



# **Sabre Reservation Course**

## **(Revision 10)**

Address: 24 Alkeou St, Engomi  
P.O.Box 25326, 1308 Nicosia – Cyprus  
Tel: 357-22664515, Fax: 357-22664502,  
SITA:NICXZCY  
e-mail:zenon@cyprusair.com.cy

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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 <00888>	CTY <UR2B >
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.

## 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 **AF**. 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/\*** redisplay 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.

<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
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

<b>319</b>	Type of aircraft
<b>S</b>	Meal service (B=Breakfast, L=Lunch, D=Dinner, R=Refreshment, S=Snack, M=Meals)
<b>0</b>	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>DC</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)
<b>1SIN</b>	modifies the CPA to show a new connecting city

### By Class of Service

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

### To show only Direct Flights

<b>120MAYLHRDEL/D</b>	displays non-stop and direct flights only but no connecting services
<b>1/D</b>	will modify a CPA showing all types of flights to one showing only non-stop and direct flights
<b>1*ORIG</b>	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.

<b>1*</b>	displays more availability after the initial six lines
<b>1*R</b>	redispays 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*1900</b>	changes the departure time
<b>1*/1900</b>	changes the arrival time
<b>117JAN</b>	changes the departure date
<b>1*DMAN</b>	changes the departure city
<b>1*AFRA</b>	changes the arrival city
<b>1*LHRBRU</b>	changes the city pair
<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)
<b>1‡2*1500</b>	combines the above specifying departure time

## Return Availability

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

<b>S10MARLCALHR/ES</b>	extended schedule for 15 days
<b>S10MARLCALHR/ES‡CY</b>	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
6OA 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: **01Y2**

**0** sell  
**1** one seat  
**Y** class of service  
**2** from line 2 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: **01K1\***

**0** sell  
**1** one seat  
**K** 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 OK 407K 19FEB 2 LCAPRG SS1 0320 0600 /DCOK /E
2 OK 650K 19FEB 2 PRGLHR SS1 1235 1345 /DCOK /E
    
```

To sell seats on a connecting flight, in a different class of service: **01L1K2**

**0** sell  
**1** one seat  
**L** class of service  
**1** from line 1 of CPA  
**K** class of service on connecting flight  
**2** from line 2 of the CPA

**Response**

1	OK	407L	19FEB	2	LCAPRG	SS1	0320	0600	/DCOK	/E
2	OK	654K	19FEB	2	PRGSTN	SS1	0730	0830	/DCOK	/E

**Displaying the Itinerary**

**\*I** will display the itinerary at any stage

**Response**

1	OK	407L	19FEB	2	LCAPRG	SS1	0320	0600	/DCOK	/N
---	----	------	-------	---	--------	-----	------	------	-------	----

*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	<b>9</b>
Received	<b>6</b>
Itinerary	Sell format begins <b>0</b>
Name	-
Ticketing	<b>7</b>

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	<b>5-</b>
General	<b>5</b>
Historical	<b>5H-</b>
Itinerary	<b>5‡</b>
Invoice	<b>5.</b>
Client address	<b>5/</b>
Segment Related Remarks (itinerary)	<b>5‡S</b>
(invoice)	<b>5.S</b>

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

## 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 international 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 / age in number of months

#### Examples

**3INFT/SMITH/ANDREA/08**

**3INFT/BROWN/TIM/15-1.1**

#### 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

**NSST**  
Non-smoking seat

**NSSW**  
Non-smoking window seat

**SMST**  
Smoking seat

**UMNR**  
Unaccompanied Minor

**BSCT**  
Bassinet

**PETC**  
Pet in cabin

**AVIH**  
Animals on hold

**INFT**  
Infant details in PNR

**WCHC**  
Wheelchair, needs to be carried  
or assisted to seat

**WCHS**  
Wheelchair, unable to walk up stairs  
but able to walk to seat

**ORML**  
Oriental meal

**KSML**  
Kosher meal

**TKNM**  
Ticket number for some airlines

**SFML**  
Seafood meal

**VGML**  
Vegetarian meal

**SPML**  
Special Meal (include free text)

**DOCS**  
Passport information

**DOCA**  
Resident and/or destination address

**DOCO**  
Passenger's Visa information

**WCHR**  
Wheelchair, able to walk up stair

## 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**

<b>3DOCS</b>	enter passport or other various document types information
<b>2</b>	segment number or omit to indicate all segments
<b>P</b>	document type Passport
<b>CY</b>	document issue country
<b>12345678</b>	document number
<b>CY</b>	document nationality country
<b>15AUG1980</b>	date of birth
<b>M</b>	gender
<b>30SEP2015</b>	document expiration date
<b>STEWARD</b>	last name
<b>MICHAEL</b>	first name
<b>1.1</b>	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 GFAX OSI, enter **\*P30**

3) To display AFAX OSI, enter **\*P40**

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:

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

<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>1.45</b>	Accumulated Time including any ground or transfer time if applicable
<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

## 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

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

## Verify Minimum Connecting Times

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

Examples are:

<b>VCT*</b>	verifies all connecting segments
<b>VCT*1/2</b>	verifies connecting time between segments 1 and 2
<b>VCT*2-4</b>	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:

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

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:

<b>IC</b>	ignores the PNR on screen and clones the itinerary
<b>EC</b>	ends the current PNR and clones the itinerary

Additions can also be made to the basic formats:

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

<b>ICR</b>	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
------------	---

<b>IC‡3</b>	ignores the PNR on screen and clones the whole PNR for 3 days later
-------------	---

<b>ICB2,‡3</b>	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 GFAX Field
- \*P4** displays only the AFAX Field

*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 21101 747 D 1 TA
2BA 11 F4 J4 M0 S0 B0 Q0 LHRSYD 1200 20551 747 1 X34 TA
3QF 10 P2 J2 Y0 M0 LHRSYD 2145 09002 744 LD 2 TA
4QF 2 P2 J2 Y0 M0 V4 LHRBKK 1215 07001 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

**0BA318C06APRLHRC DGLL1**

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    ✕

### 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>W-✕</b>	deletes the agency address
<b>W-2✕</b>	deletes the second line of the agency address
<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.

*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.

<b>51#-New FOP</b>	form of Payment
<b>53#New text</b>	general
<b>52#H-New text</b>	historical
<b>53#.New text</b>	invoice
<b>54#‡New text</b>	itinerary
<b>52#/#New name or part of address</b>	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 - #** deletes the address

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

## CANCEL AN ITINERARY

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

- XI** cancels the whole itinerary
- X2** cancels segment 2
- X3-5** cancels consecutive segments 3-5
- X2/4/6** cancels non-consecutive segments 2, 4 and 6

### Notes

- 1) If the complete itinerary is cancelled, the PNR will show NO ITIN. The PNR will remain retrievable until 24 hours after the last segment in the itinerary was due to take place.
- 2) If the cancellation of individual segments leads to a lack of continuity in the itinerary, SABRE will alert you to this fact as you try to end the PNR. You could sell an ARNK segment or end the PNR a second time to override this.
- 3) When the cancellation formats are complete, add a Received Field and end the PNR

## CANCEL AND REBOOK

### Using A CPA

Call up the relevant PNR, clear the screen and display the itinerary only. Key in the availability request for the new date of travel.

### Example

```
*I
1 UA 901Y 20JUN 7 LHRJFK HK2 1125 1420 /DCUA
2 UA 900Y 27JUN 1 JFKLHR HK2 1820 0625 28JUN 2 /DCUA

119JUNLHRJFK+UA
19JUN SAT LHR/Z+1 JFK/EDT-5
1UA 903 F4 C4 Y4 B4 M4 Q4 H4 V4 LHRJFK 1340 1365 767 LS0DC
2UA 901 F4 C4 Y4 B4 M4 Q4 H4 V4 LHRJFK 1125 1420 767 LS0DC
3UA 909 F4 C4 Y4 B4 M4 Q4 H4 V4 LHRJFK 0840 1135 767 BS0DC
4UA 907 F4 C4 Y4 B4 M4 Q0 H4 V4 LHREWR 1330 1650 763 LS0DC
5UA 919 F4 C4 Y4 B4 M4 Q0 H4 V4 LHRIAD 1145 1440 747 LS 0DC
6UA 266 F4 C4 Y4 B4 M4 Q0 H4 V4 LGA 8 1615 1725 733 0 DC
```

### Example

**X1+02Y1**

This cancels segment 1 from the itinerary and sells two seats in Y class from line 1 of the CPA.

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

**X10UA903Y19JUNLHRJFKNN1**

### 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:

**X10019JUN**                      The 00 in the format indicates "resell"

Some similar formats using this method are:

**X1-30024JUN**                      cancels segments 1 to 3 and rebooks them on 24JUN

**X1/30024JUN**                      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:

<b>/1/6</b>	inserts line 6 after line 1
<b>/3/5-7</b>	inserts lines 5-7 after line 3
<b>/2/4,6,8</b>	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:

<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)*

# 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:

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

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

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

**0CY312Y15MARLCAATHNN2 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**

<b>2</b>	Total number of psgrs 2
<b>4.1</b>	First psgr from name field 4
<b>6.2</b>	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.

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

<b>A</b>	Auxiliary
<b>C</b>	Commercial SABRE
<b>G</b>	General
<b>H</b>	Help
<b>N</b>	Notification
<b>S</b>	Supervisory
<b>T</b>	Telex

## Special Queues

<b>LMTC</b>	Left Message to Contact
<b>UTR</b>	Unable to Reach

## Queue Count

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

<b>QI*SYS</b>	displays a list of established codes in SABRE
<b>QI*SYS11</b>	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<sup>Q</sup>-New text changes the suspension entry (where 1 represents the line number in the Remarks Field)

## Ticketing Queues

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

<b>Q/10</b>	accesses Queue 10
<b>Q/213</b>	accesses Queue 213
<b>Q/S</b>	accesses Supervisory Queue
<b>Q/L</b>	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

<b>I</b>	ignores PNR/message on screen but leaves it on Queue
<b>E</b>	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)
<b>QR</b>	removes PNR/message unaltered from Queue
<b>QL</b>	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. <b>QL</b> can be combined with a short message (maximum 15 characters), eg: QL-WITH SECRETARY
<b>QU</b>	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. <b>QU</b> can be combined with a short message (maximum 15 characters), eg: QU-LINE ENGAGED
<b>QXIR</b>	ignores the PNR, exits the Queue and redisplay the PNR on screen
<b>QXER</b>	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

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

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

<b>QP/G</b>	places message on General Queue within the PCC
<b>QP/G†S†T</b>	places message on General, Supervisory and Telex Queue within the PCC (maximum 9 addresses)
<b>QP/2EA0G</b>	places message on General Queue of PCC 2EA0
<b>QP/2EA0G†5OT0S†A</b>	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

<b>QK‡ALL</b>	collects all PNRs in PCC
<b>QK‡AL-CY</b>	collects all PNRs containing airline (CY)
<b>QK‡CL-Y</b>	collects all PNRs containing Y class of service
<b>QK‡SD-18FEB</b>	collects all PNRs with travel on a specific date (18FEB)
<b>QK‡NA-IOANNOU</b>	collects all PNRs containing name Ioannou
<b>QK*</b>	redisplays last SPECTRA response

## 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 two ways to launch Format Finder help system:

- Press Ctrl + Z or Ctrl + H on the keyboard as a shortcut, or
- 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**.

### 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](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*

# 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

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

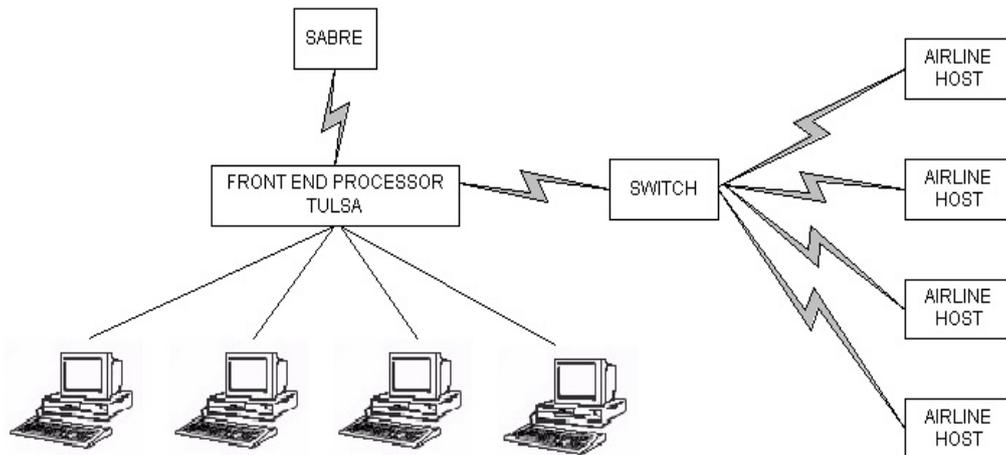
**␣QCY/CLM**

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

Answerback allows other airline systems to return a record locator and append it to the segment via normal teletype transmission. Once the record locator is received the segment is confirmed in the other airline's system.

### Example

102SEPLHRMLA	
02SEP SAT LHR/Z#1 MLA/#1	
1KM 101 C4 M L V	LHRMLA 1045 1510 310 0 AB
2KM 103 C4 M4 L V4	LHRMLA 1725 2150 733 0 6 AB
3BA 730 C9 D7 S9 B9 K9 M9 L9 Q9 V9	LHRGVA 1535 1805 757 0 DCA
4KM 571 C4 M4 L4 V4 B4	MLA 1850 2100 733 0 6 AB
5SR 833 C9 W9 Y9 M9 L9 H9 K9 B0	LHRGVA 1505 1735 321 L 0 DC
6KM 571 C4 M4 L4 V4 B4	MLA 1850 2100 733 0 6 AB

Note that here some lines of availability have the tag AB which means that those carriers are participants of Answerback. If the carrier were also a participant of Direct or 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 KM 103V 02SEP 6 LHRMLA SS1 1725 2150 /ABRQ

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
1.1WALTON/R MR
1 KM 103V 02SEP 6 LHRMIA SS1 1725 2150 /ABKM*AASWR
TKT/TIME LIMIT
1.TAW10SEP/
PHONES
1.LON081-577-4561 -A
RECEIVED FROM - P
2EA0.2EA0*HJR 0359/01MAY97 QBVBZL

### Note

1) It is possible that a record locator is not received immediately. On retrieving the PNR a heading RECORD LOCATOR REQUESTED may appear above the client's name. This heading will remain for a maximum of 3 minutes or until the record locator has been returned. The segment is confirmed once the record locator has been returned.

2) If no record locator has been received within 22 hours SABRE will automatically generate another message to request this.

3) If the Record Locator is not returned within 44 hours SABRE will automatically send the PNR to queues.

## DIRECT ACCESS

Direct Access is defined as obtaining information from a Host's data base while ALL work is done in SABRE.

### Format

**125OCTLHRJNB#SA**

gives a SA CPA display

### Response

```
125OCTLHRJNB#SA
25OCT SUN LHR/Z JNB/#2
SA RESPONSE
7SA 215 F7 J7 C7 Y7 M7 B7 K7 H7 S7 Q7 LHRJNB 2015 0905#1 747 0
T7 V7
8SA 229 F7 J7 C7 Y7 M7 B7 K7 H7 S7 Q7 LHRJNB 2145 1035#1 747 0
T7 V7
```

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.

## Selling from a Direct Access CPA Display

Use the normal format to sell from this display

### Example

**01Y7**

### Response

```
1 SA 215Y 25OCT 7 LHRJNB SS1 2015 0905 26OCT 1
```

Note that 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.

On redisplaying the PNR, the response will be:

```
1 SA 215Y 25OCT 7 LHRJNB SS1 2015 0905 26OCT 1 /TASA
```

Note the segment is tagged /TASA indicating that this segment was sold under the Total Access agreement with SA. The desired seat was seen in the SA system but SOLD in SABRE.

## Additional Entries and Shortcuts

### Examples

**1▣ BA**

**1▣ TW**

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.

<b>1▣ R</b>	gives Direct Access CPA for return flights
<b>1▣ R25JAN</b>	gives Direct Access CPA for return flights on date specified
<b>FQ▣</b>	fare Quote same CPA, same airline, once a Direct Access availability has been displayed
<b>FQ▣ AC</b>	fare Quote same CPA, new airline
<b>FQ▣ R</b>	fare Quote in reverse direction of last CPA displayed in Direct Access
<b>▣BAL/FQLONSIN23NOV</b>	gives a BA Fare Quote display
<b>1*D</b>	redispays the last Direct Access CPA

## DIRECT CONNECT

Direct Connect is defined as obtaining information and a record locator from the Host while all work is done in SABRE using SABRE formats. The seats are simultaneously taken from the other airline system.

The normal SABRE entry is made to request availability.

### Example

```
13OCTLHRSYD
03OCT      TUE  LHR/Z+1  SYD/+9
1QF  2 P7 J7 Y0 Q0 M7 T0 K0      LHRSYD 1300 1945+1 744 M 1 DC
2BA  9 F9 J9 S9 B9 K9 M9 L0 Q7      LHRSYD 2210 0505+2 744 1 DCA
      V9
3QF 10 P7 J7 Y7 Q0 M0 T0 K0      LHRSYD 2230 0800+2 744 MS 2 DC
4BA  5 F9 J9 S9 B9 K9 M9 L0 Q9      LHRNRT 1325 0910+1 744 0 DCA
      V0
5QF 22 P7 J7 Y7 B7 T7 M7 Q7 K7      SYD 1100 2115 747 M 0 DC
```

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

### Selling from a Direct Connect Display

Use the normal SABRE format to sell from this display.

### Example

01Y3

### Response

```
01Y3
1 QF 10Y 03OCT 2 LHRSYD SS1 2230 0800 05OCT 4
```

On redisplaying the PNR, the response will be:

```
NO NAMES
1 QF 10Y 03OCT 2 LHRSYD SS1 2230 0800 05OCT 6/DCQF
```

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

### Example

```
*QPLAHB
1.1KENNEDY/P
1 QF 2Y 30OCT 5 LHRSYD HK1 1300 1950 31OCT 6
                                     /DCQF*JQ7PLQ

TKT/TIME LIMIT
1.TAW30SEP/
PHONES
1.LON081-577-4532-A
RECEIVED FROM - P
2EAO.2EAO*HJR 0402/11MAR97 QPLAHB
```

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.

# STARS

## Special Traveller's Account Record System

STARS are used for storing and distributing information.

STARS can be updated and created (U/C mode) or retrieved and displayed for reading purposes (R/D mode).

If you are unsure whether you are in retrieve and display mode or update and create mode make the entry **NM\***. The response will be STARS MODE IS DISPLAY or STARS MODE IS UPDATE.

### Retrieving and Displaying a STAR

To display a STAR in order to read its contents, the entry is: **N\*STARID**

Note that the signature line at the end of a STAR gives the following information - the PCC in which the STAR was built, when the STAR was last updated and by whom, the word OPEN which indicates the STAR is available for viewing and update to all agents in that office, when the STAR has been set to purge (NB if it is set for infinity the signature line will show P-NONE), when it was last displayed, and how many times it has been displayed since the 5th day of the month.

### STARS containing General Information

General items of news for agency personnel, or detailed information concerning special deals with airlines, tours etc can be stored in STARS and easily accessed.

#### **N\*STARID**

displays the information in a STAR

### STARS containing PNR Information

In order to save time when building PNRs, it is possible to store the information concerning the agency, the company and the individual company employee in separate STARS. This information can be merged so that most of the PNR is ready within a few key strokes.

#### **Level Zero STAR**

Each agency can only have one zero level STAR in which to store its agency details - eg telephone number, address, remarks about payment etc.

#### **N\*0**

displays the agency level zero star

## Level One STAR

This STAR contains the details of the company which is using the agency to organise its travel arrangements. It will contain details such as a general telephone number for the company, the billing/delivery address, a customer number and perhaps remarks for invoicing and itinerary purposes.

**N\*STARID** displays this STAR

## Level Two STAR

This STAR contains the details of the individual employee of the company - name, home and business telephone number, notes regarding special meal or seat requests, perhaps ticketing and received field points etc.

**N\*STARID-EMPLOYEE NAME**

displays this STAR

(**NOTE** If a passenger uses your agency regularly but does not work for a specific company, that passenger's details would be entered into a Level One STAR).

## Building a STAR

To build a STAR you need to be in the update/create mode. The initial entry will begin with

NB (= Now Build).

**NB\*** Zero Level STAR

**NBSTARID** First Level STAR

**NBSTARID-EMPLOYEE NAME** Second Level STAR

SABRE will automatically add a purge date of 12 inactive months to these STARs, meaning that if the STAR is not accessed for 12 months it will be cleared from the system.

A different purge date may be added if necessary. The purge date may be specified using a number of days (maximum 365) or using inactive months.

### Examples

**NBICI LTD††60** will cause the STAR (ICI Ltd.) to purge after 60 days.

**NBICI LTD†-3** will cause the STAR to purge if it has not been accessed for 3 months

To end a STAR, the entry is **NE** (= Now End). (If you have omitted to add the purge date in the initial build entry and you wish it to be different to 12 inactive months, it can be added before ending the STAR by the format **NCPXXX** or **NCP60** etc).

## Different Types of Lines in a STAR

Notice that each line in a STAR starts with a certain letter, which indicates the use of that line

- S**            the SUBJECT line of the STAR - one per STAR, and is **mandatory**
  
- P**            PRIORITY line - always appears at top of STAR and never moves into a PNR
  
- A**            the line will ALWAYS move into a PNR
  
- O**            an OPTIONAL move line - will only move into a PNR when required to do so
  
- N**            the line will NEVER move into a PNR
  
- R**            REMARKS line - never moves into a PNR

The lines can be entered randomly when building a STAR but will always reappear in groups in the order given above.

## Example for Level Zero Star

**NB**            create a Level Zero Star

**NASWINTER TRAVEL AGENCY**

**NAP\*\*BE PROFESSIONAL\*\***

**NAA922455645-A**

**NAA5‡\*\*PLEASE CHECK IN 2 HOURS BEFORE DEPARTURE\*\***

**NAA5‡\*\*THANK YOU FOR BOOKING WITH WINTER TRAVEL AGENCY\*\***

**NAA5‡\*\*HAVE A NICE TRIP\*\***

**NAAW-WINTER TRAVEL‡24 MAKARIOS AVE.‡2064 NICOSIA‡CYPRUS**

**NAR\*\*ONLY SUPERVISOR CAN UPDATE THIS STAR\*\***

**N\***            redisplays the star

**NE**            ends the star

Example for Level One Star

**NBZENON**

**NASZENON NDC LTD**

**NAP\*\* CONFIRM LOWEST POSSIBLE FARE ON ALL BOOKINGS\*\***

**NAA922664515-B**

**NAA922664502-FAX**

**NAA5/ZENON NDC LTD**

**NAA5/24 ALKEOU ST.**

**NAA5/2064 NICOSIA**

**NAA5/CYPRUS**

**NAN\*\* ALWAYS BOOK MERIDIEN OR HILTON HTLS\*\***

**N\***

**NE**

Example for Level Two Star

**NBZENON-MICHAEL**

**NASMICHAEL NICOS**

**NAA-MICHAEL /NICOS MR**

**NAA922675432-H**

**NAA999547898**

**NAA6SECRETARY**

**NAO-MICHAEL/MARIA MRS**

**NAOFFCY3456788-1.1**

**NAOFFBA6787658-1.1**

**NAO3VGMLA-1.1**

**NAO3OTHS1/GSEC 325678 MICHAEL/NICOS MR**

**NANPASSPORT EXPIRES 12/01**

**NANDOB12.05.65**

**N\***

**NE**

## Moving Information from STARs into a PNR

Ensure that there is no PNR in the working area.

### **N\*STARID-EMPLOYEE NAME**

displays the second level STAR

Now make the entry to move the information over into a PNR: **NM**

When SABRE has responded, enter **\*A** and the bulk of the PNR will be ready for you to enter the itinerary and any other missing details, before ending it in the usual way. The entry, **NM**, will cause only the A lines, (the Always move lines) of the STAR to move.

## Other Move Entries

<b>NM8</b>	moves all Always move lines and Optional line 8
<b>NM8§10</b>	moves all Always move lines and Optional lines 8 and 10
<b>NM8-10</b>	moves all Always move lines and Optional lines 8 to 10
<b>NMX7</b>	moves all Always move lines except Always move line 7
<b>NMO16</b>	moves only line 16 which will be either an A or O line. This might be used if you had forgotten to move this particular line in your initial entry.
<b>NMXα</b>	moves a level 1 or level 2 Star into a PNR without moving the level 0 Star data into the PNR

It is possible to display the STAR and move the information in one entry

## Updating a STAR

This has to be done in update/create mode, so the first entries are the same as those for building a STAR, ie **NBα**, **NBSTARID**, **NBSTARID-EMPLOYEE NAME**

If you have already displayed a STAR and now decide you wish to update it, you may simply enter **NB** and this will automatically put you in update/create mode for the STAR in your working area.

If you go into update/create mode and then make no changes to the STAR, close the STAR by entering **NH**

When you have finished updating the STAR, save the changes by entering **NE**

## Deleting Lines from a STAR

### Format

**N** \* line number line type

Examples:

**N\*5P** deletes Priority line 5

**N\*7A** deletes Always move line 7

**N\*23O** deletes Optional move line 23

**N\*25N** deletes Never move line 25

Redisplay the STAR with **N\*** to check the deletions have occurred.

## Changing Lines in a STAR

### Format

N \* line number line type New text or data

Examples are:

**N\*5PVIP** changes priority line 5 to VIP

**N\*7A50/-AGTINV** changes always move line 7 to form of payment Agent Invoice

Redisplay the STAR with **N\*** to check the changes have occurred.

## Inserting a Line in a STAR

### Format

NI line number under which new line is to appear line type Text/Data

For example:

**NI9A9081-232-1234-A** will insert an Always move under line 9

## Purging a STAR

STARS will purge automatically according to the purge date added. It is possible to override this date and cause the STAR to purge when you wish.

**NX** to clear the working area

**NPSTARID\*PURGE** purges the STAR

## Restoring a Purged STAR

Up until the 5th of the month, or the following month if the 5th has already gone, it is possible to restore a purged STAR.

**NX** to clear the working area

**NPSTARID\*RESTORE** restores a purged STAR

## Finding a STAR

If you have forgotten the exact name of a STAR, the following entries will help you to locate it.

**NLIST/ALL** lists all the STARS in a PCC in alphabetical order

**NLIST/D** lists all the STARS from the D section of the list

From this list, the following format will display the STAR: **N\*line number**

You must enter **NX** before trying to display any additional STARS and also before creating a new, or updating an existing STAR.

## Finding a Second Level STAR

A second level STAR will not be listed by name. To access this you would need to make the entry **NU** and the name of the first level STAR, for example: NUSTARID

## UNIVERSAL STARS

These STARS are information packages which are built by Sabre for the use of all our Subscribers. They contain mainly general tourist information or functional and operational information. The entry always begins with N\*/ followed by the name of the star.

To display all categories of Universal Stars **N\*/VL**

To display a particular category from the list **N\*/39**

## Functional/Operational Information

Universal STARS are also used to store information about procedures,

eg: **N\*/TOD UK**

The Sign-In Message may also refer you to a Universal STAR when there are enhancements to the system or if formats have changed or are introduced.

## Moving round in a STAR

**N\*\*1** will take you to line 1 of the STAR

**N\*** redisplay the last page once the screen has been cleared

Once the STAR has been accessed, for further information either **MD** or make the entry shown on the right hand side of the screen.

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

*Stars*

# CYPRAIR PACKAGES

Cyprair 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**

<b>0HTL</b>	sell hotel entry
<b>CY</b>	two letter carrier code
<b>NN1</b>	action code need-need following the requested number of rooms
<b>AHR</b>	three letter code of Triaena Destination Management
<b>IN12FEB</b>	check-in date
<b>OUT 15FEB</b>	check-out date
<b>SGLB</b>	room type
<b>MERIDIEN ATH</b>	hotel name following the three letter city code
<b>/SI-</b>	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:

**30THS/ATTN AHR MPD NBR 04812345678901**  
**30THS/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 Triaena 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.

**30THS1/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:

**30THS1/FREE FORMAT**

**1** is the number of the flight segment.

**30THS1/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 DOCO, 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