format: ***S*P**

Response: **UR2B.UR2B*ADS.A**
ACTIVE AGENT - D SYMEON - 1900-UR2B
H1-282D78 CY T-*ETKT* I-282D78

Undesignate the printers – to undesignate printer for ticketing or any other functionality

Format: **W*NO** for ticket printer
PTR/END for hardcopy printer
DSNO for dual functionality printing

ISSUE AN E-TICKET

There are three levels of itinerary pricing and ticketing in SABRE. All known as "PHASES".

Phase 3 SABRE will automatically price the PNR at the fare required. This would be guaranteed once ticketed,

Phase 3.5 SABRE does not automatically price the itinerary at the fare required and another fare basis needs to be forced into the pricing entry. This is also known as "command pricing". This would not be guaranteed.

Phase 3.75 Fare required needs to be discounted in some way, either by Percentage or an amount and/or where a ticket designator needs to be applied. This is known as "discount pricing". This would not be guaranteed.

It is possible that the fare required is unable to be automatically priced at all; for example, the fare needed is not a published fare. In this instance a Manual Fare Build/**PHASE IV** manual fare would need to be used

PHASE 3 TICKETING

Phase 3 ticketing indicates that you are allowing SABRE to price the itinerary according to its own database information and pricing rules and that you are satisfied with that pricing.

Ensure that the printers are designated for ticketing.

The PNR must be in the working area before the ticketing entries are made.

Issuing a Phase 3 Ticket

Retrieve the PNR; the PNR must have been ended before a ticket can be issued.

All ticketing entries begin with:

W‡

There are 2 mandatory fields that must be included in all ticketing entries:

F **FORM OF PAYMENT** (if not in PNR)

A **AIRLINE** (Validating carrier)

These fields may be input in any order however, each one must be separated by a cross of Lorain ‡ :

Example

W‡FCHEQUE‡ABA

F Form of payment

This part of the entry can be omitted, provided that there is a Form of Payment in the Remarks (5) field of the PNR. A new FOP in the W~~z~~ entry will override an existing FOP in the Remarks field. Note that **F** in the format is constant, followed by the form of payment.

Examples

FCASH

FCHEQUE

FINV

FAGT NON REF

F*AX373400323432323/1210 the * in this entry will cause automatic credit authorisation when the ticket is issued

F*AX373400323432323/1210*ZXXXXXX Credit Card entry with approval code already given by the credit Card company

FMP*AX3400323432323/1210*CA/100.00/10.00CY Multiple form of payment. CA issued for cash or cheque. Payment cash is EUR 107.00 and the rest of the amount is by credit card. In order to activate the multiple form of payment the following entry must be done: **W/TFOP~~z~~ON**

A Airline(Validating Carrier)

The agency needs to have ticketing authority for the validating carrier from the BSP. All authorised carriers are shown in the TJR. The validating carrier is usually the first international carrier in the PNR, if travel is within the same IATA area, or the carrier that provides the first change of IATA areas. Note that **A** is constant and is followed by the 2 letter carrier code.

ACY Airline CY (Cyprus Airways)
ABA Airline BA (British Airways)

Ticketing Qualifiers

You can add many qualifiers to your ticketing entry to produce the type of ticket you desire. You can add qualifiers in any order by separating each with a cross of Lorraine ‡.

Exceptions: ‡PQ or ‡T qualifiers must be **first**, ‡DP qualifiers must be **last**

BA* Baggage Allowance

The *Sabre* system automatically determines the free baggage allowance applicable to the passenger's air itinerary booked in the Passenger Name Record (PNR). Automated free baggage allowance data is only stored in a price quote (PQ) record. If you add manual baggage allowance data to your ticketing format the manual data overrides the system and is printed on the ticket. The characters following **BA*** must be composed of 2 numbers and a letter (except for infants)

Examples

BA*02P	Prints on ticket as PC
BA*30K	Prints on ticket as 30K
BA*NIL	Prints on ticket as NIL (Infants tickets)
BA1*23K‡BA2*30K	Prints on ticket as 23K for segment 1 and 30K for segment 2 of the itinerary
BA1/3*02P	Prints on ticket as PC for non-consecutive sectors 1/3
BA1-3*02P	Prints on tickets as PC for consecutive sectors 1-3

ED Endorsements

Endorsements can also be added to the entry. There are two lines of 29 characters each.

ED free text
EDNON ENDORSEABLE

Note

If a fare basis has certain endorsements SABRE will add these automatically. It is still possible to add your own endorsements, provided that there is space! This will be separated from SABRE's endorsement by a */*.

EO Endorsements Override

Endorsement override provides the functionality to override all fare driven endorsements.

It can be especially useful with Net Remit Ticketing as without this facility SABRE would print a standard endorsement of **NON ENDORSE/NON REFUND**, which may not be required.

EO/ free text

EO/VALID CO ONLY NON ENDORSEABLE NON REFUNDABLE

Notes

1. When EO/ is used it will override *all* endorsements. It is limited to 58 characters maximum. The endorsement information prints on line 1 and wraps around to line 2 if necessary.
2. You can specify which line the manual endorsement prints on with the following optional entries.

EO1/ free text

EO1/NON END NON REF CIC50 738

Note

1. EO1/ allows you to print information on Line 1 of the endorsement box only and will not wrap into Line 2. (Maximum 29 characters)

EO2/ free text

EO2/NOT VALID FOR TRAVEL EX LHR

Notes

1. EO2/ allows you to print information on Line 2 of the endorsement box only.
2. The EO1/ and EO2/ can be combined to print information on a specific line for example.

EO1/VALID CARRIERS SHOWN ONLY†EO2/NON END NONRTE NON UPGRADABLE

Notes

1. The endorsement override cannot be combined with standard endorsements in ticketing for example **W†EDtext†EO/text**.
2. When the endorsement override is used in conjunction with Phase 3 ticketing, the fare guarantee does not apply.

S Segment Select

Segment select can also be added to the entry. This entry is used to print selected segments from the itinerary.

S1	Segment 1
S1/5	Segments 1 and 5
S1-4	Segments 1 through to 4

P Passenger Type Codes

PADT/C08	1 adult and 1 child 8 years of age
P2ADT/3CNN	2 adults and 3 children
P2ADT/2CNN/INF	2 adults, 2 children and an infant
PYTH	1 Youth passenger

Notes

- If the number is omitted SABRE will assume 1
- The total number of passenger types must equal the total number of passengers in the PNR
- /NN/ in Child passenger type represents the age in years of passenger. When age is used Sabre will attempt to return a fare for child age entered otherwise a generic default will be used between the ages of 2-11

N Name Select

It is only necessary to use the name select if the PNR is being ticketed for less than the total number of passengers in the PNR.

N1.1	Only for passenger 1.1
N2.1/3.1	Only For passengers 2.1 and 3.1
N1.1-3.1	Only for passengers 1.1 to 3.1

T Tax Override

When SABRE will not ticket an itinerary with the correct tax amount(s), the following may be used in the pricing and ticketing entries.

- TX5.50BE** Exempts all taxes and fees except applicable PFC's and allows you to add specific applicable tax. Would only collect BE tax.
- TX6.00US/1.45XA** Exempts all taxes and fees except applicable PFC's, and allows you add specific applicable taxes up to a maximum of 120. Would only collect US and XA taxes
- TE** Exempts all taxes, calculates fees
- TE-YC/XA/GB/ES** Exempts only YC/XA/GB/ES taxes

V Validity

Adding validity dates to the ticketing entry overrides the validity dates that the system would automatically print and causes the ticket to be considered as a command priced ticket

- V2*17MAR17MAY** Coupon number 2 not valid before 17MAR and not valid after 17MAY
- V2* 18JUN** Coupon number 2 not valid after 18JUN. There is no minimum stay. Type 5 spaces and then 18JUN
- V2*10FEB ‡V4* 07MAR** Coupon number 2 not valid before 10FEB and coupon number 4 not valid after 07MAR
- V2/4*10JAN08MAR** Coupon numbers 2 and 4 not valid before 10JAN and not valid after 08MAR
- V2-4*20APR03AUG** Coupon numbers 2 till 4 not valid before 20APR and not valid after 03AUG

Tour Code

UI*CY1343ATH	IT will be printed in the fare box and the tour code CY1343ATH will be in the tour box
UI*	IT will be printed in the fare box and no tour code
U/CY1343ATH	The applicable fare will be printed in the fare box and the tour code CY1343ATH will be in the tour box as IT/CY1343ATH
UN*NR220	The applicable fare will be printed in the fare box and the tour code NR220 will be in the tour box as NR220

Net Remit

This entry is used to show two amounts on the ticket, the published fare in fare box and the agreed net fare in the remittance area.

NET/EUR180.00	In the remittance area will be printed EUR180.00
NET/EUR180.00/V*261NYC	In the remittance area will be printed EUR180.00 and in the tour box the Tour code 261NYC. Can be called also CAR code or NR code
NET/EUR180.00/CC200.00	Net remit collected with <u>credit card</u> . In the remittance area will be printed EUR180.00, credit card authorisation will be for EUR200.00 (net fare EUR180.00 and taxes EUR20.00)
NET/EUR180.00/CC200.00/V*261NYC	Combining Net remit collected with credit card and a NR code

KP **Commission**

KP9 KPN7	Amount depends on the validating carrier When used with Net Remit
---------------------------	--

DPE Request an Electronic ticket passenger receipt

It is important that passengers travelling on an electronic ticket receive a passenger itinerary receipt because:

- The receipt serves as proof purchase
- Airport check-in sometimes requires it
- The receipt contains an air itinerary to advise the passenger of this ticketed flights
- The receipt serves as a legal document for business expense or tax purposes

You can print, fax, and e-mail the receipt to your customer.

DPB Request invoice and itinerary receipt together with the Passenger receipt

You can print the electronic ticket and at the same time print the Electronic ticket passenger receipt, invoice and itinerary receipt.

Both above entries can be made with the ticketing entry but also after you create the electronic ticket and before you end transaction using the following entries:

DIN ‡DPE or DIN‡DPB

Some Secondary Qualifiers

Secondary qualifiers can also be added to the **W** format, each one separated by the **‡**, for example:

W‡N1.1‡...	Name Selection, ticket name reference 1.1 only
W‡N1.1/1.3‡... only	Name Selection, ticket name reference 1.1 and 1.3 only
W‡S1/3‡...	Segment Selection, segments 1 and 3 only
W‡PADT/C08‡...	Passenger Types, Adult and Child 8 years old
W‡TX3.00FR/4.00NL‡...	Tax override, 3.00 French Tax and 4.00 Dutch Tax

For example

W‡PADT/C09‡N1.2/1.3‡S1/3‡ALH‡KP9‡FCASH‡BA*25K

Issues a ticket for an adult with name reference 1.2, a child with name reference 1.3 and for segments 1 and 3 only!

Ending the PNR once the Ticket has been issued

Once the ticket has been issued, it is not possible to ignore the PNR. It must be ended in the usual way **E** or **ET** if you have back office system, to ensure that the ticket number(s) is (are) permanently recorded in the PNR.

CHANGES TO THE PNR ONCE TICKETED

Ticketing Field

The ticketing field will change automatically to show the date ticketed, the agency PCC, the duty code and the agent's sign-in together with the ticket issued.

Format: *T

Response:

TKT/TIME LIMIT
1.T-25JUN-UR2B*ADS
2.TE 3901990028256-CY PANAY/D UR2B*ADS 1104/25JUN*I

Accounting Lines

When SABRE issues a ticket, an accounting line is automatically added to the PNR.

*PAC to show the accounting line

Response:

ACCOUNTING DATA
1. A3#1990028256/ 7.44/ 186.00/ 55.28/ONE/CA
1.1PANAYIOTOU DESPINA MRS/1/F/E

This contains the following information:

A3	Validating carrier
1990028256	Ticket number
7.44	Commission or amount
186.00	Total Base fare
55.28	All taxes
ONE	Fare application. ONE= total amount for one passenger
CA	Form of payment. CA = cash or cheque, CC = credit card.
1	Number of documents issued for this accounting line
F	Tariff basis. D = Domestic, F = Foreign, T = Transborder
E	Electronic ticket

Deleting Accounting Lines

The following steps should be made to delete an accounting line.

*PAC	Check the accounting lines and determine which one(s) need(s) to be removed.
AC▣1	deletes the first accounting line
AC▣1-9	deletes accounting lines 1 to 9
AC▣2,4,8	deletes accounting lines 2, 4 and 8
AC▣ALL	deletes all accounting lines

Note

When more than one AIR accounting line exists for each passenger in a PNR, any attempt to end the PNR will provoke the response ***PAC-VERIFY ACCT LINES**

Any attempt to override the response by ending the PNR a second time will result in the PNR being placed on Queue 21.

Upon issuance of an e-ticket a TKNE message is sent to the airline with the ticket number. It can be seen only in the history of the PNR (*H) as below:

A3S SSR TKNE CY HK1 LCABEY0342Y20JUN/0482278060493C1 -TEST/TEST MS

- The sabre guarantee policy is found on the Agent Coupon under the form of payment. Look for **FCI 00** or **FCI 02** or **FCI 06**.
- An Electronic Ticket Record (ETR) is created

Simultaneous Changes Procedures

When ticketing a PNR, you can receive a warning message to advise you that a system update is already in progress:

SIMULTANEOUS CHANGES TO PNR – IGNORE

This error response means a system update or an incoming message from the airline; for example, the airline has returned a seat request. If you receive the warning message, you must ignore the record.

Follow the procedures below to avoid problems with the PNR and ticket message generation between the Sabre system and the carrier's system :

1. Review your agency audit trail (DQB*), the ticketing field (*T), and/or the history of the ticketing field (*HT) of that PNR to determine if the ticketing format was accepted and a ticket message was generated between the systems.

- *HT
AT W†FCA†ABA†KP4†BA*02P
SYS SYS*WPB 0700/10DEC08

The example above with the letters SYSSYS should alert you that the ticket number you have issued failed to be sent to the airlines. Follow up directly with the airline.

2. When you are issuing a ticket with a credit card form of payment and you receive the simultaneous changes response, the system accesses the credit card approval package and deducts the transaction amount from the available floor limit. Before you ignore and retrieve the PNR, note the credit card approval code in the remarks. Use the manual (F*Z) credit card approval format when you try to ticket again. To avoid accessing credit unnecessarily.

3. When you make a ticketing entry and the ticket actually prints but the simultaneous changes response appears, the system does not immediately update the *T field. If the system was able to retain the data, it updates the *T field with the ticket information approximately 15 minutes after the simultaneous changes occurred, however, this does not produce an invoice.

Simultaneous changes affect other PNR items also:

- The system removes the automated accounting line. You must manually add an accounting line to be able to invoice the ticket.
 - The *T field of the PNR is not always updated and may not reflect the ticket number. The electronic ticket is valid and active in the carriers system
-
- You may display the audit trail (DQB*) to obtain the electronic ticket number.
 - You may also enter WETR*T (13 digit ticket number) to verify that the status of the ticket is open

DISPLAY AN ELECTRONIC TICKET

The electronic ticketing carrier enters the information in the ETR. You can display an ETR; redisplay an ETR, or the ETR history from the same pseudo city code (PCC) that issued the ticket or from any authorized branch office. Each airline has their own time frame of how long they retain their unused electronic tickets in their database. Although 13 months is the most common time frame, this varies with each carrier. Please note that some carriers restrict displaying the history of an Electronic ticket in the Sabre system.

Display the electronic ticket record from *T (must be in the PNR)	WETR*2
Display the enhanced electronic ticket record from *T (includes NVA/NVB, baggage allowance, FCI, Servicing Airline or system provider code etc)	WETR*2/E
Redisplay the electronic ticket record	WETR*
Redisplay the enhanced ETR	WETR*/E
Display the electronic ticket record using the ticket number-13 digits (outside PNR)	WETR*T1251234567890
Display the electronic ticket record using the search mask (outside PNR)	WETR*S
After displaying the electronic ticket record you can display its history	WETR*H or WETR*2/H

Example of an electronic ticket record:

```
WETR*2<
ELECTRONIC TICKET RECORD
INV:                                CUST:                                PNR:FWEGDO
TKT:3901990028256                ISSUED:25JUN08                PCC:UR2B    IATA:99999992
NAME: PANAYIOTOU/DESPINA MRS
FOP: CASH
CPN  A/L  FLT  CLS  DATE   BRDOFF  TIME   ST F/B    STAT
1    A3   903   L   19NOV   LCAATH  0840   OK L1A3   OPEN
2    A3   900   L   26NOV   ATHLCA  0600   OK L1A3   OPEN

VALID ON A3 FLIGHTS ONLY
FARE    EUR186.00 TAX    19.76CY TAX    0.39JW TAX    35.13XT
TOTAL    EUR241.28

LCA A3 ATH Q44.36 97.90L1A3 A3 LCA Q44.36 97.90L1A3 NUC 28
4.52END ROE0.653715 XT0.86JX12.00GR4.11WQ12.16WP6.00YQ
```

Example of an enhanced electronic ticket record:

```
WETR*2/E<
ELECTRONIC TICKET RECORD                                CRS CODE:0011
INV:                                CUST:                                PNR:FWEGDO
TKT:3901990028256                ISSUED:25JUN08                PCC:UR2B    IATA:99999992
NAME: PANAYIOTOU/DESPINA MRS
FORM OF PAYMENT                                FCI: 0
1    CASH
CPN  A/L  FLT  CLS  DATE   BRDOFF  TIME   ST F/B    STAT
1    A3   903   L   19NOV   LCAATH  0840   OK L1A3   OPEN
                                NVB:                NVA:19NOV   BAG:20K
2    A3   900   L   26NOV   ATHLCA  0600   OK L1A3   OPEN
                                NVB:                NVA:19NOV   BAG:20K

ENDORSEMENT
VALID ON A3 FLIGHTS ONLY

FARE    EUR186.00
TOTAL    EUR241.28

FARE CALCULATION
LCA A3 ATH Q44.36 97.90L1A3 A3 LCA Q44.36 97.90L1A3 NUC
284.52END ROE0.653715 XT0.86JX12.00GR4.11WQ12.16WP6.00YQ

TAX BREAKDOWN
TAX    19.76CY TAX    0.39JW TAX    35.13XT
```

Access the Electronic Ticket Search Mask

Use this format to access a mask that helps you search for electronic ticket records without knowing the ticket number or having the Passenger Name Record (PNR) available.

WETR*S

```
WE                ELECTRONIC TICKETING SEARCH CRITERIA
                                RESET AND IGNORE TO EXIT
VALIDATING CARRIER CODE/NUMBER <      > SELECTION <1>

1. BY TICKET NUMBER      <          >

2. BY PASSENGER NAME/DATE OF FLIGHT/ORIGIN/DEST CODE

3. BY FLIGHT NUMBER/DATE OF FLIGHT/ORIGIN/DEST CODE/PSGR NAME

4. BY FREQUENT FLYER NUMBER/DATE OF FLIGHT

5. BY PASSENGER TELEPHONE NUMBER/PSGR NAME/DATE OF FLIGHT

6. BY CREDIT CARD NUMBER/PSGR NAME/DATE OF FLIGHT

7. BY AIRLINE CONFIRMATION NUMBER <          >
                                PRESS ENTER TO COMPLETE
```

- When you access the mask, the program checks that the validating carrier participates in electronic ticketing and supports electronic ticket (ETR) search.
- To navigate around the mask, use the tab key
- To ignore and exit the mask, press **Esc**, and then **clear**.
- To return to the main menu from any screen, type any character in the main menu field.
- After you complete the mask screen, press **Enter** to continue.
- You can display up to 19 lines.
- You receive an error message if there is either no matching ETR, or there is a match for 32 ETRs.
- The mask displays the pseudo city code (PCC) if branch access applies.
- Use *MD* to move down when a cross of Lorraine (‡) indicates that there are additional records to display.

CREDIT CARD AUTHORIZATION

Credit Card Authorization may be obtained for all major credit cards that are accepted by participating carriers.

To obtain an approval code prior to the ticketing, the following format should only be used at time of ticketing to ensure the Authorization is for the correct amount and that the approval is valid.

Format

CK*CREDIT CARD CODE AND NBR/EXPIRATION DATE/
AMOUNT/VALIDATING CARRIER CODE

Example

CK*VI123456789100346/1206/400/BA

Response

* CREDIT VERIFICATION IN PROGRESS

SABRE will use the following steps to obtain an Authorization:

- Decodes the credit card code
- Checks account number
- Verifies for the correct check digit
- Checks against a blacklist

If the credit card used is acceptable to the validating carrier, a tag line will follow the approval code that will contain up to 6 characters in the response.

Response

OK 108958 VERIFY CARDHOLDER SIGNATURE AND EXPIRATION DATE RESTRICTIONS CHECK INSTRUCTIONS OF TICKETING CARRIER END

If the credit card is not acceptable by the validating carrier as a form of payment for tickets issued via SABRE, the following response will be generated:

Response

‡UNAUTHORIZED CREDIT CARD FOR THIS AIRLINE‡

If the credit card is not acceptable due to unavailable amount or wrong information about the credit card the following response will be generated:

Response

CREDIT CARD AUTH DECLINED - CALL CREDIT CARD COMPANY
RESTRICTIONS
CHECK INSTRUCTIONS OF TICKETING CARRIER
END

Notes

1. Rules for acceptance may vary with each individual airline therefore it is **mandatory** to include the two-letter code of the validating carrier.
2. The entry may be made at anytime. A PNR does not have to be in the working area.
3. 25% or more of travel must be routed over ticketing carrier. This means you can not validate on a carrier that is not in the itinerary.
4. To display a list of the major credit cards and their two letter codes the entry is
DU*/CCD

PHASE 3.5 TICKETING

Phase 3.5 ticketing indicates that you are not allowing SABRE to price the itinerary according to its own database. The fare you wish to use is a published fare and does exist in SABRE's database but is NOT the fare which SABRE automatically quotes when a WP or WS entry is made. The fare basis is obtained from either a FQ or FA display. Command pricing is **not guaranteed** because this format overrides the rule validation.

To obtain the desired fare for the itinerary:

The letter **Q** for **Quote** precedes the fare basis in the entries

WPQYB Prices the PNR for Fare Basis YB

WPS1*QYB+S2*QC Prices segment 1 at Fare Basis YB and segment 2 at Fare Basis C

When more than one Fare Basis is being used it is necessary to link the segment number to the corresponding Fare Basis by a *

Issuing a Phase 3.5 Ticket

Ensure that the printers are designated for ticketing. The PNR must be in the working area before the ticketing entries are made.

There are 3 mandatory items in the ticketing entry:

F **FORM OF PAYMENT** (if not in PNR)

A **AIRLINE** (Validating carrier)

Q **FARE BASIS**

These fields may be input in any order separated by a cross of Lorraine:

Example

W+FCHEQUE+ABA+QYLAP3M

Important

The additional 3rd item required in Phase 3.5 Ticketing is the same entry as used in command pricing i.e. Q for Quote followed by the appropriate fare basis.

If this is omitted from the ticketing entry, then the ticket will be issued at the fare SABRE finds when a WP entry is made!

If different fares bases are used on different segments, the segment number and the fare basis must be joined a *

Example

W‡S1*QY‡S2*QY2‡ADL‡FAGT NON REF

PHASE 3.75 TICKETING

Phase 3.75 ticketing allows a discount to be deducted from a published fare. The fares used for discounting must already be in SABRE's fare database. Phase 3.75 ticketing is **not guaranteed** by SABRE as the format overrides the rule validation.

Issuing a Phase 3.75 Ticket

The PNR must be in the working area before the ticketing entries are made. Make sure that the printer is designated for ticketing.

WPQ//DP10

Auto prices the fare and asks for a 10% discount

W†Q//DP10†ACY†FCASH

Issuing the ticket adding the 3 mandatory items

WPQ//DA100

Auto prices the fares and asks for a discount of €100.00

W†Q//DA100†ACY†FCASH

Issuing the ticket adding the 3 mandatory items

Notes

- 1) The response will show MANUAL DISCOUNT APPLIED / VERIFY ALL RULES indicating that Phase 3.75 has been applied.

Phase 3.75 combined with Command Pricing (Phase 3.5)

W†QY//DP10†ACY†BA*20K†FINV†KP9

Issuing the ticket for Fare Basis Y with a 10% discount adding the 2 mandatory items and including a ticketing qualifier, the commission qualifier

W†QY//DA75†ACY†BA*20K†FINV†KP9

Issuing the ticket for a Fare Basis Y deducting an amount of €75.00 adding the 2 mandatory fields and including 2 ticketing qualifiers, the commission and baggage allowance qualifiers

Phase 3.75 combined with Phase 3.5 Pricing and a Specific Designator

W†QYB//DP10-SPCL†ACY†BA*20K†FINV†KP9

Issuing the ticket for Fare Basis YB, uses a discount of 10% and a specific ticket designator code of SPCL

W†QYB//DA150-SPCL†ACY†BA*20K†FINV†KP9

Issuing the ticket for Fare Basis YB, deducting an amount of EUR150.00 and uses a specific ticket designator

Notes

1) The ticket designator code may not exceed 6 characters.

Changing the Fare Basis code combined with a Discount

W†QY-YS//DP10†ACY†FCASH†KP9†BA*20K

Issuing the ticket with a Fare Basis YS and a 10% discount on the Y fare

W†QY-YS//DA25†ACY†FCASH†KP9†BA*20K

Issuing the ticket with a Fare Basis YS and deducts an amount of EUR25.00 from the Y fare

Changing the Fare Basis Code combined with a Discount and a Ticket Designator

W†QY-YS//DP25- DGSC25-†ACY†FCASH†KP9†BA*20K

Issuing the ticket with a Fare Basis YS, a discount of 25% on the Y fare and a ticket designator of DGSC25

W†QY-YS//DA75-DGSC25†ACY†FCASH†KP9†BA*20K

Issuing the ticket with a Fare Basis YS, deducts an amount of EUR75.00 from the Y fare and a ticket designator of DGSC25

Changing the Fare Basis Code and Ticket Designator with No Discount

W†QYE3M-Y//DP0- GV10†ACY†FCASH†KP9†BA*20K

Issuing the ticket with a Fare Basis Y, with NO discount and a ticket designator of GV10

Different Fare Basis in Different Segments

W†S1*QY//DP10†S2*QY2//DP10†ACY†FCASH†KP9†BA*20K

Issuing the ticket with segment 1 as a Y fare basis with a discount of 10% and segment 2 as a fare basis of Y2 and a discount of 10%

PHASE IV TICKETING

Phase IV Ticketing indicates that you do not wish SABRE to price the itinerary and issue the ticket according to its own database information. You will be responsible for supplying SABRE with all the fare information you wish it to print on the ticket.

Phase IV Ticketing will be required if you are issuing some net tickets or you have a PNR which is unpricable by SABRE and you have obtained a fare quote directly from an airline.

Phase IV requires the use of a TICKET RECORD which must be created before any information can be inserted. SABRE creates this ticket record by taking the passenger's names and booked flights from the PNR, which then become the "skeleton" of the ticket to be issued.

TICKET MASK

The method of creating a ticket using Phase IV is by use of a ticket mask located within SABRE. This is first created and then the blank spaces are filled in.

Creating the Mask

The PNR has to first be created and ended.

You need to create a different Phase IV for each **passenger type**, *not* for each passenger. Display the completed PNR then:

W†CTKT creates one ticket mask (assumes ADT) and puts you straight into page 1 of the mask

W†CTKT†PADT/CNN/INF creates one ticket mask for each passenger type, a total of 3 shells in this example

W†CTKT†PADT/CNN†S1/4 creates one ticket mask for each passenger type for segments 1 and 4 only

*It is VERY important to only do this entry **ONCE** when you want to create the mask. If you are unsure as to whether you have yet created the masks, before making this entry just do ****WTKT** to view any ticket records (see below) or you could end up with many masks and be unable to ticket!*

The mask is made up of 3 pages. SABRE responds to the above create entries by displaying the first page of the mask. If more than one passenger type shell has been created, SABRE displays a list for you to select a mask for completion.

TKT LIST

- 1 TA-ADT
- 2 TA-CNN

Choose which mask you wish to complete first, then access that mask by line number

****WTKT1** will display ticket mask 1 for ADT

Completing the Mask

The first page shows the passenger type and is where you enter **the fare and taxes, commission amount, and any endorsements you require on the ticket.**

You can move around the mask by using the TAB or Up/Down arrow keys. Type the data required then TAB to the next box. To correct a box, use the Up Arrow key to go backwards through the boxes and re-write the information as required.

WI - PHASE IV FARE AMOUNT MASK - DEPRESS ENTER TO CONTINUE OR RESET AND CLEAR TO RETURN TO PNR.			
TKT RECORD NBR <1	>	ENTER CITY CODES TO OVERRIDE	
PASSENGER TYPE ADT		ORIGIN/DESTINATION <	>< >
ENDORSEMENT		ENTER X IF SUBJ GOVT APRVL <	>
BASE FARE - CURRENCY CODE/AMOUNT <	><	>	
INTL EQUIV CURRENCY/AMOUNT <	><	>	IF APPLICABLE
TAX AMOUNT/CODE 1 <	><	>TAX AMOUNT/CODE 2 <	>< >
TAX AMOUNT/CODE 3 <	><	>TAX AMOUNT/CODE 4 <	>< >
TAX AMOUNT/CODE 5 <	><	>TAX AMOUNT/CODE 6 <	>< >
ENTER X IF MORE THAN 6 TAXES < >IF ALL TAXES EXEMPT ENTER X< >			
COMMISSION PCT <	>	TOUR CODE <	>
OR AMT <	>		

TKT RECORD NBR <1	>	ORIGIN/DESTINATION <	>< >
-------------------	---	----------------------	------

Ticket Record number defaults to the ticket record you are working and you cannot edit this field. **Origin/Destination** is an optional entry. Each field has a three-character maximum. Insert the city codes in this field if you want the *Sabre system* to convert the three-letter city codes to the city or airport name when you issue the ticket.

PASSENGER TYPE ADT

The system defaults to adult passenger type unless you specify a passenger type code in your create entry. You cannot edit this field.

ENDORSEMENT <VALID ON EK ONLY	ENTER X IF SUBJ GOVT APRVL < > >
----------------------------------	-------------------------------------

Endorsements are restrictions placed on a fare by a carrier. When you enter endorsement information into a phase IV mask, any endorsements you include in your ticketing entry override the endorsements in the phase IV record. Do not insert anything in the SUBJ GOVT APRVL field.

BASE FARE - CURRENCY CODE/AMOUNT <EUR><600.00 > INTL EQUIV CURRENCY/AMOUNT < >< > IF APPLICABLE
--

The system accepts up to eight characters including the decimal point in the base fare amount field. It is mandatory to include the valid three letter currency code in the first box. Base fare is also a mandatory item. If a zero amount applies, use 0.00. The **INTL EQUIV CURRENCY AMOUNT** must always be the currency of issue (your local currency). This field is used in exchanges or when origin city is not the issuing city. For example, you are issuing a ticket that the itinerary begins in USA. The USD amount goes in the BASE FARE and the fare in the local currency, EUR, goes in the INTL EQUIV CURRENCY/AMOUNT.

TAX AMOUNT/CODE 1 <12.00 ><CY>TAX AMOUNT/CODE 2 <20.00 ><YQ>
--

Insert the tax amount and in the next set of brackets, the tax code. This field is restricted to a maximum of seven numeric characters including a decimal point followed by two-letter tax code. If no tax applies, leave the brackets blank.

TAX AMOUNT/CODE 1 <TE >< >
--

If you need to show the fare is tax exempt, enter TE in this field. TAX EX will be written on the ticket.

ENTER X IF MORE THAN 6 TAXES <X>IF ALL TAXES EXEMPT ENTER X< >

Up to 6 tax amounts and codes can be inserted. If you have more than 6 taxes, type an X in the **ENTER X IF MORE THAN 6 TAXES** box and an additional screen will be displayed to insert them.

Additional tax screen

```
WI - PHASE IV FARE AMOUNT MASK - DEPRESS ENTER TO CONTINUE
TKT RECORD NBR <1                >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
TAX AMOUNT/CODE  <                ><  >TAX AMOUNT/CODE  <                ><  >
X< >IF MORE TAXES
```

If an X is input in the **X IF MORE TAXES** field, this same screen will display again (up to 8 times). If an X is input in this field on the 8th display, another tax screen will display to allow input of the final 16 taxes (maximum 99 unpaid and 99 paid taxes).

```
COMMISSION  PCT <  5  >  TOUR CODE <DXB600                >
```

Use the commission percent (**PCT**) field to show any commission received from the airline on the base fare. **Tour code** adds the inclusive tour (IT) code or number in the phase IV record. The mask accepts a maximum of 12 characters. It is not necessary to include the letters IT as part of the tour code as the system automatically prints IT before the code on the ticket. Both steps are optional and not required to complete a ticketing record. You can insert the commission and tour code in your ticketing entry.

Once all the relevant boxes have been completed, press **ENTER** to move on to the next page.

You do not need to tab to the bottom of the mask! If any errors have been made, or required information omitted, SABRE will redisplay the first page of the mask and indicate at the bottom of the screen what needs to be completed/altered.

Once the first page is correctly completed and entered, the second page will automatically be displayed. This shows details of all the flights from the itinerary and requires completion with **the fare basis/ticket designator, validity dates and baggage allowances**. Leave the Fare Calculation field blank to allow the system to partially fill in the fare calculation line for you.

WI - PHASE IV FARE INFO - DEPRESS ENTER WHEN COMPLETE													
										FARE BASIS/ TKT DESIG	NOT VALID BEFORE AFTER	BAG ALLOW	
01	O	LCA	EK	108	Y	01JUL	OK	<		><	><	><	>
02	<O>	DXB	EK	412	Y	02JUL	OK	<		><	><	><	>
03	<O>	SYD	EK	413	Y	20JUL	OK	<		><	><	><	>
04	<O>	DXB	EK	107	Y	21JUL	OK	<		><	><	><	>
LCA													
FARE CALCULATION - LEAVE BLANK TO BUILD AUTO FARE CALCULATION													
<												>	
<												>	
<												>	
<												>	

												FARE BASIS/ TKT DESIG	NOT VALID BEFORE AFTER	BAG ALLOW
01	O	LCA	EK	108	Y	01JUL	OK	<	<YSPECIAL/SYD	><	><	><	>	
02	<O>	DXB	EK	412	Y	02JUL	OK	<	<YSPECIAL/SYD	><	><	><	>	

The **Fare Basis/Tkt Desig** is a required field. Enter the appropriate fare basis codes in the fields following the itinerary segments. If an airline requires a ticket designator code, type a slash after the fare basis code and then enter the ticket designator code. The total maximum character count for both fields is 13 digits including the slash (/).

												FARE BASIS/ TKT DESIG	NOT VALID BEFORE AFTER	BAG ALLOW
01	O	LCA	EK	108	Y	01JUL	OK	<		><01JUL>	<01JUL>	><	>	
02	<O>	DXB	EK	412	Y	02JUL	OK	<		><02JUL>	<02JUL>	><	>	

If the fare you are using in your ticketing requires specific **Not Valid Before/After** dates, they should be included in this field. Enter the dates using the two number day followed by the three-letter month code. Do not enter a year. The Sabre system accepts any date within the 331 date range (today plus 331). If brackets are left blank, no validity dates will be written on the ticket.

FARE BASIS/										NOT VALID		BAG	
TKT DESIG										BEFORE	AFTER	ALLOW	
01	O	LCA	EK	108	Y	01JUL	OK	<		><	><	><20K>	
02	<O>	DXB	EK	412	Y	02JUL	OK	<		><	><	><20K>	

In a phase IV record, the **baggage allowance** codes are mandatory. Include the baggage allowance information in the phase IV record because you cannot add it to the ticketing entry. The actual baggage allowance code consists of two-digit numeric characters and a single alpha character except for no-seat infant fares:

Code	Explanation
23K	K represents Kilos
66L	L represents pounds
02P	P represents pieces (maximum 2 pieces)
NIL	No seat
10K	Infant no-seat code

```
FARE CALCULATION - LEAVE BLANK TO BUILD AUTO FARE CALCULATION
<
<
<
<
<
```

You have the option of completing the **fare calculation** data on this mask or leaving it blank to have the *Sabre* system build the auto fare calculation when you press **Enter**. You may need to insert surcharges, stopover charges, or other charges that are not normally included in segment values in the fare calculation. If you enter data in the field it appears on the next screen displayed exactly as you typed it. The maximum character count for the fare calculation line is 6 lines 244 characters.

Again, once the second page is completed just press **ENTER** to go on to the third page.

```
WF 1
TA-PSGR-ADT
F/CALC<27APR LCA EK X/DXB EK SYD      0.00 EK X/DXB EK LCA      0.00
600.00 END
```

This is the last screen of the Phase IV mask. The information you see displayed on this mask varies based upon if you did or did not enter data in the last mask screen. This screen displays the fare calculation you entered. If the information is correct, press **Enter** to complete the Phase IV.

If you did not enter information in the fare calculation section of the previous screen this area shows the automatic fare calculation with the routing, airlines and zero amounts for the breakdown. It also includes the base fare as you entered it in the base fare box on screen one.

Once the mask is completed and you have returned to the original page, **RESET (Esc)** and **CLEAR** and then **END TRANSACTION** to 'lock' the completed mask into the PNR. (This procedure is noted at the top of page one of the masks)

Once you have ended transaction on the Phase IV, when you retrieve the PNR again you will notice that under the telephone/address field it now has

TICKET RECORD - STORED/-FARED

This shows that the Phase IV has been created and completed, and no changes have occurred to the itinerary since it was done.

Displaying the Individual Ticket Records

You can review how the tickets will look prior to printing with the following entries:

****W** display ticket record where only one exists

****W1** display ticket record number 1

****W2** display ticket record number 2

When you display the ticket record you will be able to see how your ticket will be printed with all the relevant information. If more than 3 taxes were inserted in the Phase IV mask, system will add all taxes and show them on the ticket record as XT analysing them except the 2 first ones.

To change any information, redisplay the mask by ****WTKT** or ****WTKT2** then just overwrite in the required area the correct information if you wish to make the alteration in the mask.

XF and ZP taxes

When a **ZP** (segment tax) and an **XF** (passenger facilities charges) tax apply, you must show it in the tax box of the ticket record and show the collection cities in the fare calculation line.

Show the ZP collection cities following the word END and any rate of exchange (ROE) information in the fare calculation line.

Example: END ROE1.00 ZPOMADFW

The XF must always be at the end of the fare calculation line. The city code and the amount of the XF for that city always follow the code XF. The amount is always one digit.

Example: END XFNYC4

When both taxes apply insert ZP first followed by XF.

Example: END ROE1.00 ZPOMADFW XFNYC4

Issuing a Phase IV Ticket

Redisplay your PNR and then the ticket may be issued using the format:

W†T Ticket Record number **N** Name field **†F** Form of Payment **†A** Airline

Examples

W†T†FAGT NON REF†AKL

Issue ticket record 1 for Name field 1, Form of payment AGT NON REF, Airline KL

W†T1N1.1/1.2†T2N1.3†FCASH†ABA

Issue ticket record 1 for Name field 1.1 and 1.2, ticket record 2 for Name field 1.3, Form of payment CASH, Airline BA

Deletion

A PNR may contain a maximum of 7 Phase IV records. If you delete a record, it cannot be reused. Once 7 records exist, you cannot add additional Phase IV records in existing PNR.

The deleted ticket record remains on the ticket list preceded by the letter D. The deleted ticket record is stored in Phase IV record history.

Delete Phase IV:

W†D deletes all masks

W†D2 deletes mask number 2

Display deleted Phase IV:

****WH or **WH1** (ticket record number)

Update a Phase IV

To change information in the Phase IV record when there has been no itinerary change, simply enter the mask and make changes. Exit the mask and end the record to save the changes. If your itinerary changes you can update your ticket record rather than delete it. When you update a Phase IV, the Sabre system places a “**CHGD**” tag on the ticket record line in the record. When the tag is present, the system restricts ticketing entries until the update is complete.

W†CRTKT place mask in update mode when one ticket record exists

The Sabre system displays the fill in mask. You must re-enter the line entitlements as the update entry clears them from the ticket record. Make any additional changes required. Press Enter to input the changes and then exit the mask. End the record twice to complete the update. The second end transaction will override and delete the ***VERIFY FARE/CALC*** indicator.

W†CRTKT2 place mask in update mode when more than one ticket exists

W†CRTKT†S1/2 place mask in update mode when one ticket record exist with segment select

REMIT TICKETS

Net Remit Tickets are issued in order to show two amounts on the tickets, the published fare in the fare box and the agreed net fare in the remittance area.

Note the following points

- 1) Net Remit tickets may be issued using **W†** or FP lines.
- 2) The Net Remit entries may **Not** be used in conjunction with Exchange tickets.
- 3) The Net ticket will show NON ENDORSE/NON REFUND in the endorsement box. To override this system generated endorsement you will need to use the endorsement override entries.
- 4) Any invoices will reflect the published fare, not the net amount - unless the accounting line is manually amended.
- 5) A commission percentage KPN of 9% or 7.5% must appear on the ticket, otherwise the ticket record will be rejected by BSP's data processing centre and the gross fare will be billed to the agent.
- 6) When issuing a Net Remit ticket, the validating carrier must be shown in the - APPROVED NET TICKETING CARRIER- table. To access this table enter W/BSPCY*
- 7) When a Net Remit ticket is issued against a credit card as Form of Payment, the agreed amount payable to the ticketing airline, followed by the amount to be charged on the credit card, including the Total amount, Net fare plus Tax.

Example: **NET/EUR180.00/CC200.00† F*VI1234567890123456/0908**

Phase 3 Ticketing with Net Remit

- To show a CAR of VS1234 in the Tour Code box, a Net Amount of EUR300.00 in the Remittance Area, 7% commission and the applicable fare in fare box

W†NET/EUR300.00/V*VS1234†KPN7†FCASH†AVS†BA*02P

Phase 3.5 Ticketing with Net Remit

To show a CAR of VS1234 in the Tour Code box, a Net Amount of EUR300.00 in the Remittance Area, 7% commission and to command for The applicable fare in fare box

W†NET/EUR300.00/V*VS1234†KPN7†FCASH†AVS†BA*02P†QLLWE12M

(where LLWE12M is the desired fare and fare basis.)

Phase 3.75 Ticketing with Net Remit

To show a CAR of VS1234 in the Tour Code box, a Net Amount of EUR300.00 in the Remittance Area, 7% commission and to command for the applicable fare minus a discount percentage of 20% in fare box.

W†NET/EUR300.00/V*VS1234†KPN7†FCASH†AVS†BA*02P†QLLWE12M//DP20

To show a CAR of VS1234 in the Tour Code box, a Net Amount of EUR300.00 in the Remittance Area, 7% commission and to command for the applicable fare minus a discount amount of EUR100.00 in fare box.

W†NET/EUR300.00V*VS1234†KPN7†FINV†AVS†BA*02P†QLLWE12M//DA100.00

Phase IV Ticketing with Net Remit

Phase IV requires the formation of a ticket shell, including the input of the correct gross fare, taxes, commission percentage, fare basis, baggage allowance, and fare calculation area details. **The Tour Code element of the shell should be left blank.** The ticketing entry will include the Net Amount details, plus the CAR, plus the FOP and the Validating Carrier.

W†T†NET/EUR300.00/V*VS1234†FCASH†AVS

Note

- 1) Arrangements made between airlines and their agents are strictly confidential. SABRE does not have any knowledge of the meaning of the codes that print on the tickets and will therefore not know whether the code input is right or wrong.

FUTURE PROCESSING LINES

Future processing allows the storage of ticketing details in the PNR without actually issuing the ticket. This is useful if you know you will be absent from the office and there may only be an inexperienced agent left on duty to issue tickets for your client, as you can prepare the ticketing entry for the ticket to be issued at a later time or date.

Note: FP LINES DO NOT GUARANTEE THE FARE

SABRE will automatically re-price the itinerary at the moment of ticket issue. Therefore, restricted fares may need a command price (Phase 3.5) entry in the FP line to ensure the fare is correct.

Format

The format for inserting a FP line into the PNR is exactly the same as your ticketing entry, with the exception that the **W✂** is replaced by the letter **FP**

Example

FPABA✂FCHEQUE✂KP7✂BA*20K

After successfully entering your future processing line, SABRE will respond by pricing the PNR and the FP line will be retained in the ticketing instruction field of the PNR, showing as a **W✂** while awaiting ticketing.

Issuing the ticket

Once FP lines are in the PNR, the entry to issue the ticket(s) is just

W✂

This entry issues the ticket(s) from *each FP line* contained in the PNR, so if any FP line is not required, it must be deleted.

Additional Formats

*PF	Display FP Lines
FP✂	Deletes all FP lines
FP1✂	Deletes the first FP line
FP✂New Format	Changes FP entry
FP2✂New Format	Changes the second FP line

FP lines are automatically deleted if the PNR undergoes any changes in the name field, the itinerary, or if the PNR is divided or reduced.

Future Pricing Line for Phase 3.5 Ticketing

The Phase 3.5 ticketing command may be stored in a FP line.

Example

FPALH‡BA*20K‡KP9‡FCASH‡QSBB

Once the FP line has been stored in the PNR, enter **W‡** to issue the ticket.

After the ticketing entry has been made the PNR will change automatically to show accounting data, and the ticketing field will show the date ticketed, the PCC, the duty code and agent sign-in, exactly as with Phase 3 Ticketing.

Future Pricing Line for Phase 3.75 Ticketing

The Phase 3.75 ticketing command may be stored in a FP line.

Example

FPALH‡BA*20K‡KP9‡FCASH‡QSBB//DA30.00

Once the FP line has been stored in the PNR, enter **W‡** to issue the ticket.

After the ticketing entry has been made the PNR will change automatically to show accounting data, and the ticketing field will show the date ticketed, the PCC, the duty code and agent sign-in, exactly as with Phase 3 Ticketing.

TICKET PQ RECORDS

Storing the fare in the PQ record does not guarantee the fare. When applicable to the fare, the **FARE NOT GUARANTEED UNTIL TICKETED** banner displays in the PQ record response and each time you display the PQ record (*PQ).

When you issue the ticket, the system re-prices the itinerary based on the qualifiers you stored in the PQ. The ticket then issues at the current fare, which may or may not be the same as the fare stored in the PQ.

You do not need to re-enter qualifiers stored in the PQ record at the time of ticketing. However, if both the ticketing entry and the PQ record contain the same parameter, the data in the ticketing entry may override the information in the PQ record for that specific parameter.

Ticket PQ records

W†PQ1	Issue ticket from a single PQ record
W†PQ2-4/7	Issue tickets from multiple PQ records
W†PQ2N1.2	Issue ticket from a single PQ record using Name selection
W†PQ2N1.2†PQ5N1.3/1.4	Issue tickets from multiple PQ records using multiple Name selection

Note: Maximum 4 PQ records in one entry. The PQ records included must have exactly the same qualifiers except for passenger type and name number selection. If you specify a range, the range must be in ascending order.

VOID AN E-TICKET

Description	Format Example
Display ticketing field	*T
Display electronic ticket record to verify the coupon status is OPEN	WETR*2
Void the electronic ticket	WV2
Repeat the same format to process the transactions	WV2
Display the ticketing field to verify the system has voided the ticket	*T
Void an electronic ticket if the ticket number does not appear in the ticketing field (*T) Display electronic ticket record to verify the coupon status is OPEN	WETR*T1251234567890
Void the electronic ticket	WETRV
Repeat the same format to process the transaction	WETRV
Display void list for current month	WV*
Display void list for last month	WV*1
Display for a specific date	WV*DT10JAN
Display void list for a range of dates	WV*DT16MAR-31MAR
Display void list for a specific airline	WV*VC125
Display a specific voided ticket	WV*TK9000123321

REGENERATE NON-FLIGHT COUPONS

You can regenerate (reprint) non-flight coupons of an ETR when your hardcopy printer has jammed or run out of plain hardcopy paper.

When you regenerate, the system:

- does not update the accounting line data
- does not request a credit card authorization
- does not update the ticket field (*T) in the Passenger Name Record (PNR)
- you must be in the pseudo city code of the original ticketing entry
- you must designate both your ticket printer and your hardcopy printer
- you must end transaction after each generated entry

Description	Format Example
Regenerate the agent coupon, the credit card charge form, the auditors coupon (for exchanged tickets)	W†RG1251234567890†RE

REVALIDATE AN E-TICKET

Prior to revalidating an electronic ticket it is important to check the status of the flight in the electronic ticket record. First display the electronic ticket record as shown previously; the status of the flight to be changed must show OPEN. If OPEN is the displayed status, change the flight, then follow the procedure below to revalidate.

Revalidation is necessary when you change the segment dates in order to update the ETR. Status remains OPEN, in WETR*H the revalidation is shown.

Note: Check the airline's profile for revalidation restriction.

Description	Format Example
To revalidate an electronic ticket and add validity dates (not valid before and not valid after dates)	WETRL/S2/C2*10OCT0620OCT06

Important: When the airline revalidates and reissues an e-ticket that the agent issued, the information is sent to the agent as well.

FORM OF IDENTIFICATION (FOID)

Some airlines require a form of identification (FOID) to be present in the PNR before you can issue an electronic ticket.

You enter the FOID in the Special Service Request (SSR) field. At check-in time, the passenger must present the same FOID as that in the PNR.

Description	Format Example
Enter credit card as FOID	3FOID/CC (credit card code and number) 3FOID/CCVI4548123412341234
Enter passport as FOID	3FOID/PP (country code and passport number) 3FOID/PPCY12345678

Note: Each airline has its own rules regarding what FOIDs are acceptable.

UNUSED ELECTRONIC TICKET REPORT

The ETU (Electronic Ticket Unused report) is a comprehensive report of all unused electronic tickets issued in your office that had a last travel date of 5 days ago.

- When you activate the option “unused e-ticket report” in your Travel Journal Record (TJR), the Sabre system begins logging electronic tickets five days after activation.
- Every fifth day that a record is in the report, the system queries the electronic ticketing carrier’s database to determine the status of the ticket.
- If the electronic ticket contains at least one segment with an OPEN status, the Sabre system adds that ticket number to the unused report. Once an unused ticket has been captured, it will be stored in the database for a maximum of 100 days.
- If none of your electronic tickets have an open or unused segments OR if the system has not yet begun logging electronic tickets for your agency OR if there are no items on the report for the specific request, the system returns this response when you do a DQB* entry **NO UNUSED ITEMS AVAILABLE TO DISPLAY**
- If you do not display the report for 30 days, the system automatically deactivates the option in the TJR.
- If the indicator is turned off, the system will not log any further ETR transactions and will not query any previously logged electronic tickets.
- If you display an ETR that is already in the report and the ticket is now used then the ticket will be removed from the Unused ET report.

Description	Format Example
Activate the ETU report	W/ETU±ON
Display the entire ETU report	DQB*ETU
Display a report for a specific date	DQB*ETU/15JUN
Display a report for a specific date range	DQB*ETU/15JUN-23SEP
Display a report for a specific carrier	DQB*ETU/ABA

DAILY SALES SUMMARY

The daily BSP Report reflects the information SABRE will be reporting to BSP through automated reporting

Use these formats to display an audit report of all tickets you generate through the *Sabre* system.

An audit trail report for the previous 31 working (business) days by adding the date of the report to your entry.

Description	Format Example
Display the current audit report	DQB*
Display the sales report for specific date	DQB*10JUN
Display the sales report for date in previous year	DQB*10DEC007

Following is the response of Sabre format:

DQB*									
UR2B	25FEB08	TICKETING REPORT					ZENON TRAINING		
CE									
TICKET		COMMISSION		AGENT				TICKET	
NUMBER		AMOUNT		SINE	TIME	CURR		AMOUNT	
PNR-KDNUAH SERAFIDOU/DESPO						ETR			
0485633807053		.00		ADS	1300	EX	EUR	10.00	A
PNR-DYDGWQ COSTA/THEODOULOS MR						ETR			
2575633807052		45.00		ADS	1257	CA	EUR	595.26	V
PNR-ECCKFZ PAPALOUKA/CHARIKLIA						ETR			
3905633807051		24.12		ADS	1254	CA	EUR	349.33	
PNR-ECCKFZ ANTONIOU/MARIA						ETR			
3905633807050		24.12		ADS	1254	CA	EUR	349.33	
PNR-KDNUAH SERAFIDOU/DESPO						ETR			
0485633807049		.00		ADS	1005	CA	EUR	258.11	
TOTAL DAILY SALES				CASH/CHECK AMT			CREDIT AMT		
EUR	1,562.03		1,562.03			.00			

Notes

- The form of payment after the commission may be shown as **CA** indicating cash or cheque, **EX** indicating exchange ticket, **CC** indicating credit card.
- When using a credit card, * must be entered in the F field or the amount will appear as cash, for example **F*AX3734789890678**
- After the ticket amount the letter indicates the type of ticket issued. **E** indicating an Even Exchange ticket, **A** indicating an additional collection, **V** indicating a ticket that has been voided and **N** indicating a net ticket.

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 or Ctrl + H 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

Topics for Auto Ticketing are located in the Format Finder Help system in the main Table of Contents under the appropriate books:

Ticketing

REVISION HISTORY

Revision	Date	Description
01	10.06.2008	E-ticket information
02	15.04.2009	Phase 3.75 amended with new entries Void ticket list entries added Simultaneous changes responses information added Update Phase IV Ticketing Update Format Finder