Training Guide

SabreSonic Check-in - Boarding

Interact

Software version

Document Edition 1.0 (08 2014)

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Document Revisions

Date	Section	Description
27SEP2013	All	Applied new template
05NOV2013	Introduction	Added Overview Interact application
05NOV2013	Text remarks	Added inbound SOM remarks
26NOV2013	Flight / Gate Edit	Edits to Block Space Code-share option
14MAY2014	Oversale	Notes about auto population of oversales mask
01AUG2014	All	Edits of text throughout lesson

Objectives

Item	Objective	
Objectives	By the end of the module, participants will be able to: • Board Flight (ON) • Remove Passengers (XON) • Return All Seats (Mass Offload) • Process Standby Passengers • Update Counts • Update Gate Agent Information • Add/Change/Remove Free Text Remarks • Display Passenger Load Manifest (PLM) • Process Oversold Flights • Display Flight Detail Information • Display and Edit the General Declarations Form • Display Passenger Details	
EPR	Duty Code:	4,5,7, 8 or ‡
	Keyword:	GDSPLY, SELECT, and TTSCTL or FSGAGT
UAT	Keyword:	CONTRL or FNLBDG HOLD, CANCEL or STATUS at AAA city that must be in the line of flight are required for Flight/Gate Edits Commands (Shift+F7)
Preparation	The *SabreSonic® Check-In* - **Check-in** for Interact module must be completed prior to beginning this module	
Reference		

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Overview Interact for Airport

F1 Flights	F2 Check-In	F3 Boarding	F4 Operations	F5 Seats

Flights	Check-In	Boarding	Operations	Seats
List Shift + F1	Check-In Shift + F1	Board Shift + F1	Update Flight Shift + F1	Display Shift + F1
Psgr Lists Shift + F2	Psgr Lists Shift + F2	Remove Shift + F2	Stub & Overfly Shift + F2	Chg / Reissue Shift + F2
Select Shift + F3	Psgr Details Shift + F3	Standby Shift + F3	Cabin Adjust Shift + F3	Block / Unblock Shift + F3
Flight Details Shift + F4	Up/Downgrade Shift + F4	Update Counts Shift + F4	Change Equip Shift + F4	Rtrn / Release Shift + F4
Verify Shift + F5	Boarding Pass Shift + F5	Gate Agent Shift + F5	Flight / Gate Edit Shift + F5	Refresh Shift + F5
Info Codes Shift + F6	Standby Shift + F6	Free Text Rmks Shift + F6	Check-In Rule Shift + F6	Airport PRS Shift + F6
Counts Shift + F7	Bag Tags Shift + F7	Flight / Gate Edit Shift +F7	Customs List Shift + F7	SOM/Blocks Shift + F7
Inventory Shift + F8	EDIFACT Shift + F8	Psgr Manifests Shift + F8	Rev Rebook Shift + F8	
Refresh Sum Shift + F9	Mask Selection Shift + F9	Oversale Shift + F9	PLM Process Shift + F9	
Arrival Report Shift + F10	CSA Shift + F10	Flight Details Shift + F10	PDC Statistics Shift + F10	
Extra Section Shift + F11	Check-In Hist Shift + F11	General Decl Shift + F11	Standby Opts Shift + F11	
Check-In Hist Shift + F12	Flight Details Shift + F12	Psgr Details Shift+F12	Oversale Shift + F12	PRS Seats.... Shift + F12

The Interact Interface for the airport and check-in flow consists of the above main five tabs. Each tab offers up to 12 navigation labels. Frequently needed functionalities such as Passenger Lists, Passenger Details, or Standby can be found under different tabs. Examples:

Item	Description	Tab and Label
Psgr Lists	Display passenger lists using filter criteria	F1 – Shift + F2 F2 – Shift + f2

Item	Description	Tab and Label
Flight Details	Flight information, history, gate details	F1 – Shift + F4 F3 – Shift + F10
Check-in Hist	History for checked-in passengers	F1 – Shift + F12 F2 – Shift + F11
Standby	Standby clearance and transfer	F2 – Shift + F6 F3 – Shift + F3
Flight / Gate Edit	Selected activities for flight and gate	F3 – Shift + F7 F4 – Shift + F5
Oversale	Oversale mask and report	F3 – Shift + F9 F4 – Shift + F12

There are three additional tabs that deal mostly with Reservations activities, such as Displaying the PNRs, Pricing, and Ticketing.

F6 Reservations	F7 Pricing	F8 Ticketing

Reservations

New
Shift + F1

Existing
Shift + F2

Fares...
Shift + F3

Edit Itinerary
Shift + F4

Specific Flight
Shift + F5

Queues...
Shift + F7

Car...
Shift + F8

Hotel...
Shift + F9

Psgr Details...
Shift + F10

Pricing...
Shift + F11

STARs...
Shift + F12

Pricing

Price & Retain
Shift + F1

Display Fare
Shift + F2

Change Class
Shift + F3

Delete Fare
Shift + F4

Change Fees
Shift + F5

Mask Selection
Shift + F7

Res / TTL...
Shift + F9

Agent Pricing ...
Shift + F11

Ticketing ...
Shift + F12

Ticketing

Issue Ticket
Shift + F1

Res TTL ...
Shift + F2

Void Trans
Shift + F3

CK / CC Appvl
Shift + F4

Industry Disc
Shift + F5

Add Collect
Shift + F6

Mask Selection
Shift + F7

VCR...
Shift + F8

EMD...
Shift + F9

Agent Pricing ...
Shift + F11

Pricing ...
Shift + F12

The above three tabs are explained in details under Sabre Sonic Res on the Community Portal.

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Overview - F3 - Boarding

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To access the **Boarding** tab, select **F3**.

F1	F2	F3	F4	F5	F6	F7	F8
Flights	Check-In	Boarding	Operations	Seats	Reservations	Pricing	Ticketing
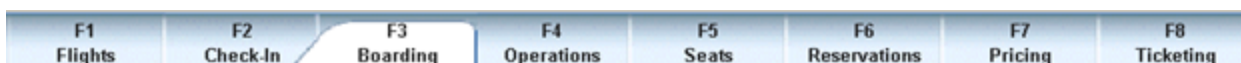
The 12 navigation labels under the tab **F3 - Boarding** are:

Board (Shift+F1) – displays the Boarding List of the flight. If you use the Gate Reader, Board lets you select the type of gate Reader to assign for the flight

Remove (Shift+F2) – displays the Boarding List for the purpose of removing passengers either by seat number or by line number.

Standby (Shift+F3) – covers all activities regarding a standby list.

Update Counts (Shift+F4) – lets you manually update the counts of children or wheelchair on board.

Gate Agent (Shift+F5) – gives you a mask to edit or add information on a gate and the responsible agents working at the gate for a specific flight.

Free Text Rmks (Shift+F6) – lets you add, change, remove, or display the multiple remarks types such as bag, check-in, flight, oversale remarks, etc.

Flight / Gate Edit (Shift+F7) – edits the flight and gate status, sets boarding option on or off, work with the inbound SOM,and update ETD/ETA.

Psgr Manifests (Shift+F8) – lists all the possible types of manifests you can print or e-mail.

Oversale (Shift+F9) – gives access to to the oversale mask or an oversale report.

Flight Details (Shift+F10) – gives you flight information, gate assignment, and flight history.

General Decl (Shift+F11) – display the passenger history.

Psgr Details (Shift+F12) – displays the data for a checked-in passenger.

The lesson is divided into sections, with each section explaining one navigation label and all its possible options.

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The Boarding Tab

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The **Boarding** tab provides you with all the functionality required to:

- Process the check-in of passengers with either electronic or paper tickets
- Display various passenger lists to facilitate the boarding process
- Maintain flight data from point of initialization through to the closing of a flight.

To access the **Boarding** tab, select **F3**:

F1	F2	F3	F4	F5	F6	F7	F8
Flights	Check-In	Boarding	Operations	Seats	Reservations	Pricing	Ticketing

Guidelines – you must have the following conditions:

- The flight must be dedicated via **Select Flight** window prior to continuing in this module.
- The *Agent Interface* application must be able to retrieve passenger lists in the background so that the boarding process can occur
- The **Board** sub navigation label **(Shift + F1)** will not activate until a flight has been dedicated.

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Board (Shift+F1)

Use the **Board** navigation label to execute the boarding process for your flight and any Boarding – related activities.
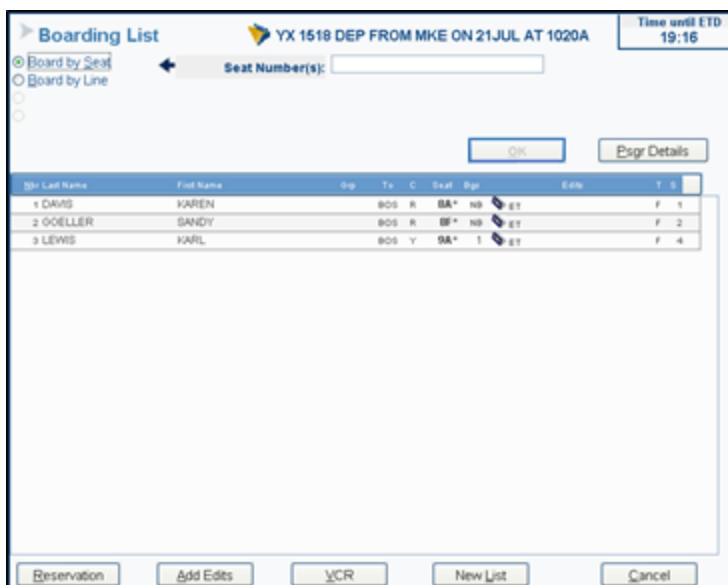
Note   The **Board** navigation label **(Shift + F1)** will not activate until a flight has been dedicated

As a default, the boarding time printed on the boarding pass is based on the Estimated Time of Departure. Your carrier may elect to opt out of this functionality.

To access Board Passenger, select <Shift + F1>:

The Boarding List screen displays. All passengers on the list are in possession of a boarding pass, but they have not boarded the aircraft yet.

Caution   Always verify the header and reconfirm that you are working and boarding the correct flight.

4.1   Working with the Gate Reader

If you work with a Gate Reader at your gates, when you select Board (Shift+F1), you get the Gate Reader option.
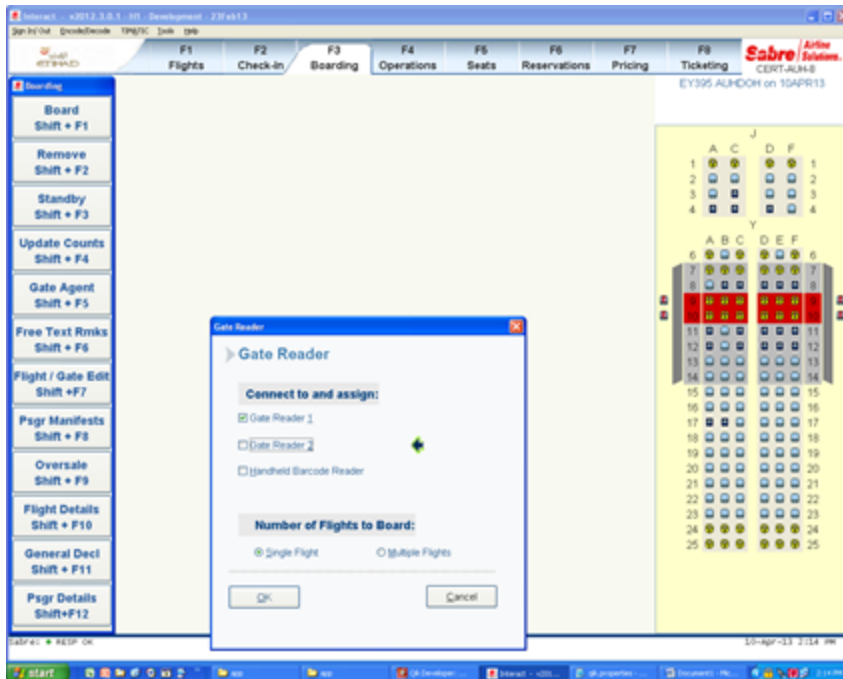
For details on how to Board with a Gate Reader, refer to the lesson the BoardingGate Reader on the Community portal.

4.2 Countdown Clock

At the top right corner of the Boarding List and the Priority List pop up windows, a clock will indicate the countdown to the estimated time of departure (ETD):

At ten minutes before ETD, the clock turns yellow and the time starts flashing:
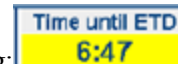
At ETD time, the numbers turn to red and the time shows in negative amounts, indicating the number of minutes and seconds that are past ETD:

- In this example, it is 4 minutes and 50 seconds past ETD.

4.3 Board by Seat Number(s)

You have the option to either board passengers by seat numbers or by line number.

To board by seat number

1. Select Board by Seat (default)
2. Input Seat Number(s)
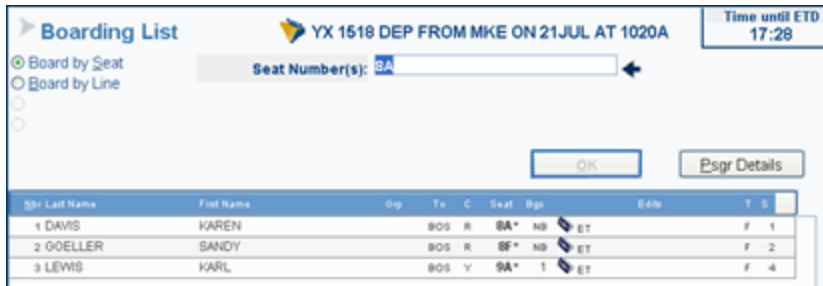
a. You can enter up to a maximum of 10 seats at one time

b. If a seat number is incorrectly entered, an error message will appear and the remaining seats will be ognored.

3. Select **OK** - Example response:
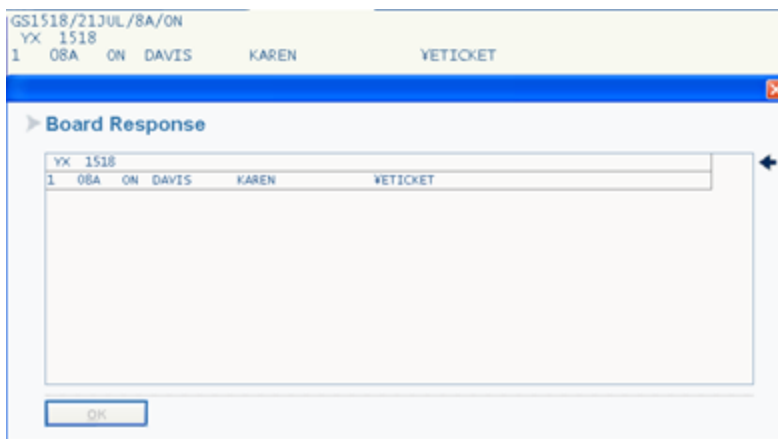
4.4   The ON Indicator

The **ON** indicator confirms the passenger is now on board the aircraft.

- The **ON** list counts and verifies those passengers on board a specific flight

- All passengers must be **ON'd** in order to maintain an accurate count of the passengers actually onboard an aircraft and to ensure accuracy of the weight and balance on the aircraft.

4.5   Board by Line Number(s)

1. Select Board by Line.

2. Input Line Number(s):

a. Use commas to separate the line numbers – example: 1,2

b. Use a dash to board a range - example: 4-7

c. Or use a combination – example: 1,2, 5-8

d. You must input the Line Numbers in numerical order

3. Select **OK**.

The *Sabre* system response displays on screen:
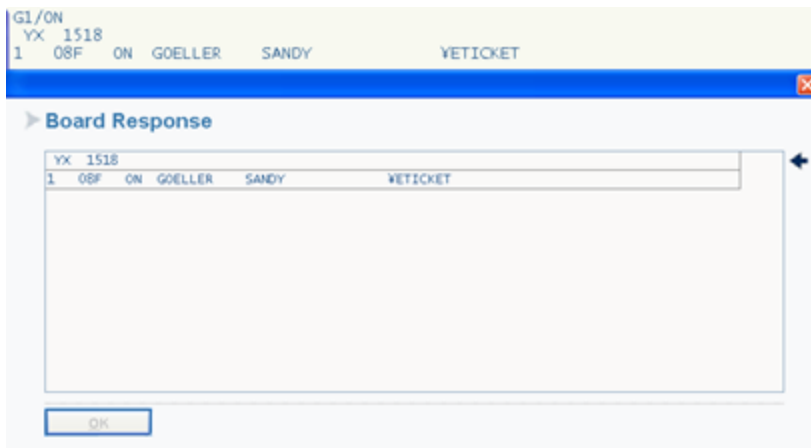
4.6   ON Cockpit and Cabin Jumpseats

Cockpit (W) and cabin jumpseats (X) show as boarded automatically when they are checked-in.

Your airline may wish to activate a functionality that inhibits the automatic ON of such seats.

Once the functionality has been activated, cockpit or jumpseat passengers will need to be onloaded as any regular passenger. Board a jumpseat by seat number and assign either seat 1W or 1X. If a jumpseat rider subsequently deplanes, the jumpseat may be XON'd.

5
Remove (Shift+F2)

Use the **Remove** Passenger option to cancel the on-board edit code by seat number or line number for a passenger, and to remove the passenger from the aircraft.

To access **Remove Passenger**, select **<Shift + F2>:**

The Boarding Passes screen displays in the work area, with the list of passengers:

5.1   Remove Passengers by Line Number

1.   Select Remove by Line (the default).
2.   Input Line Numbers.

   a. Example: 1,2,4-5,10,14

   b. You must input line numbers in numerical order.

3.   Select **OK**.

Example response:

```
G1,2/XON
 YX 1518
1   08A  XON  DAVIS      KAREN           ¥ETICKET
2   08F  XON  GOELLER    SANDY           ¥ETICKET
```

Board Response

```
YX  1518
1   08A  XON  DAVIS      KAREN           ¥ETICKET
2   08F  XON  GOELLER    SANDY           ¥ETICKET
```

OK

5.2   Remove Passengers by Seat Number

1. Select Remove by Seat

2. Input the seat numbers.

Boarding Passes   YX 1518 DEP FROM MKE ON 21JUL AT 1020A   Time until ETD 13:14

- Remove by Seat   Seat Number(s): [_____]
- Remove by Line

OK   Psgr Details

Nbr Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1 DAVIS	KAREN		BOS	R	8A.	NB ET		F	1
2 GOELLER	SANDY		BOS	R	8F.	NB ET		F	2

3. Select **OK**.

Example response:

```
G1,2/XON
 YX  1518
1   08A  XON  DAVIS      KAREN              ¥ETICKET
2   08F  XON  GOELLER    SANDY              ¥ETICKET
```

▶ Board Response

```
YX  1518
1   08A  XON  DAVIS      KAREN          ¥ETICKET          ◀
2   08F  XON  GOELLER    SANDY          ¥ETICKET
```

    OK

5.2.1   The XON List

- The **XON** list counts and verifies those passengers not on board a specific flight.

- Passengers must be accurately removed **(XON'd)** in order to maintain an accurate count of the passengers actually onboard an aircraft *and* to ensure accuracy of the weight and balance on the aircraft.

- At the end of Line #1, the **Not on Board** indicator confirms that the passenger's seat number has been opened.

- The passenger count will automatically update.

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Standby (Shift+F3)

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Use the **Standby** label for all activities related to Standby, such as

- Place a full revenue passenger on the standby list of another flight – this functionality is also known as Alternate Space a passenger.

- Place an employee traveler on the standby list of your flight

Note You can access the **Standby** label from **F3 – Boarding**, but also from **F2 – Check-In.**

Please refer to the *SabreSonic Check-in* **Check-in** module for all details about the label Standby.

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Update Counts (Shift+F4)

If there is a discrepancy between the number of children or wheelchairs shown on the manifests and those visually confirmed as on board, use **Update Counts** to manually change the counts to solve any weight and balance issue.

To **Update Counts** for a dedicated flight, select **<Shift + F4>**.

When selected, the Update Counts pop-up window displays on screen. You have the options:

- Child Counts
- Wheelchair Counts

7.1   Child Counts

Example response - the final response that immediately appears on screen is the FD (Flight Data) display. In this example, the child count has been updated to 1:

```
G*/WS545/14JUN/FD

WS    545    14JUN   YYC    GATE    700A   @332   FLIGHT DATA   OPENCI
```

```
Y

SMOKING ROWS     NO SMOKING FLIGHT

MEALS               NONE

SETUPS

SUPPS

TTL ON BD            4

FQTV MILES       YVR

COUNTS     WCHR 0   CHD 1   INF  0   UMNR  0   TWOV 0    DHD 0
```

7.2   Wheelchair Counts
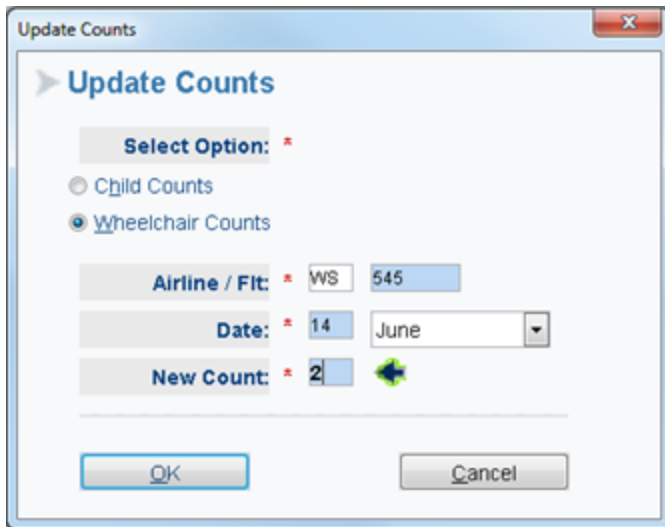
The *Sabre* system response quickly displays on screen with the Flight Data display. In this example the Wheelchair count has been updated to 2.

```
GF@/WS545/14JUN/WCHR2

WHEELCHAIR  COUNT  UPDATED  TO  2


G*/WS545/14JUN/FD

WS   545   14JUN  YYC    GATE    700A  @332   FLIGHT DATA   OPENCI


Y

SMOKING ROWS    NO SMOKING FLIGHT
```

```
MEALS              NONE

SETUPS

SUPPS

TTL ON BD          4

FQTV MILES    YVR

COUNTS     WCHR 2   CHD 1   INF  0   UMNR  0   TWOV 0   DHD 0
```

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Gate Agent (Shift+F5)

Use the **Gate Agent** label to input the names and titles of the airport team working a specific flight. This information will display in the Flight Data details.

To update the airport personnel working or managing the flight, select **Gate Agent <Shift + F5>.**

The Flight Number pop-up window displays:
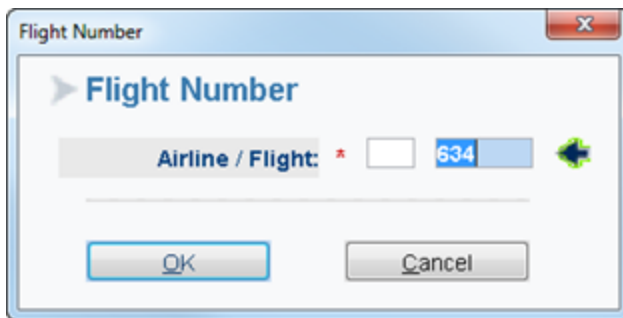
1. Input Flight Number
2. If you are ground handling another airline, you can type in the airline code in the airline box, preceding the flight number.
3. Select **OK**.

Example response - the *Sabre* system response displays at the top of the screen. At the bottom of the screen, the Update Agent Information window displays.

```
G*634/FD
AM    634   14JUN  MEX    K      1540      E19  FLIGHT DATA  OPENCI

                                    J            Y
                       SMOKING ROWS    NO SMOKING FLIGHT
                       MEALS OC/SC
                       SETUPS
                       SUPPS
                       TTL ON BD        0            0
                       FQTV MILES       SAT
COUNTS     WCHR 0   CHD 0   INF  0  UMNR  0  TWOV 0  DHD 0
1    WELCOME CUSTOMERS OF OUR PARTNER AIRLINES FLYING W/ US ON
2                       DL 8102
```
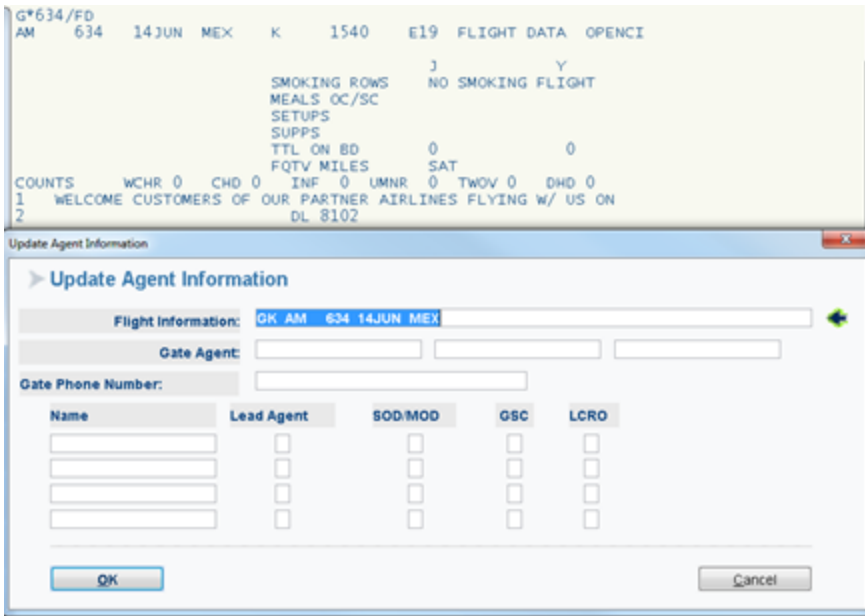
Item	Explanation
Flight information	Auto-populates
Gate Agent	• Maximum of 3 input cells for Gate Agent's names • Maximum of 11 characters, including spaces for each cell
Gate Phone Number	If applicable
Name	The next 4 boxes under the Name column identify the supervisors on the floor during the operation. • Input Name- maximum of 11 characters, including spaces • Select the applicable job title for each person named
Lead Agent	Title
SOD/MOD	Supervisor On Duty or Manager On Duty
GSC	Ground Security Coordinator - U.S. only
LCRO	Local Complaint Resolution Officer - U.S. only

Example response, once you have filled out the gate information:

```
G*634/FD
AM     634    14JUN  MEX     K      1540     E19  FLIGHT DATA  OPENCI

GATE AGT    GLORIA                    J              Y
            JOSE         SMOKING ROWS  NO SMOKING FLIGHT
LEAD        MARTINEZ     MEALS OC/SC
                         SETUPS
                         SUPPS
                         TTL ON BD      0              0
                         EOTV MILES     SAT
                         GATE PHONE     1234567
COUNTS    WCHR 0   CHD 0   INF  0  UMNR  0  TWOV 0   DHD 0
1    WELCOME CUSTOMERS OF OUR PARTNER AIRLINES FLYING W/ US ON
2                    DL 8102
```
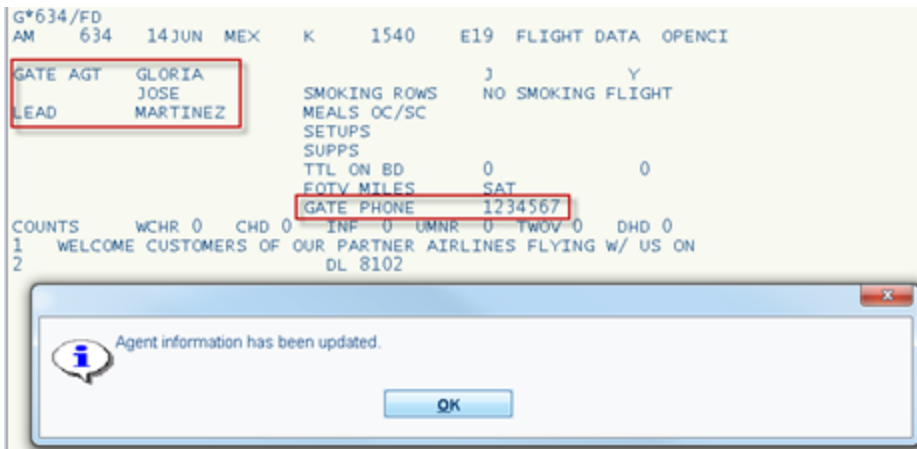
On the lower half of the screen, the "Agent information has been updated" window confirms the information has been added.

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Free Text Rmks (Shift+F6)

Free Text Remarks contain information related to the flight that is of special interest to the departure agent, the downline agent, as well as in-flight and cabin crew or other operations agent.
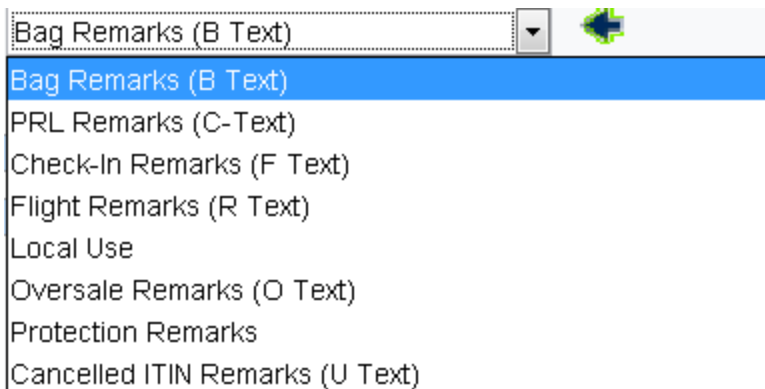
To use **Free Text Remarks,** select **Shift + F6**.

The Free Text Remarks window displays:

There are many kinds of Free Text Remark. They are listed on the drop down menu in alphabetical order:

Item	Description
B – Bag Remarks	Text about bags for any offloaded passenger
C – PRL Remarks	Carriers that are ground handled use the PRL to advise passenger(s) that were not checked-in as well as other supplemental information.
F – Check-In Remarks	**F- Text or Check-in Remarks** contain information that will be displayed to an agent whenever a check-in command is made.
R – Flight Remarks	**R- Text remarks** might include deadheading Oxygen, Surveys on Board, or Unaccompanied minor information.
Local Use	The **Local Use: Remarks or (M Text)** - Your local station decides what information you want to add in this field.
O – Oversale Remarks	**Oversale remarks or the O-Text** provides information regarding oversales, voluntary denied boarding and perhaps involuntary denied boarding, all of which impact the operation of the flight.
Protection Remarks	**Protection remarks or P-Text**, contains Flight Projection information and may also include protection information. It might be used for identifying protect on later flights or for identifying seat changes as a result of equipment changes.
U – Cancelled ITln Remarks	**U Text** alerts departure/boarding personnel that a checked-in passenger has a cancelled segment in their itinerary
Inbound SOM Remarks	**I Text** addresses any inbound SOM supplementary information.

The Free Text Remarks window offers four radio buttons corresponding to the action for each type of remark:

- Add

- Change

- Remove

- Display

The following screen examples assume that we have dedicated to a specific flight- the airline code, flight number, date and origin fields are therefore pre-populated. If you have not dedicated to a flight, you will need to enter these fields manually.

9.1   Adding Free Text Remarks

9.1.1   Bag Remarks - B Text

The B Text or Bag Remarks contains information when a passenger is offloaded from a flight and any comments added regarding the reason for the offload. The B-text remarks include Crew and Rush bag information.

Note   Rush and Crew bag information in the B-text display are built dynamically and cannot be manually added, updated, or deleted. Only active rush and crew bags are included.

Select **Shift + F6 – Free Text Rmks** – the default response is the action Add.

Type the free text in the Remarks Text field and select **OK.**

9.1.2 PRL Remarks - C Text

The PRL –Passenger Reconcile List - is a message which provides information during the check-in process and lists all passengers with seat assignments on board the flight.

Example of a PRL:

```
PRL

QK XXXEGEY

.HDQRM9W 212138

PRL

EY1234/21NOV XXX PART1

-BOM001C

1ADAM/ASHAMRS .L/6L5K8E .R/SEAT 02F .W/K/2/34

.N/KL167350/1/BOM .N/KL167351/1/BOM .I/KL0437J21AMS

-BOM047Y

1ADAM/AJANTA MS .L/2UDVQQ .R/SEAT 15A .W/K/1/23

.N/DL011780/1/BOM .I/EY0032U21CDG

1ASAY/ABDULLAH FAIZ MR .L/69RJAO .R/SEAT 30C .W/K/1/21

.N/EY345077/1/BOM .I/EY0318V21RUH

1ASHI/NAIR MR .L/6QYCB7 .R/SEAT 12A .BG/003 .W/K/1/11
```

```
.N/EY338348/1/BOM .I/EY0674L21LOS
```

Note Passenger names and flight numbers are fictitious. The seats assigned are highlighted in yellow.

The PRL- C Text remarks address the passengers on the PRL that were not auto processed onto the flight. The C text remarks are a separate part of the PRL and must be pulled specifically.

Example of C remarks for a PRL for flight PR425 on 03APRL out of FUK:

```
PR    425   3APR    FUK    C    TEXT


1   UNABLE TO CKIN

2   PRL RECEIVED

3   UNABLE TO CKIN  1KUMI/YONEKURAMS Y14A NAME ERROR

4   PRL PARTIALLY PROCESSED
```

For airlines using both PRL and PFS (Passenger Final Sales) messages

The PFS message shows passengers with an exception of some kind, such as Go Show, or No Show, No record, or Frequent Traveler etc.

SSCI will accept either a PRL or a PFS message to be auto processed to the default printer address but not both. Should your airline wish to receive both messages, one type of message must be sent to a different TTY/printer address of your choice.

9.1.3   Check-in Remarks - F Text

The **F Text** or **Check-in Remarks** contains information that will be displayed with a successful check-in transaction.

F Text remarks might include weather conditions, potential misconnects, standby check-in irregularities, flight delays, or oversold flights.

The F text displays in the successful check-in pop up:

9.1.4   Flight Remarks - R Text

The **R- Text** or **Flight Data Remarks** may contain information related to the flight which are of interest to the Gate Agent or In-flight Cabin Attendants.

R- Text remarks might include deadheading Oxygen, Surveys on Board, or Unaccompanied minor information.
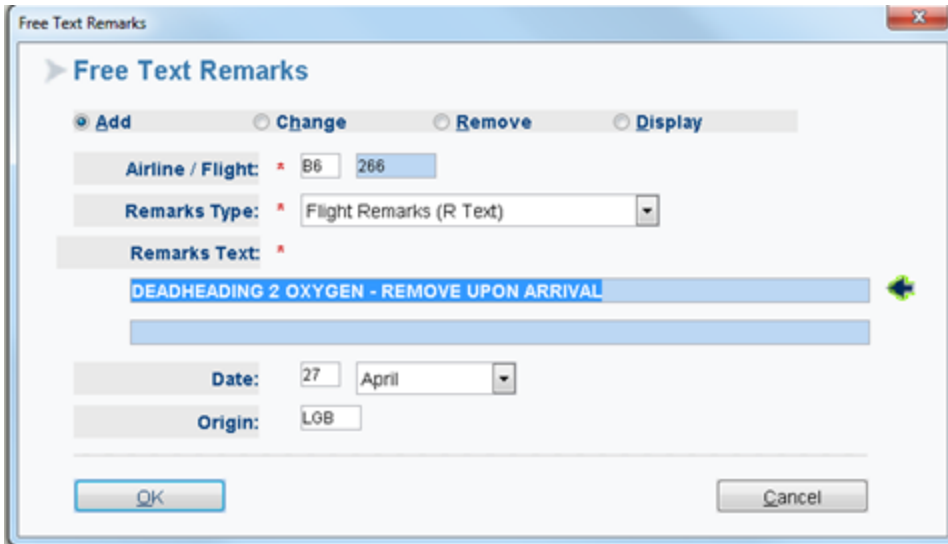
The F text displays automatically when you display Flight Data:

```
G*/B69/29APRJFK/FD

B6      9   29APR   JFK    GATE   610P   320   FLIGHT  DATA   OPENCI


Y

SMOKING ROWS    NO SMOKING FLIGHT

MEALS               NONE

SETUPS

SUPPS

TTL ON BD           0

FQTV MILES      MCO

COUNTS     WCHR 0   CHD 0   INF  0   UMNR  0   TWOV 0    DHD 0

1   DEADHEADING 2 OXYGEN - REMOVE UPON ARRIVAL
```

9.1.5   Local Use - M Text

The **Local Use: Remarks or (M Text)** provides a means for a gate agent to display miscellaneous information related to a specific flight.

The use of **M-Text** is dependent upon local policies and procedures. A possible example might include the one below:

9.1.6 Oversale remarks - O Text

Oversale remarks or the O-Text provide the agent with information regarding oversales, voluntary denied boarding and perhaps involuntary denied boarding, all of which impact the operation of the flight.

Example of an O Text:

9.1.7 Protection Remarks

Protection remarks or P-Text, contains Flight Projection information and may also include protection information. It might be used for identifying protect on later flights or for identifying seat

changes as a result of equipment changes.

Note Local management decides how to use these remarks to best fit your airline's policies and procedures.
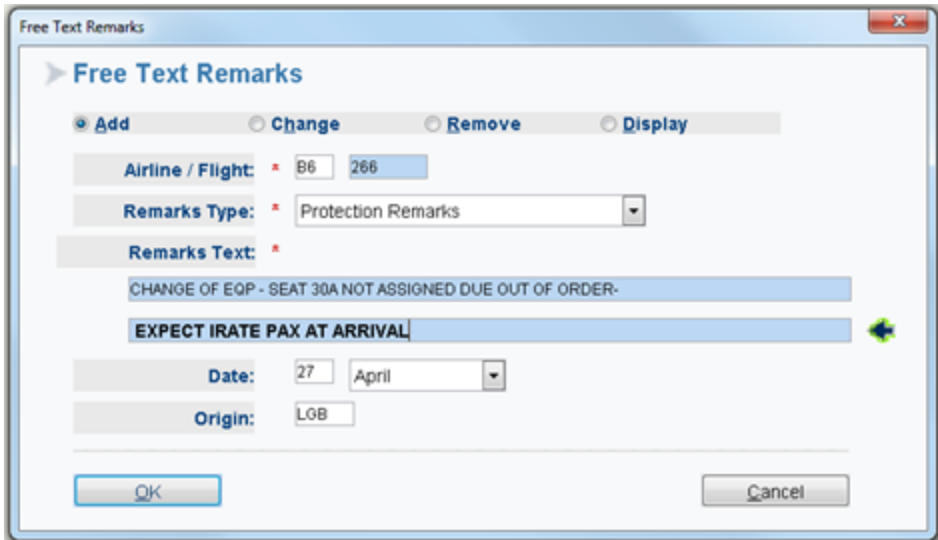
9.1.8   Itinerary Cancelled Notification Remarks - U Text

Use **U Text** to alert departure/boarding personnel that a checked-in passenger has a cancelled segment in their itinerary. Since the seat assignment is released for reassignment when a segment is cancelled, this function is intended to reduce the likelihood of duplicate seat assignments at boarding.

SabreSonic Check-in automatically adds U text remarks when the flight is cancelled for an already checked-in passenger. The flight summary provides an alert for departure/boarding personnel that U Text exists:

The U Text remark usually includes - example above: XLD POTTER R M CLS OAK 05B *F NB

- Last Name - Potter
- First Name - R
- Inventory booking class - M
- Destination city - OAK
- Seat Assignment - 5B
- Check In or ON indicator - *
- Passenger type - F (full revenue)
- Baggage Count - NB (no baggage)

9.1.9   Inbound SOM Remarks - I Text

Any item that could not be processed as well as any inbound SOM supplementary information element will display under the I-text remarks.

The inbound SOM is a message that arrives to your station from an upline station that is either working manually or using a system that is not the *SabreSonic ® Check-in* system. For a multi-leg flight, the message lists the seats that the upline station wishes to block for the through passengers who will arrive at your station, and continue out of your station on the same flight number to the final destination.

To display the **I-Remarks**

From **F3-Boarding**, select **Shift + F6 – Free Text Remarks**

Example I-remarks response:

```
G*0/I«

K0    86     24AUG    AUH    I    TEXT


1    SI INFORMATION

2    NOTE 18A WILL NOT RECLINE

3    SOM PARTIALLY PROCESSED

4    SOMTHRUPSGRS/A NOT BOARDED DUPLICATE SEA 15A

5    SOMTHRUPSGRS/A NOT BOARDED INVALID SEAT 17U
```

9.2   Displaying Text Remarks

Only **R Text - Flight Remarks** – display automatically when you display the Flight Details.

For all other text remarks, you need to actively display them if you wish to see them.

To display the remarks:

1. Select **Shift F6 – Free Text Remarks** – the default is the radio button Add.
2. Select action **Display**, and the type of remarks from the drop down menu
3. Select **OK**.
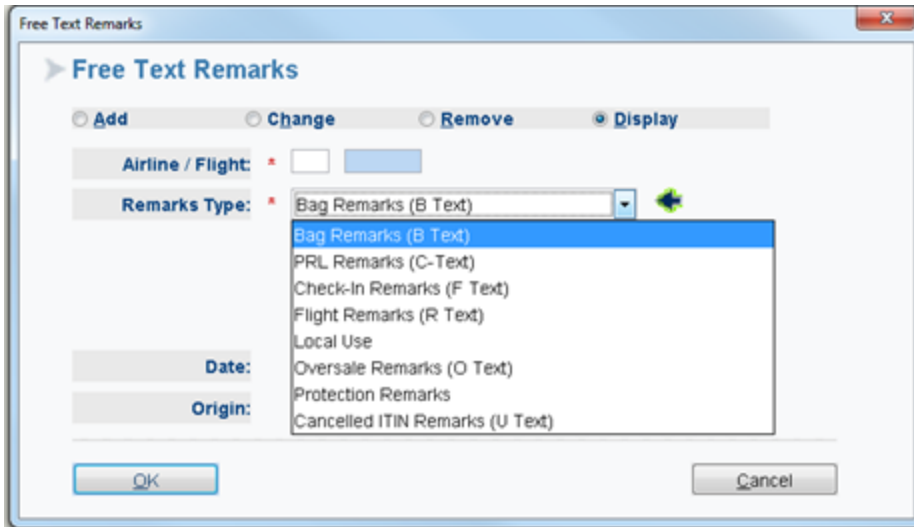
9.3 Changing Text Remarks

When you change the text of a remark, keep in mind that as any remarks, you must first display the remarks field, and select the line of text that needs to be changed.

Once the correct line of remark is dislayed, you can edit the text.

To change a text remark

1. Select **Shift F6 – Free Text Remarks** – the default is the radio button Add.
2. Select action **Display**, and the type of remarks from the drop down menu – the system will display the remarks in the background.

```
G*312/01MAYLCA/F

CY     312   1MAY    LCA    F    TEXT


1        ADVISE POSSIBLE DELAY DUE WX
2        CHECK FOR VISA ON NON EU PASSPORTS
```

3. Select action **Change**, and specify the line of remark that needs change. The line of remark will display in the field Remarks Text.
4. Type in the text you wish to see.
5. Select **OK**.

Example:
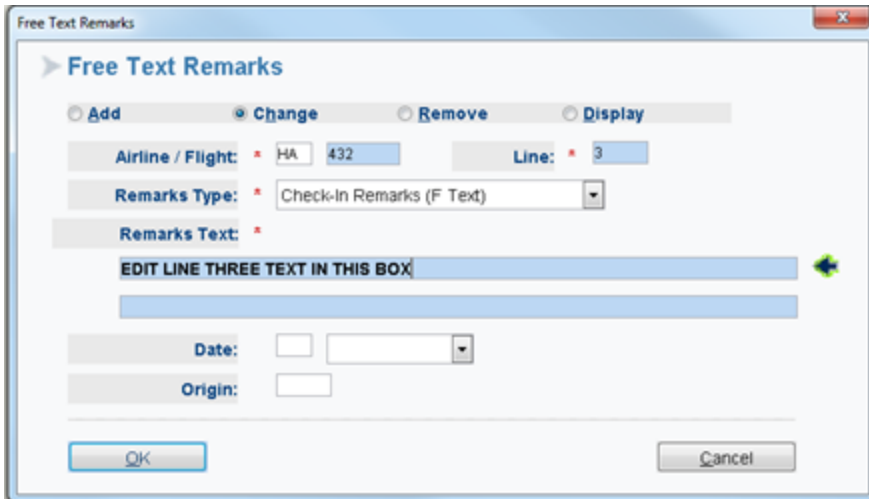
9.4   Removing Text Remarks

When you wish to remove a remark, you need to display the remarks field first. From the display you then select the line(s) you wish to delete.

To remove a text remark

1. Select **Shift F6 – Free Text Remarks** – the default is the radio button Add.
2. Select action **Display**, and the type of remarks from the drop down menu – the system will display the remarks in the background.

```
G*312/01MAYLCA/F

CY     312    1MAY     LCA     F     TEXT


3        ADVISE  POSSIBLE  DELAY  DUE  WX

4        CHECK  FOR  VISA  ON  NON  EU  PASSPORTS
```

3. Select action **Remove**, and specify the line or the line range (for multiple lines) of remark you wish to remove.
4. Select **OK**.

Free Text Remarks

Free Text Remarks

○ **A**dd   ○ **C**hange   ● **R**emove   ○ **D**isplay

Airline / Flight: * HA 312   Line: * 4 - 5

Remarks Type: * Bag Remarks (B Text) ▾

Date: 01 May ▾

Origin: OGG

OK   Cancel

• ● •

40

Flight / Gate Edit (Shift + F7)

<div style="text-align: right; font-size: 3em;">10</div>

Use the Flight/Gate Edit function to initialize a flight and edit gate status for a specific date.

Note The CRT must have the keywords CONTRL or FNLBDG at the AAA City.

1. Select Flight / Gate Edit (Shift + F7)

> **Flight / Gate Edit**
> **Shift +F7**

2. The Flight/Gate Edit window displays

Flight / Gate Edit

Flight / Gate Edit

Flight Number: * [ ] 634

Date: * 14 June ▼

Select Option: *
- ● Flight Status
- ○ Gate Status
- ○ Initialize
- ○ Flight Plan Counts
- ○ Set Boarding Off
- ○ Set Plan Counts Off
- ○ Update ETD/ETA
- ○ Set Blkd Space Codeshare Counts

[OK] [Cancel]
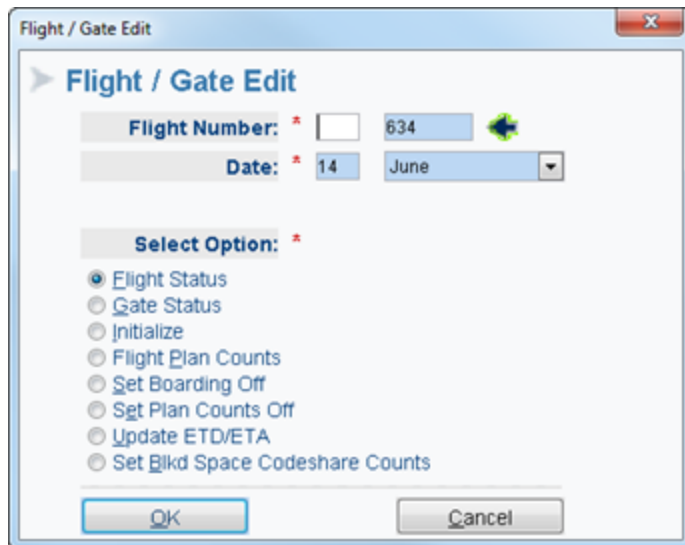
10.1   Flight Status

Use the Flight Status option to update the status of a flight.

Note You must be signed in with a duty code of 5, 7 or 8 and the working station you are signed in must have the UAT keywords CONTRL or FNLBDG.

When you select Flight Status, the system response is a Native Sabre display of the flight information and the Flight Data in the background, with the present status at the top right corner of the screen, and in the foreground you have the window Fight / Gate Edit: Flight Status with a drop down menu for the flight status options.

Example response:

The top right corner of the screen shows the current flight status - in this example: OPENCI , indicating that the flight has been initialized and the flight status is Open for Check-In

```
2533/22JUL
_.0533/22JUL
AUH                    1240A 1    3
BEY              350A
4AUH/OUT0100 OFF0113  *1613
2BEY/ON0345 IN0351  *1952
G*533/22JUL
      533 22JUL   AUH 3    0040    320 16/120    OPENCI
         J    Y
AUTH     16 120                      JUMPSEATS
BOOKED    0  14                      ACTUAL  W-2 X-2
AVAIL    16 106                      IN USE  W-  X-

THRU RV    0    0    NR   0   0    ASSIGN   J    Y
LCL  RV    2    8    NR   0   0    RESTRICT CSBY1 CSBY1

LCL ON*    0    0    TK   0   0    MEALS
TTL ON*    0    0    ET   0   0    SETUPS
TLOB       2    8
PL
```
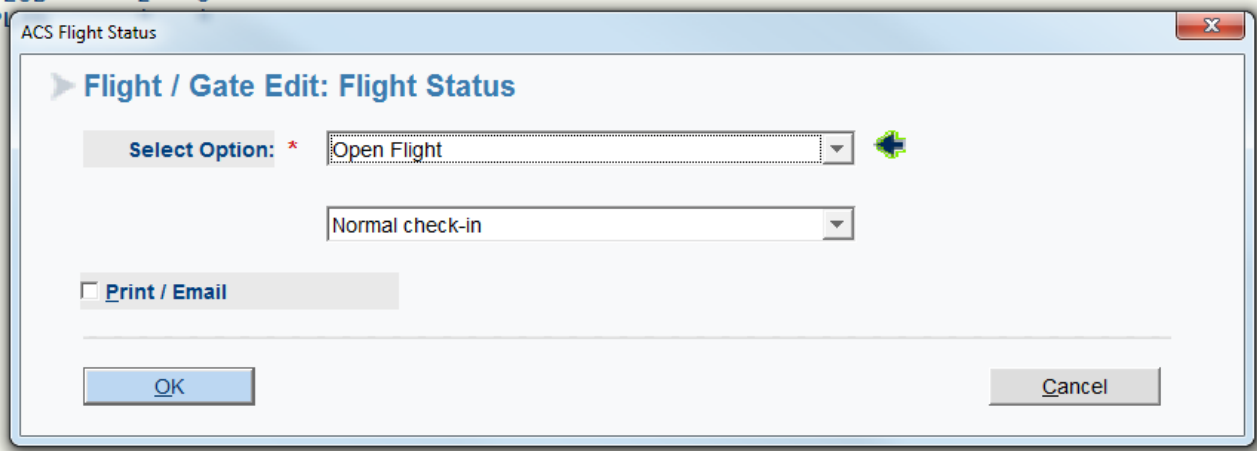
Flight / Gate Edit: Flight Status

Select Option: * | Open Flight ▾ | ⬅

| Normal check-in ▾ |

☐ Print / Email

OK   Cancel

10.2   Flight Status Options

The options from the Flight Status drop down menu are:

Flight Status	Explanation
Open Flight	Generally speaking, the flight is ready for check-in. The different options for Open further define where that check in activity can take place: at the city, airport, or inter-city level.
Set Board-ing On	Use the Set Boarding On option to set the flight status of a specific flight to BOARDING to indicate that passengers are now boarding the aircraft.
Held Status – Current City Only	Use the Held Status – Current City Only option to place the flight on hold (for check-in entries) at your own station. This entry will inhibit all non-control sets from check-in access to a specific flight leg.

Held Status – All Cities	Use the Held Status- All cities to place the flight on hold for all stations for a multi-leg flight.
Final	When you put the flight status to Final, it means you restrict the check-in activity for that flight to the set you are working at. The set you are working at must also have the UAT keywords FNLBDG and CONTRL, and it is usually located at the departure gate.
Final, Release All Seats	this status will release all blocked seats, with the exception of broken seat blocks.
Close Flight	You close a flight to make it unavailable for check-in. The status Close is the initial phase of the departure procedure. You can change a flight to Close only if the flight has a current status of Open or Final.
DHS Manual Flight Close Out Message	Use the option DHS Manual Flight Close Out Message to manually send to The Department of Homeland Security (DHS) a complete list of passengers on the plane at time of departure. The list excludes passenger names EXST, CBBG and STCR. The message contains the actual date and time of departure of the flight.
PDC Flight	Post Departure Control (or PDC): PDC is a status you must apply to every flight once it has gone "wheels up". PDC status is the pre-requisite for all auto updates of passenger and flight records such as VCR coupon and/or PNR status changes.
PDC Flight with XM	This option is similar to PDC Flight. However, PDC Flight with XM will protect the No-Shows as misconnects. The status code will be set as an XM in the PNRs and will also protect down-line and return segments.
Mass Override (CFOFF)	Use the Mass Override option to override the *SabreSonic Check-in*/Change Fee owed by all passengers boarding a specific flight at a specific city.
Cancel	Use the Cancel Flight Status option to inhibit further check-in on a flight that will no longer operate.
Return	Return to gate allows a flight to be reopened following agent PDC (PDC1) but prior to Final PDC (PDC2).
PDC Supervisor	After a regular PDC of the flight, any update to FLIFO would generate a PDC2 status. There may be times when an update to FLIFO does not generate PDC2 status. Use the PDC Supervisor function to simulate a "wheels up" situation, and manually put the flight in PDC2 status. At this time the system sends off all offline files and changes the status of the VCR coupons of boarded passengers to USED.
Registration Number	Use this option to add or delete an aircraft registration number.
Irregular Operations	This is an option that is active only if your carrier has activated the functionality for Enhanced Synchronization of VCRs – or ESV. Use the option Irregular Operations if you wish to add the edit IR to an entire flight
KOR Manual Flight Close Out Message	For flight departures out of Korea, the system automatically sends at Flight Close a message with the information for APP (Advance Passenger Processing) to the countries in the line of flight. When the automatic send of the message does not work, you have the option to send the message manually.

10.2.1   Open Flight

The status Open Flight means the flight is ready for check-in activity in general. The different options for Open further define where that check in activity can take place: at the city, airport, or inter-city level.

A second drop down menu lists the options for the status Open.
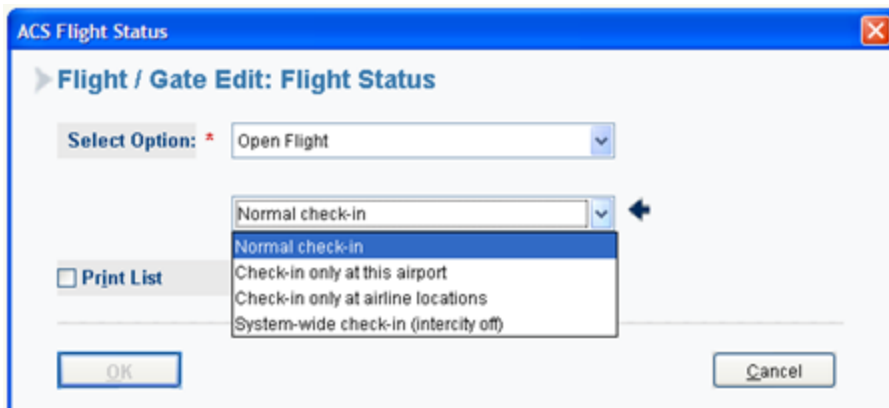
10.2.1.1   Open status codes

You open a flight to begin check-in activity at the city, airport or intercity level. This opens the flight for one leg only.

When you initializa a flight, all cities in the flight leg are in Open inter-city status.

You can change a flight to Open status only when the flight has a current status of Held, Final, Closed, Canceled, or any other Open status. For example, when you carry out a Change of Equipment, the system puts the flight on status Held automatically. Once the equipment change has finished, you must switch the status to Open again, in order to continue check-in activity.

The valid Open status codes are:

Item	Description
OPENA – Check-in only at this airport	Valid for check-in only at this airport; a flight leg is open for check-in and seat selection at the departure city airport only.
OPENAI – Check-in only at airport locations	Valid for check-in only at airline locations; a flight leg is open for check-in and seat selection at any airline location.
OPENC – System-wide check-in (intercity off)	Open system-wide (with inter-city check-in off); a flight leg is open for check-in and seat selection at any location using either the SabreSonic® Check-In system or ACI (Advance Check-in) entries. ACI applies until two hours before departure, at which time, only SabreSonic Check-In entries are valid. Automatic issuance of inter-city boarding passes from an upline location is not available.
OPENCI – Normal Check-In	Open system-wide (with inter-city check-in on); a flight leg is open for check-in and seat selection at any location using either the SabreSonic Check-in system or ACI (Advance Check-in) entries. ACI applies until two hours before departure, at which time, only SabreSonic Check-In entries are valid. Automatic issuance of inter-city boarding passes from an upline location is available. This is the default status when a flight is initialized.

Example response:

```
GF951/30APR/OPENCI
7F .. 951. 30APR . YZF 1000 73M 60....... OPENCI
...............Y
AUTH.......... 60..................... JUMPSEATS
BOOKED......... 9 .................... ACTUAL W-0 X-0
AVAIL ........ 51..................... IN USE W- X-

THRU .RV....... 0.. NR 0 .. ASSIGN........ Y
LCL ..RV ...... 7.. NR 0 ...RESTRICT ...... NONE

LCL ON* ....... 4.. TK 2 .. MEALS
TTL ON* ........4.. ET 2 .. SETUPS
TLOB........... 7
OTLD ...........0 ..TK 0
...................ET 0
UNOC ..........53
PLAN .......... *
```
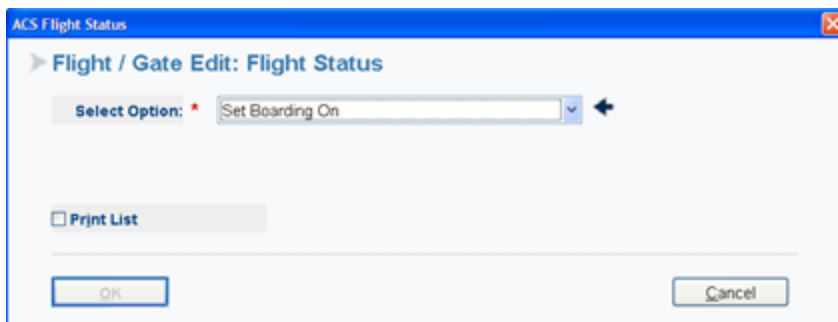
10.2.2   Set Boarding On

Use the Set Boarding On option to set the flight status of a specific flight to BOARDING to indicate that passengers are now boarding the aircraft.

Boarding updates are not allowed if:

- The Flight Status is CLOSED
- The Flight Status is CANCELLED
- The Flight is in PDC Status

Note   You must be in the AAA city of the originating departure city.

The response to the status Set Boarding On is a Native Sabre display and an update to the Flight Summary screen.

Example:

```
GF533/22JUL/BOARDING
```

```
EY 0533 22JUL AUH
FLIGHT 0533 BOARDING
```

and

To turn off the status, go to **Flight / Gate Edit (Shift+F5)** and select the option Set Boarding Off.

10.2.3   Held Status - Current City Only

Use the Held Status – Current City Only option to place the flight on hold (for check-in entries) at your own station. This entry will inhibit all non-control sets from check-in access to a specific flight leg.

Placing a flight leg in a held status allows you to make flight and/or seat map adjustments.

On multi-leg online flights, the Held Status – Current City Only will stop check-in at a particular departure station but still allow check-in to proceed at other stations.
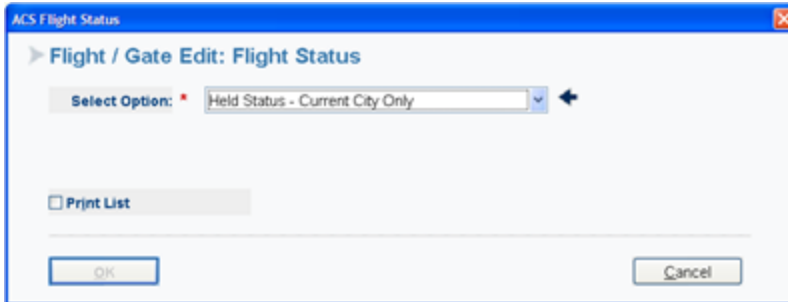
The status displays in the upper right hand corner of the Flight Status as follows: HELD BDG. Example response:

```
GF951/30APR/HELD

7F    951 30APR    YZF       1000    73M 60          HELD      BDG

Y

AUTH         60                                  JUMPSEATS

BOOKED        9                                  ACTUAL W-0 X-0

AVAIL        51                                  IN USE W-   X-

THRU RV        0    NR       0    ASSIGN          Y

LCL  RV        7    NR       0    RESTRICT        NONE

LCL ON*        4    TK       2    MEALS

TTL ON*        4    ET       2    SETUPS

TLOB           7

OTLD           0    TK       0

ET        0

UNOC          53

PLAN           *
```

If you attempt a check-in between a board point and an off point that has been placed in Held status you will get the error:
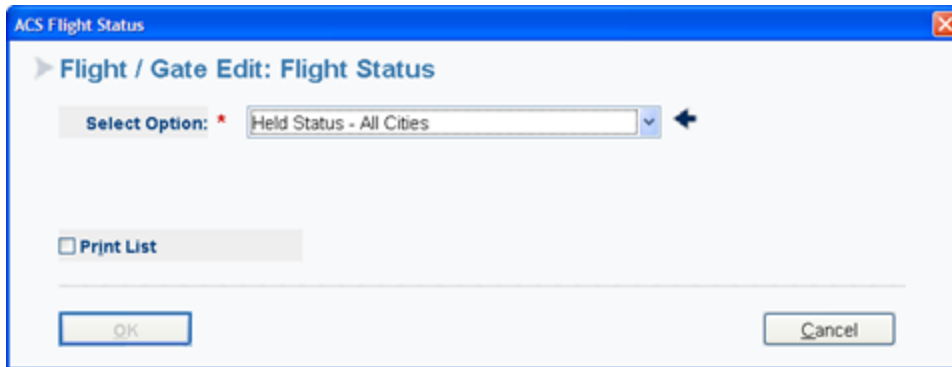
```
FLIGHT LEG RESTRICTED
```

10.2.4   Held Status - All Cities

Use the Held Status- All cities to place the flight on hold for all stations for a multi-leg flight.

Example: if the flight operates DFW-JFK-LHR-MLA, and in DFW you put the flight on Held Status – All cities, then the flight status will change to HELD for all stations where the flight operates, i.e. JFK and LHR.

ACS Flight Status

> **Flight / Gate Edit: Flight Status**

Select Option: *   [Held Status - All Cities ▾] ←

☐ Print List

[OK]   [Cancel]

Example response:

```
GF951/30APR/HELD/ALL

7F     951 30APR    YZF      1000    73M 60         HELD      BDG

Y

AUTH          60                             JUMPSEATS

BOOKED         9                             ACTUAL W-0 X-0

AVAIL         51                             IN USE W-  X-

THRU RV        0    NR       0    ASSIGN           Y

LCL  RV        7    NR       0    RESTRICT         NONE

LCL ON*        4    TK       2    MEALS

TTL ON*        4    ET       2    SETUPS

TLOB           7

OTLD           0    TK       0

ET             0

UNOC          53

PLAN           *
```

Note   Should the status Held only apply to certain legs of the flight and not to all legs, you must AAA into each departure city and set the flight status to Held at that city. HELD/ALL will apply across all stations regardless of board and offpoint.

10.2.5 Final

When you put the flight status to Final, it means you restrict the check-in activity for that flight to the set you are working at.

Note The set you are working at must also have the UAT keywords FNLBDG and CONTRL, and it is usually located at the departure gate.

Note Your airline determines the time when the Final status is available. The standard time for Final is set at 60 minutes prior to departure, but you may decide to extend that time. Please contact Customer Care if you wish to change the time for Final status.

The Final status indicates the final hour of check-in and seat selection for a flight at the departure city.

When you select Final, you can further define the "type" of Final status you wish:

Final
Final, Release All Seats
Final, Release Specific Blocked Seats

Final Status	Explanation
Final	
Final, Release All Seats	This status will release all blocked seats, with the exception of broken seat blocks.
Final, Release Specific Blocked Seats	You can specify which type of blocked seats you wish to release.
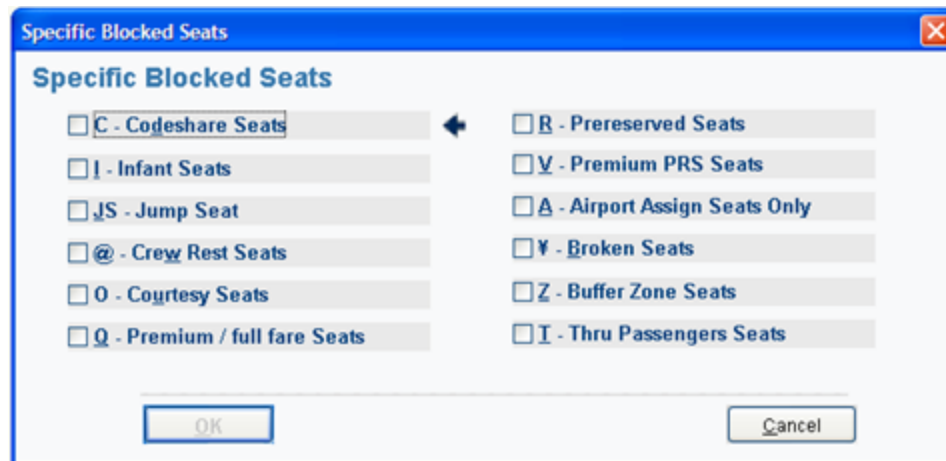
From the drop down menu, select option Final:
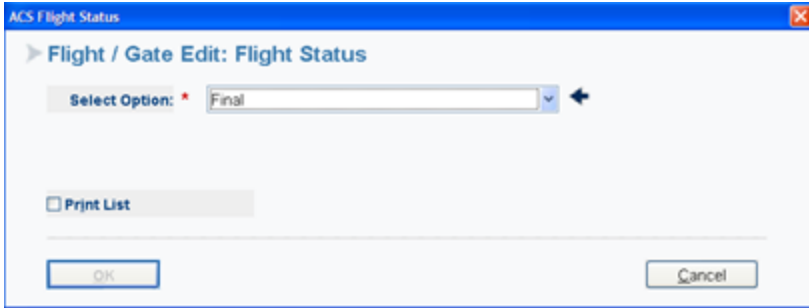
Example response:

```
GF951/30APR/FINAL

7F     951 30APR   YZF      1000   73M 60          FINAL     BDG

Y

AUTH         60                                 JUMPSEATS

BOOKED        9                                 ACTUAL W-0 X-0

AVAIL        51                                 IN USE W-  X-

THRU RV       0    NR       0    ASSIGN            Y

LCL  RV       7    NR       0    RESTRICT         NONE

LCL ON*       4    TK       2    MEALS

TTL ON*       4    ET       2    SETUPS

TLOB          7

OTLD          0    TK       0

ET            0

UNOC         53

PLAN          *
```

10.2.6   Close Flight

You close a flight to make it unavailable for check-in. The status Close is the initial phase of the departure procedure.

You can change a flight to Close only if the flight has a current status of Open or Final.

You must ensure before setting the flight status to Close that

- All counts are accurate (for passengers requiring wheelchairs, children, and others)

- You are within 15 minutes prior to the scheduled departure time

Note   The standard time for Close status is at 15 minutes prior to departure. You may wish to

select an alternate more extended time. Please contact *Customer Care* to change the Close status time.

Once a flight is closed, the system sends out multiple messages:

- The final passenger count data is transmitted to the Load Agent for weight and balance purposes.

- Number of passengers by row for the cockpit and SECOK (Security OK)

- Baggage Sortation Message (BSM) is sent during close of the inbound flight to the downline connecting city, if that city has a baggage sortation computer

- Baggage Transfer Message (BTM) is sent during close if a bag routine has an outbound connection to another airline

- Baggage Management Analysis System (BMAS) counts – total number of local bags loaded.

Note You must be at the AAA city in control of the flight, the first city on the line of flight where the flight status is not Close, PDC, or Canceled.

Your EPR must have the keyword SELECT and the set you are working at must have the UAT keywords FNLBDG and CONTRL.
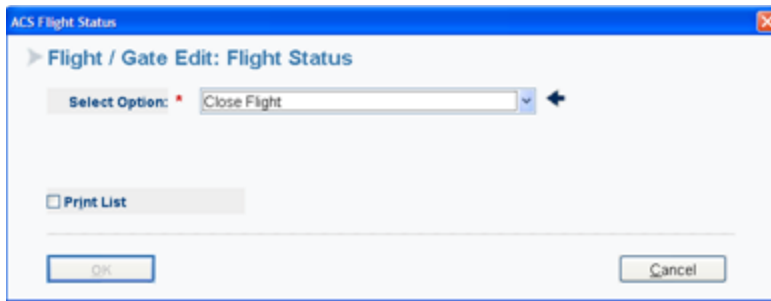
The system automatically closes the flight with the LOCAL ON count.

Should you need to correct the passenger count after flight close, you can use the option Update Passenger Counts.

The response will display CLOSE in the upper right hand corner of the Flight Status display as shown here:
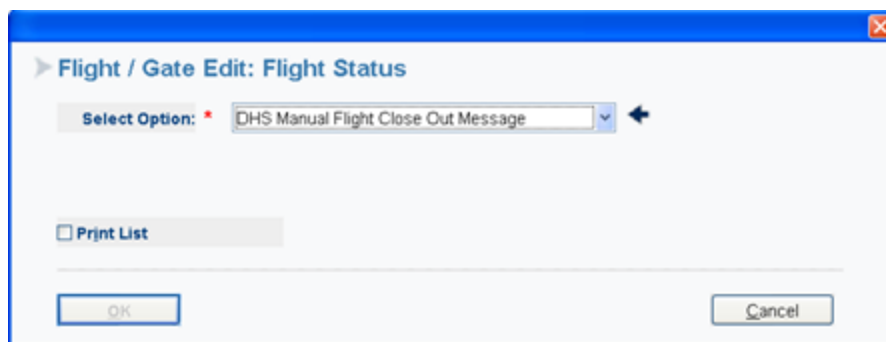
```
GF4967/30JAN/CLOSE/LCLA0Y10/SECOK
TZ   4967 30JAN   MDW B25   655P  73H 1/175       CLOSE
          A   Y
AUTH      1 171                        JUMPSEATS
BOOKED    0  10                        ACTUAL W-2 X-2
AVAIL     1 161                        IN USE W-  X-

THRU RV   0   0    NR   0   0    ASSIGN    A    Y
LCL  RV   0  10    NR   0   0    RESTRICT  NONE  NONE

LCL ON*   0  10    TK   0   0    MEALS
TTL ON*   0  10    ET   0  10    SETUPS
TLOB      0  10
PLAN      *   *
MDW   MSD 1055 LCL CLOSE A0Y10/SECOK- 1
```

### 10.2.7 DHS Manual Flight Close Out Message

Use the option DHS Manual Flight Close Out Message to manually send to The Department of Homeland Security (DHS) a complete list of passengers on the plane at time of departure. The list excludes passenger names EXST, CBBG and STCR. The message contains the actual date and time of departure of the flight.

The DHS returns an acknowledgement that the Flight Close Out Message was received.

The Flight history will update to record that the Flight Close Out Message was sent.

Note   To send this message, the flight must have the status of Flight Close or PDC.

10.2.8 PDC Flight
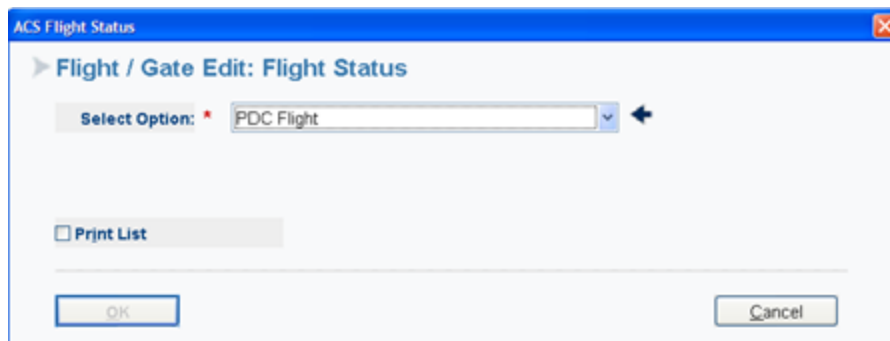
Post Departure Control (or PDC): PDC is a status you must apply to every flight once it has gone "wheels up". PDC status is the pre-requisite for all auto updates of passenger and flight records such as VCR coupon and/or PNR status changes.

Closing a flight does not indicate PDC. It simply means a flight has been closed for check-in. As a rule, the close status will precede PDC.

Requirements for PDC and its impact on the flight:

ON List: Before PDC can take place, each passenger boarded on an aircraft must be placed on the ON list

BX List: Passengers with seat assignments who have not been boarded will appear on the BX list. If the BX list is not cleared then Sabre will respond with the following message:

```
PDC NOT ACCEPTED – NAME STILL EXIST – CLEAR THE BX LIST
```

Transfer Standbys: When un-accommodated passengers remain on the priority list Sabre will respond with the following message:

```
TRANSFER STANDBY PSGRS THEN REENTER PDC.
```

This last response will *only be displayed one time*.

Caution   If PDC is entered again, Sabre will PDC the flight and the un-accommodated standby passengers will not be able to be transferred to the next flight.

- Once the flight is closed at an airport, it is recommended that the PDC command be made within 30 minutes of the flight departure. However if a flight is closed and then reopened, there is a time limit for the close command. The *Sabre* system will only accept the command on the day of departure or the date plus one.

- Once a flight is in PDC status, it cannot be reopened, unless your carrier signs up for the activation of the indicator that allows a flight to be re-opened after the original PDC. See the flight status option RETURN for more details.

- In order for a flight close command to show as complete on the PDC statistics (which can be obtained from the Operation Tab, command cell (**Shift + F10**), the PDC must be completed within 30 minutes of the initial close command. Performing subsequent close entries does not extend this time period.

- You must PDC the flight no later than midnight U.S.Central time the day after the U.S.Central time equivalent of the flight departure date.

    Note   To display the U.S. Central time equivalent of your local time select the option City Time/Elapsed time from the Tools menu.
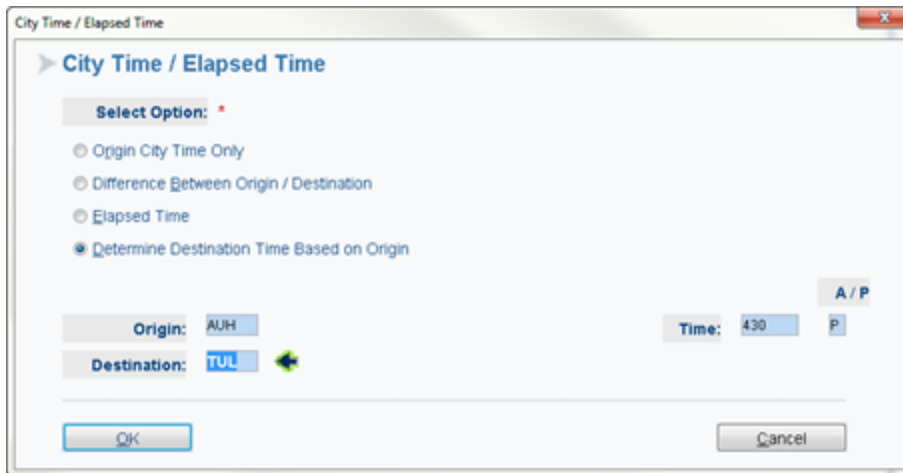
- You can still display flight status and information up to 48 hours after flight departure.

• All PNRs will be updated with a status code of NS (No Show) and all downline and return space will be cancelled.
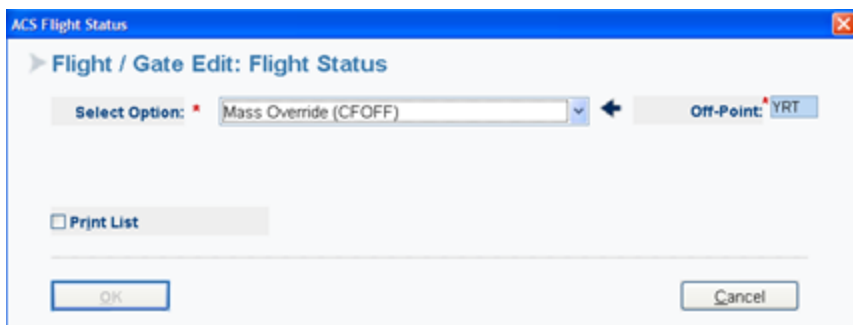
10.2.9   PDC Flight with XM
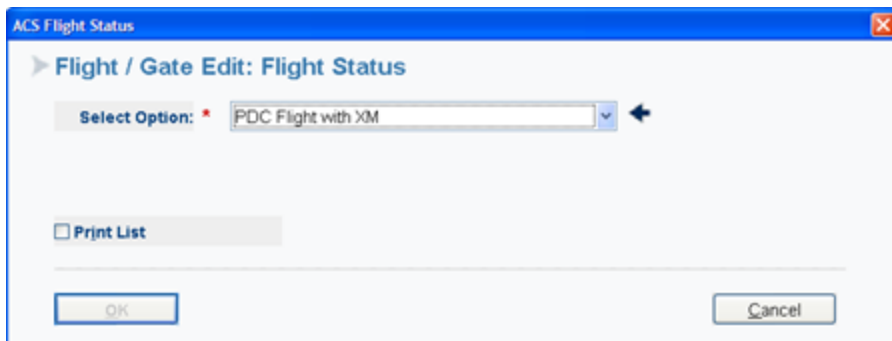
This option is similar to PDC Flight. However, PDC Flight with XM will protect the No-Shows as misconnects.

The status code will be set as an XM in the PNRs and will also protect downline and return segments.
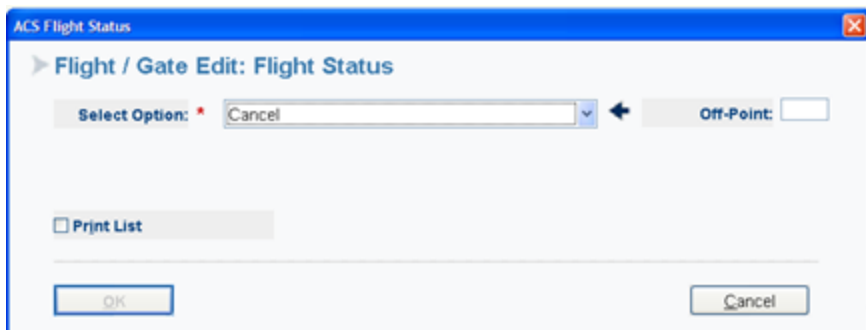
10.2.10   Mass Override (CFOFF)

Use the Mass Override option to override the SabreSonic Check-in/Change Fee owed by all passengers boarding a specific flight at a specific city.

Note   This command is restricted to EPR Duty Code of 7 or ‡ Cross of Lorraine and a CONTRL set.

10.2.11   Cancel

Use the Cancel Flight Status option to inhibit further check-in on a flight that will no longer operate.

- The cancellation can be reversed by setting the flight to OPEN for Check-in (OPENCI)

- A flight leg in PDC status cannot be cancelled

Note   Cancel Status requires the OAM Keyword/CONTRL/ or FNLBDG. These keywords are found in the CRT OAM, not the EPR.

If the city in control of the flight makes the cancellation entry, Control will pass to the next downline city from which the flight will operate.

10.2.12   Return
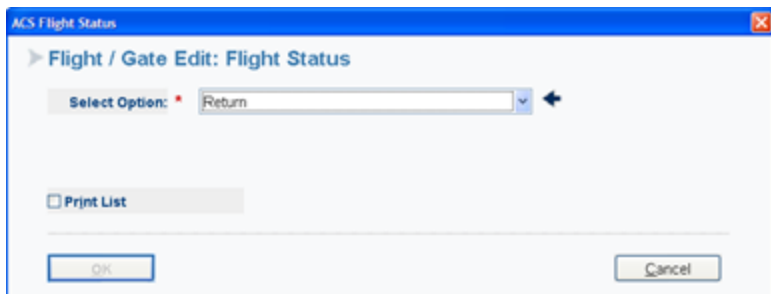
Return to gate allows a flight to be reopened following agent PDC (PDC1) but prior to Final PDC (PDC2).

- Return can happen for various operational reasons and can only take place before "wheels up".

- The Return entry is valid only when the flight is in PDC1 status. It is not valid if the flight is in PDC2 status. PDC2 status is also called FLIFO PDC. Contact Customer Care if you wish to activate the option PDC2.

Note   You must have EPR keyword SELECT, duty codes 5, 7, 8 or ‡, must AAA to the city in the line of flight, and the CRT you are working from must have the UAT keywords CONTRL or FNLBDG.

Upon Return, the Flight summary status changes from "PDC" to "Final". Gate personnel can now add or remove passengers if necessary.

10.2.13   Return Enhanced

The Return enhancement allows your carrier to Return a flight after final PDC (either from a one-step or two-step PDC progress) or after "wheels up", and re-open the flight for sales.

Note   This function requires activation. To find out more, contact *Customer Care*.

- A flight may return to gate only if the downline station is not in PDC status.

- When a flight returns to gate after final PDC, the flight status will automatically change to Final. When a flight is in Final status, certain SabreSonic Check-in entries are restricted to agent sets with OAM keywords FNLBDG or CONTRL.

- Electronic tickets of all onboard passengers will be put back to LFTD status

- If the return makes it possible for you to now accommodate non-revenue passengers on the priority list (these passengers could not be accommodated on the flight when it first PDC'ed), you must rebook the passengers in a separate PNR.

- There is no limitation to the number of times that a flight can return to gate and be re-opened for check-in.

Note   To perform the entry you must have duty code 7 and the sets you work from must have the keywords FNLBDG and CONTRL.

10.2.14   Restricted Status - only with Enhanced Return

The status Restricted is a non-displayable status and means that once a flight returns to the gate, certain entries will be restricted to agent sets with the keywords FNLBDG and CONTRL.

Note   Your carrier needs to request activation of this feature.

The restricted entries include

- Check-in passenger

- Place passenger on the standby list

- Transfer passenger

- Accommodate from priority list

- All passenger edits, ON/XON included

- Issue bagtags

- Return bagtags

- Offload passenger

- Reprint bagtags and boarding pass

- Revenue rebook

Although the flight is set to OPENCI, above *SabreSonic Check-in* entries are restricted to sets with OAM keywords FNLBDG and CONTRL.

The system will return an error when you attempt to perform any of the above entries on a restricted flight from an unauthorized set:

```
FLIGHT RESTRICTED - NEED PROPER KEYWORD
```

10.2.14.1   Remove Flight Restriction

With the removal of the flight restriction, you can perform the restricted entries listed above.

The following duty codes and keywords are required to perform the entry to remove flight restrictions:

- Duty code 7 and OAM keywords FNLBDG and CONTRL

- Duty code 8 or #, and EPR keywords FSGAGT and SELECT

Example entry to remove flight restriction – in bypass mode:

GF(flight number)/UNREST

Note   The entry may be available from a drop down menu in Interact at your request. Example system response for a successful entry

```
FLIGHT RESTRICTION REMOVED
```

10.2.14.2   Second and subsequent Final PDC

When you put a flight on PDC status a second time – or any subsequent times thereafter – the following will happen:

- Electronic tickets of all onboard passengers will be marked as USED

- No PNR updates will be performed. Any impacted PNRs will require manual updating. The following are just examples of situations that may occur:
  - A passenger that previously boarded the flight and later on decided not to fly on the same flight will not be marked as noshow.
  - Any passenger that alt-spaces on the flight that returned to gate will not have his segment status changed from DS/SA to SB. Further, the alternate space segment will not be canceled automatically.
  - For carriers that utilize noshow queue placement functionality, passengers that were initially onboard and were then offloaded when the flight returned to gate will not be queue-placed.

- Post Departure Messages will be resent. This includes IATA messages (PFS, PRL, PTM, PSM, FTL and TPM) as well as APIS and E-Border messages.

10.2.14.3   Passengers with Canceled Segments

- There will be instances where passengers that were identified as NOSHOW on the original PDC attempt, will have had their PNRs canceled by the PDC process. New bookings will need to be created for these passengers if they are to be checked-in to the re-opened flight.

- The electronic tickets of these previously NOSHOW passengers who then board the flight will be updated automatically when the flight is PDC'd a second time.

- To avoid agent confusion due to duplicate PMFs, when the NOSHOW passenger is rebooked on the same flight, date, board and off point, the original NOSHOW PMF will be deleted. The same applies when outbound segments previously canceled due to misconnect are rebooked.

- Check-in, priority listing, bagtag issuance, passenger edit, revenue rebook, accommodation or transfer from priority list of revenue passengers will not be allowed. If an attempt is made to perform these entries on passengers whose segments were already canceled in the PNR, the system will respond with:

```
NOT VALID FOR CANCELED SEGMENT
```

- NOSHOW passengers will still be allowed to alternate space to another flight.

10.2.15   PDC Supervisor
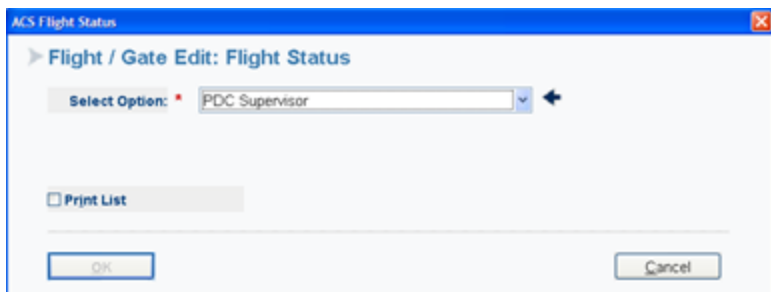
After a regular PDC of the flight, any update to FLIFO would generate a PDC2 status.

There may be times when an update to FLIFO does not generate PDC2 status. Use the PDC Supervisor function to simulate a "wheels up" situation, and manually put the flight in PDC2 status. At this time the system sends off all offline files and changes the status of the VCR coupons of boarded passengers to USED.

Note   The PDC FLIFO function requires activation. To find out more, contact Customer Care.The PDC Supervisor function requires duty codes 5, 7, 8, ‡ and the keyword FSGAGT.

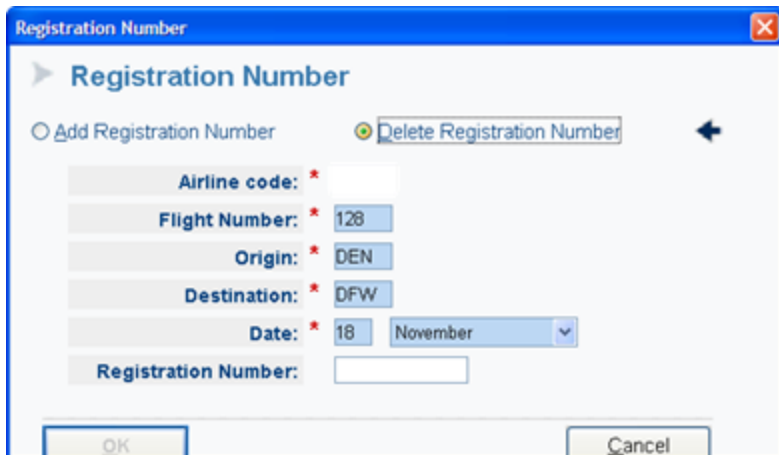## 10.2.16   Registration Number
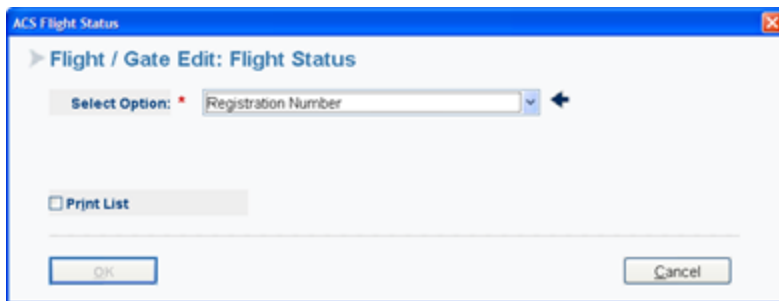
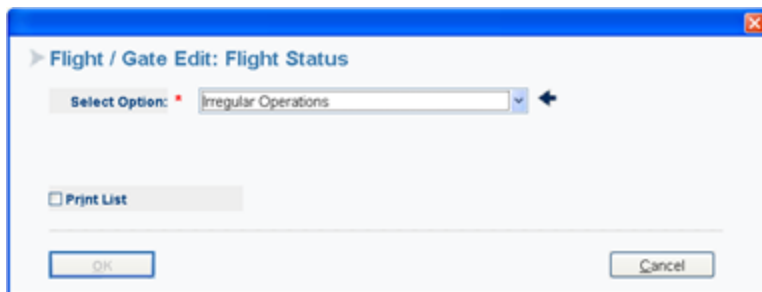Use this option to add or delete an aircraft registration number.

If you have dedicated your set to a specific flight, the data auto populates in the fields with a red asterisk. To add a registration number, enter it in the box.

To delete an existing registration number, select the button Delete, then OK.
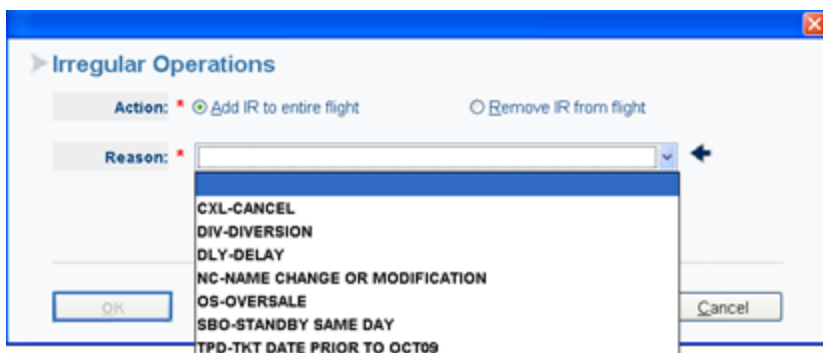
10.2.17   Irregular Operations

This is an option that is active only if your carrier has activated the functionality for Enhanced Synchronization of VCRs – or ESV.

Use the option Irregular Operations if you wish to add the edit IR to an entire flight.

On the next pop-up, type in the reason for the IR edit

- The reasons for the IR edit exist in the Reason Code table of your airline.

- IR- or Irregular Operations override edit is used to override an out-of-sync VCR situation. It can be assigned on a passenger level or on an entire flight level.

- ESV functionality is further controlled by the *SabreSonic Check-in* Airline Serving Airport Table (or ASA) for each city or airport. The column PNR BANNER INHIBIT CKI in the ASA table controls how check-in proceeds when an out-of sync VCR (or edit ETO) is present in a PNR. For more information on how ESV works, see the module Enhanced Synchronization of VCRs (ESV) on the community portal.

## 10.2.18   KOR Manual Flight Close Out Message
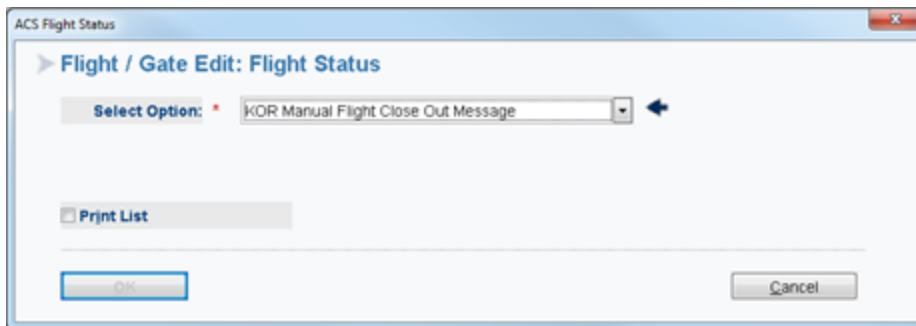
The option KOR Manual Flight Close Out Message is visible only to carriers who operate flights out of Korea.

For flight departures out of Korea, the system automatically sends at Flight Close a message with the information for APP (Advance Passenger Processing) to the countries in the line of flight.
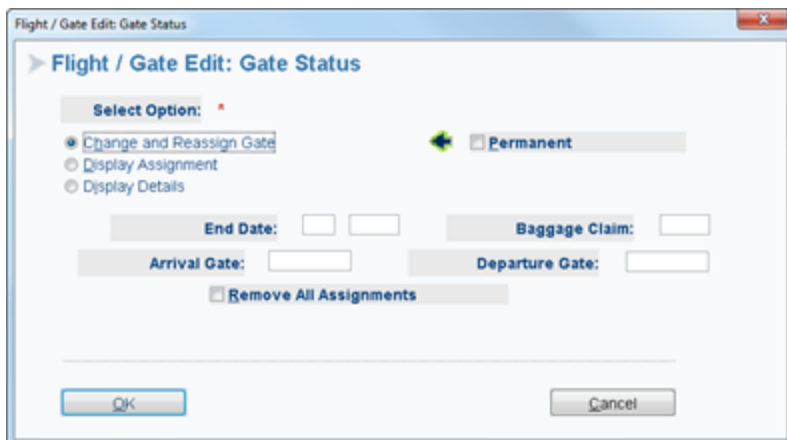
When the automatic send of the message does not work, you have the option to send the message manually.

In the pop-up response, you must enter at least one country code.
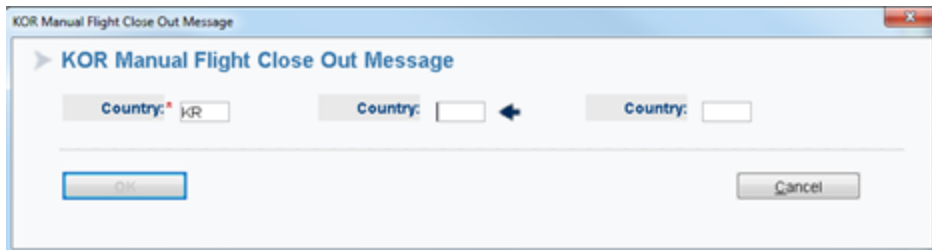
10.3   Gate Status - The Options

## 10.3.1   Change and Reassign Gate

Use this option to change the gate and bag claim assignment for a flight as a result of operational irregularities such as flight delays at the gate, flight interruptions, bag pulls, weather delays, and others.

Note   You must have duty code 5, 7, 8, or cross-of-Lorraine.

Remember that you change or reassign the gate that is used for the flight your set is dedicated to, or which you are working.

10.3.2   Display Assignment
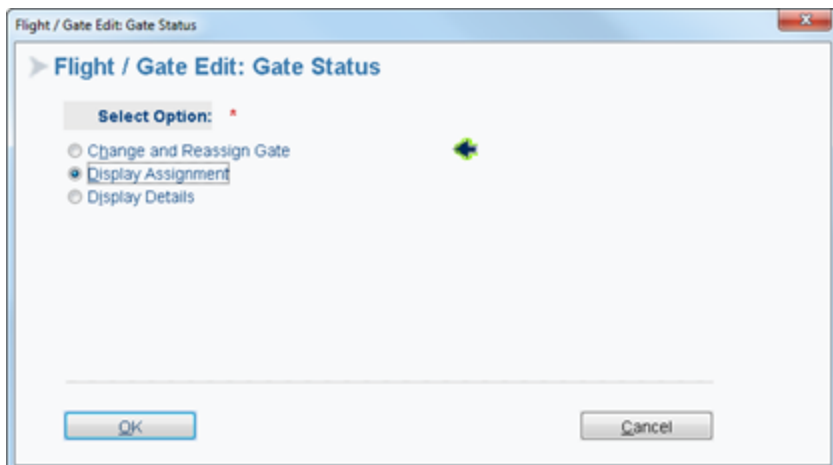
The Display Assignment option refers to your dedicated flight. When you select it, the system response will be a native response very briefly, followed by the display of the flight summary of your dedicated flight.

In the example below, the gate assigned to flight 954 is gate M.

10.3.3   Display Details

The option Display Details shows the association of gates to terminals and baggage claim areas. The information comes directly from the Gate Table, which is filled out by your airport supervisor or manager.

Example:

```
YVR     GATE
```

```
PSG TERMINAL IDENTIFIER        01

PSG TERMINAL NAME              VANCOUVER

GATE IDENTIFIER                01

GATE EFFECTIVE DATE            21MAR2009

GATE DISCONTINUE DATE

GATE STATUS CODE               A

BAGGAGE CLAIM AREA             A1

AIRPORT ZONE CODE

GATE PHONE NUMBER

JETBRIDGE PHONE NUMBER
```

Note   The gate status code A indicates that the gate is Active. A gate may be out-of-service and show the status Inactive.

10.4   Initialize Flight

Flight initialization normally occurs automatically. If necessary, use this function to manually initialize a flight for a specific date.

The Initialize Flight function retrieves related flight, equipment and passenger data and creates an active flight database. Scheduling creates an inventory record for all flights to be initialized, which includes equipment information.

Example system response indicating the flight has been initialized for all legs of the flight:

```
GI8499/15JUN

FLIGHT INITIALIZED - YY     8499  15JUN   MEX

FLIGHT INITIALIZED - YY     8499  15JUN   MTY
```

10.5   Flight Plan Counts

On day of departure the load agent recalculates a flight's load plan to account for any significant change in the anticipated passenger count for the flight. With this window, you can advise the load agent of an anticipated increase or decrease of 10 or more passengers to the planned passenger load.

Note   You must have the EPR keyword SELECT and your LNIATA must have CONTRL or FNLBDG.

You must be at the AAA city where the change applies and the flight status cannot be Closed, PDC, or Canceled.
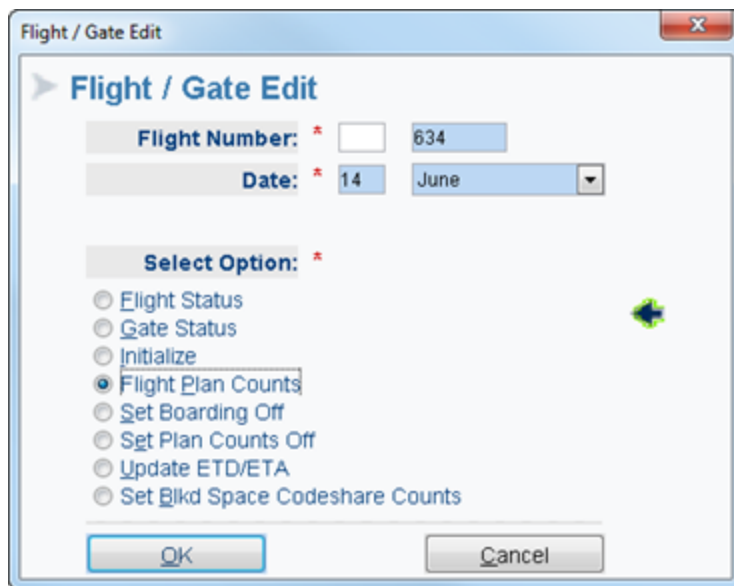
When you select the option Flight Plan Counts, you get this window:
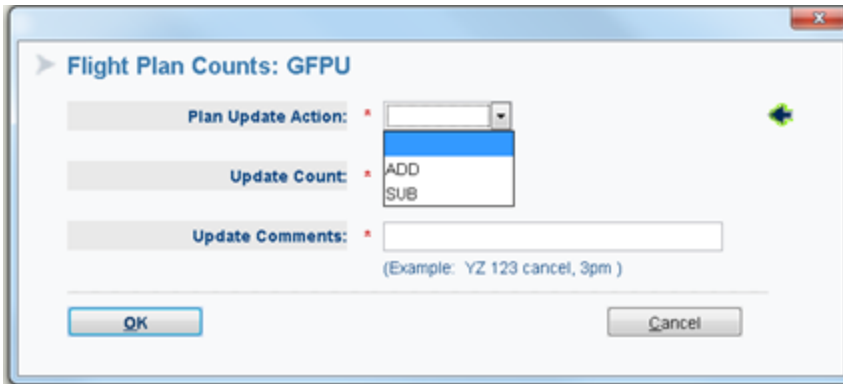
The *Sabre* system response is "PLAN U ADD (SUB) MESSAGE SENT".

10.6   Set Boarding Off

If you have selected the flight status Set Boarding On option, you can turn that option off by selecting Set Boarding Off.
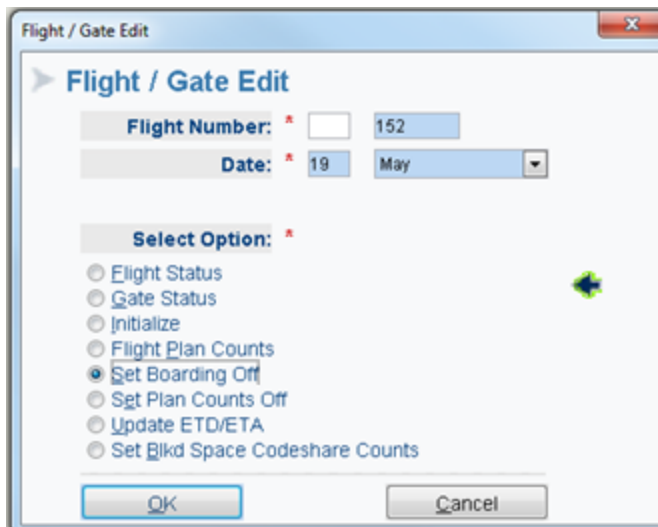
1. Select Option **Set Boarding Off**

2. Select **OK**.

Example system response:

```
GF152/19MAY/XBOARDING

7F    0152  19MAY  YZF

BOARDING  INDICATOR  OFF
```

10.7   Set Plan Counts Off

1. Select the option **Set Plan Counts Off.**
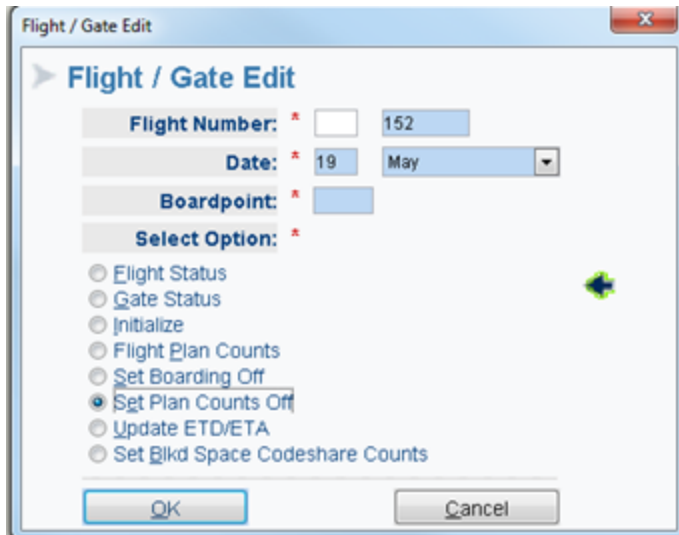
2. Input the required Boardpoint field and select **OK**.

Example response:

```
GFPO152/19MAYYZF

7F    0152  19MAY  YZF

PLAN  COUNTS  REMOVED
```

Note   Use this option only if you are a FOS user.

10.8   Update ETD / ETA

The Flight Summary displays the Estimated Time of Departure (ETD) and the Estimated Time of Arrival (ETA) in the event a flight expects a delay. Select the option Update ETD/ETA to change the time.

1. Select the option Update ETD/ETA

2. In the next pop up, select the time you wish to add – either ETD or ETA, and fill out the man-datory fields marked with a red *
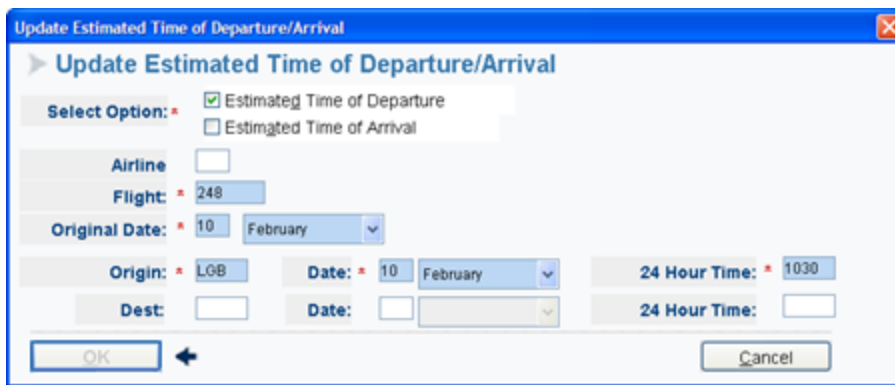
3. When you refresh the Flight Summary, it will display the ETD you have added
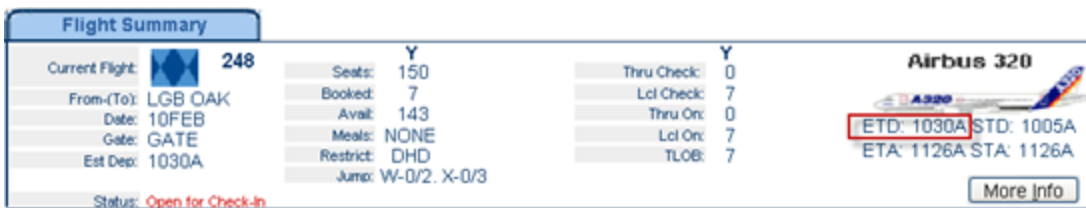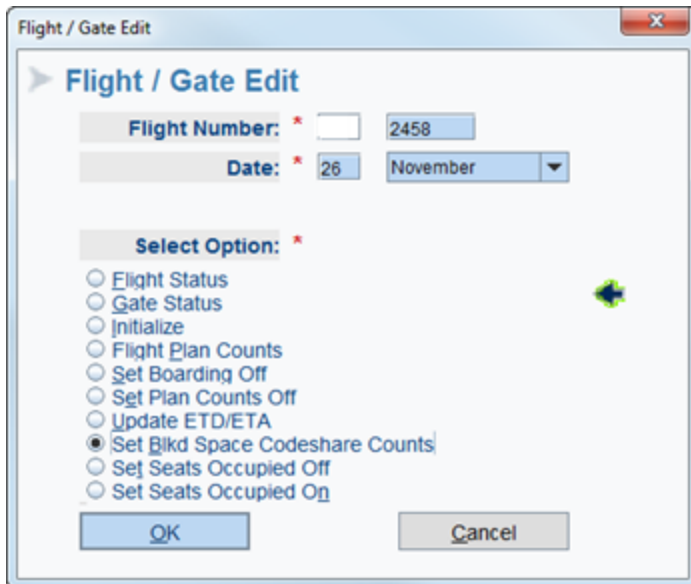
10.9   Set Blkd Space Codeshare Counts
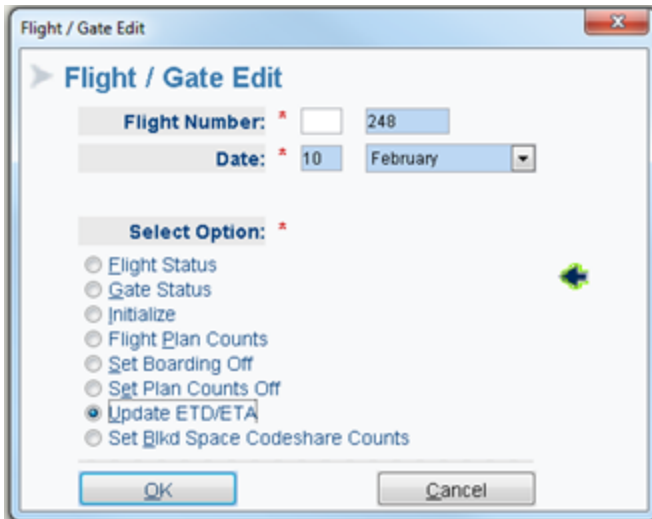
Select the option Set Blocked Space Codeshare Counts if you need to change the authorized Block Space Codeshare (BCS) count in a specific compartment on the flight. Usually, you need to increase the count of the BCS if the BCS quota has been met and you need to accommodate more passengers.

Notes   You must have duty codes 8 or ‡ (cross-of-lorraine) - OR – duty codes 5 or 7 and the EPR

keyword SELECT.

Notes   The option Set Blocked Space Codeshare Counts needs activation. If your airline does not choose to have this option, the option does not display at all.
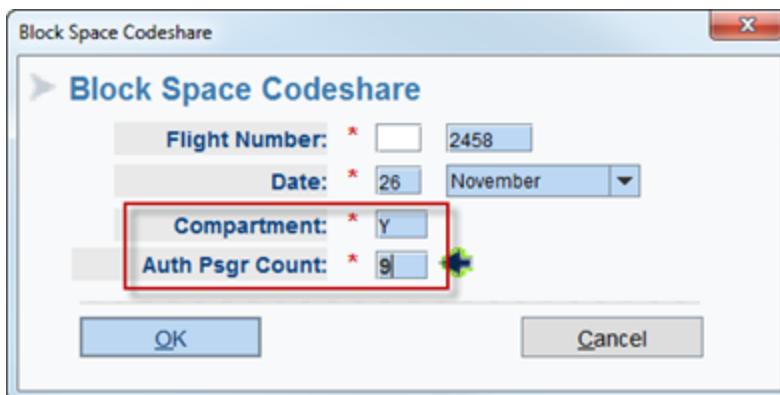
Enter the authorized passenger count in the appropriate compartment as agreed between you and the Codeshare partner.

For more details on how the Block Space Codeshare quota works at check-in, consult the lesson *SabreSonic Check-In* **Check-in** on the community portal.

10.10   Set Seats Occupied Off / On

The options to Set Seats Occupied OFF or ON refer to the Inbound SOM (Seat Occupied Message).

The inbound SOM is a message that arrives to your station from an upline station that is either working manually or using a system that is not the *SabreSonic ® Check-in* system. For a multi-leg flight, the message lists the seats that the upline station wishes to block for the through passengers who will

arrive at your station, and continue out of your station on the same flight number to the final destination.

The option to Set Seats Occupied OFF means to override the SOM indicator and allow local check-in before receipt of the inbound SOM.

The option to Set Seats Occupied ON is necessary once you have completed the manual blocking of seats or your station has now received the SOM and you want to let the system block the seats accordingly.

Please refer to the lesson **Inbound Seat Occupied Message** on the Community portal for details on the Inbound SOM.

Psgr Manifests (Shift + F8)

<div style="text-align: right; font-size: 3em;">11</div>

Use the label **Passenger Manifest**s to print manifests and provide the cabin attendants/flight crew with passenger information relative to the special service requests from customers on board their aircraft.

- In order for a passenger to appear on the Passenger Flight Manifest (PFM), they must be checked in and ON'd (onboard the aircraft)
- When the report is sent to the printer, a copy of the Flight Data Display, Comments List, and Priority List are also printed.

To access the **Psgr Manifests** label, select **<Shift + F8>**
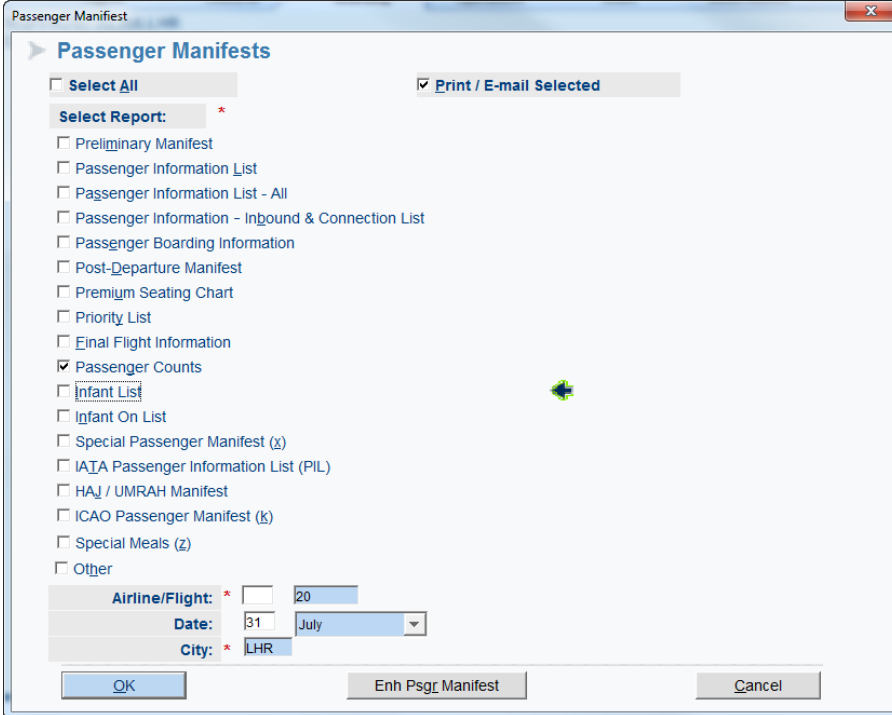
The flight details pre-populate if you have selected a flight.

You can select as many types of manifests as applicable and select the box Print (to print hardcopies), or E-Mail if you wish to send the report as an e-mail.

11.1   Print / Email
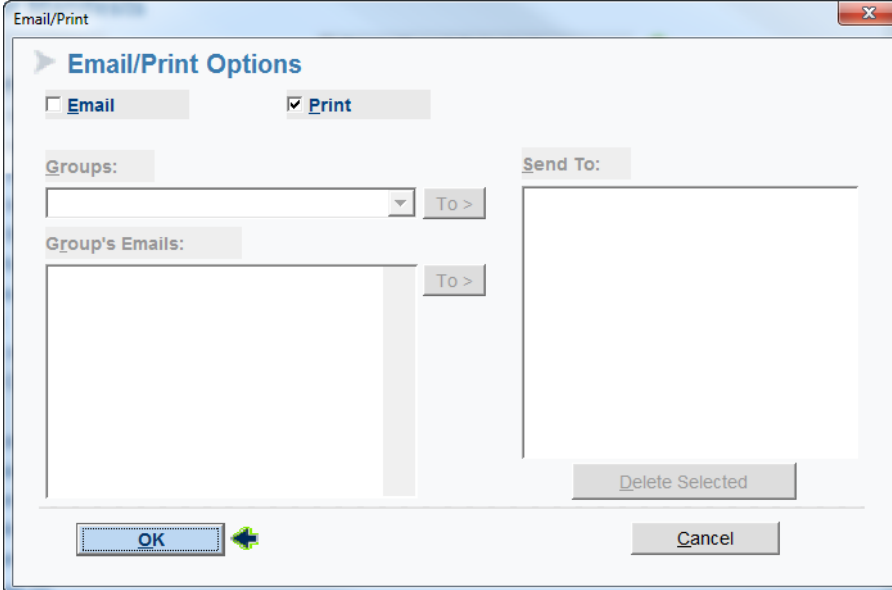
You have the options to either print hardcopies of your selected manifests, or email the reports.

Select the type of report, and check the box Print/E-mail at the top left.

For a print copy, remember to designate a hardcopy printer, where the report will be sent to print.

For an e-mail, see example below:
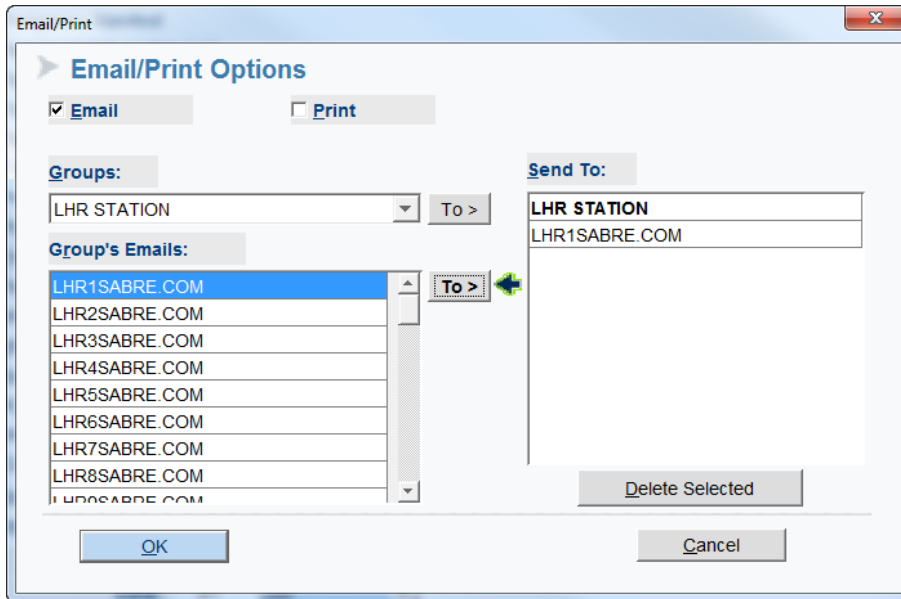
Your station will have pre-define groups and group's email - select the address from the group's email column, then select To and the selected group's email address in sent to the left column.

The report will be sent to that address.

11.2   Preliminary Manifest

Preliminary Flight Attendant Manifests generates a report of the passenger load, a special service list (SSR), special meal list (SM) and the Flight Data. Typically, it is provided to the Flight/Cabin Attendants prior to boarding.

This is an example of a Preliminary Manifest:

```
GPFM275/02JULMDW

YY     275   9SEP     MDW    A17    1215P   @738 FLIGHT  DATA    OPENCI

GATE AGT    KHAN                                        Y

OLMENDA     SMOKING ROWS     NO SMOKING FLIGHT

SOD/MOD     TINA          MEALS                    NONE

G.S.C.      DAVE          SETUPS

L.C.R.O.    DAVE          SUPPS

TTL ON BD             50

FQTV MILES       DEN

COUNTS      WHCR 1    CHD 0    INF  2    UMNR   1 TWOV    0  DHD 0
```

11.3   Passenger Information List (PIL)

The **Passenger Information List** or **PIL** provides the flight crew with standard passenger information. When printed, a copy of the Flight Data (FD) Display, a Comments List, and Priority List are included.

Note   EPR Keywords required: SELECT, GDSPLY and Duty Code: 4, 5, or 7

Example:

```
GPL533/17MAYSJU/ALL

YY     533   17MAY   SJU     738               PSGR INFO LIST

YY     533   17MAY   SJU   40    345P @738 FLIGHT DATA      OPENCI

Y

                        SMOKING ROWS    NO SMOKING FLIGHT

                        MEALS                  NONE

                        SETUPS

                        SUPPS

                        TTL ON BD              135

                        FQTV MILES       MCO        MDW

                        GATE PHONE     655-878-0231

COUNTS    WHCR 0   CHD 0   INF  0   UMNR   0 TWOV   0  DHD 0

CREW REST 1ABC 2DEF 16AB 30BC

YY     533   17MAY   SJU 40    345P  738   PRIORITY LIST

T  1  RFYY  BOUDELL   ANTON      Q  MCO          NB

NO MORE - 1* TO CONTINUE
```

11.4   Passenger Information List - All

The **Passenger Information List – ALL** shows all the customers for a flight.

In the example illustrated below, more complete details of the flight are provided.

```
GPL951/30APRYZF/ALL

YY     951   30APR   YZF     73M               PSGR INFO LIST

  YZF   YRT   1000   1245   TOURIST

  YRT   YFB   1320   1611

FSA 1

 18A KELLY     LESTE      Y YRT        M    INF  TKT
```

```
19A FERRIER    RONNI     Y YRT        M    ET   INF  ETI
19F RING       JULIE     Y YRT        F    INF  TKT
20A DAVIS      KAREN     Y YRT        F    ET   INF  DOCS    ETI
```

11.5   Passenger Information - Inbound & Connection List

The **Inbound & Connection List** displays an overview of connecting passengers.

```
G*791/16NOVDEN/CPI

FLT-XX  791    ARRIVAL CITY-PDX    GATE-C8    BAG CLAIM-6


            CONNECTING   PASSENGER   INFORMATION




DESTINATION           FLIGHT     GATE     DPTR TIME     PSGRS


EUGENE         OR   YY 2081    A8  /1    1130A          1
EUGENE         OR   YY 6230        /                    1
KLAMATH FALLS  OR   YY 6493        /                    1
LOS ANGELES    CA   YY 7008        /                    2
PHOENIX        AZ   YY   89        /                    1
REDMOND        OR   YY 6849        /                    1
SEATTLE TACOMA WA   YY 2052    A4  /1     630P          1
TOTAL LCL PSGRS-120  TOTAL CONN PSGRS-8
```

11.6   Passenger Boarding Information

The **Passenger Boarding Information** (PBI) provides flight information including authorization by compartments, boarding totals, arrival flights, connecting flights, and space available meal listings.

This is a partial example:

```
PBI951/30APRYZF
1032...Y.....E.....M.....B.....R.....T.....V.....H
```

```
AUTH..60
BDG....9.....0.....0.....2.....0.....0.....0.....0
YRT....9.....0.....0.....0.....0.....0.....0.....0
YFB....0.....0.....0.....2.....0.....0.....0.....0
.......N.....Q.....G.....A.....P.....K.....L.....Z
AUT
BDG....0.....0.....0.....0.....0.....0.....0.....0
YRT....0.....0.....0.....0.....0.....0.....0.....0CL
YFB....0.....0.....0.....0.....0.....0.....0.....0
.......W
AUT
BDG....0
YRT....0CL
YFB....0
SA.N..YRT...1NONREVENUE/T
SA.Y..YRT...1STANDBY/MARY
END
```

11.7   Post Departure Manifest

The Post Departure Manifest provides inventory information, counts for wheelchairs, children, infants, UMNR, TWOVs and DHDs, as well as the final close.

This manifest may be included with the final paperwork that is sent to the Accounting or Records departments.

Note   Final paperwork requirements are determined by your airline's management.

```
G*214/09SEPSFO/PLM
PLM    214/09SEP @  739       SFO-0600    MDW-1116  091308
S/Y160
MDW    Y0H0L0M1B3K16Q54T0V0R0*S0W0X0P0T74
LGA    Y0H0L0M0B0K2Q0T0V0R0*S0W0X0P0T2
THRU MDW 2*S0W0X0P0
TOTL  76*S0W0X0P0
TLOB  76*W0X0
```

```
GATE AGT    PETE                            Y
SOD/MOD    NORMA        SMOKING ROWS     NO SMOKING FLIGHT
LEAD       JANET/GT     MEALS F
G.S.C.     NORMA        SETUPS
L.C.R.O.   NORMA        SUPPS
                        TTL ON BD          76
                        FQTV MILES    MDW       LGA
                        GATE PHONE      655-878-0231
COUNTS     WHCR 1   CHD 1   INF  0   UMNR   0 TWOV   0  DHD 0
CREW REST 1ABC 2ABCDEF 16AB 30ABCD
SFO    4JL 0608 LCL CLOSE Y76/SECOK-1
AUTO PLM GENERATED AT CLOSE
```

11.8   Priority List

Passengers are displayed on the **Priority List (PALL)** based upon parameters already set by the carrier.

In the example illustrated below, oversales appear first, followed by revenue stand-bys, staff and space available.

```
G*L292/08SEPDEN/PALL
YY    292   09SEP   DEN C49   240P   738   PRIORITY LIST
T  1 -OS     MONTGOMERY LES        Q  MDW     13C    0 1359
T  2 -RFSB   HIRSH      CESSA  BN2 Q  MDW      7A    2 MSD 236
T  3 -RFSB   HIRSH      MIKE   BN2 Q  MDW      7B   NB MSD 236
T  4 -RFSB   KING       NOEL       K  MDW      7F    2 MSD 236
T  5 -RFSB   MCCARTY    RICHARD    B  MDW      3A   NB MSD 236
T  6 -RFSB   HENDERSON  DE JU      Q  MDW     17A    2 EARLY 378
T  7 -RFSB   HIRSCH     PHILL      K  MDW      8A    0 EARLY 378
T  8 -B3     SWEET      REX        Y  MDW     25A    2
T  9 -C3     SCHMIDT    JOHN       Y  MDW      2C    0 WN EMP
T 10 -C3     TRAPP      SID        Y  MDW      4A    0 WN EMP
T 11  C4     GADBOIS    BEVER      Y  MDW           NB ESCORT
T 12  C4     GIANNETTO  SYLVE      Y  MDW           NB ESCORT
```

11.9   Passenger Counts

Use this option to monitor the passenger load on the flight, plan for handling oversales (if applicable), and ensure meals and set-ups are provided. It serves as a guide as to how you will work the flight

This example illustrates a flight that is oversold:

```
G*533/09SEPSJU

YY    533  9SEP    SJU 40    345P @738 175        OPENCI

Y

AUTH          165                          JUMPSEATS

BOOKED        174                          ACTUAL W-2 X-2

AVAIL           0                          IN USE W-  X-

THRU RV         0   NR      0    ASSIGN         Y

LCL  RV        11   NR      0    RESTRICT       NONE

LCL  ON*        0   TK      0    MEALS          NONE

TTL  ON*        0   TT      0    SETUPS         NONE

TLOB           11

PLAN            *                SEE PULL-    5
```

11.10   Final Flight Information

The **Final Flight Attendant Manifest (FFM)** provides final information for the flight and includes the:

- Priority List
- Comments List
- Special Service Requests
- Special Meal Requests
- Passenger Connections

In order for a passenger to appear on the list, the passenger must be checked-in and ON'd.

Partial FFM example:

```
GFFM625/09SEPMDW

YY    625  9SEP    MDW   A19    345P  @738 FLIGHT DATA    PDC
```

```
GATE AGT    HOWIE                              Y
SOD/MOD     TINA         SMOKING ROWS    NO SMOKING FLIGHT
G.S.C.      DAVE         MEALS F
L.C.R.O.    DAVE         SETUPS
                         SUPPS
                         TTL ON BD          85
                         FQTV MILES     SFO       HNL
                         GATE PHONE     7164
COUNTS     WHCR 0   CHD 1   INF  2   UMNR  0 TWOV  0  DHD 0
MDW   4HN 0657 LCL CLOSE Y85/SECOK-1
1   BC232 L/O W/43 SGO BAGS UP AT 625
2   BC190 L/O W/7 HNL BAGS UP AT 625
3   *****STROLLER KYLEE KARFMAN**07-57-01
4   *****STROLLER JACOB CHACILA**07-57-01**
YY    625  9SEP   MDW   A19    345P  @738 PRIORITY LIST
T  1 -A2     HARDY      THOMAS      Y   HNL    36C   NB
T  2  OS     BROTIA     RAVI   DE2 Q   SFO        0 624AM
T  3  OS     PATRICIA   MAGAN  DE2 Q   SFO        0 624AM
T  4 -A4     LOCKWOOD   KIMBE       Y   HNL    36E   NB
```

11.11   Infant List

Use this option to quickly identify the number of adult passengers with infants who have checked-in for the flight.

```
G*L951/30APRYZF/INF
YY   951 30APR   YZF     1000   73M INF LIST        Y4
1  DAVIS      KAREN     Y   YRT 20A-F NB F  ET INF IFET
001                                     DOCS ETI
      DAVIS,BABY,15APR09
      IFET-2452103077025  C01 30APR Y YZFYRT LFTD
2  FERRIER    RONNI     Y   YRT 19A-F  1 M  ET INF ETI
002
      JONATHAN,05MAR09
```

```
3   KELLY       LESTE       Y   YRT 18A-F NB M   INF TKT
006
        BAY,05MAY09
4   RING        JULIE       Y   YRT 19F-F NB F   INF TKT
005
        SHADOW,10OCT09
```

11.12   Infant On List

Use this function to display a list of adult passenger with infants who have boarded the flight.

```
G*L951/30APRYZF/INF/ON
YY   951 30APR   YZF      1000   73M INF  ON   LIST       Y1
1   DAVIS       KAREN       Y   YRT 20A-F NB F   ET INF IFET
001                                       DOCS ETI
        DAVIS,BABY,15APR09
        IFET-2452103077025  C01 30APR Y YZFYRT LFTD
```

11.13   Special Passenger Manifest

The Special Passenger Manifest lists passengers by seat number, gender, name, and any document such as passport information that you have added to the passengers.

```
GSPM951/30APRYZF
YY AIR
PASSENGER MANIFEST
FLIGHT/DATE - YY  0951 30APR10 AC REG -
------------------------------------------------------------
FROM  YELLOWKNIFE NT-CANADA                  .TO SEE BELOW
RANKIN INLET NU-CANADA
SEAT GEN NAME                                NATIONAL/DOC NO
20F  M  BOWEN BRAD MR
20E  F  BOWEN DENISE MRS
18F  M  COOPER SAM
```

```
20A  F  DAVIS KAREN MRS                            US 123456

20A  I  DAVIS BABY                                 US 555444

19A  M  FERRIER RONNIE

19A  I  JONATHAN

18A  M  KELLY LESTER

18A  I  BAY

19F  F  RING JULIET

19F  I  SHADOW

TOTAL YRT  PASSENGER

MALE-  4  FEMALE-  3  INFANT-  4   TOTAL PAX- 11      2/ 0

IQALUIT NU-CANADA

SEAT GEN NAME                                  NATIONAL/DOC NO

TOTAL YFB  PASSENGER

MALE-  0  FEMALE-  0  INFANT-  0   TOTAL PAX-  0      0/    0

TOTAL PASSENGER

MALE-  4  FEMALE-  3  INFANT-  4   TOTAL PAX- 11      2/    0
```

11.14   IATA Passenger Information List (PIL)

The display of the IATA Passenger Information List or PIL requires activation and an Interact configuration STAR setting.

The IATA PIL is a customized document according to your airline preferences. You may select to

- Show all passengers on the flight regardless of compartment or any service items

- Show passengers of a specified compartment, whether or not they have service items, and in a remaining compartment only show passengers with service items

- List seat numbers in a compartment, as a means of identifying un-occupied seats

As a minimum, the PIL includes passengers who have one or more SSR or OSI items for in flight services

The PIL shows passengers by seat numbers. Should the flight be using Open seating, the passengers will be listed alphabetically and the seat number will be replaced with the code OPN.

Example PIL response:

```
GSPM188/05NOV

WESTJET
```

```
PASSENGER MANIFEST

FLIGHT/DATE - WS  0188 05NOV10 AC REG -

-------------------------------------------------------------

FROM   VANCOUVER BC-CANADA                        .TO SEE BELOW


EDMONTON INTL AB-CANADA


SEAT GEN NAME                               NATIONAL/DOC NO

7F   M  BOWEN BRAD MR

7E   F  BOWEN DENISE MRS

7B   M  CANTU JULIET CHD

7A   M  CANTU MIKE MR

8F   M  LEWIS KARL MR                          US 1234567

8B   F  MILLER NATALIE MRS

8A   M  MILLER NATHAN MR

8A   I  MILLER BABY

TOTAL YEG  PASSENGER


MALE- 5  FEMALE- 2  INFANT- 1   TOTAL PAX- 8     0/     0


TOTAL PASSENGER

MALE- 5  FEMALE- 2  INFANT- 1   TOTAL PAX- 8     0/     0
```

11.15   HAJ / UMRAH Manifest

11.15.1   HAJ Manifest

The display of the HAJ manifest requires an activation and an Interact configuration STAR setting.

Carriers with passengers traveling to the Kingdom of Saudi Arabia for the performance of the religious HAJ pilgrimage must use a HAJ manifest.

During the period of the pilgrimage, strict procedures apply to such passengers and carriers involved in these operations must be in compliance.

One of these requirements is a dedicated manifest for those passengers on the flight who are traveling for pilgrimage. Flights operate to JED (Jeddah) and HAJ passengers are deplaned to a special terminal at the airport. The HAJ manifest helps in identifying the correct passengers.

The manifest lists participating passengers together with father or husband's names.

Passengers will appear on the manifest as soon as they are checked-in and seated.

- To appear on the manifest, passengers will need both DOCS and HAJ passenger edits.

- If a passenger has only DOCS on its own or HAJ edit on its own, they will not appear on the manifest

- As there will always be DOCS for a passenger to appear on the HAJ manifest, the passenger name will be that entered in DOCS and genders will be taken from the gender in DOCS, except in the case of infants who will be shown with the letter I.

- Infants will be shown after the name of the accompanying passenger, with the same seat number as that passenger

- The HAJ manifest will show passenger seat numbers. For a flight using Open seating, the code OPN replaces the seat numbers.

- Relative to Gender, the manifest will show Male, Female, and Infant (M, F, I).

11.15.2   UMRAH Manifest

Umrah is a religious pilgrimage which can be made outside the period of Haj.

The Kingdom of Saudi Arabia requires a separate Umrah manifest in addition to the current Haj manifest.

- The Umrah manifest includes all checked-in passengers with DOCS and holding the edit UMRH.

- Infants are shown on the manifest after the name of the accompanying adult passenger and with the same seat number as the adult.

- Like the Haj manifest, the details in the Umrah manifest are broken down by nationality as well as gender.

- The Umrah mainfest is applicable to both host and third party ground handled flights.

Example of an Umrah manifest, on a flight with seats assigned:

```
                         ETIHAD AIRWAYS

                         PASSENGER MANIFEST / UMRAH

FLIGHT/DATE - EY   0313 13AUG13

AC REG -                 ROUTE - AUH  JED

--------------------------------------------------------------

SEAT TYP GEN NAME                        PP NO.    NATIONAL

15A   ADT  M  MOHAMMED ABDUL RAHIM ASHFU 112233445 AE UNITED AR

F/H NAME : RAHIM ABDULLAH

15A   INF  F  FATIMA REHAN               334455667 AE UNITED AR
```

```
F/H NAME : MOHAMMED ABDUL RAHIM ASHFULLAH
15B  CHD  M  CHOTA SULEMAN            887766554 AE UNITED AR
F/H NAME : MOHAMMED ABDUL RAHIM ASHFULLAH
15C  ADT  F  MOHAMMED SIMRAN          896766552 AE UNITED AR
F/H NAME : MOHAMMED ABDUL RAHIM ASHFULLAH
MALE-001 FEMALE-001 CHD-001 INF-001 TOTAL PAX-004 BAG-004/00080
SEAT TYP GEN NAME                    PP NO.    NATIONAL
09C  ADT  F  ALMANSOORI SAFIA        123456789 GB UNITED KING
F/H NAME : ALMANSOORI ZAIN


MALE-000 FEMALE-001 CHD-000 INF-000 TOTAL PAX-001 BAG-002/00020
******** SUMMARY OF UMRAH ********
AE UNITED AE
MALE-001 FEMALE-001 CHD-001 INF-001 TOTAL PAX-004 BAG-004/00080
GB UNITED KINGDOM
MALE-000 FEMALE-001 CHD-000 INF-000 TOTAL PAX-001 BAG-002/00020
-------------------------------------------------------------
TOTAL UMRAH PAX
MALE-001 FEMALE-002 CHD-001 INF-001 TOTAL PAX-005 BAG-006/00100
-------------------------------------------------------------
```

11.16   ICAO Manifest

The display of the ICAO Passenger Manifest requires an activation and an Interact configuration STAR setting

ICAO = International Civil Aviation Organization

The ICAO Passenger Manifest

Auto populates with passenger information as soon as they are checked-in and seated

Does not show infants

Takes the passenger names in the DOCS – or if there is no DOCS, takes the names from the Passenger Master File

Shows passengers and their seat numbers. For a flight using Open seating, the code OPN replaces the seat numbers.

Example ICAO manifest:

```
GSPM188/05NOV/ICAO

                          PASSENGER MANIFEST

                          ICAO ANNEX 9 APPENDIX 2

                          WESTJET

                                    WS  0188     05NOV10


FROM  VANCOUVER BC-CANADA                          .TO SEE BELOW


SURNAME AND FIRSTNAME



EDMONTON INTL AB-CANADA


7F  BOWEN BRAD MR               7E  BOWEN DENISE MRS

7B  CANTU JULIET CHD            7A  CANTU MIKE MR

8F  LEWIS KARL                  8B  MILLER NATALIE MRS

8A  MILLER NATHAN MR


    ****************************************************************
```

11.17   Special Meals

The Special Meals manifest shows all passengers on the flight who have requested special meals for that flight.
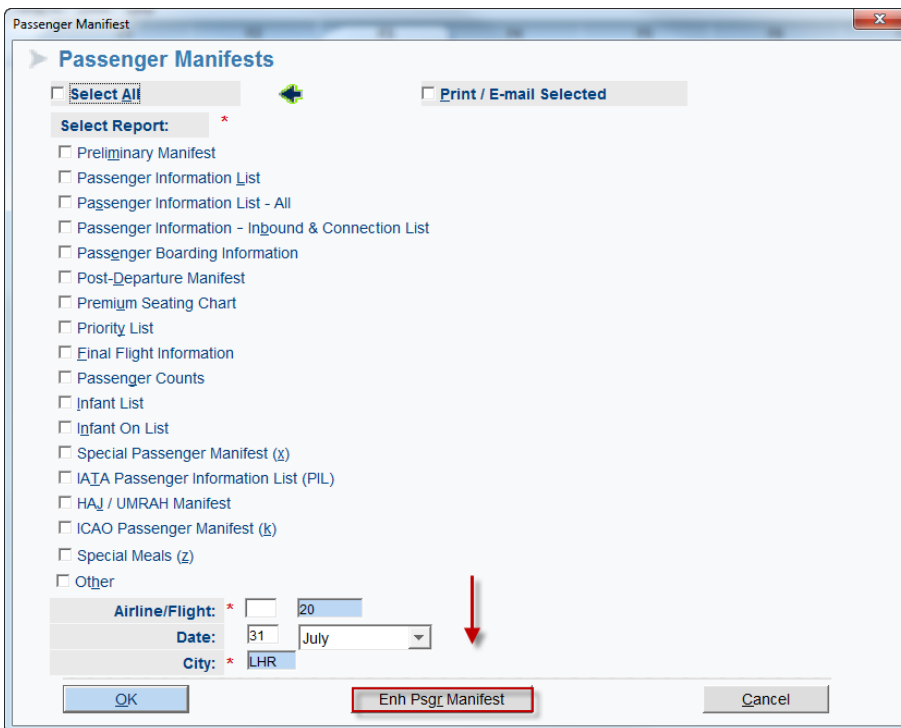
11.18   Other

Other refers to any other manifest your airline may need to print.

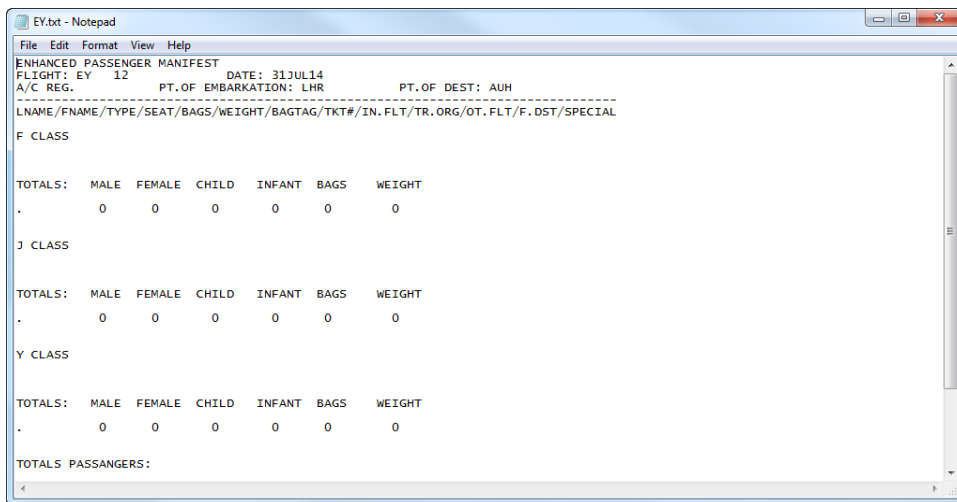If you select Other, you also need to add the type of manifest:
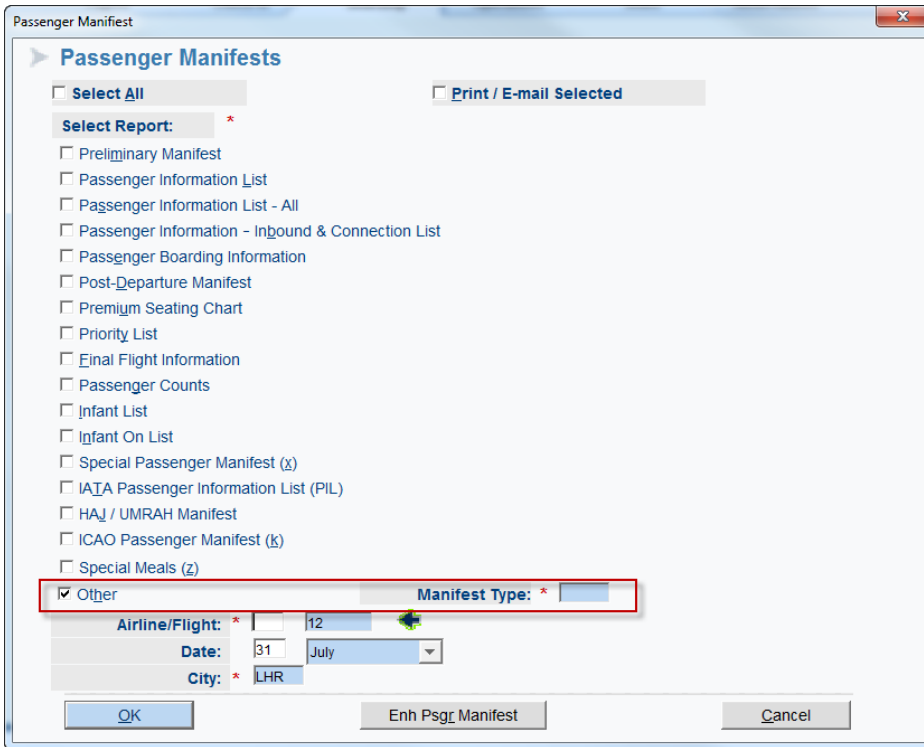
11.19   Enhanced Manifest

The Enhanced Passenger Manifest allows you to see the manifest in your Notepad application. From the Notepad, you have the option to save the manifest or file it as you wish.

Example:


```
EY.txt - Notepad

File  Edit  Format  View  Help

ENHANCED PASSENGER MANIFEST
FLIGHT: EY   12            DATE: 31JUL14
A/C REG.          PT.OF EMBARKATION: LHR          PT.OF DEST: AUH
------------------------------------------------------------------------
LNAME/FNAME/TYPE/SEAT/BAGS/WEIGHT/BAGTAG/TKT#/IN.FLT/TR.ORG/OT.FLT/F.DST/SPECIAL

F CLASS


TOTALS:   MALE  FEMALE  CHILD   INFANT  BAGS   WEIGHT
.           0     0       0       0      0       0

J CLASS


TOTALS:   MALE  FEMALE  CHILD   INFANT  BAGS   WEIGHT
.           0     0       0       0      0       0

Y CLASS


TOTALS:   MALE  FEMALE  CHILD   INFANT  BAGS   WEIGHT
.           0     0       0       0      0       0

TOTALS PASSANGERS:
```

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12

Oversale (Shift+F9)

The oversale mask provides a means of recording compensation, type of oversale, and reason for an oversale. These details are necessary if the airline is required to report oversale data in order to comply with government mandates.

An Oversale is any confirmed revenue passenger who was placed on the standby list with the priority code OS and who could not be accommodated on the flight.

12.1   Oversale Mask

1. Select **Oversale (Shift + F9).**
2. The flight number and departure date automatically populate if your set is dedicated to that flight.
3. You also have the option to either print or e-mail the oversale mask by selecting the box Print/E-mail.

4. Select **OK**.

The Oversale Compensation window displays with the names of oversold passengers.

Oversale Compensation

F9 0282 DEPARTING FROM DEN ON 05OCT AT 1955

Nbr	Code	Name	C	Type	Reason	Amount	RDI
1	OSI	ATKINS C	V				
2	OSI	DIET A	V				
3	OSV	WILLIAM R	Y				

Edit ←

OK   Cancel

For each passenger on the Oversold list, you must assign the Type of Oversale, the Reason for the oversale and the compensation paid to the passenger.

Select the passenger, and select Edit – the Edit oversale pop up displays. Fill in the necessary information:

Edit Oversale Info

3 OSV WILLIAM R Y

Type: * Denied Vol

Reason: * Overbooking

Compensation: * Cash   Amount: * 200.00 ← USD

☐ Reaccom for DI

☐ Apply to all passengers   or a range: ☐ - ☐

OK   Cancel

Note Select from the drop downs the type and reason of oversale and compensation method.

The information you fill out for each passenger will populate next to the passenger on the list:
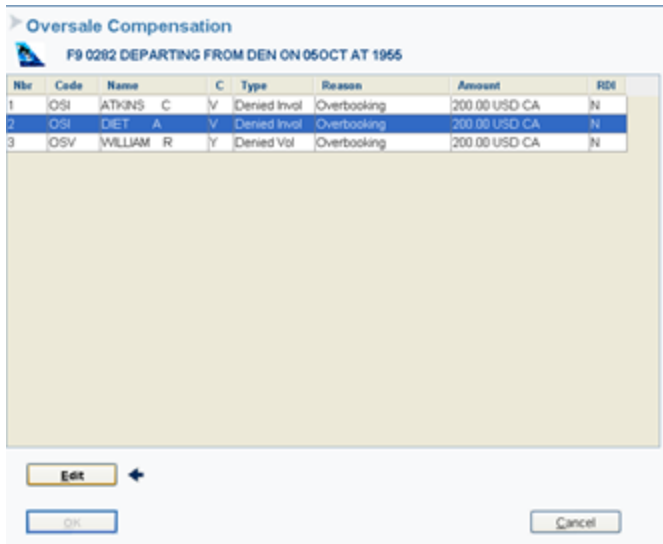
Note The column header RDI to the right means Reaccommodation Denied Involuntary and shows N

Select **OK** when all necessary information has been added. The system gives you a confirmation that "Oversales have been updated."
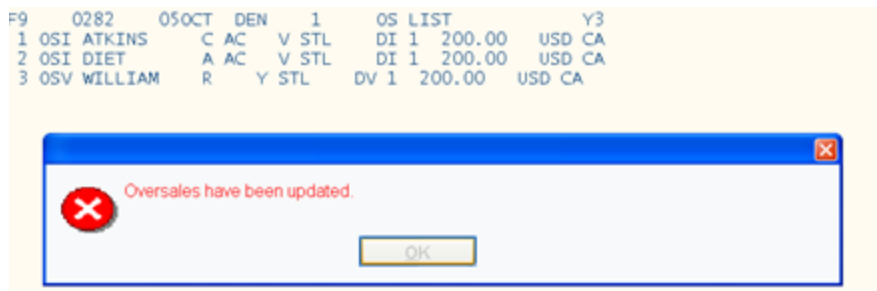
Once the flight has been PDC'ed, an attempt to display the Oversale Mask results in a system display similar to the example below.

The Oversale Passenger List displays with the names of passengers and the compensation.
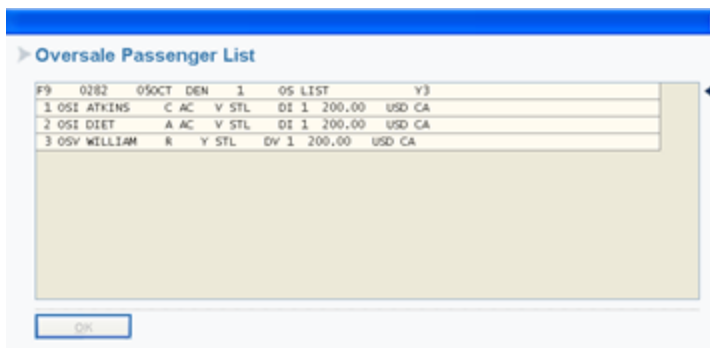
Note The example above is for training purposes only and does not reflect actual passenger or airline data.

12.2　Enhancement to Oversale Mask

With Interact version 5.5, you have the option to request the activation of an enhancement that results in the Oversale Compensation mask auto-populating, thus avoiding the manual work to fill out the mask.

At PDC time, a warning message pops up to remind you of the presence of an oversales mask.

Example of the warning message:

Upon selecting **OK**, the pre-populated Oversale Compensation window displays.

The agent closing the flight will need to hit Enter or click OK when the mask displays before continuing with the PDC work. The PDC process stops if the agent ignores the mask and fails to hit Enter.

Please contact *Customer Care* and request the activation for "Interact-Auto populate the SSCI Oversale Mask" if you are interested in this enhancement.

12.3　Oversale Reports

At PDC time, the system gathers any oversale data that was entered in the oversale mask for a flight and puts that data into an **Oversale Report**.

You can pull up an oversale report by

- City
- Date
- Flight Number
- Station
- Date Range
- City and Date

What are the benefits of Oversale Reports?

- Use it locally for oversale statistics purposes
- Yield management can use the reports as a planning tool to determine the percentage of no-show passengers, effect of overbooking, and DOT (U.S. government) reporting.

1. Select the option Report By and choose one option from the drop down menu: city, date, flight number, station, date range, and city and date.

2. Select Print/Email if applicable.
3. Select **OK**.

12.3.1 Oversale Reports by Date

Example - please note that the examples are for illustrative purposes only.

```
G*9/30SEP/OS

YY      9 30SEP   MDW       730A      738/28          175

Y   AU173SA173NR0   NS1   XM0   UI0   DV0   DI0

    SB0   US0   NV0   PS0   PO0   ES173

OVERSALES

TTL   DENIED   BRDNG   4    TTL   VOUCHERS   4

DENIED   VOL     4   AMT   VCHR   400.00     AMT   CASH   0

DENIED   INVOL   0   AMT   VCHR   0          AMT   CASH   0

OVERBOOKED      4   WEIGHT RESTRICTION   0   EQUIPMENT CHANGE   0

INOPERABLE SEAT 0   TEN MINUTE RULE      0   GOVT ACTION   0

INVOL   REACCOM   WITHIN   2/4   HRS   0

INVOL   REACCOM   OUTSIDE 2/4   HRS   0
```

Entry	Explanation
YY 9 30SEP MDW C1 705A 738/28 175	Carrier code, flight number, date, departure city, gate, departure time, equipment code, and authorization level
Y ......AU173......SA173......NR0...... NS1...... XM0...... UV0...... UI0...... DV0..... DI0	
Y	Class of service
AU173	Authorization (AU)- 173
SA173	Seats Available (SA)- 173
NR0	NOREC onboard (NR) – 0
NS1	No shows (NS) – 1
XM0	Misconnects (XM) – 0
UV0	Upgrade voluntary (UV) – 0
UI0	Upgrade involuntary (UI)- 0
DV0	Downgrade voluntary (DV) – 0
DI0	Downgrade involuntary (DI) – 0
........................SB0...... US0...... NV0...... PS0...... PO0...... ES173	
SB0	Revenue standbys onboard (SB)- 0
US0	Un-accommodated standbys (US) – 0
NV0	Non-revenue standbys onboard (NV) – 0
PS0	Positive space onboard (PS) –0
PO0	Positive space offloaded due DBC paid (PO)- 0
ES173	Empty seats (ES)- 173 (again this is an illustration)
TTL DENIED BRDNG 4 TTL VOUCHERS 4	Total number of oversales and vouchers for the flight
DENIED VOL 4AMT VCHR 400.00 AMT CASH 0	Number of voluntary oversales, total amount paid in vouchers and total amount paid in cash
DENIED INVOL 0 AMT VCHR 0 AMT CASH 0	Number of involuntary oversales, total amount paid in vouchers and total amount paid in cash
OVERBOOKED 0 WEIGHT RESTRICT 0 EQPT CHANGE 0	Number of overbooked passengers, weight restrictions, and equipment change
INOPERABLE SEAT 0 TEN MINUTE RULE 0 GOVT ACTION 0	Number of inoperable seats, number of passengers check-in after the 10 minute rule and government action
INVOL REACCOM WITHIN 2/4 HRS 0 INVOL REACCOM OUTSIDE OF 2/4 HRS 0	A number next to either of these indicates the total number of involuntary oversales who were reaccommodated within the required two hours for domestic flights and 4 hour for international

Sabre automatically captures the information found in this display. You cannot manually update the reports.

12.3.2   Oversale Report by City

Example:

```
GPDC/MDW/OS
OVERSALE STATISTICS REPORT FOR MDW   30SEP

FLIGHT  OFF     OVERSALES   PSGS BOOKED COMPENSATION AMT
NUMBER  POINT   Y   Y   VOUCHER     CASH  CURR
 0009   IND     4   0   400.00        . 0   USD
```

The response provides the following:

- List of Flight Numbers that had oversales

- Off-point (Destination) of the oversale

- Number of oversales for each class of service

- Passengers booked

- Compensation- Type of compensation, cash, voucher, MCO

- Amount of compensation

- Currency code in which the compensation was issued

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Flight Details (Shift+F10)

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Use the **Flight Details** label to access information relevant to a specific flight and gate. This function is also available from the **F1 - Flights tab (Shift + F4).**

This window and all its functions are fully covered in the *SabreSonic Check-in* **Flights** module.

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General Decl (Shift+F11)

14

The International Civil Aviation Organisation (ICAO) and the World Health Organisation (WHO) have agreed upon standards for reporting documents which are published in ICAO Annex 9 and in WHO International Health regulations. One of these reporting documents is the General Declarations Form (GENDEC).

The GENDEC is a basic report furnishing flight crew information as required by the public health, immigration and customs authorities at the departure, transit and arrival ports of each flight.
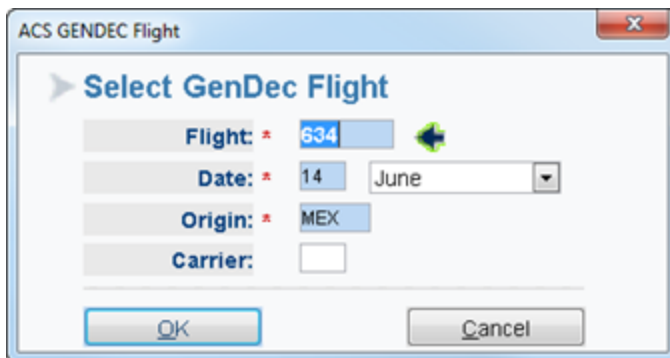
It is prepared at the station of origin for the entire flight and completed by each station where the GENDEC must be handed to the authorities.

A GENDEC can be transmitted by SITA teletype messaging and/or printed to a specific hard-copy printer and / or to the designated supervisor printer address specified in the Airline Serving Airport (ASA) table.

1. Select **General Decl (Shift + F11)**

2. If you have a dedicated flight, the information populates automatically on the next window

3. Press **OK** – the main window displays.

The **types of information for a GENDEC** are listed across the top:

a. Crew – names of the working crew on the flight

b. Aircraft Registration number

c. Illness – details on any illness that may be onboard the flight

d. Disinsecting – details on any disinsecting spray work on the flight

e. Full – is a summary of all the above types of information.

The **buttons on the right describe the actions you can do** with the GENDEC information:

a. Edit the content

b. Display the manifest online

c. Transmit the manifest or send it to a hardcopy printer

d. Select another flight than the one your set is dedicated to

e. Cancel any action you might have started

14.1   Crew Information

To edit crew information

1. Select Crew and Edit Content
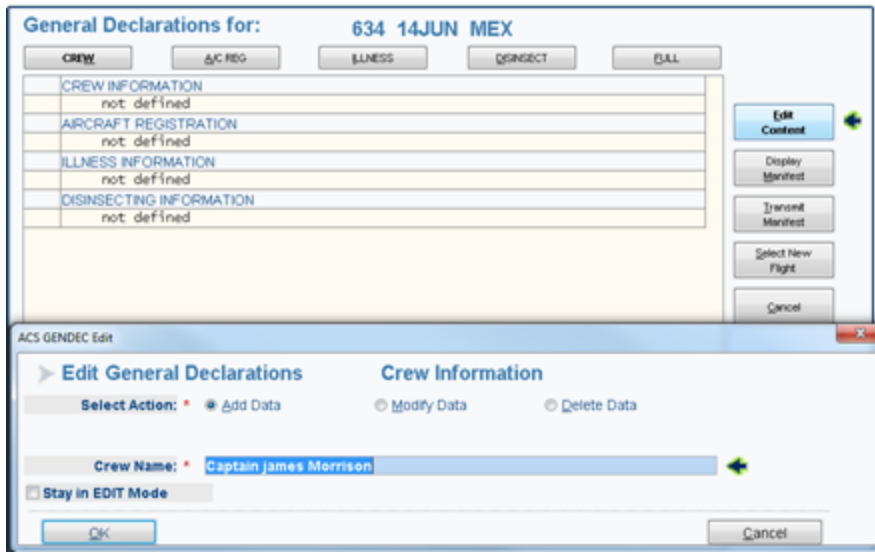
2. The Edit General Declarations Crew Information pop up displays. You have the choice of Adding, Modifying, or Deleting the data.
3. The box Crew Name is free text
4. Check the box Stay in EDIT Mode if you intend to add more than one line of data.

Note Editing the GENDEC is restricted to EPR keywords GDSPLY or SELECT.

14.2   Aircraft Registration

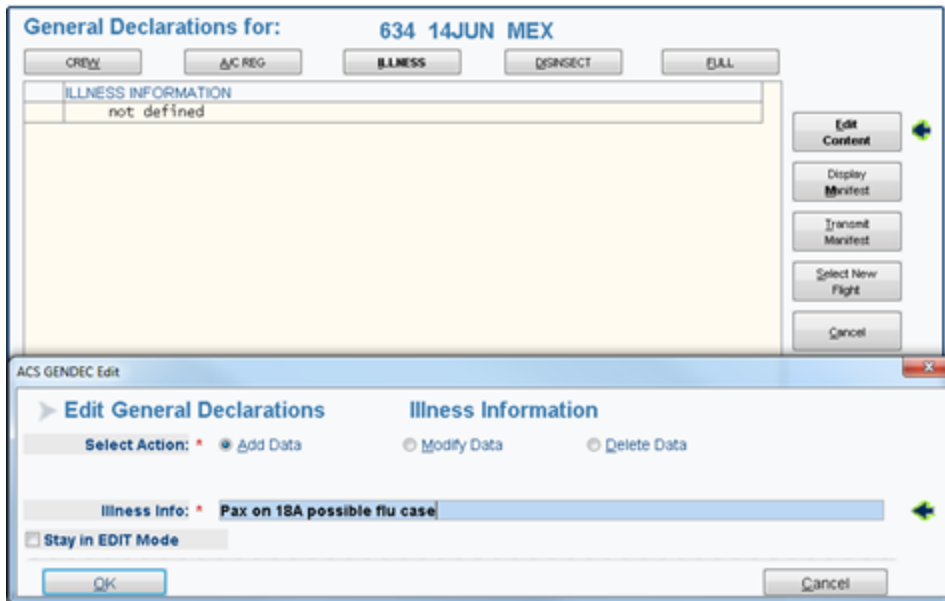To edit Aircraft information

1. Select A/C REG and Edit Content
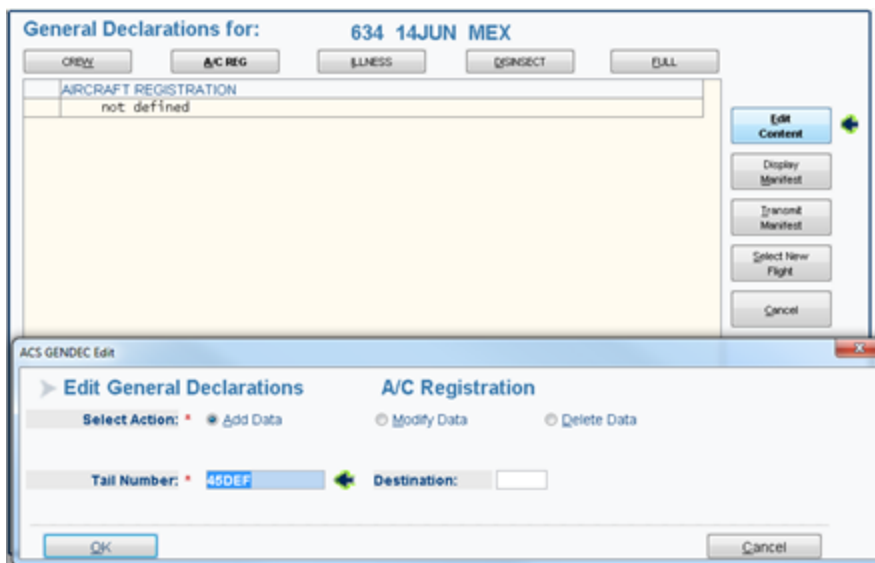
2. The Edit General Declarations A/C Registration pop up displays. You have the choice of Adding, Modifying, or Deleting the data

Note Editing the GENDEC is restricted to EPR keywords GDSPLY or SELECT

14.3   Illness Information

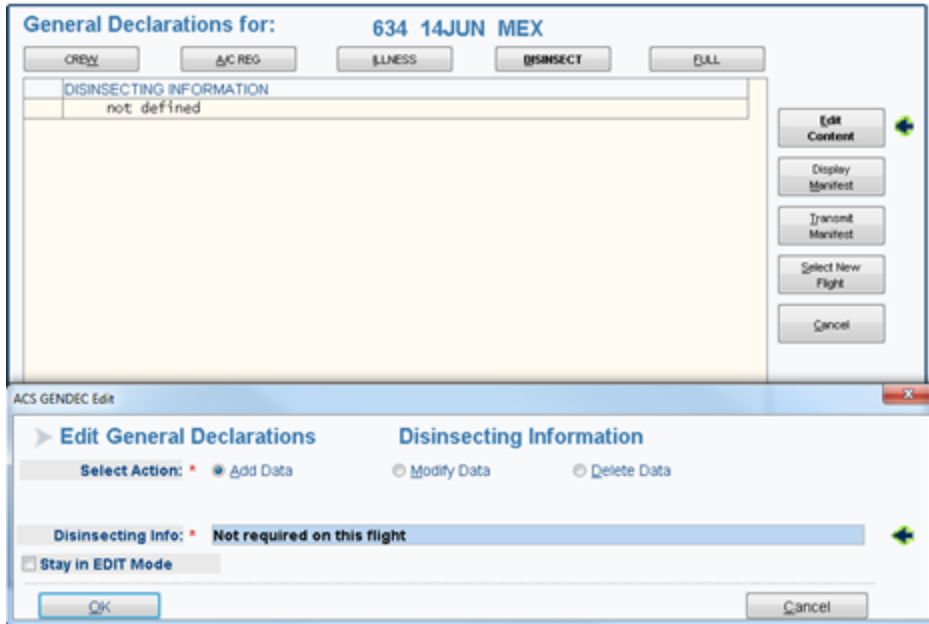To edit Illness information

1. Select Illness and Edit Content

2. The Edit General Declarations Illness Information pop up displays. You have the choice of Adding, Modifying, or Deleting the data.

Note Editing the GENDEC is restricted to EPR keywords GDSPLY or SELECT

14.4   Disinsecting Information

To edit Disinsecting information

1. Select Disinsecting and Edit Content

2. The Edit General Declarations Disinsecting Information pop up displays. You have the choice of Adding, Modifying, or Deleting the data.

Note   Editing the GENDEC is restricted to EPR keywords GDSPLY or SELECT

14.5   Full Information

Once you have entered the different types of information, you can see the summary of it all under Full information. Example:
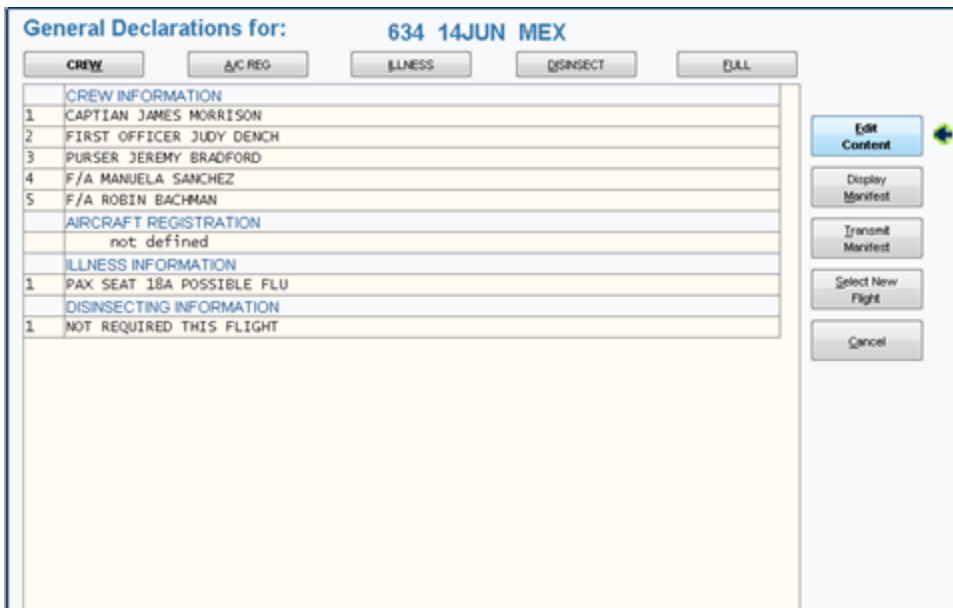
14.5.1 Display Manifest

Select this option if you want to see the Full information before sending it to a printer.

Example:

14.5.2 Transmit Manifest

Select this option to send the manifest to a designated printer.

Check the printer address and type in the number of copies you wish to print. Once you select OK, the manifest is sent.

Note   The manifest can print at a designated printer and at the supervisor printer designated in your station Airport Serving Table (ASA).

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Training Guide

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Passenger Details (Shift+F12)

15

Use the **Psgr Details** label to either display passenger information by seat number, by name, or by line number from a list, or to add or remove an edit by seat number.

Note   The same information can also be found under **F2 Check-in, Shift +F3**.

Please refer to the *SabreSonic Check-in* **Check-in** module for all details on the label Passenger Details.