Freedom To Fly
The Way You Want

Time	To	Flight		Gate	Remarks
2310	Frankfurt	LH	524	C24	Boarding
2320	London-Heath	BA	16	C18	Boarding
2325	Tokyo-Narita	NH	902	D35	Boarding
2325	London-Heath	QF	9	C13	Boarding
2340	Paris-CDG	DL	8377	C22	On Time
2345	Tokyo-Narita	AA	5832	D44	Boarding
0025	Osaka/Kansai	JL	722	D40	On Time
0055	London-Heath	QF	31	C26	On Time
0130	Beijing	CA	970	D30	On Time
0145	Moscow-Domode	UA	516	C23	On Time

Training Guide

Classroom Guide - Res and Ticketing

Sabre.

Software Version 2010

Document Edition 1.0 (05 2017)

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Table of Contents

3   Document Revisions

Date	Section	Description
03/31/2017		Original Creation

1   CSS RES and Ticketing Classroom Guide

The CSS Reservations and Ticketing Classroom Guide works in tandem with the 15 Day *SabreSonic® CSS Reservations and Ticketing* Course. The material presented will identify areas of importance when demonstrating key learning within the *SabreSonic® CSS Interact* System.

As you proceed through the course, open to the corresponding pages in the Classroom Guide to reinforce the material covered by your instructor as you work through the various scenarios.

This Guide includes:

- A 15 Day Agenda of the *SabreSonic® CSS Reservations Ticketing* course.

- Table of Contents

- Extracts from current Reservations Training Guides based upon the agenda.

- Extracts from the current Ticketing Training Guides

- Extracts from the current Electronic Miscellaneous Document (EMD) Training Guides

- Appendix of all Res and Ticketing Guides available to you on the Sabre Community Portal

This Guide does not **include:**

- Your airlines local procedures.

- Screen captures from your airlines partition.

Note   Your instructor may vary the order in which topcs are taught based upon classroom needs and time requirements.

1   Reservations

1.2   Navigation

Notes:

The *SabreSonic® CSS Interact* GUI immediately opens to a splash screen for your airline. `

Three functions exist which will assist you when navigating through the Interact System. They include:

- Menu Bar

- Function Tabs

- Sub navigational Labels
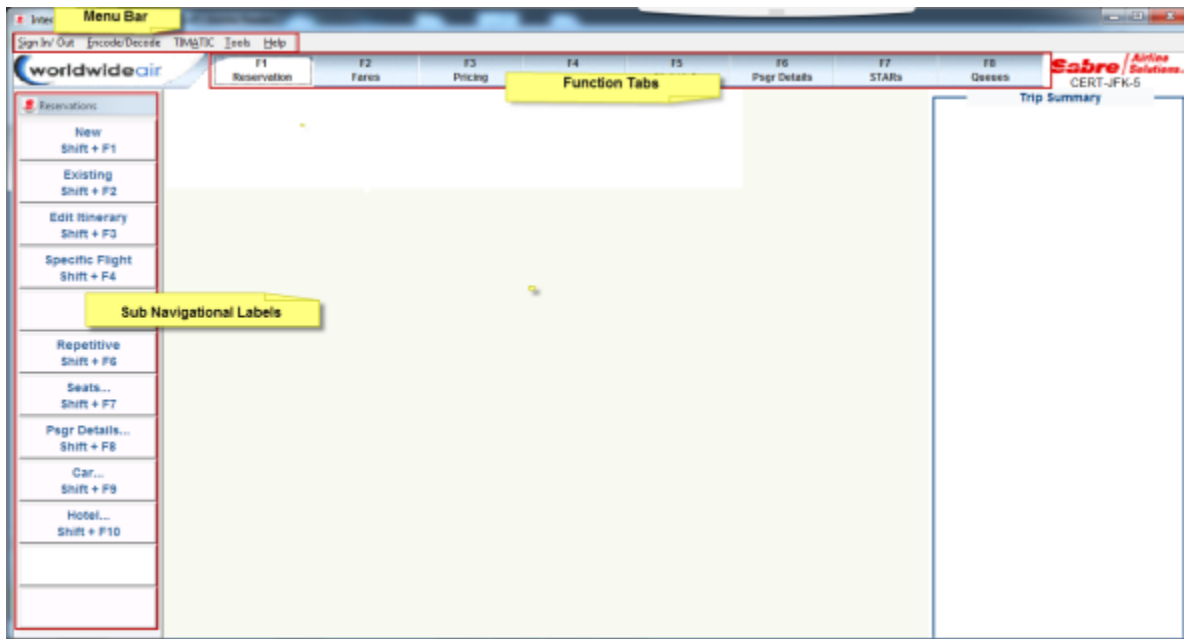
- **Menu Bar**
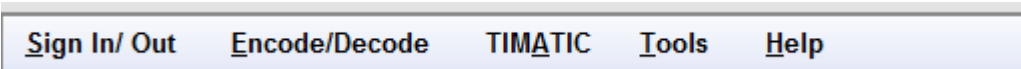
The Menu Bar is a series of drop down menus from topic headings accessible while working within Interact. As you proceed through training you will be introduced to various topics

- **Functional Tabs**

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

The Tab area of Interact allows you to select various functions, from Check-in to Reservation or Ticketing. More on this later.

- **Sub Navigational Labels**

Once a tab is select, corresponding labels associated to the tabs are shown on the left side of the screen. A partially display of these labels are shown below.

Reservations

New
Shift + F1

Existing
Shift + F2

Edit Itinerary
Shift + F3

Specific Flight
Shift + F4
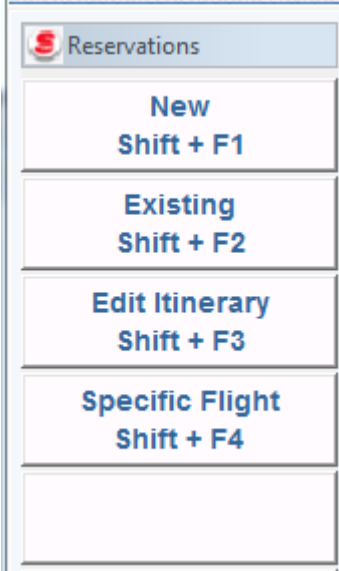
As you work through the various scenarios with your instructor, you'll have a better understanding of the navigation from Tabs to Labels.

1.2.1   Sign In / Sign Out

Notes:

The Sign In / Sign Out is the first menu item.

Sign In/ Out   Encode/Decode   TIMATIC   Tools   Help
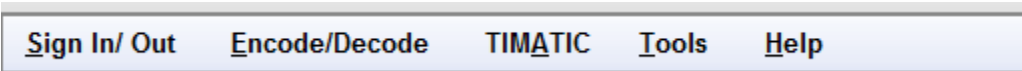
To sign in to Interact

1.   Select the **Sign In/Out** option from the menu bar or select <Alt +S>.

The Sign In/ Out menu displays.
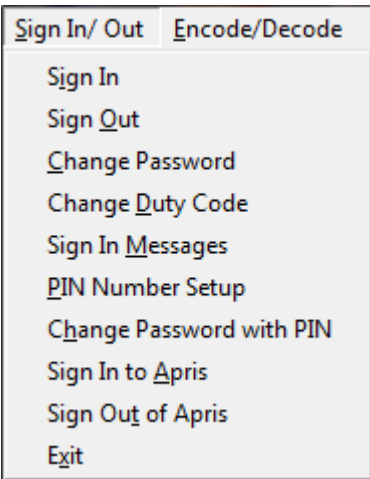
From the menu you can select any option listed. This guide will demonstrate:

- Sign In / Sign Out
- Change Password
- PIN Number Setup
- Sign in Messages

2. Select **Sign In**.

The Sign In window displays:
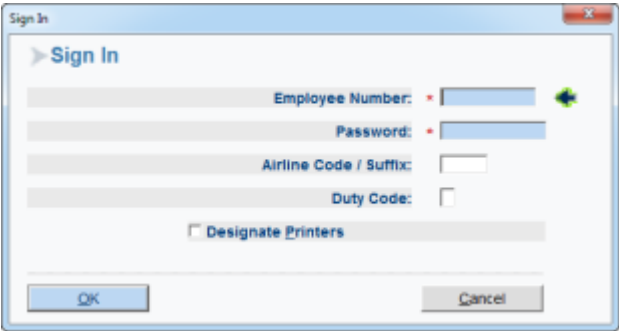
Note Red asterisks (*) indicate required fields

3. Input your employee number.
4. Input your password.
5. Input an airline code (defaults to your carrier); you can add a suffix (if applicable).
6. Change your duty code if applicable (defaults to the highest duty code in your EPR).
7. If applicable, select the **Designate a Printer** check box.

Note You can only designate a ticket printer by signing in with a duty code of 4, 5, or 7.

8. Select **OK**.

If you selected **Designate a Printer**, the Printer Functions window appears next:

You can also access Printer Functions by selecting **CTRL+P** at anytime.
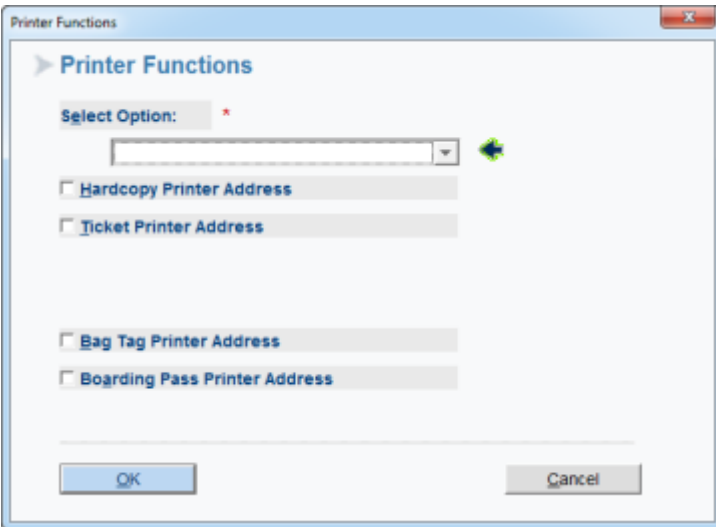
9. Select the Select Option * drop-down menu to view options.

10. Select from the following options (required field):

   a. Select **Designate Printer(s)**.

   b. Select **Hardcopy Printer** (if applicable) and a box appears for the printer address.

   c. Select **Ticket Printer** (if applicable) and a box appears for the printer address. (This option requires the ticket print routine and station number.)

   d. Select **Bag Tag Printer** (if applicable) and a box appears for the printer address.

   e. Select **Boarding Pass Printer** (if applicable).

   The Printer Functions window appears for the printer address:

11. Complete the required information.

12. Select **OK**.

   The OK Printer window appears with a message that the printers are assigned. Click on **OK** to close the window.

You are now signed into the Interact Interface. Your current environment, city, and duty code appears in the upper-right corner. The printer icon indicates you have designated a printer.

Change Password

You are required to change your sign-in password periodically. The system advises you of the upcoming password expiration 10 days before the change date. The new password cannot be the same as the current or the three previous passwords.

To change your password

1. Select **Change Password** from the Sign In/Out drop down menu.

   The Change Password window displays:

2.   Input your employee number.

3.   Input your old password.

4.   Input your new password.

5.   Input your new password a second time to confirm.

6.   Input the airline code/suffix (if applicable).

7.   Select **OK**.

Set Up a PIN Number

Each airline has the option to permit employees to establish a PIN or Personal Identification Number. With a PIN, you can change your password. Each airline has the option to lock out a PIN after a select number of erroneous PIN attempts. If you're locked out, ask a supervisor for assistance.

To setup your PIN number

1.   Select **PIN Number Setup** from the Sign In/Out drop down menu.

   The PIN Number Setup window displays:

2.   Input your 4-digit pin number.

3.   Re-type your 4-digit pin number.

4.   Select **OK**.

  A message window appears telling you your PIN has been established.

5.   Select **OK** again.

1.2.1.3 Display Sign-In Message

When you sign into the Interact interface, a sign in message may display to alert you to new procedures, special promotions, or important announcements. After the initial sign-in, you can redisplay the sign-in message.

To redisplay the Sign In message

1.   Select **Sign in Messages** from the Sign In/Out drop down menu.

2.   The sign in message displays in the work area (see example below).
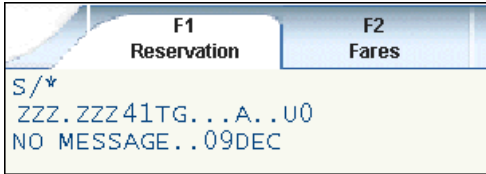
1.2.2   Encode / Decode

Notes:

Encode / Decode is the next menu item.
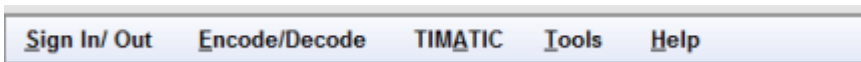
Click on **Encode / Decode** on the menu bar to display the drop down menu. You can also type ALT+E (underlined letter) to display the same information.

- Use the Encode function to translate various entries into valid IATA standard codes.

- Use the Decode function to accomplish the opposite by taking an IATA standard code and translating it to the actual name.

You can encode or decode the following items from the drop down menu.

- City
- State
- Country
- Airline
- Equipment
- Agent Sign /EPR
- Car
- Hotel
- Currency
- Agency
- Airport
- Tax / Base
- Taxes

Let's look at the ones most frequently viewed.

1.2.2.1   City

You can encode or decode a city.

To access this function

1.   Select **Encode / Decode** from the main menu.
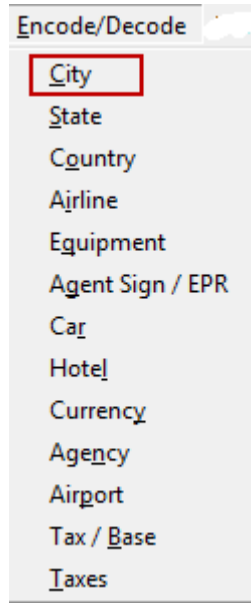
2.   Select **City**.

To encode a city name
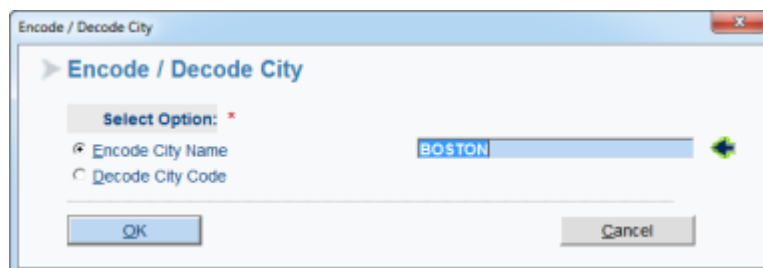
1.   Click the **Encode City Name** radio button.

2.   Enter the **City Name**.

3.   Select **OK**.

A window displays as shown below. The system attempts to make an exact match. If an exact match is not available, it displays a list of probable codes. Including airport, city and rail.
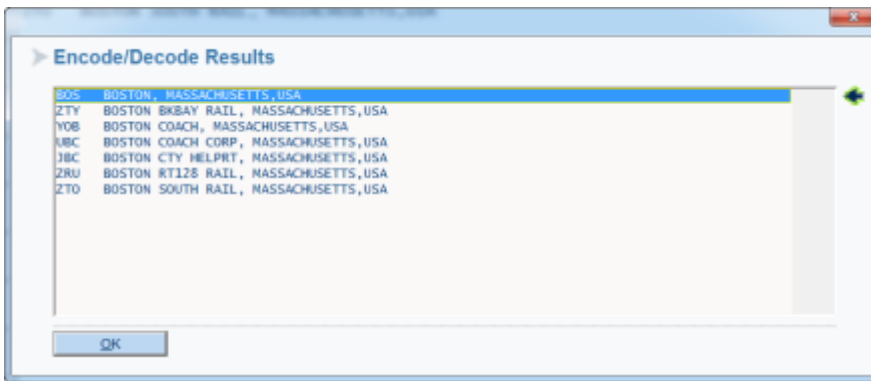
To decode a city code
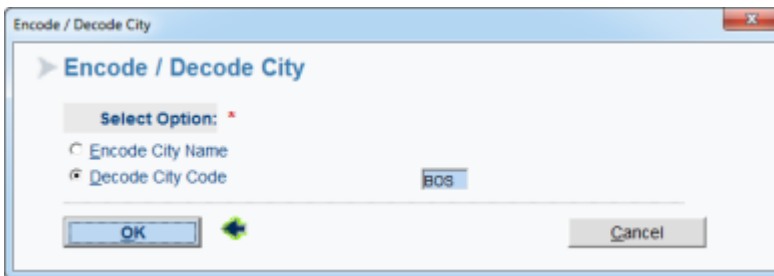
1. Select the **Decode** radio button.

2. Enter the **City Code**.

3. Select **OK**.

A window displays the three-letter city code and country based on your search criteria.
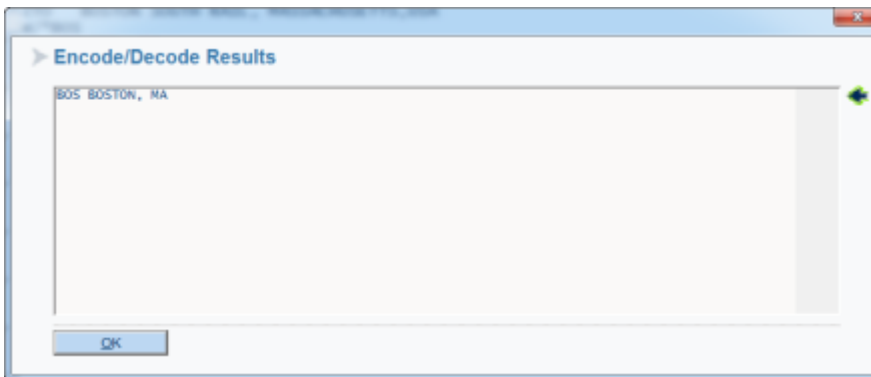
1.2.2.2 Agent Sign / EPR

You can decode EPR numbers and agent signs.

To access this function

1. Select **Encode / Decode** from the main menu.

2. Select **Agent Sign / EPR**.

The Decode Agent Sign/EPR Number   window displays:

To decode EPR numbers

1.   Select the **By EPR Number** radio button (default).

2.   Enter the EPR number.

3.   Select **OK**.

A   window displays with the requested Employee Profile Record (EPR) information.

Note   The EPR details you view may differ. Only authorized personnel at your airline may view the EPR details of other employees. You may be limited to viewing only the first two lines of another employee's details.

To decode agent signs

1.   Select the **By Agent Sign** radio button.

2.   Enter the three-character agent sign code (consists of a single-character Function code and 2-character Agent Sign).

3.   Enter the agent's home station city code (optional, if the agent has the same home station as you).

4.   Select **OK**.

The response displays in the workspace with the information of another agent's Employee Profile Record (EPR).

1.2.2.3   Taxes

Sabre uses a tax database to house the tax codes for each country. During pricing, Sabre first looks for the applicable tax country and the tax codes for that country.

With the Taxes option, you can view tax information by:

1.2.2.4 City

To display city taxes:

1. Select **Encode / Decode** from the main menu.

2. Select the **Taxes**.

3. The Taxes for City, Country or Tax Code window displays.

4. Select the **City** radio button (default).

5. Enter the city code (**MEX**).

6. Select **OK**.

The following example response is for the city code MEX. :

The Rule Information window also displays

7. Enter line number 1 within the Rule Information display, to find out more information about the MX tax.

8. Select **OK**.

Once the tax details are displayed, you will have different rule variables such as city pairs, board point, off point, passenger types, dates of travel etc. These variables are called Sequences. The Cross of Lorraine indicator at the lower right side tells you that additional sequences exist for this rule.

When multiple sequences exist within a tax rule, a pop up allows you to select a sequence number..

9.   Add the Seq number (43) as shown in your tax rule.

10.   Select OK.

The details for that sequence will display.

Each sequence contains the following eighteen Categories, which are the variables within each sequence (not all categories may be applicable to every sequence):

01 Tax	07 Airline	13 Cabin
02 Tax Detail	08 Equipment	14 Discount
03 Sale	09 Passenger Type	15 Miscellaneous
04 Travel	10 Fare Type/Class	16 Reissue
05 Validating Carrier	11 Transit	17 Routing
06 Currency	12 Ticket Designator	18 Refund

During pricing, Sabre first looks for the applicable tax country and the tax codes for that country. Next, the system searches each tax code sequence. The system reviews the categories in each sequence for an applicable sequence match. If an applicable sequence is located, the search stops and the tax is applied.

Remember, that Sabre does the work for you, but this will give you a better understanding of the complexity of tax rules and their application.

1.2.3   TIMATIC

Notes:

Also known as TIM (**T**ravel **I**nformation **M**anual), TIMATIC is a monthly publication which provides detailed information on entry requirements and regulations for nearly 200 countries. A group of International Airlines control TIM and continually monitor and update the contents.

To access the TIMATIC system

1. Select **TIMATIC** from the main menu bar to view the drop-down menu.
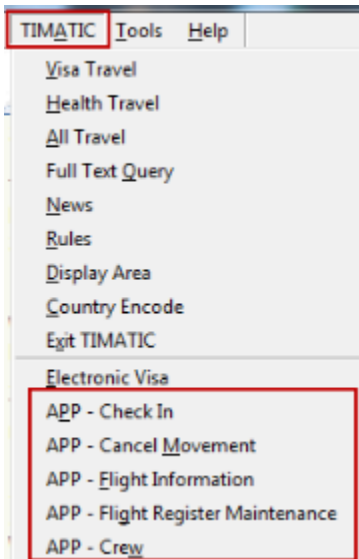
> **Note**   Currently, you can only use APP (Advance Passenger Processing) for travel into Australia, Bahrain, New Zealand and Saudi Arabia. APP options are for airport users and not covered in this module. For more information, refer to the APP Interact module.

2.   Select Visa Travel. this action will access the TIMATIC system.
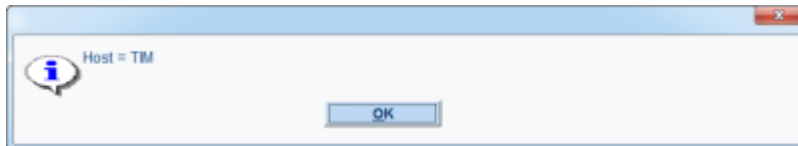
3.   Select **OK** to continue.

The Visa Travel Information window appears.

4. Fill in the requested information.

   a. Passenger Nationality: **US** or **JFK** (Use either 2 letter country code or 3 letter city/airport code)

   b. Passenger Destination: **MX** or **MEX** (Use either 2 letter country code or 3 letter city/airport code)

   c. Alien Residency (Optional) **US** or **JFK** (Use either 2 letter country code or 3 letter city/airport code)

   d. Point of Embarkation - Optional (Use 3 letter city/airport code)

   e. Cities of Transit - Optional : (Use 3 letter city/airport code)

   f. Select **Yes** if the passenger is a Seaman (defaults to No).

   g. Select **Yes** if passenger is a Diplomat (defaults to No)

5. Select **OK** to continue.

The Visa regulations and requirements for the requested nationality, destination, and transit point (if required) display:
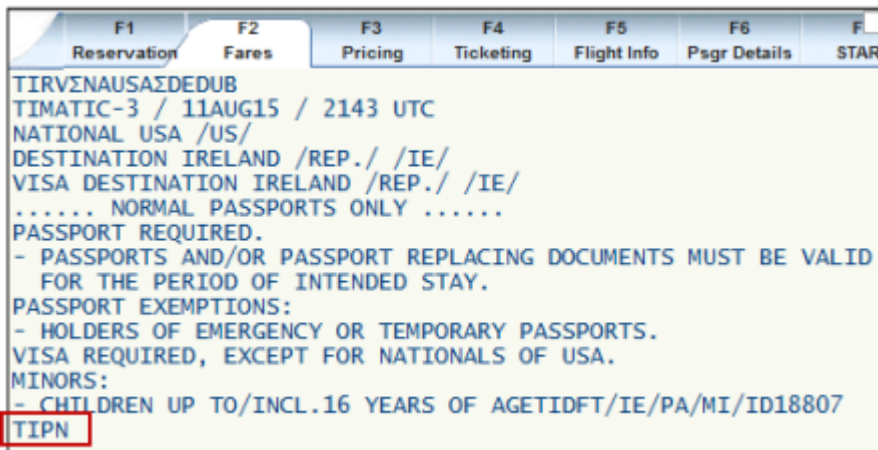
The TIPN notation at the bottom of the display indicates there is additional information on the next page. Select the PGDN key on your keyboard to display the additional information.

The following navigation keys will move you through the displayed TIMATIC information:

Keyboard Key	Function

Keyboard Key	Function
PGDN	Displays next page of information
PGUP	Displays previous page of information
Shift+PGUP	Displays first page of information
Shift+PGDN	Displays last page of information

SCAN COMPLETE notation at the bottom of the screen indicates the end of the available information:

1.2.3.1   Health Travel Information

Many countries require or recommend vaccinations and other measures before visiting. With the Health Travel Information, you can display the requirements, regulations, and recommendations for passengers visiting and transiting in certain destinations.

To display health travel information
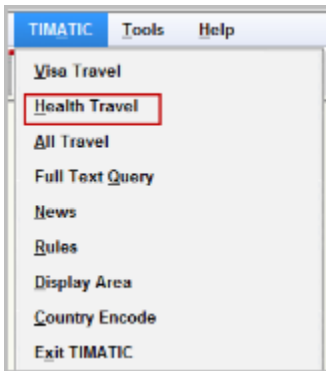
1.   Select **TIMATIC** from the main menu bar.

2.   Select **Health Travel**.

The Health Travel Information window displays:
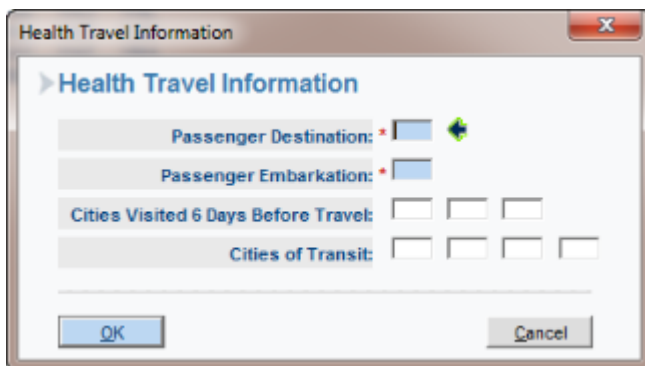
3.   Fill in the requested information:

   a. 3 letter airport/city code or a 2 letter country code in the Passenger Destination field (required).

   b. 3 letter airport/city code in the Passenger Embarkation field (required).

   c. 3 letter airport/city codes in the City Visited 6 Days Before Travel fields (optional).

d. 3 letter airport/city codes in the City of Transit fields (optional).

4.   Select **OK**.

The requirements and recommendations for the destination display:
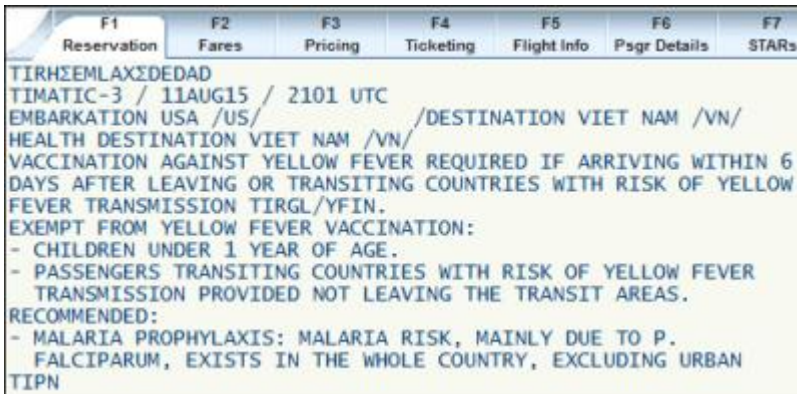
The above response indicates that passengers do not require the Yellow Fever Vaccination, but it recommends vaccination for Malaria Prophylaxis.

1.2.3.2   Exit TIMATIC

To exit TIMATIC and return to the prior operating system (RES) working area:
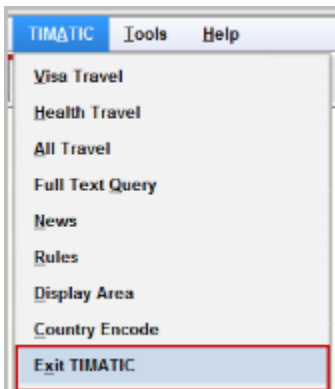
1.   Select **TIMATIC** from the main menu bar.

2.   Select **Exit TIMATIC**.

1.2.4   Tools

Notes:

Select the Tools option from the menu bar. Take a moment to review the various tools options.
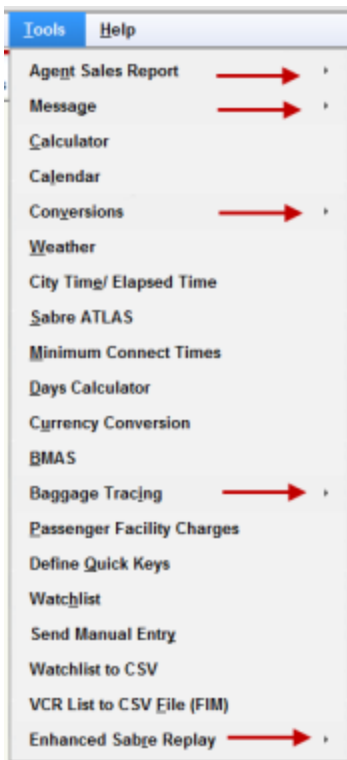
Below is a description of each item of the drop down menu.

Option	Description
Agent Sales Report	Access to the Agent Sales Report
Message	Message option, to create, send, display, modify etc.
Calculator	Simple calculator functionality
Calendar	Displays a full year calendar
Conversion	Convert Temperature, Weight, Liquid and Linear.
Weather	Display current weather conditions as well as current and extended forecast by city.
City Time/Elapsed Time	Options that displays city time, difference between time a two cities, elapsed time and destination time based on origin.
Sabre Atlas	This options displays the closest airport by city name, as well as finding the distance between two points.
Minimal Connect Times	Display the minimum connecting time at a given airport by airline
Days Calculator	Calculates new dates based on number of days forward or back.
Currency Conversion	Conversion of currencies
BMAS	Baggage Management System (needs activation)
Baggage Tracing	Lost baggage tracing local and world
Passenger Facility Charges	To calculate PFC by travel cities selected
Define Quick Keys	To create Quick Keys using Native Sabre formats
Watchlist	To clear passengers from the Watchlist. (airport function)
Send Manual Entry	Option to add Native Sabre formats.
Watchlist to CSV	Not utilized at this time
VCR List to CSV File (FIM)	Airport Function only

Option	Description
Enhanced Sabre Replay	Only for Native Sabre users. It allows for the replay of previously enter formats.

Below are further step process for the following options:

- City Time / Elapsed Time
- Minimum Connecting Times
- Sabre Atlas

Additional options will be discuss during your training.

1.2.4.1   City Time/Elapsed Time

You can calculate the time differences between two cities or the elapsed time during a flight.

To access the City Time / Elapsed Time option

1.   Select **Tools** or <ALT+T>

2.   Select **City Time / Elapsed Time** option <ALT+E>

The City Time / Elapsed Time window appears
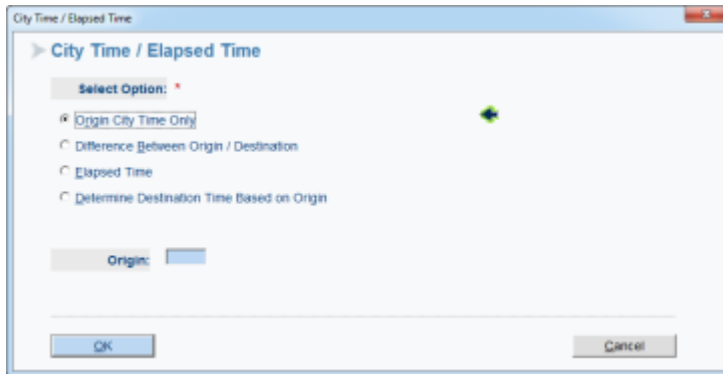
3.   Select from the four options listed.

As each option is selected, a required field displays for additional information.

4.   Select **OK**

1.2.4.2   Sabre Atlas

You can find the closest airports to another airport, to a city, or to a U.S. military base, or find the distance between two of these points.

To access the Sabre Atlas

1.   Select Sabre Atlas from the Tools menu bar.

The Sabre Atlas window appears.
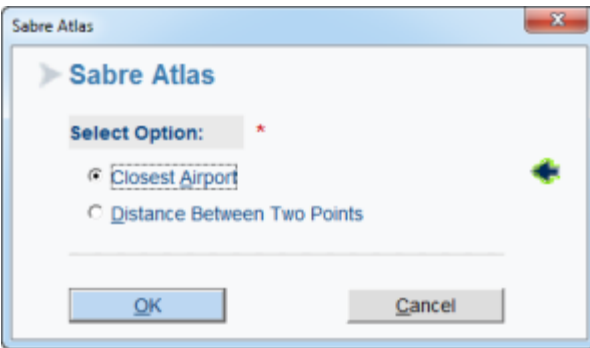
2. Select either **Closest Airport** or **Distance Between Two Points**.

3. Select **OK**

Sabre Atlas displays a list based on the latitude and longitude of the cities listed in the database. Included in the Sabre Atlas database are all airports with a commercial rating, regardless of scheduled or lack of scheduled flights at the time of your request.

In most cases, the Sabre Atlas database reflects the westernized names and spelling of all cities. Example: Florence, Italy instead of Firenze, Italy.

The similar name list response advises at the top, when multiple locations exist, check all choices before booking. If Sabre Atlas cannot match the city name, the response is NO MATCH FOUND.

1.2.4.3 Minimum Connect Times

You can verify the minimum connecting time for a city from one airline to another.

To display the minimum connection time

1. Select **Connect Time** from the Tools menu bar.

   The Connect Time window appears.
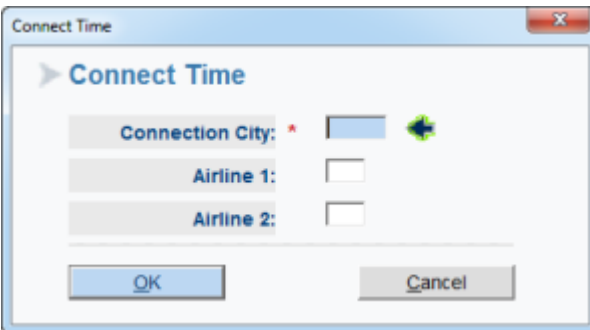
2. Input the Connection City code.

3. Input the Airline code(s) (optional).

4. Select **OK**.

Example response:

```
         F1          F2          F3          F4
     Reservation    Fares      Pricing    Ticketing
T*CT-MIA/AQAY
STANDARD.D/D...D/I...I/D...I/I.
ONLINE    .55  1.00  1.30  1.30
OFFLINE   .55  1.00  1.30  1.30
** OR * ARE ALL
**-** DD  1.15 INTER MIA - MPB
**-** DD  1.15 INTER MPB - MIA
**-** DI  1.35 INTER MPB - MIA
**-** ID  1.50 INTER MIA - MPB
```

The response is broken down by Online (all one carrier) and Offline (multiple carriers). It further breaks down by Domestic to Domestic Travel, Domestic to International, International to Domestic and International to International. Additionally when exceptions occur based on airline and city pair, those will also be noted.

1.2.5   Help

Notes:

Select the **Help** option from the menu bar.

```
Help
  FOCUS              ▸
  Help Menu
  Keypad Help
  LNIATA
  Mode
  Re-connect Host
  Flatfile Version
  Configuration
  Requirements
  About
```
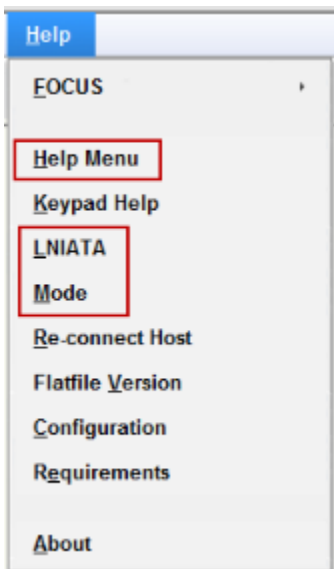
In this manual we will discuss 3 Help functions:

1.   LNIATA - The option will allow you to acquire your set address. This is required when your airlines communications team needs to resolve a technical issue on your set.

2.   Mode - The mode option will display what Sabre partition you are in. Partitions such as CERT and TSTS which is used for testing and training, RES which is the live production system.

3.   Help Menu: The Help menu option provides basic operational and application information. From the Help menu, you can find a functionality quickly and efficiently.

To access the Help menu from the main menu

1.   Select Alt + H key.
2.   Select Enter.

The Help Menu appears.

Display options indicated by using the Quick Key prior to the option name.

Take a moment to review, your instructor will review the Help menu.

1.3   Passenger Name Record (PNR)

Notes:

The passenger name record (PNR) contains all of the reservations information for a passenger. Within Interact, the PNR consists of 5 distinct areas.

1.   Name

2.   Itinerary

3.   Ticketing / Pricing Information

4.   Contact and Address Information

5.   Remarks / Facts

As you proceed with your classroom applications, you'll be introduced to each of these areas and what the necessary information that is required or optiona. Let's begin.

1.3.1 New Reservation - Work flow

Notes:

To begin a new reservation you must select the **Reservation** Tab.

There are two versions of Interact, the Reservations version and the Airport version. The Navigation Tabs in the Airport version is slightly different. That is because the airport version of interact handles both Reservations and Airport functions. Therefore, depending on which version of Interact you have the Reservations tab will either be in the F1 position or the F6. Take a moment to review below.
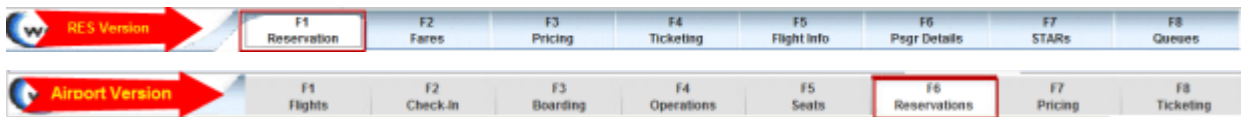
For our purposes we will work within the Reservation version of Interact.

New Reservation

1.   Select the **Reservations** Navigation Tab.

   Once the Reservations tab is selected, the labels on the left hand side will change.

2.   Select the **New** label.

   The New Reservation screen appears.

3. Complete the following areas: **From / To, Departure Date / Return Date** and **Number in Party**.

   Note   The Search by area is pre-selected based on your airlines requirements. If you need to change the default, just click on the appropriate radio button.

4. Select **OK** to view availability.

   The New Reservation: Air Availability window appears.

The display includes:

- **Alternate dates** - Tabs located at the top of the screen allows you to easily move availability from one date to another.

- **Schedule of availability** - Includes flight availability for the date, city pair, and fare types.

- **Passenger selection** - Includes number of passengers, class of service and line number to sell from availability.

- **Select Options** - Optional areas that will be discuss later in training.

- **Action** - **OK** action to sell, **Back** to move to the previous page, **More**, for additional options, **Fare Quote** to review a full fare quote and **Cancel** to cancel request.

5.   Click to highlight the **Flight Schedule** that the passenger desires.

6.   Add the **Number of Passengers** to sell.

7.   Add the **Class of Service** (booking code) Q in this scenario.

    Note   The line number has been filled in for you when you highlighted the desired flight above.

8.   Select **OK** to sell the out bound flight and view return availability.

The New Reservation: Air Availability displays for the return.

9.   Click to highlight the **Flight Schedule** that the passenger desires.

    Note   Since this is the return, Sabre will make certain assumptions:

- Number of passengers will be the same

- Class of Service will be the same unless manually changed

- The Line number will reflect the flight highlited above.

10.   Select **OK** to continue.

The New Reservations: Price Itinerary screen appears.
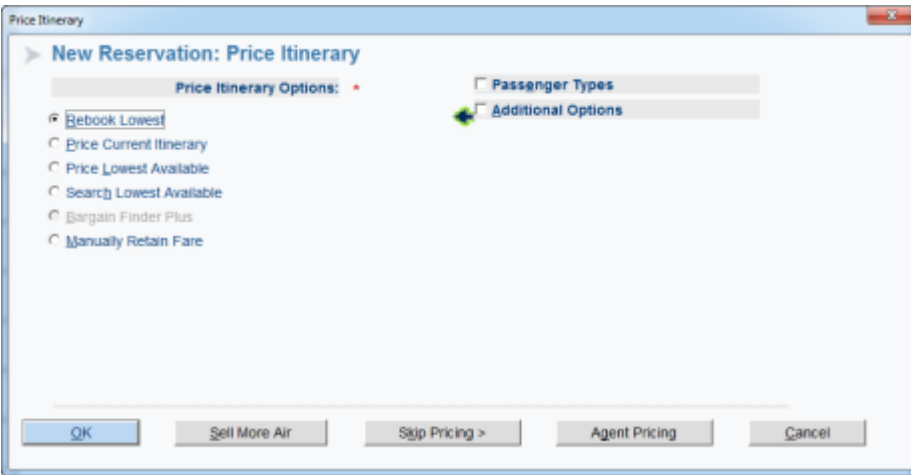
There are several pricing options on this screen. Take a moment to review the table below.

Note   The first two option are default settings chosen by your airline.

Option	Description
Rebook Lowest	To find a lower class of service available, rebook and price.(default setting)
Price Current Itinerary	To price the itinerary as booked. (default setting)
Price Lowest Available	Directs Sabre to look for a lower fare and price it only.
Search Lowest Available	Searches for the lowest available fare.
Manually Retain the Fare	Override that allows you to write in an amount in order to end the PNR. Ticketing cannot occur until the manual price has been stored into a Price Quote PQ
Passenger Type	Sabre defaults to adult, this option allows you to select another passenger type.
Additional Options	To display a list of additional pricing options
OK	Continue to price as selected
Sell More Air	To add additional flight segments before pricing.
Skip Pricing	To skip over the pricing area
Agent Pricing	To manually price an itinerary
Cancel	To cancel pricing.

11.   Using the default option, select **OK** to price itinerary.

The Price Quote pop up appears.
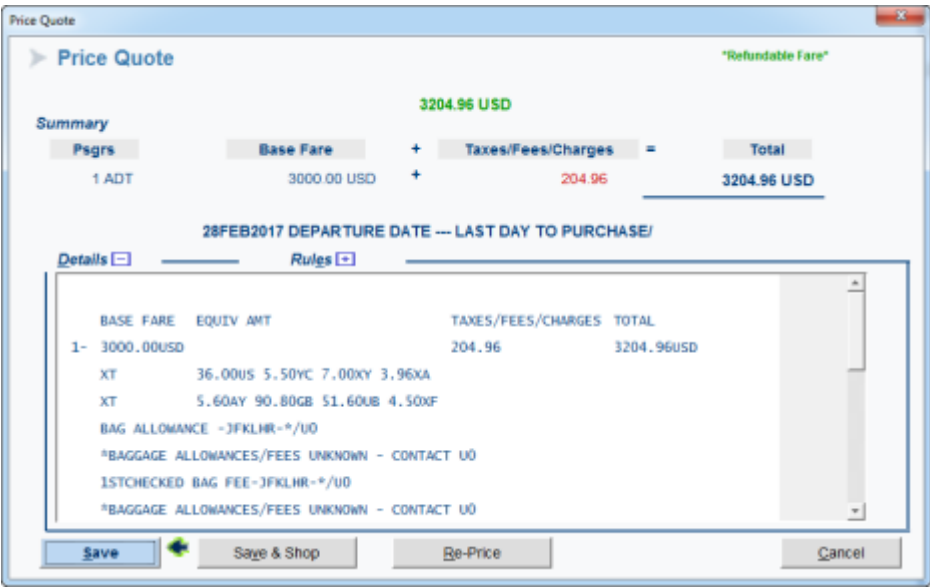
The Price Quote is summary of the total cost of the transportation. It details

- Number and type of passengers
- Base Fare
- Taxes and Fees
- Total Price

Additional Details indicator [Details −] with a dash opens up the fare details . The Rules indicator [Rules +] when selected will give you fare rules information. You will be introduced to fare rules later in this program.

Review the action button in the table below.

Options	Description
Save	To store the price quote as shown.
Save & Shop	Stores the original price quote while bringing you back to the New Reservation window to create a new search.
Re-Price	Returns back to the Price Itinerary Screen.
Cancel	To cancel the price quote.

12.   Select **Save** to retained the price quote for ticketing.

The New Reservation - Passenger Details screen appears.

13.   Add the **Last** and **First Name**. (use the tab key to move between brackets)

14.   Add the **Phone Number** and **Type**.

15.   If required by local procedures, you may add information such as:

- Email address

- Frequent traveler information

- Remarks

Review the action buttons and their descriptions below.

Options	Description
OK	To enter the information and continue
Service Rqust...	To add special service information, Wheelchair, Meet and Assist, etc.
Travel Docs...	To add contact information, passports and other documentation required for travel.
Assign Seats...	One of several areas to assign seats
Special Meals...	To order special meals.
Cancel	To cancel out of passenger details.

16.   Select **OK** to enter the information and continue.

The Purchase Details options appears.
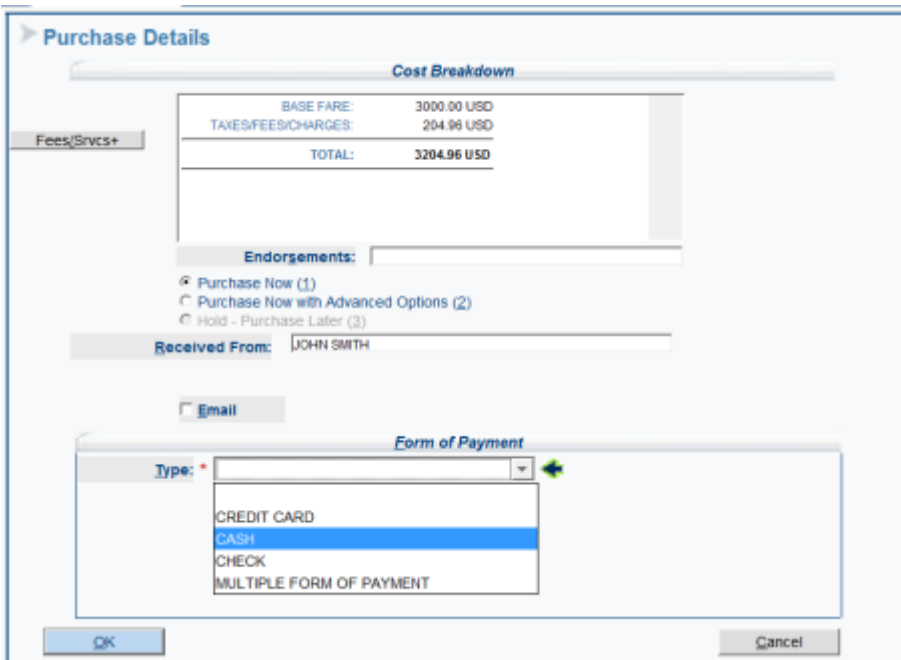
The Purchase Details screen will first give you a cost breakdown for the entire itinerary. The Fees / Service box to the left will allow you to purchase additional items or ancillaries along with the ticket purchase. Ancillaries will be discuss later in training.

The default is set to Purchase Now. This can be changed to Advanced Options if you so choose to hold the reservation for a later time. Your instructor will demonstrate this option for you.

17. Add the **Received From** information. (Who are you speaking with)

18. Select the **Form of Payment - CASH** for this purchase.

19. Select **OK** to issue ticket and redisplay the PNR.
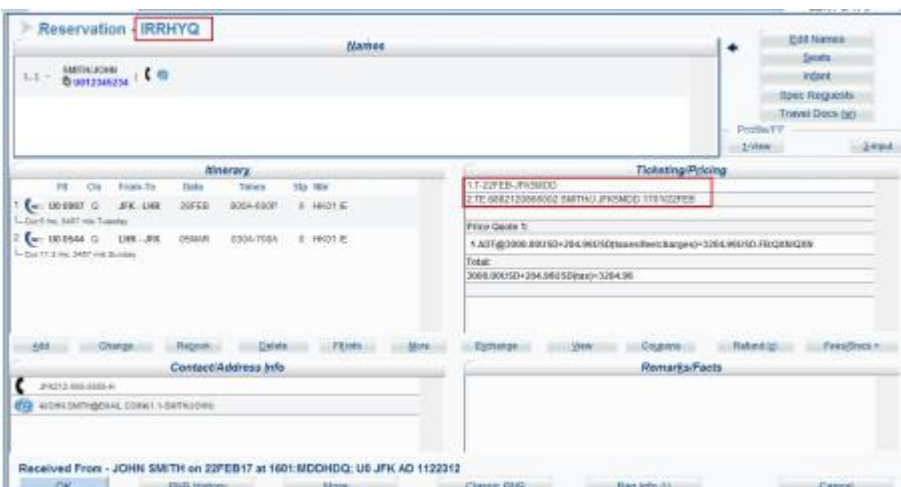
The PNR redisplays.

Once the PNR is redisplayed, the Record Locator will appear in the upper left side of the screen. The record locator is made up of 6 random letters. This locator is unique for this reservation, for your customer only and is used to retrieve the PNR for future use.

Additionally, the Ticketing / Pricing area has been updated with the Ticket Number, Name, Location and Date of Issue.

A more in depth look at ticketing will be seen later in the course.

1.3.2 Reservation with Multiple Passenger Types

Notes:

This next example will demonstrate creating a Reservation with Multiple Passenger Types, including an Adult, Child and an Infant not occupying a seat.
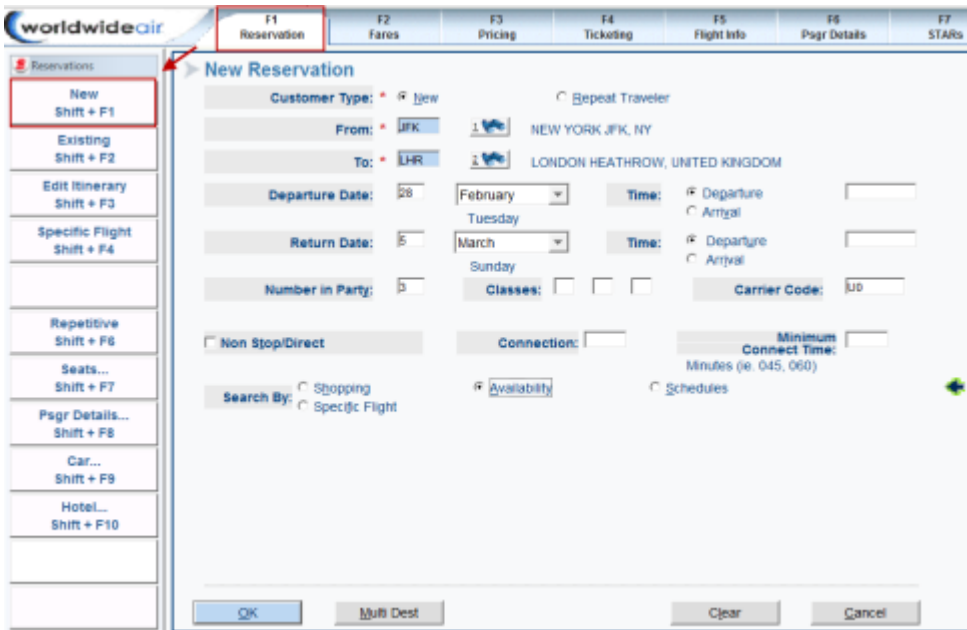
1. Select the **New Label** from the Reservations Tab.

2. Complete the New Reservation Screen

   - City Pair - **JFK LHR**

   - Departure Date - **28 FEB**

   - Return Date - **05 MAR**

   - Number in Party - **3**

3. Select **OK** to view availability.

   The Air Availability Screen for the outbound displays.

4. Click to highlight the **Flight Schedule** preferred.

5. Add the **Class of Service** indicator (Q) at the bottom

   Note The number of passenger has been pre-filled in from the previous screen, and the line number added automatically from the highlighted selection above.

6. Select **OK** to capture selection and display return availability.

   The return Air Availability screen displays.

7. Click to highlight the **Flight Schedule** preferred.

8. Select **OK** to capture selection and continue.

Note The Class of Service (Q) will be assumed taken from the outbound selection unless changed manually.

The Price Itinerary pop up appears.

As stated previously this scenario will be for a family with 2 adults, 1 child and an infant not occupying a seat. Since we have 3 different passenger types we will have to direct *Sabre* accordingly.
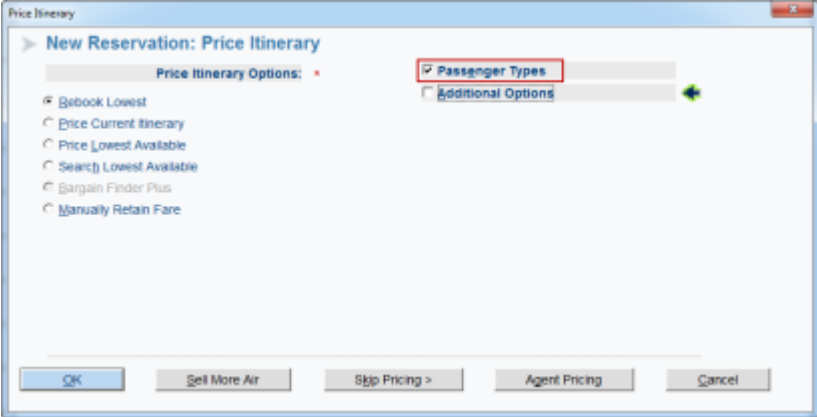
9. Click the **Passenger Types** options

. The Price Option: Passenger Types screen appears.

.
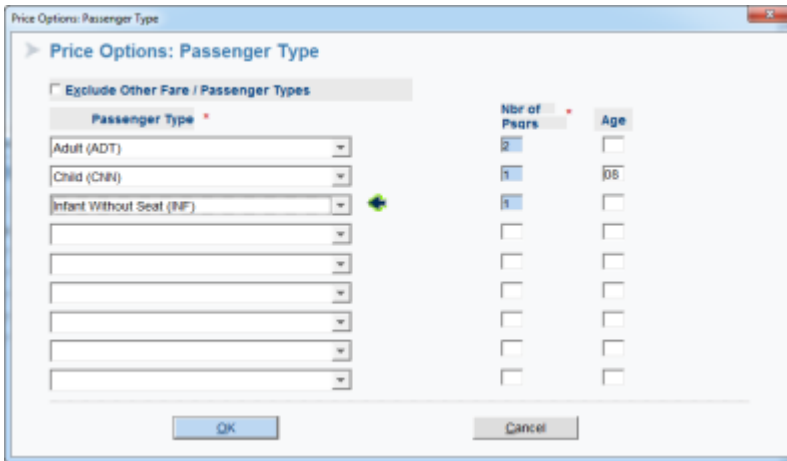
10. Select the three passenger types from the drop down menus. Include the number of passengers within that type and if a child, the age in two digit format.

  - Adult (ADT) 2

  - Child (CNN) 1 Age 08

  - Infant Without Seat (INF) 1

11. Select **OK**

The Price Itinerary screen re-appears.
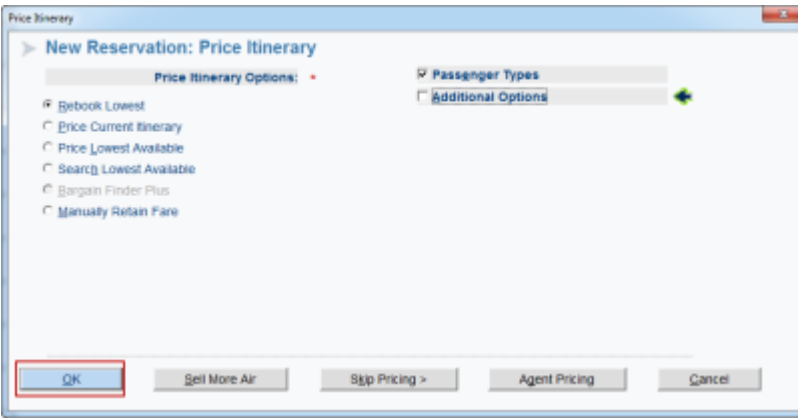
12. The passenger types have been entered, therefore select **OK** to price.

The Price Quote screen appears.
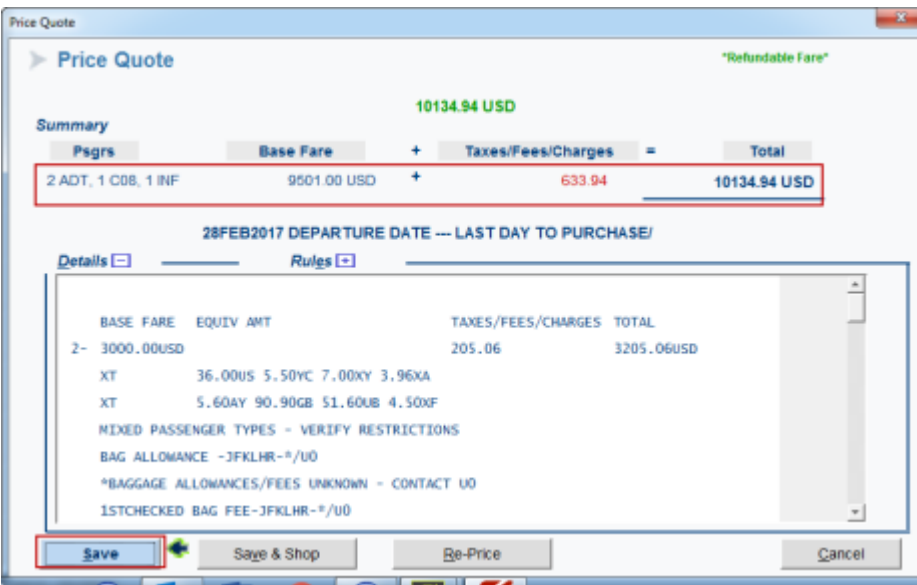
The Summary shows the 3 individual Passenger Types, 2 ADT, 1 C08 and 1 INF along with the total price of all passengers. The detail information will show the individual prices per passenger type.

13. Select **Save** to store the 3 price quotes and continue with the reservation.

The Passenger Details screen appears.

14. Add the **Passengers Names** for those passenger occupying a seat and the telephone number. If all passengers have the same surname, you only have to write it once, then add the individual first names.

   Note Use MSTR or MISS titles when the passenger type CNN is used.

15. Select the **Add Infant** button to include the infant not occupying a seat information.

   The Infant Information pop up appears.

16. Add the Infant Information, **Last Name** and **First**.

17. Click to highlight the adult passenger to associate with the infant.

18. Add the Infants **Date of Birth.**

19. Select **Add Infant** button to continue.

   The Infant Information screen refreshes.
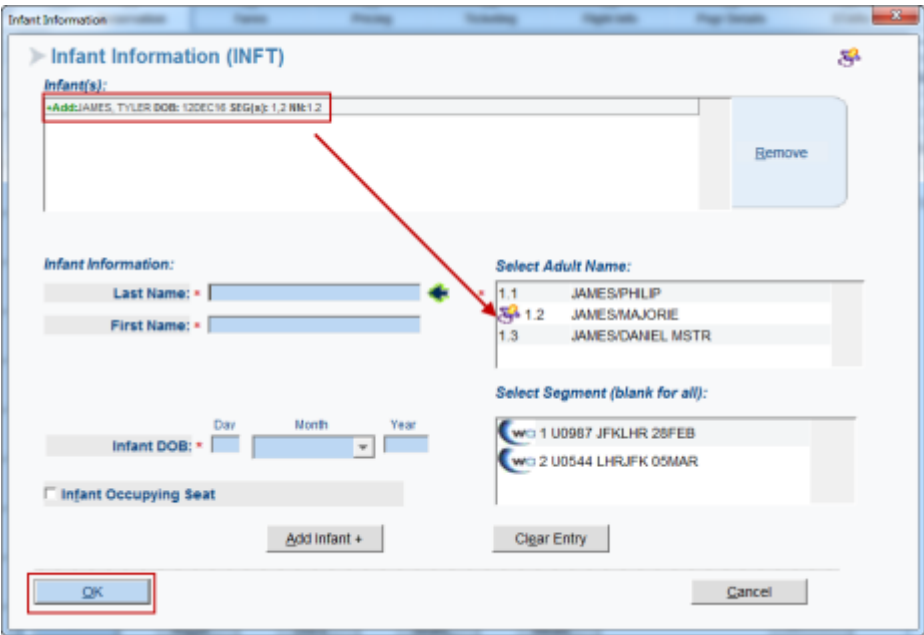
The infant information has been added, and the association to the adult passenger is shown by the addition of a pacifier prior to the adults name number.

20.   Select **OK** to continue.

A reprice pop up appears with the addition of the infant.
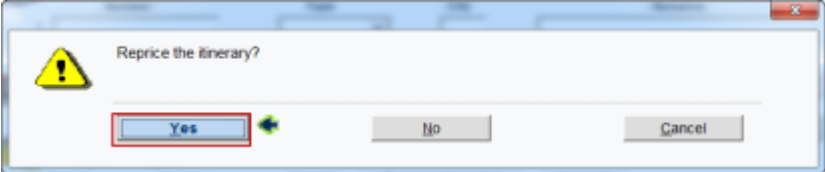
21.   Even though we original priced the infant, you are required to select **Yes** to reprice the passengers.

The Price Quote reappears.
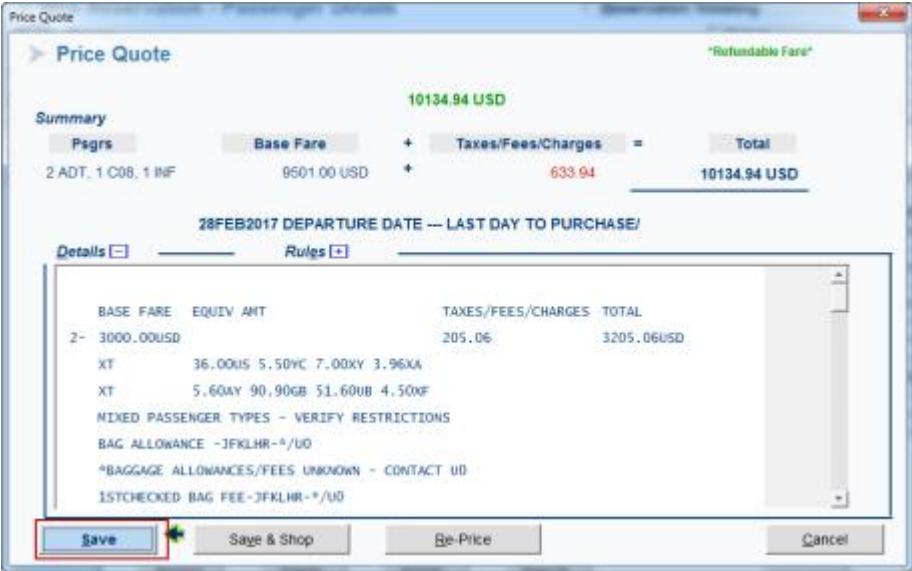
22.   Select **Save.**

The Passenger Details screen re-appears.

23.   Select **OK** to continue.

An informational pop up request to create a traveler profile appears.

24.   Select **NO** for this application. Passenger Profiles will be discussed later in training.

The Purchase Details screen appears.

25. Add the **Received From** information

26. Select **Cash** as Form of Payment

27. Select **OK** to issue the tickets and end and retrieve the new PNR.

The PNR is now complete. Take a moment to look over the information below.

1.3.3   Price Quote Records

Notes:

Once an itinerary has been priced, a Price Quote (PQ) record must be created for ticketing to occur. A PQ can be shared by more than one passenger as long as they belong to the same passenger type. i.e., ADT (Adults)

When a PNR is created with multiple passenger's and passenger types, a PQ record is created for each passenger type.

In the previous example we had three passenger types, ADT, CHD and INF. Let's take a look at the Ticketing / Pricing area of the PNR.
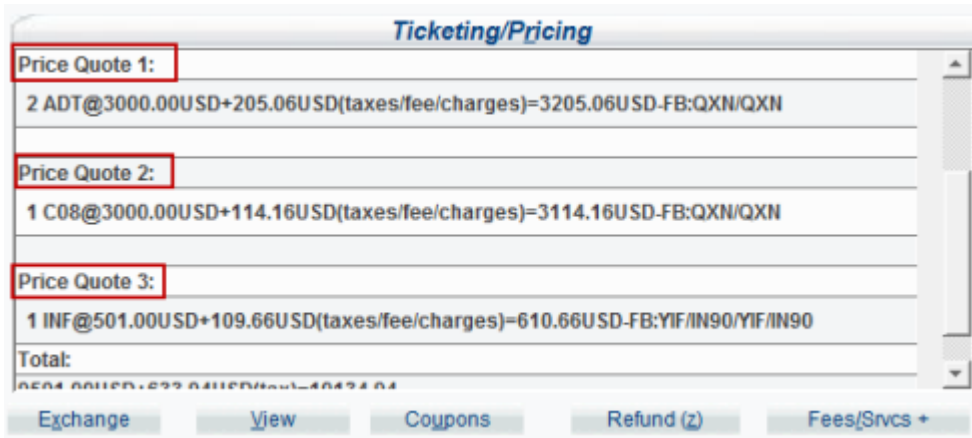
When the priced itinerary was save, it created 3 PQ's automatically, one for each passenger type.

- PQ1 for the Adult passengers

- PQ2 for the child

- PQ3 for the infant

Take look at the pricing options available.

Price Itinerary Screen
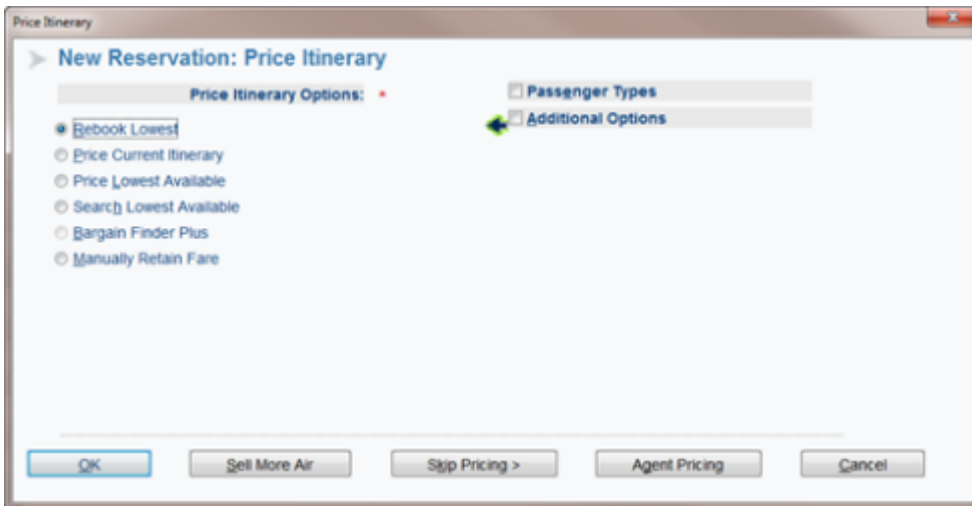
To review the main pricing options include:

Option	Description
Rebook Lowest	To find a lower class of service available, rebook and price.(default setting)
Price Current Itinerary	To price the itinerary as booked. (default setting)
Price Lowest Available	Directs Sabre to look for a lower fare and price it only.

Option	Description
Search Lowest Available	Searches for the lowest available fare.
Bargain Finder Plus	Search on all airlines (setting must be turned on by airline)
Manually Retain the Fare	Override that allows you to write in an amount in order to end the PNR. Ticketing cannot occur until the manual price has been stored into a Price Quote PQ

Two additional pricing options exists:

- Passenger Type

- Additional Options

When selected a pop up window will display additional options for each.

Passenger Type
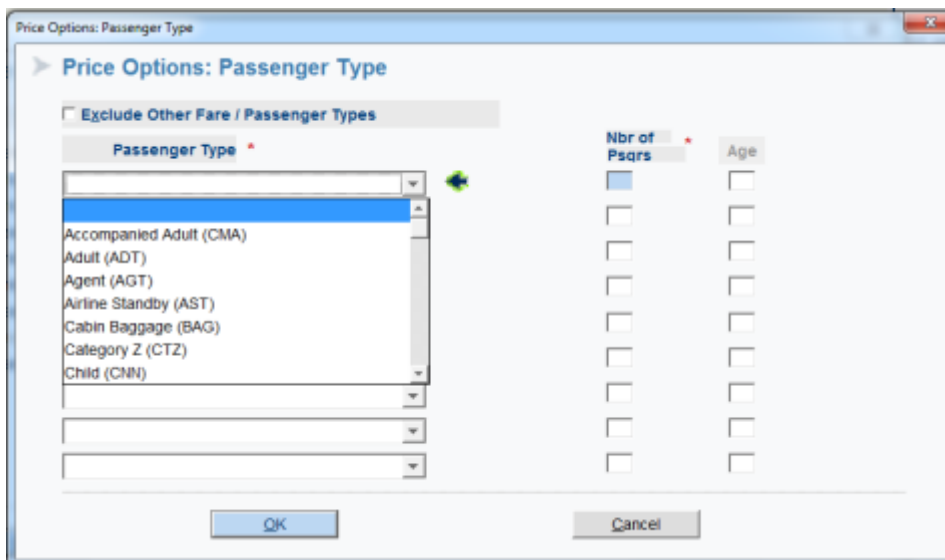
The passenger type allows for the selection of a variety of passenger types. These passenger types are selected by your airline based upon their fares structures.

Additional Options
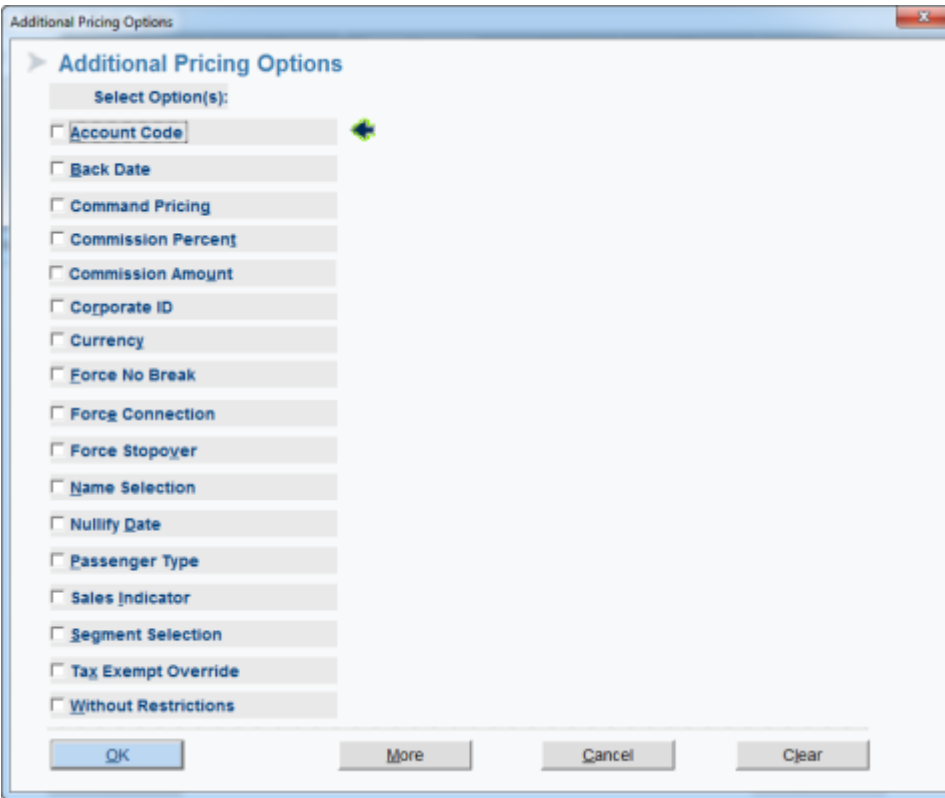
Take a moment to review the description of each options.

Option	Description
Account Code	Identifies a specific contract with an agency or corporate customer
Back Date	Price the itinerary based on a past date
Command Pricing	Price an itinerary with a specific fare and then override fare rules
Commission Percent	Use this option only if your carrier allows commission on sales
Commission Amount	Use this option only if your carrier allows commission on sales
Corporate ID	Identify the negotiated fares for a specific corporate customer
Currency	Price the itinerary in a specified currency
Force No Break	Sabre system does not break an airfare where it normally would. Input the segment numbers of the connection.
Force Connection	Sabre system creates a connection where it normally would not. Input the segment numbers of the connection.
Force Stopover	Force Stopover causes pricing to calculate the fare as if a stopover is occurring at the indicated segment. Input the first segment numbers involving the stopover.
Name Selection	Price the itinerary for a name number or name range.
Nullify Date	Sabre system ignores the date when validating advance purchase requirements.
Passenger Type	Specify a passenger type. You may specify up to nine different passenger types per PNR.

Option	Description
Sales Indicator	Indicate the point of sale or ticketing city. Input a 3-letter city code or airport code(s). This overrides the default currency of your AAA (your location).
Segment Selection	Price only the itinerary segments or range of segments selected.
Tax Exempt Override	Override the taxes the system applies to an itinerary.
Without Restrictions	Price using fares that do not have the specified restrictions.

More Options

1.3.3.1   More Pricing Options

From the Additional Pricing Options window, you may also select the More button to see the More Pricing Options window, as shown below:
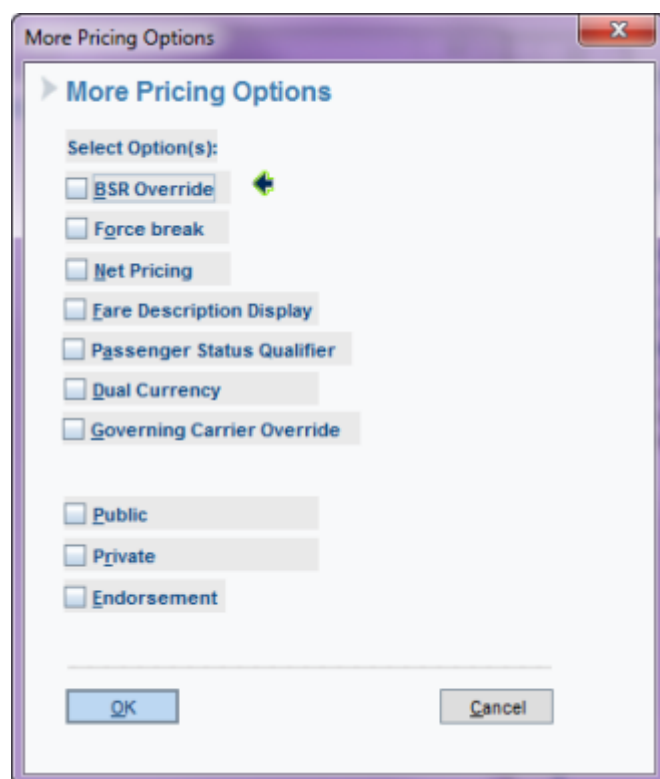
The following itinerary pricing options are available and are described below.

Option	Description
BSR Override	Select this option to manually enter the BSR (Bankers Selling Rate).
Fare Break	Option that directs Sabre to break a fare at a connecting point
Net Pricing	Select this option if Net Ticketing is valid for your carrier. The Net amount is required and you can add a CAR contact agreement reference number or value code by selecting this option. The net remittance represents the amount of money to be collected. This amount is exclusive of taxes. **Note** Contact Customer Care to activate Net Ticketing.

Option	Description
Fare Description Display	Select this option to see all the fare information.
Passenger Status Qualifier	Select this option to qualify the passenger as an employee, a national, or resident of a certain country. The 2-character qualifier determines pricing.
Dual Currency	Select this option to see a specific currency in the pricing display. Input the currency code. The price redisplays in that currency.
Governing Carrier Override	Select this option to specify the governing carrier. Input the carrier code.
Public	Select this option to price Public filed fares rather than any applicable Private fares.
Private	Select this option to price Private filed fares rather than any applicable Public fares.
Endorsement	Select this option to add information on fare restrictions.

Displaying a Price Quote

Once a PQ is saved it is tagged with an A for Active Status. During it's life cycle, PQ status codes can change. Here are the different Status Codes for a PQ.

- A = Active

- I = Inactive

- M = Manual

- X = Expired

Note   A Ticket can only be issue when the PQ is in active status.

To display a PQ in your work area, use the **Display Fares** Label from the **Pricing** Tab.
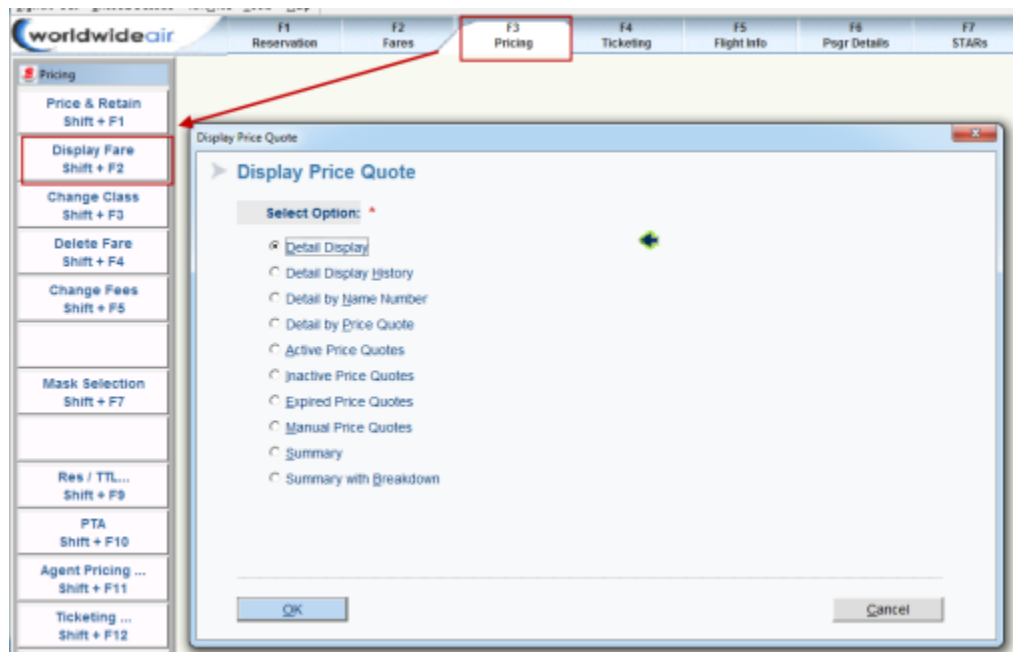
Below are the descriptions of each option.

Display Fare Option	Description

Display Fare Option	Description
Detail Display	Display detailed information about the retained Price Quote Record
Detail Display History	Display the history of previously stored Price Quote Record
Detail by Name Number	Display the Price Quote Record by name number
Detail by Price Quote	Display a specified Price Quote Record when more than one exists in the PNR
Active Price Quotes	Display all the Price Quote(s) that have an active status
Inactive Price Quotes	Display the Price Quote(s) that have an inactive status
Expired Price Quotes	Display Price Quotes that have an expired status
Manual Price Quotes	Display manual Price Quote(s), which have a status code of "M"
Summary	Display a summary of Price Quote Records by name number
Summary with Breakdown	Displays a summary of PQR by name number with base tax total breakdown

1.3.4   Space Available Reservation and ZED Pricing

Notes:

The first scenario will discuss how to build a Space Available PNR when no pricing or ticketing is required.

The 2nd scenario will discuss building and pricing at a Zonal Employee Discount (ZED) Fare for airline employee travel with electronic tickets.

Note   Check your airlines local procedures as they may vary from this process.

1.3.4.1   Space Available Reservation

1.   Display the New Reservation screen.

2. Complete the screen and select **OK** to continue.

The New Reservation: Air Availability screen appears.

For airline employees traveling space available, the **MM Space Available** option must be selected from the drop down menu in order to avoid removing a seat from inventory. This action will classify this PNR as Space Available.

3. Click to highlight the **Flight Schedule** that is preferred.

4. Select the **Class of Service**, for this scenario select **Y**.

Note Check your airline policy on class of service for Non-Revenue Space Available Travel.

5.   Select **OK**.

The Air Availability for the return flight displays.
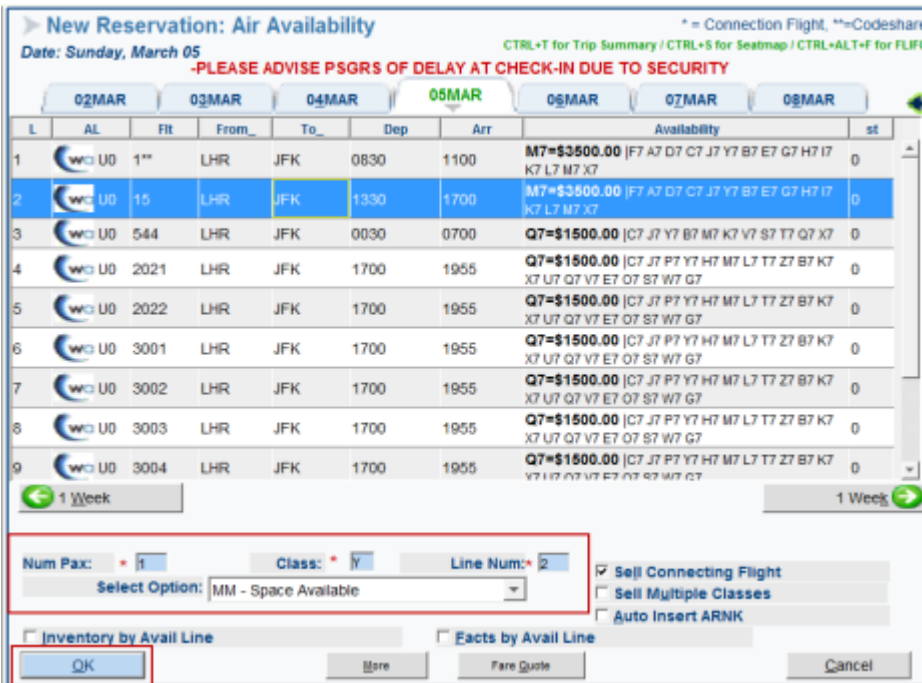
6.   Click to highlight the **Flight Schedule** that is preferred.

Note   The number of passengers, class of service and line number is pre-filled in for you unless changed manually.

7.   Select **OK** to continue.

The New Reservation: Price Itinerary screen displays.
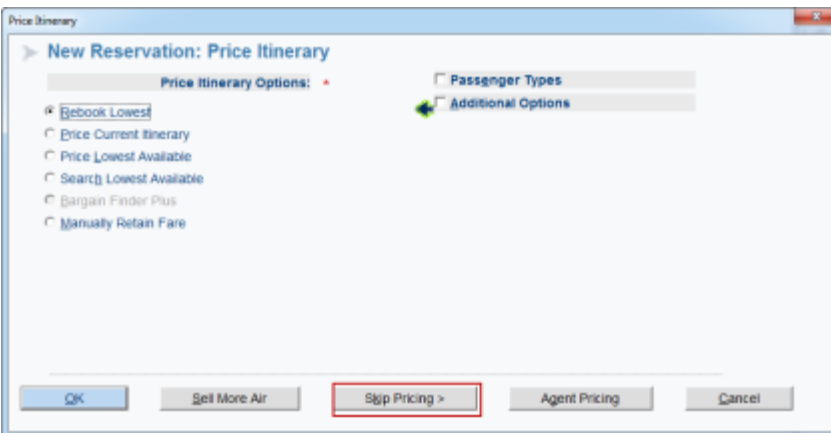
Space Available travel in this scenario does not require a ticket, therefore no pricing or PQ is required.

8.   Select the **Skip Pricing** option to continue.

The Passenger Details screen appears.

9. Add in the passengers **last** and **first name**.

10. Select **OK**.

The End Transaction window appears.

Note The System has created an automatic Timelimit for ticket. Since no ticket is required we must change this field to 30 minutes before flight.

11. Add a **Received From**.

12. Select the **Change Ticket Time Limit** area.

13. Select **OK**.

The Ticket Time Limit pop up appear.
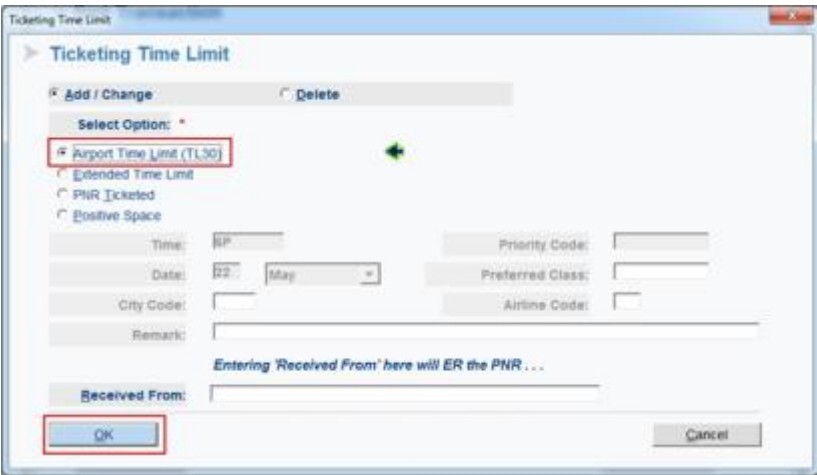
14. Select **Airport Time Limit (TL30)**

15. Select **OK**.

The End Transaction window reappears.
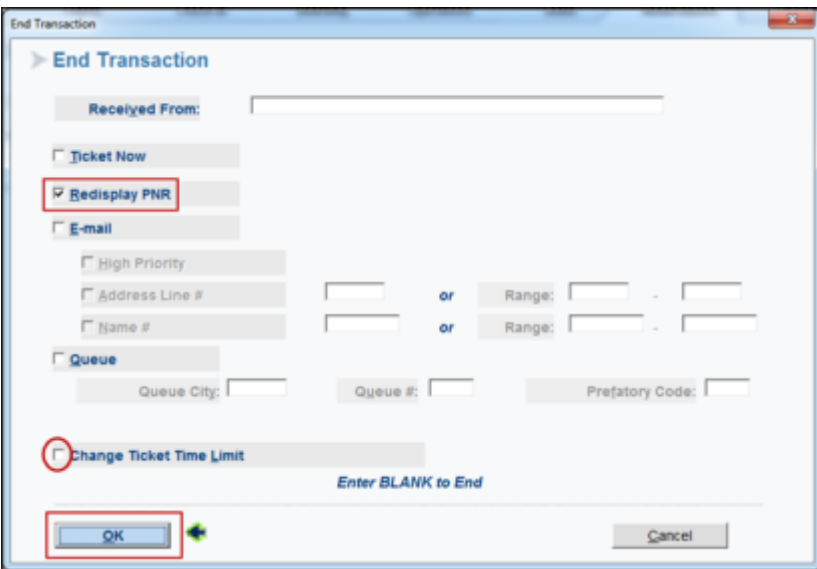
16. Select **Redisplay PNR**

17. Un-select the **Change Ticket Timelimit**

18. Select **OK** to continue.

The PNR is now complete.

This scenario will demonstrate creating a PNR and pricing for Zonal Employee Discount Travel (ZED) . ZED travel is space available travel on airlines for which an Interline Electronic Ticketing (IET) agreement exists.

This training document will demonstrate pricing if the ZED fares are filed through the Airline Tariff Publishing Company (ATPCO). When this occurs, you will be able to price utilizing ZED as both Ticket Designator and Passenger Type.

Note   Details for specific pricing and ticketing options will be discussed with your local trainers.

If ZED fares are not filed through ATPCO, than the Agent Pricing Mask will be used in conjunction with the ZED fare chart belo.

ZED Fares are based on distance and seasonality and are issue in USD as shown below.

ZED FARES - ADULTS					ZED FARES - CHILDREN				
Effective 01 OCTOBER 2011					Effective 01 OCTOBER 2011				
ZED Space Available - Economy Class Fares					ZED Space Available - Economy Class Fares				
Zone	Distance in miles	ZL USD Fare	ZM USD Fare	ZH USD Fare	Zone	Distance in miles	ZL USD Fare	ZM USD Fare	ZH USD Fare
		YIDZLxR2	YIDZMxR2	YIDZHxR2			Y IDCLxR2	Y IDCMxR2	Y IDCHxR2
1	1 - 450	22	34	41	1	1 - 450	15	23	27
2	451 - 750	24	35	51	2	451 - 750	16	23	34
3	751 - 1600	32	47	63	3	751 - 1600	21	31	42
4	1601 - 3200	49	66	102	4	1601 - 3200	33	44	68
5	3201 - 4080	59	80	136	5	3201 - 4080	40	54	91
6	4081 - 5000	63	91	153	6	4081 - 5000	42	61	103
7	5001 - 6100	77	99	165	7	5001 - 6100	52	66	111
8	6101 - 7100	102	126	217	8	6101 - 7100	68	84	145
9	7101 - 9999	103	127	219	9	7101 - 9999	69	85	147

Note   The above ZED Chart is for reference only; the dollar amounts may not be accurate, please refer to your current ZED Space Available Fares Chart. The prices reflect economy travel booked in Y inventory.

1. Display the New Reservation screen.

2. Complete the screen and select **OK** to continue.

Note Add the carrier code for the airline the employees wishes to fly.

The New Reservation: Air Availability screen appears.

For airline employees traveling electronically on OA carriers on a space available basic, the **SA Space Available Electronic** option must be selected from the drop down menu. This action will classify this PNR as a Space Available PNR and will not remove inventory. .

3. Highlight the **Flight Schedule** that is preferred.

4. Select the **Class of Service**, for this scenario select **Y**.

5. Select **OK**.

The New Reservations: Pricing Itinerary screen appears.
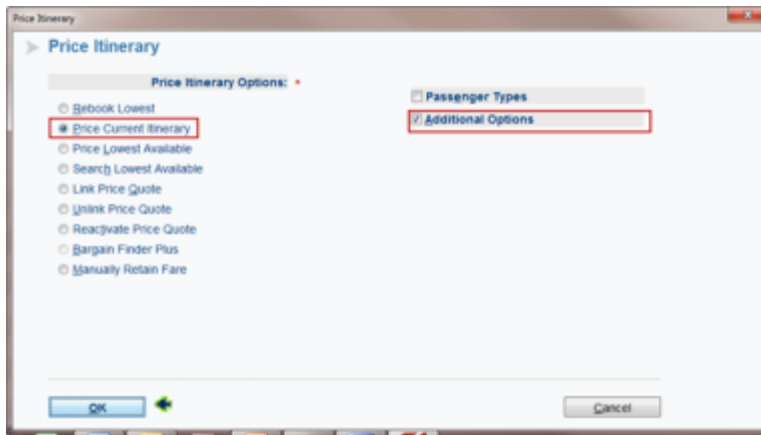
While this screen defaults to Rebook Lowest, we have to further define pricing parameters.

6. Select **Price Current Itinerary**

7. Select the **Additional Options.**

The Additional Pricing Options pop up appears.
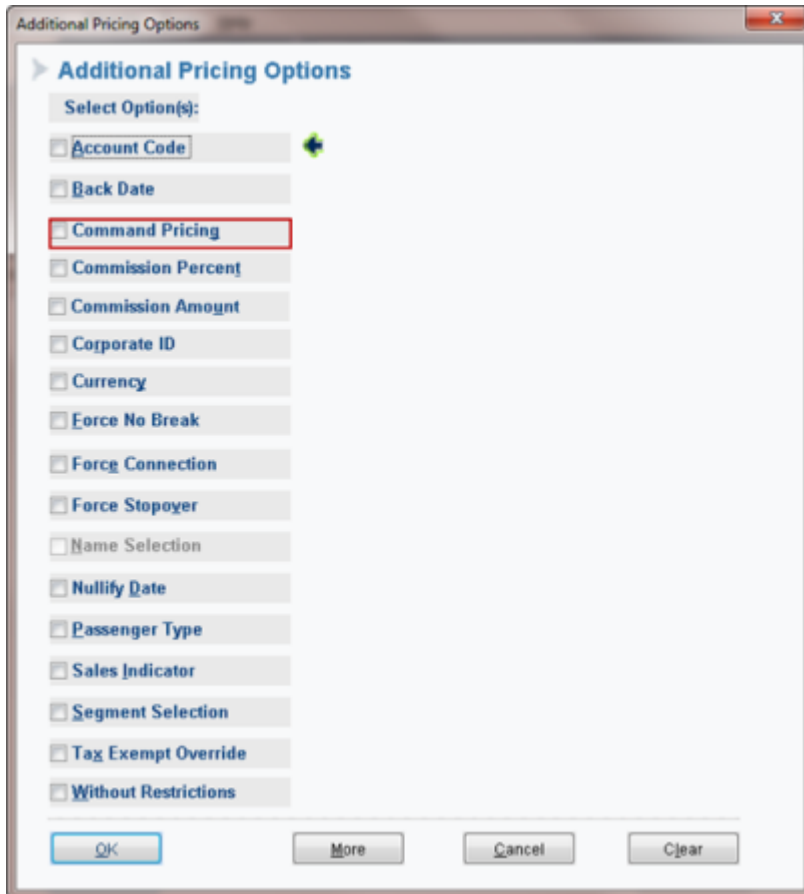
8. Select the **Command Pricing** option. This option will immediately open an additional window.

The Price Options: Command Price pop-up appears.
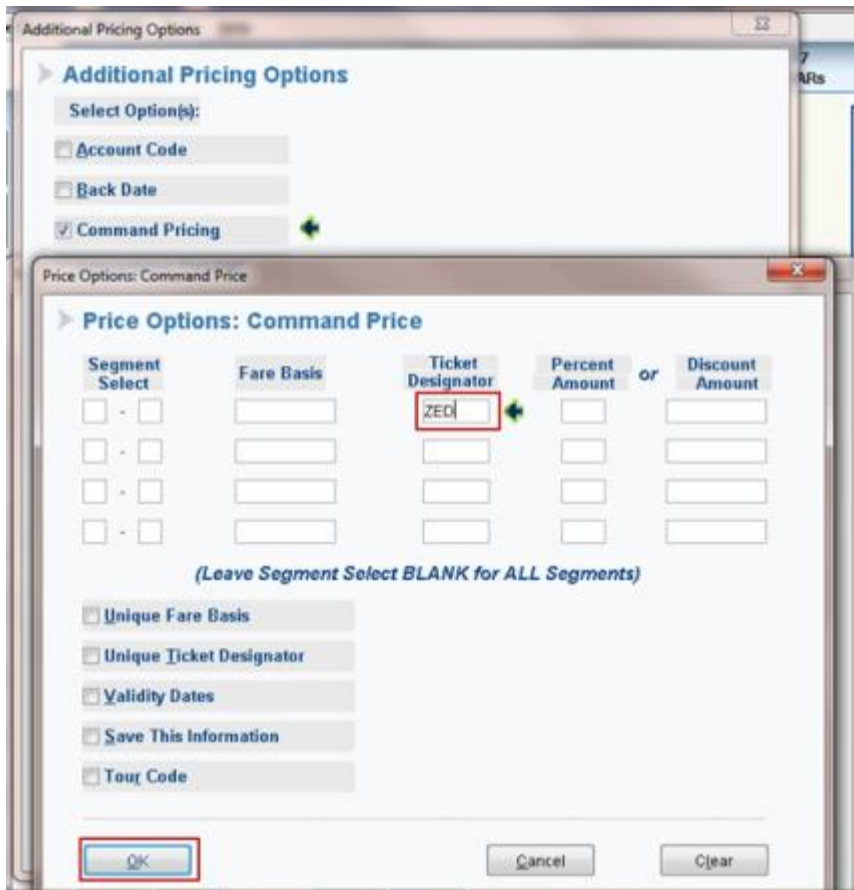
9. Add **ZED** as your Ticket Designator

10. Select **OK**.

The Price Itinerary Screen is redisplayed.
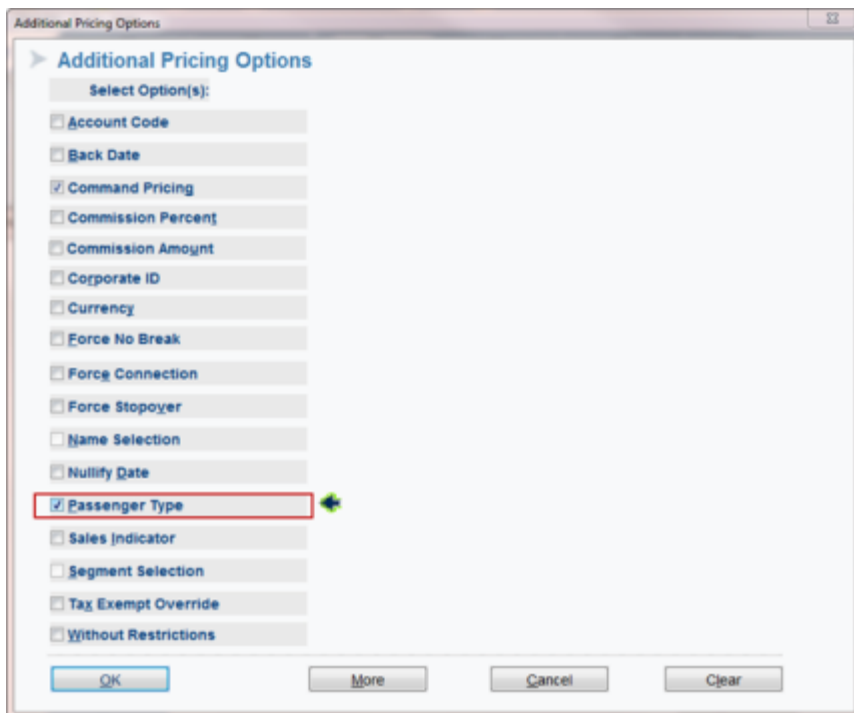
11. Click on **Passenger Type**.

Price Options: Passenger Type pop-up appears.
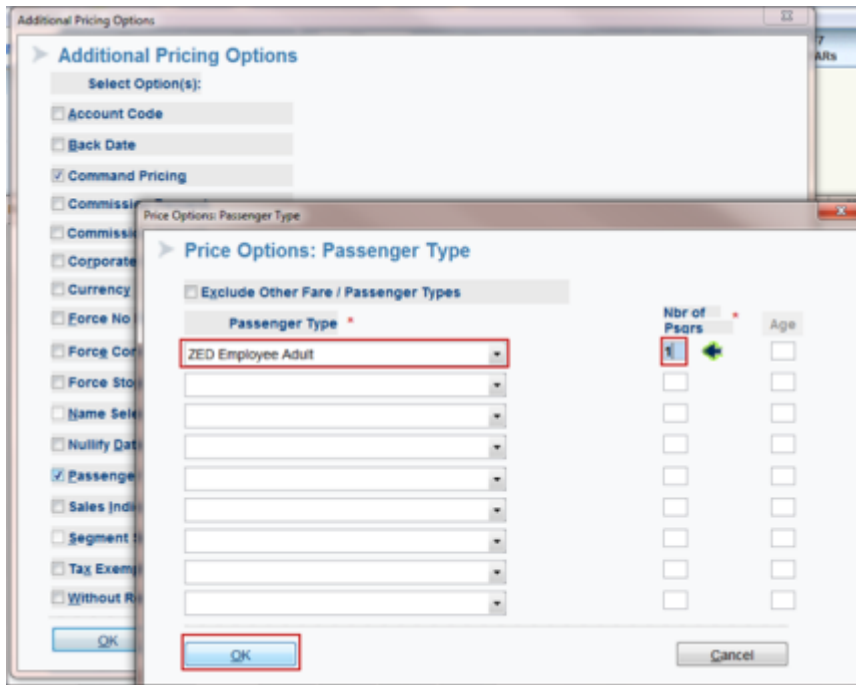
12. From the passenger type drop down select **ZED Employee Adult**.

13. Add the number of passengers traveling (**1**)

14. Select **OK**.

The Additional Pricing Options window reappears retaining the passenger type information.
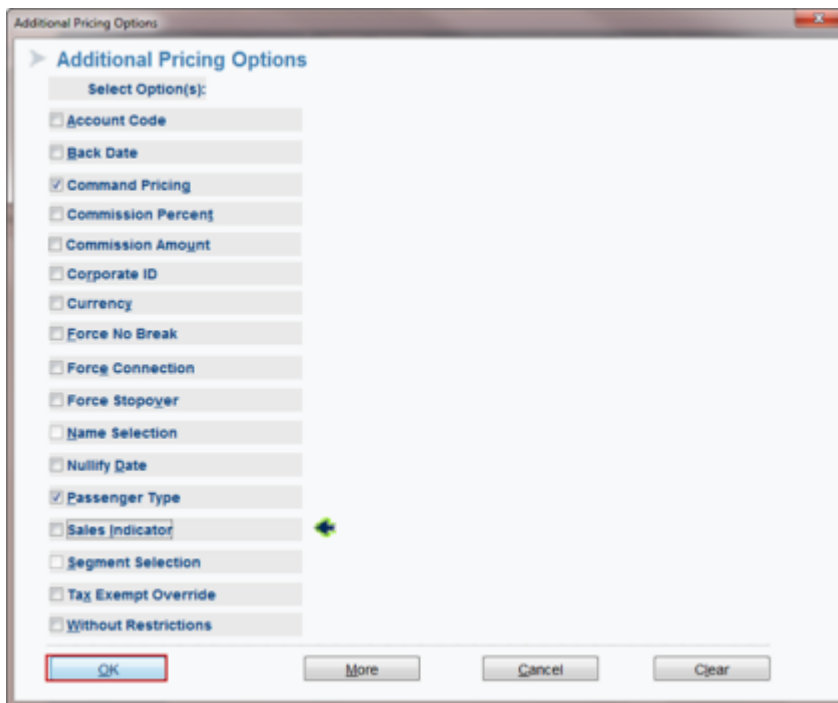
15. Select **OK**

The Price Itinerary window appears.
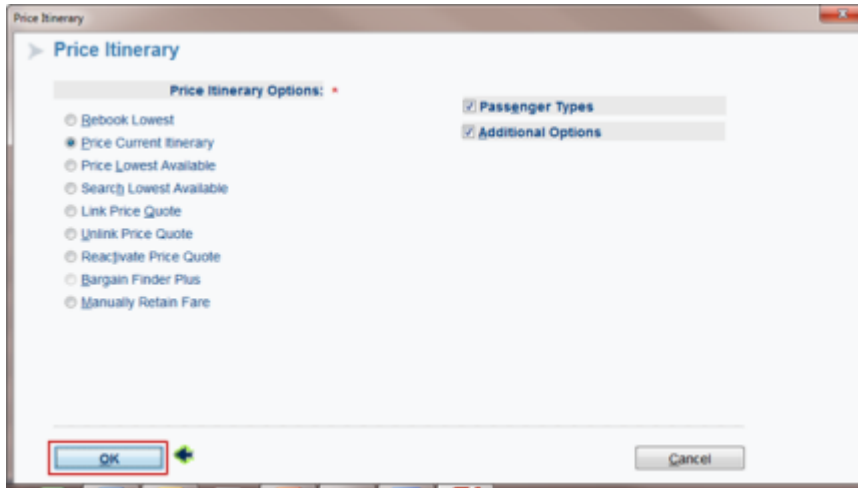
16. Select **OK**

If the ZED fares have been filed through ATPCO, then the itinerary will price.

In order to ticket, a price quote must be stored.

17. Select **Save** to store the price quote.

The Price Quote Record has been retained for ticket. See response below.

18. Complete the steps to finish the PNR.

o

1.3.5   Stretcher Reservation

Notes:

A Stretcher Reservation is used for a passenger who must travel in a lying down position. This would require selling multiple rows and seats on an aircraft to accommodate the passenger and their companion. This section will discuss the process for booking the required amount of seats, pricing, and pre-reserving seats.

Note   If your airline accepts stretcher passengers, follow your local procedures for acceptance of stretcher passengers.

To book a stretcher

1.   Select the **Reservations** tab.

2.   Select **New**.

The New Reservations screen will appear.
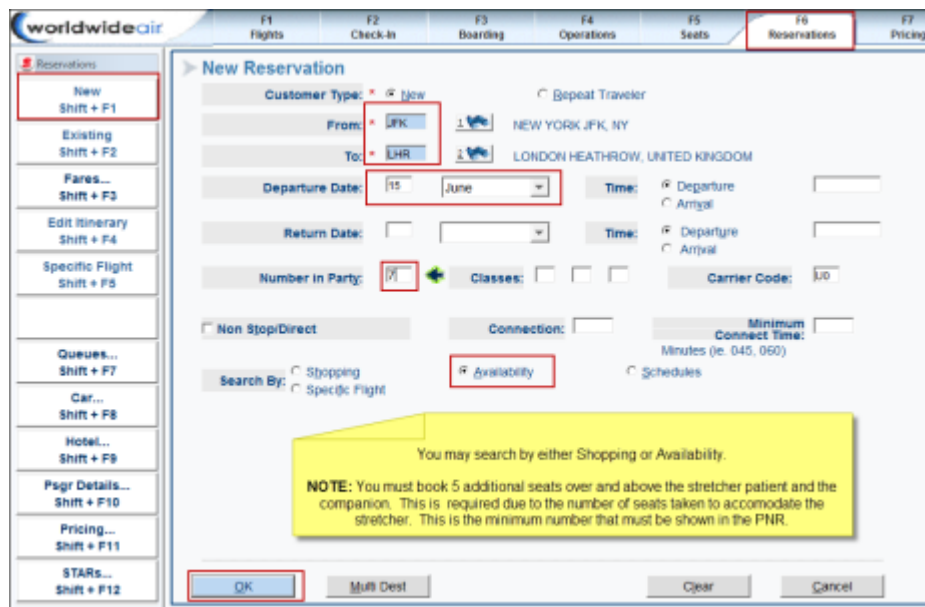
3.   Add in the **City Pair** and **Date of Travel**.

The number in party will include a minimum of seven passengers. One for the stretcher patient, one for the companion and 5 to accommodate the stretcher.

4.   Select either **Shopping** or **Availability** based on your local procedures.

5.   Select **OK**.

The New Reservation: Air Availability screen displays.
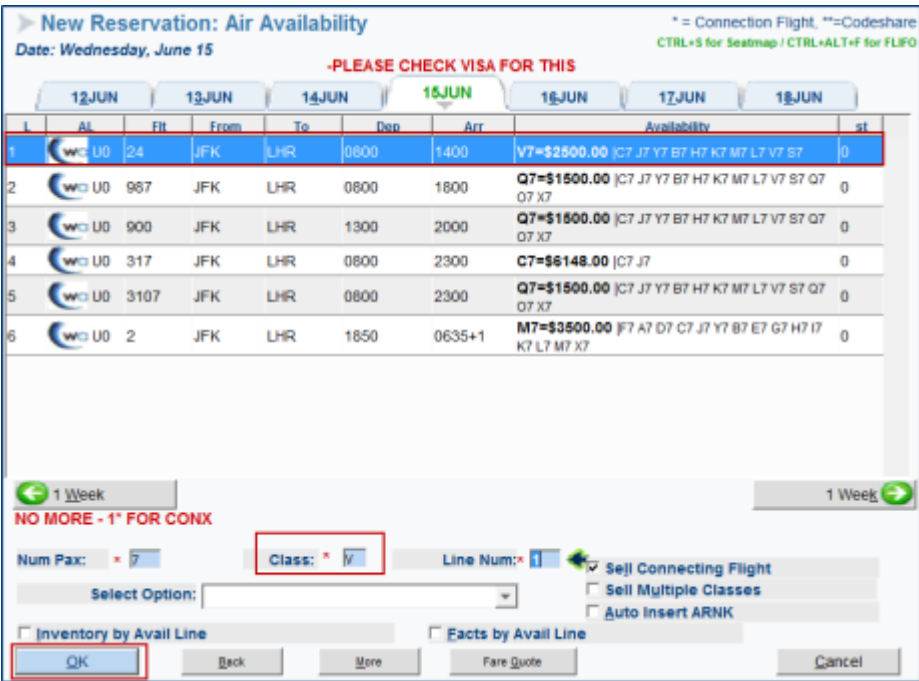
6. Click to highlight the **Flight Schedule** the passenger desires.

7. Add the **Class of Service**.

8. Select **OK** to continue.

   The New Reservation: Price Itinerary screen appears.
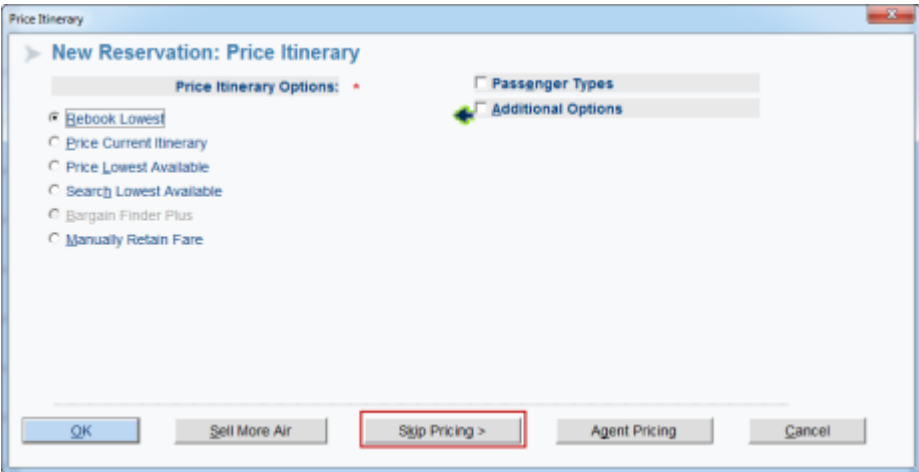
9. Select the **Skip Pricing** tab at the bottom of the screen.

   The New Reservation – Passenger Details screen appears.

10. Add the names, the first person should be the **Companions Last and First name**. The second person will be the **Stretcher Passenger, Last, First** and title as STCR. Names 3 through 7 will appear as last name **STCR and First Names** as initials **A through E**.

11. Add the **Phone** contact.

12. Select **OK**.

    The Profile Pop up may appear.

13. If so, select **NO** to continue.

    The End Transaction screen appears.

14. Add the **Received From** information.

15. Select **Redisplay PNR.**

16. Select **OK** to continue.

The PNR will redisplay.
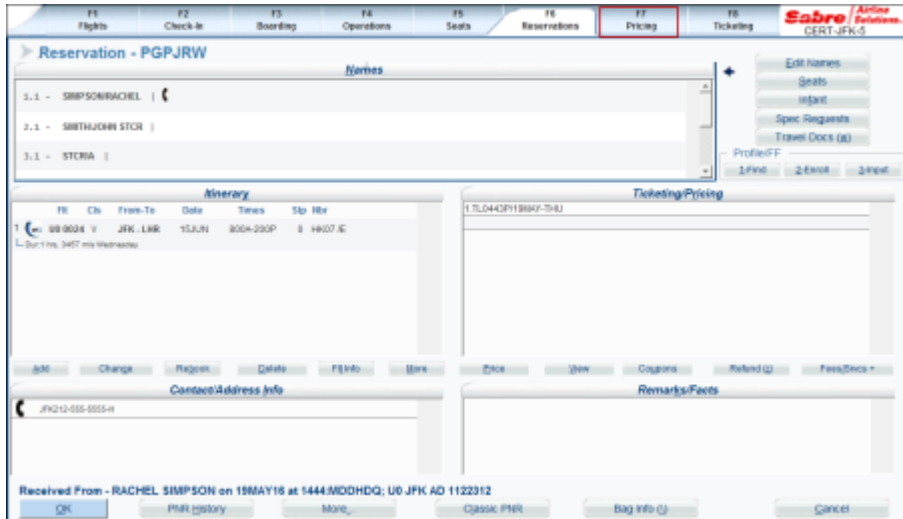
17. Select the **Pricing** tab <F3>.

18. Select **Agent Pricing** label.

Pricing Label will re-display with new options.

19. **Select Pricing Mask**

The Create Agent Pricing Record appears.
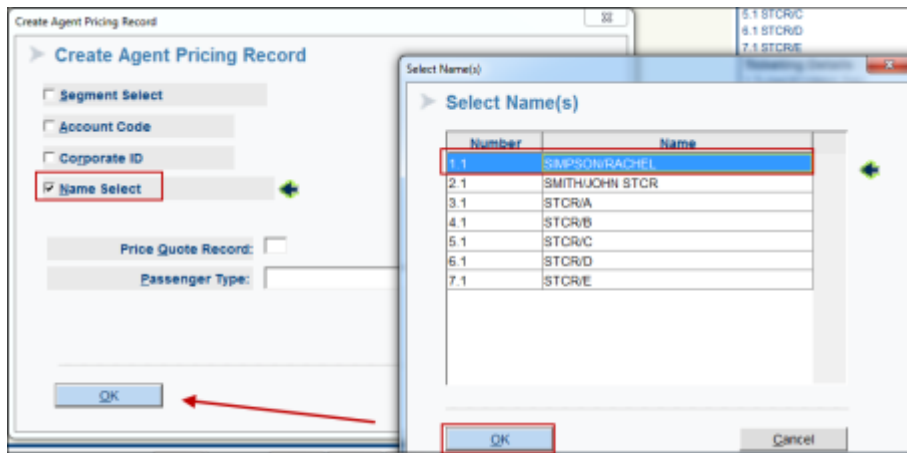
20. Select the **Name Select** option, a pop up will appear to the right.

21. Click to highlight the **First Passenger** on the list.

22. Select **OK**

The Agent Pricing Mask - Itinerary Calculation (Screen 20) appears.

The first passenger or companion will pay the Sabre priceable fare as it was booked. From Screen 20 just select OK.
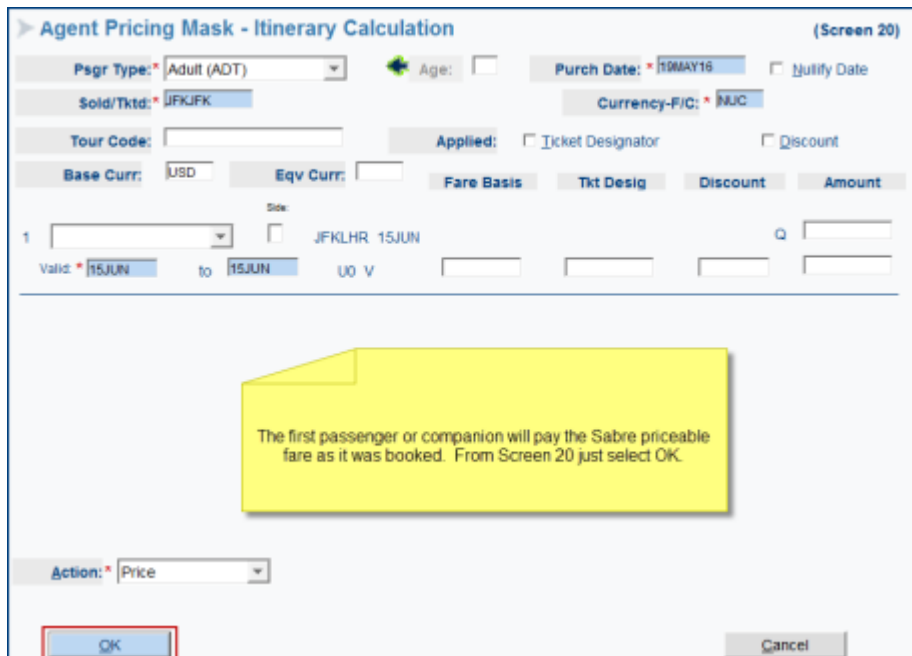
23. Select **OK**, *Sabre* will auto price the itinerary for the first passenger.

```
        BASE FARE            TAXES/FEES/CHARGES    TOTAL
1-    USD2500.00                  27.90XT      USD2527.90ADT
    XT      17.80US       5.60AY       4.50XF
          2500.00                  27.90              2527.90TTL
ADT-01   VXN
  NYC U0 LON2500.00NUC2500.00END ROE1.00 XFJFK4.5
PRIVATE FARE APPLIED - CHECK RULES FOR CORRECT TICKETING
VALIDATING CARRIER SPECIFIED - U0
BAG ALLOWANCE     -JFKLHR-*/U0
```
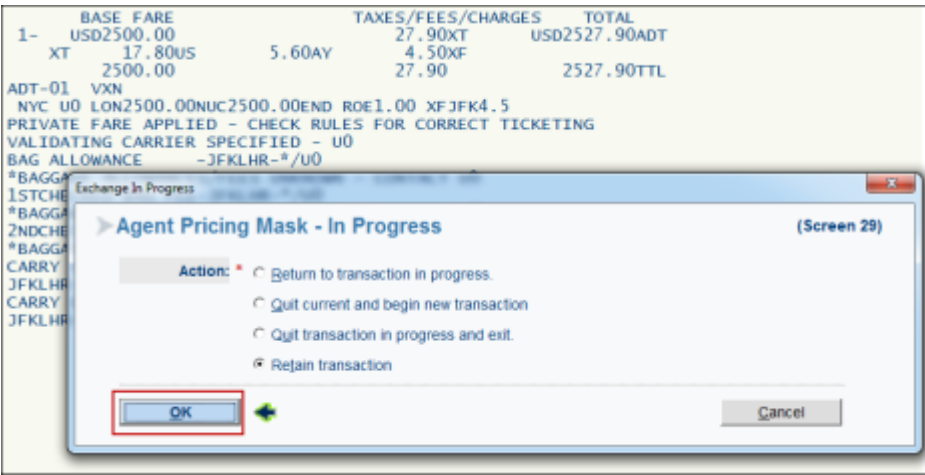
The Agent Pricing Mask In Progress pop up will appear, with the original price in native format in the background. The pricing default is set at retain transaction.

Note   Take note of the base fare 2500.00, and fare basis code VXN, we will need this information a little later.

24.   Select **OK** to retain the price for the companion passenger.

The response will be "PRICE QUOTE RECORD RETAINED"

25.   Select **Pricing Mask** again.

The Create Agent Pricing Mask appears.

26.   Select **Name Select**, the Select Name pop up appears.
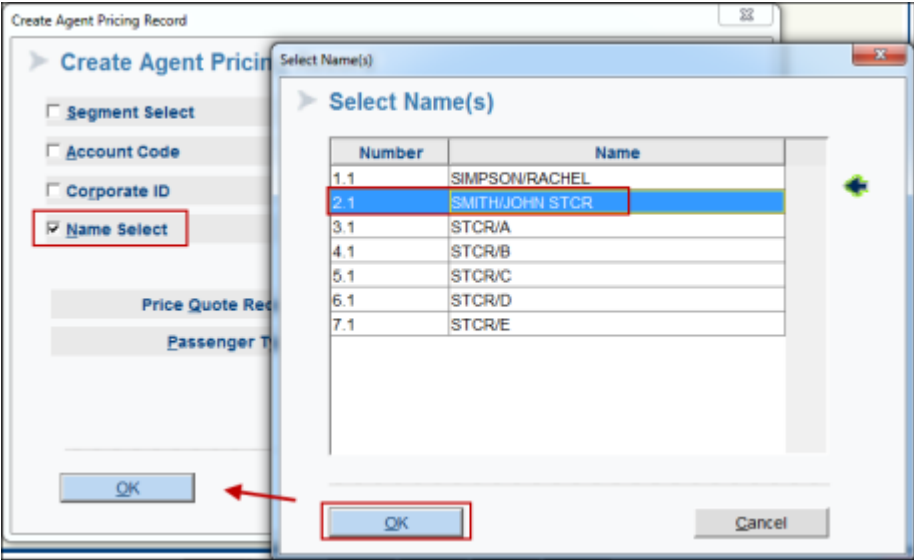
27.   Click to highlight the **Stretcher Passenger**.

28.   Select **OK**

The Agent Pricing Mask - Itinerary Calculation Screen 20 appears.
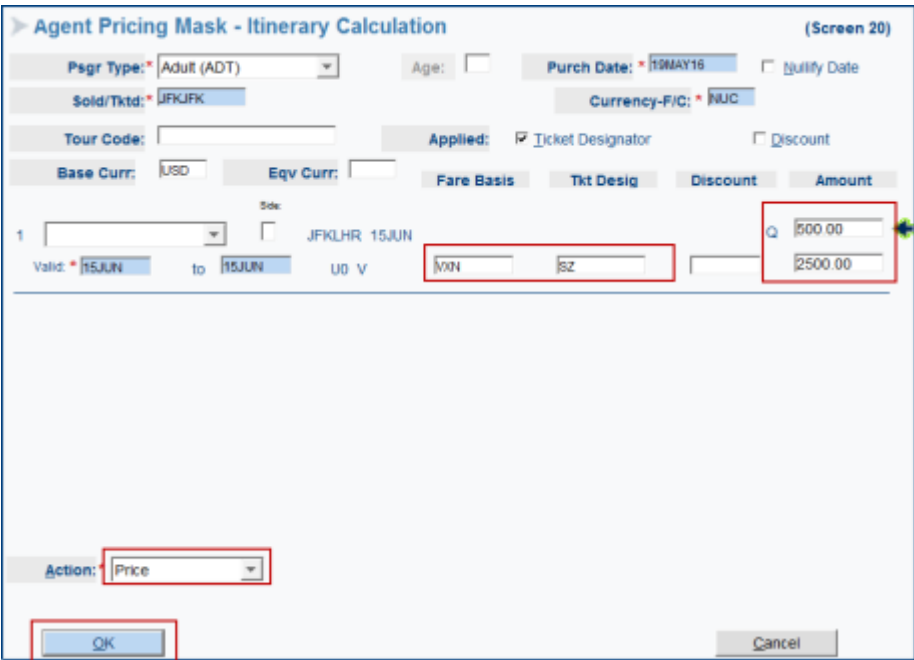
29. Add the Fare Basis Code **VXN** that you acquired from the companion pricing response and add it to the appropriate Fare Basis Box.

30. Enter a Ticket Designator of **SZ** for stretcher and check off **Ticket Designator.**

31. Add the Base Fare of **2500.00**

32. Add the **Q** surcharge for the stretcher of **500.00**.

The action will default to Price which will allow the system to accurately determine the taxes.

33. Select **OK** to price.

The Agent Pricing Mask – In Progress Screen 29 appears.
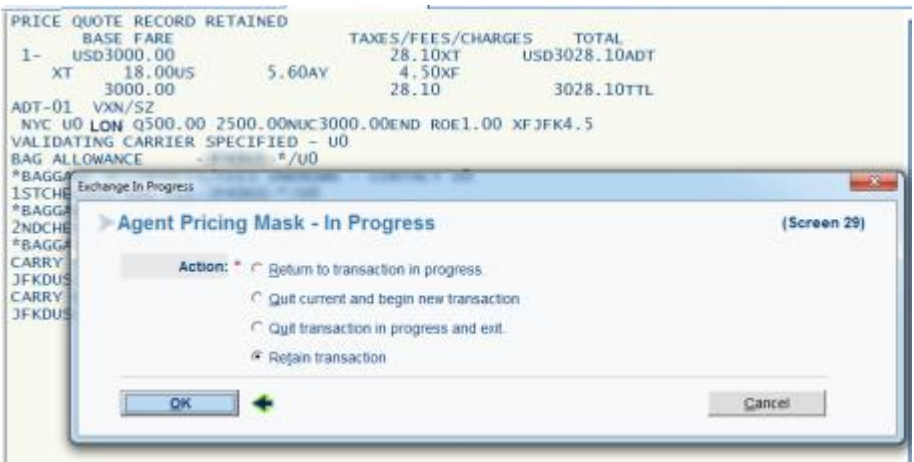
34. Select **OK** to retain the stretcher passenger's price.

The response will be "PRICE QUOTE RECORD RETAINED".

35. Select the **Pricing Mask** label.

The Create Agent pricing Mask pop ups appear.
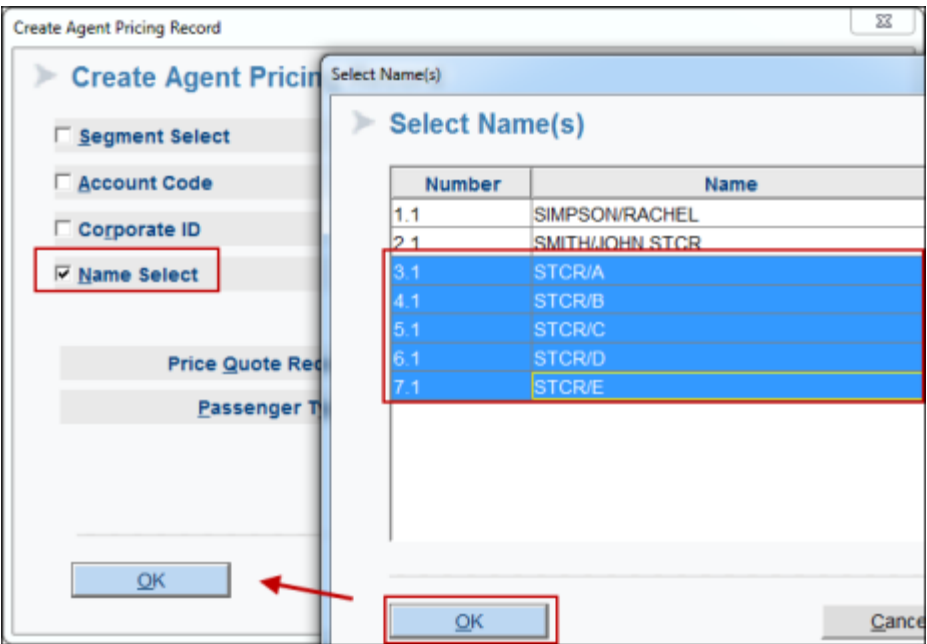
You will now price all of the STCR passengers.

36.   Select **Name Select**, a name pop up appears.

37.   While holding down the CTRL key, click to highlight all remaining **STCR Passengers**.

38.   Select **OK**.

The Agent Pricing Mask - Itinerary Calculation (Screen 20) appears.
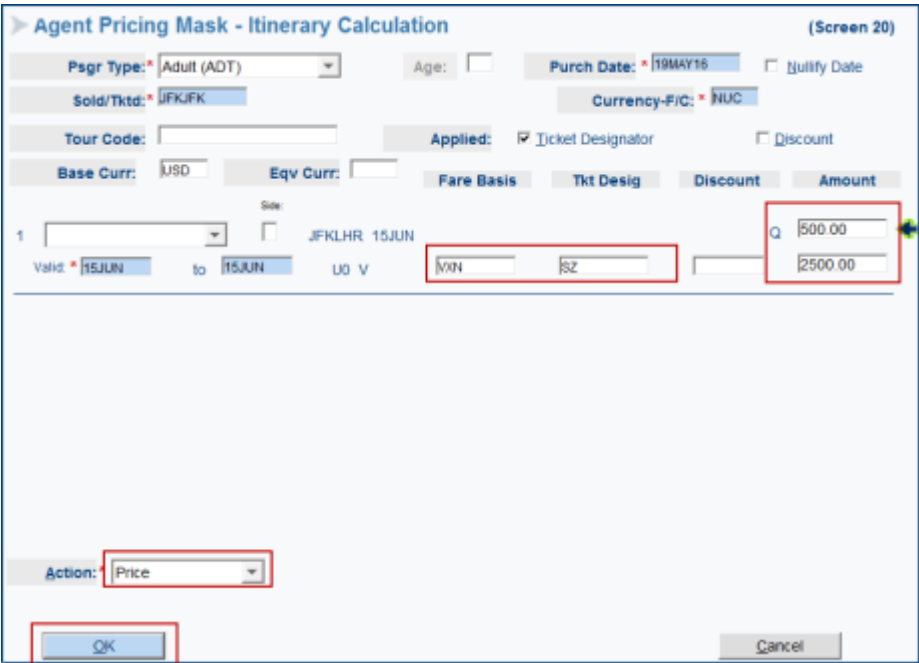
39.   Add the Fare Basis Code **VXN**

40.   Add the Ticket Designator **SZ** and check off Ticket Designator.

41.   Add the Q surcharge of **500.00**

42.   Add the Base Fare of **2500.00**

43.   Select **OK** to Price.
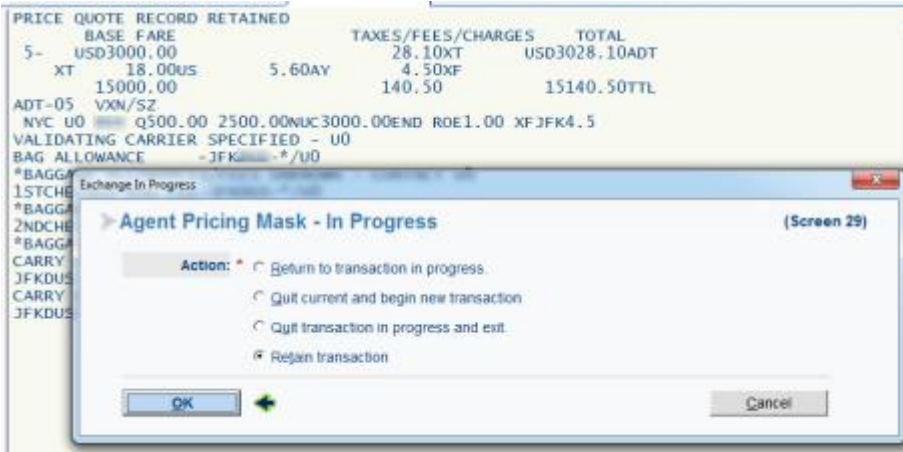
The response "*PRICE QUOTE RECORD RETAINED*" appears.

44.   Redisplay the PNR using the += Key.
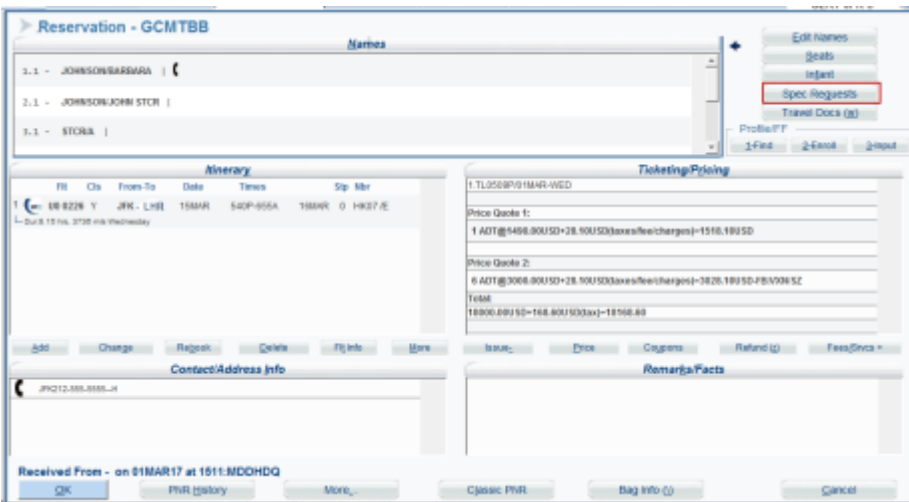
45.   Select the **Spec Request** tab to the right of the names.

The Add / Modify SSR Facts pop up will appear.
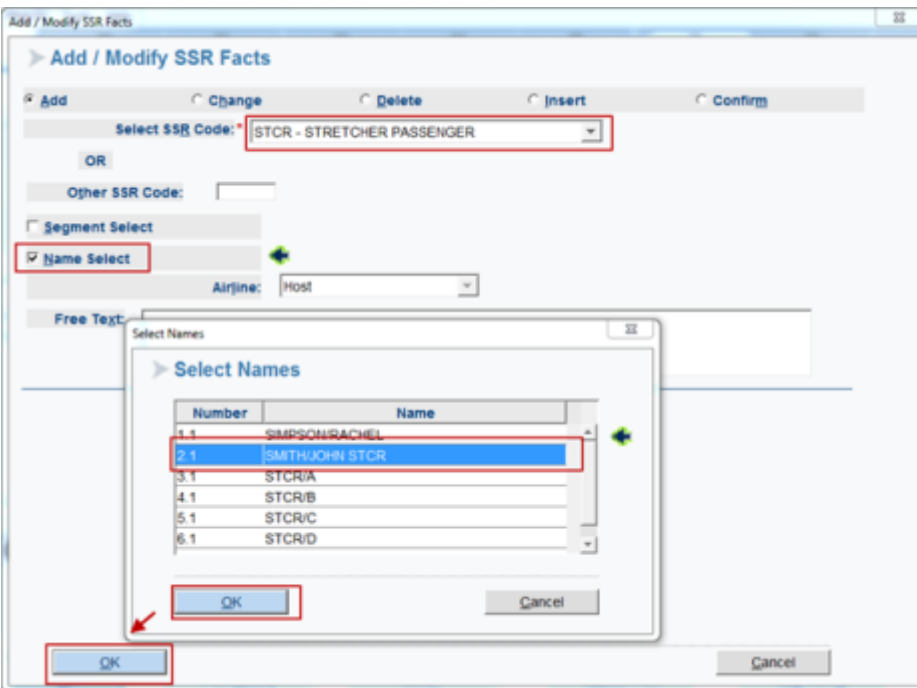
46.   Select from the Select SSR Code drop down menu, **STCR - Stretcher Passenger**.

47.   Click on the **Name Select** check box.

48.   Click to highlight the **Stretcher Passenger** from the Select Names pop up and select **OK**.

49.   Select **OK** again, in the larger window.

The PNR will redisplay. Notice the SSR information added to the airlines FACTS info.

50.   Depress the **Seats Button** on the top right side of the PNR. You must assign seating.

The seat map will display.
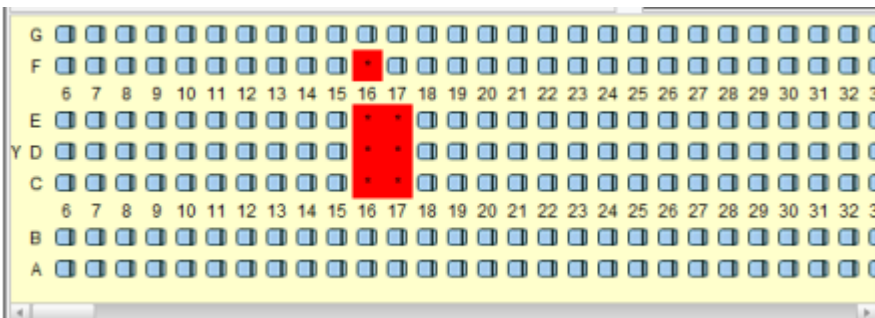
Note   This is for example only, please follow your airlines requirements for assigning seat.

You will want two rows of three passenger seats on a narrow body aircraft, with the seventh seat or accompanied passenger right beside the stretcher.
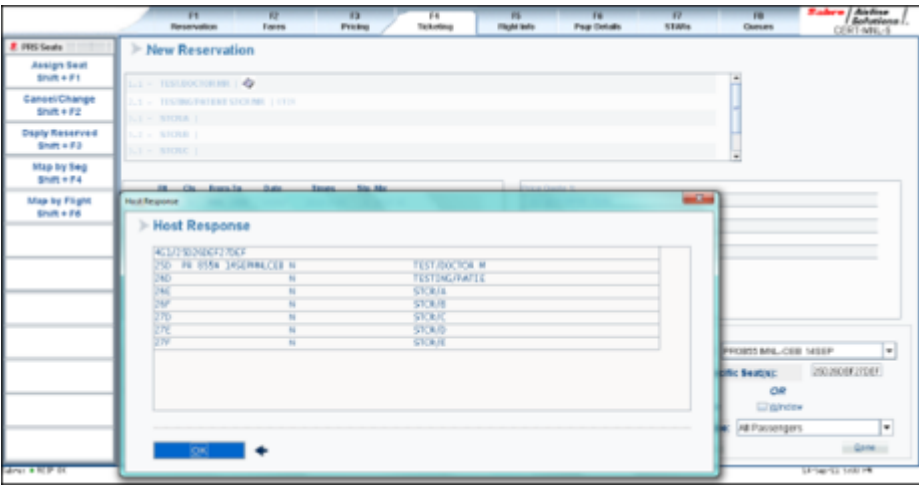
51. **Note** For wide body aircraft follow your airlines procedures.
52. Your PNR is now complete and ready for ticketing.

1.3.6 Extra Seat Reservation

Notes:

There are times when a passenger may request an extra seat for themselves. The following procedures will demonstrate the process for selling an extra seat for a passenger, pricing and adding the Special Service Remarks as required. Keep in mind pricing may vary depending on your airline procedures for passenger traveling with an extra seat.

New Reservations:
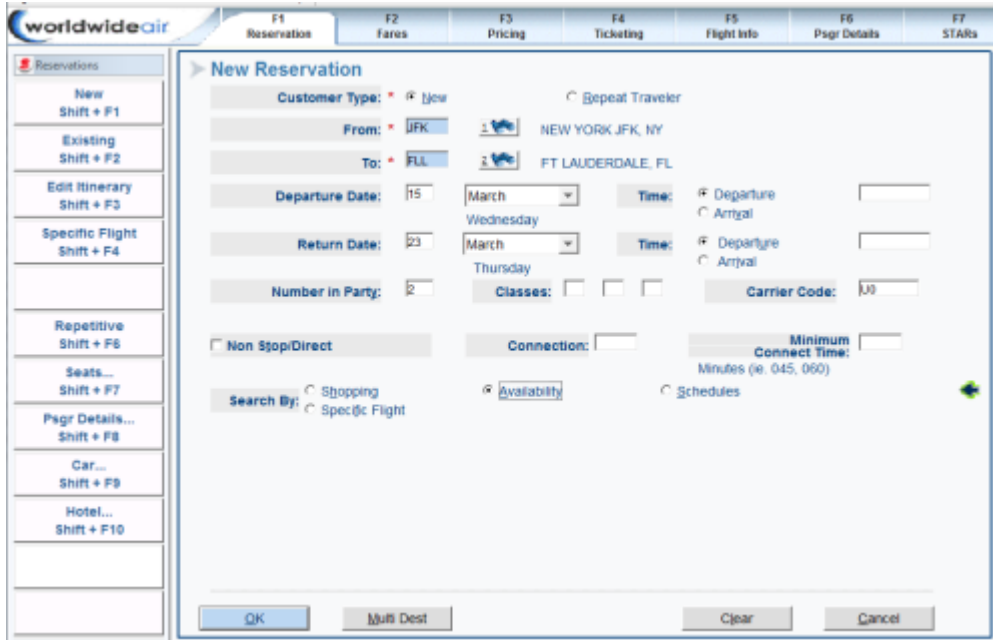
1. Complete the New Reservations screen for a Party of 2

2. Select **Outbound** flight.

3. Select **Return** flight.

4. Select **OK**

The New Reservation: Price Itinerary screen appears.

5. Select **Passenger Types**, a secondary pop up will appear.

6. Add 1 **Adult (ADT)** passenger and 1 **Occupying Two Seats (OTS)** passengers.

7. Select **OK** within the Passenger Types window

8. Select **OK** within the Price Itinerary window.

The Price Quote is displayed.
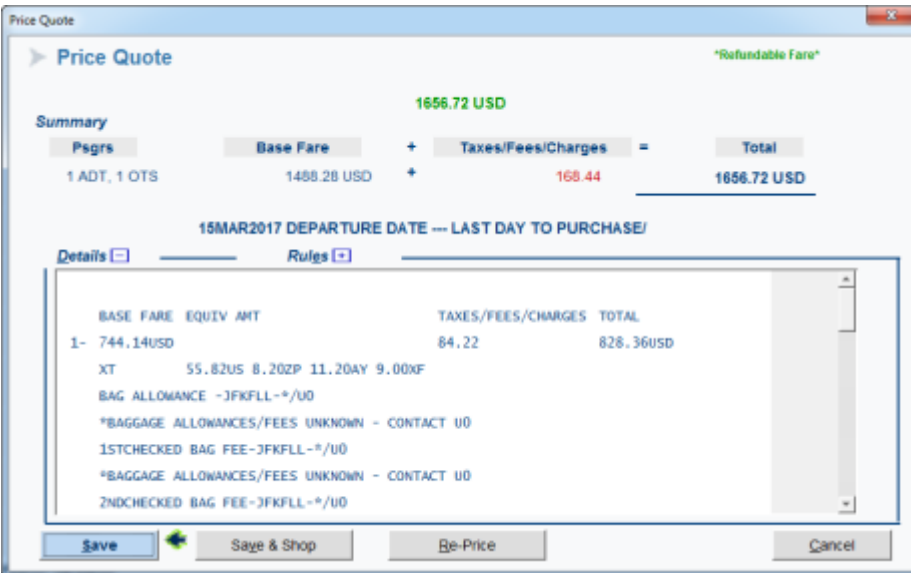
9. Select **Save** to retain the price quote.

A quick pop up stating the "PQ HAS BEEN RETAINED" and then the Passenger Details window displays.

10.   When adding the name for the second seat, use the same **Last Name**, and **EXST** for the first name.

11.   Add the remaining Passenger Details and Select **OK**.

12.   If the create a traveler profile displays, select **NO**.

        The PNR displays.

13.   Select the **Spec Request** tab on the upper right side of the PNR.

        The Add / Modify SSR Facts pop up appears.
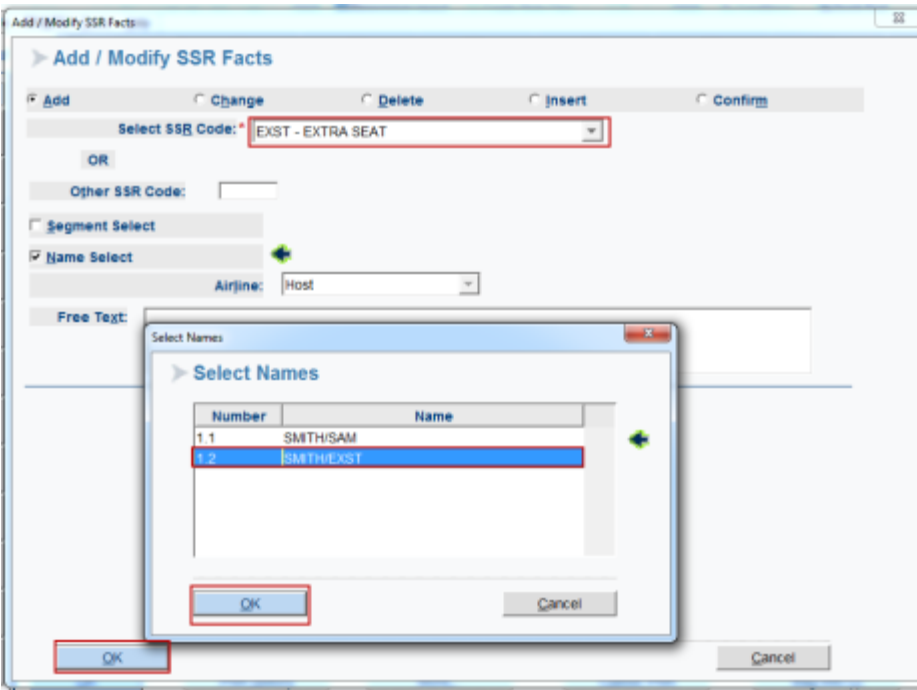
14. Select the SSR code for **EXST - Extra Seat**

15. Click the **Name Select**, the will open a Select Names pop up.

16. Click to highlight the **Extra Seat Name**.

17. Click **OK** within the Select Names Window.

18. Click **OK** within the Add / Modify SSR Facts window.

The PNR redisplays.
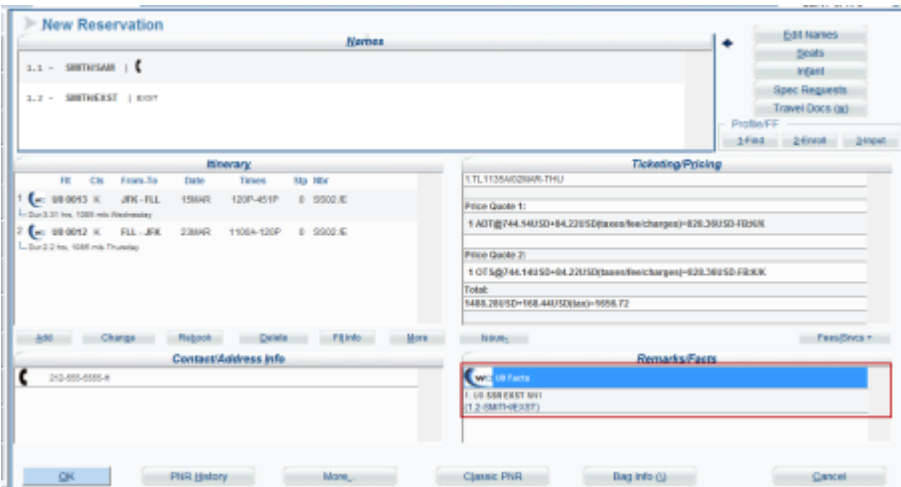
The Remarks / Facts area has been updated with the extra seat SSR information. You are now ready to ticket.

Note   Remember to review your airlines procedures for passenger requesting an extra seat.

1.3.7   Group Reservations

There are 3 types of Group Reservations builds that will be discussed in this section.

- Block Space PNR

- Corporate PNR

- Crew PNR - ZNAME PNR

1.3.7.1   Block Space Group (BSG) PNR

Notes:

Create a Block Space PNR allows your carrier the ability to block a specified number of seats for the group. The seats are pre-reserved until an agency sells seats from the block. The agency can then sell associated PNR's from the BSG PNR inventory. Carriers use this for repetitive / serial bookings (e.g., tour operators, air-sea bookings) where the agency has to pay for the negotiated set of seats whether sold or not.

Creating a Block Space PNR - The following steps will demonstrate how to build a Block Space PNR.

Note   You must be in a duty code 8. A BSG can only have up to 50 block seats. Above 50 seats you must create an additional BSG.

1.   Begin by selling the number of seats required for the city pair and flights requested.
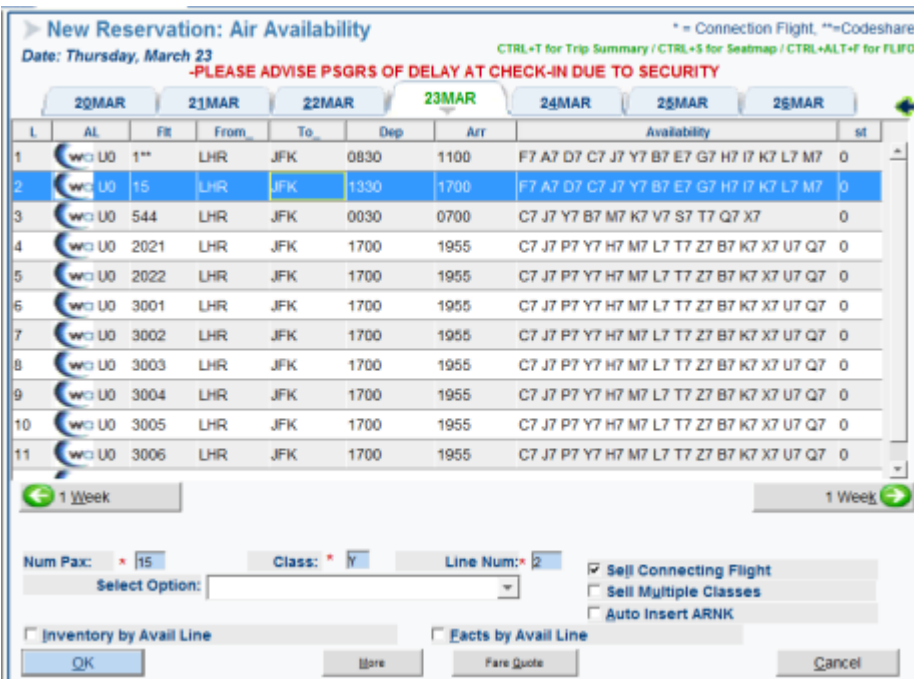
2.   Once completed, select **OK**.
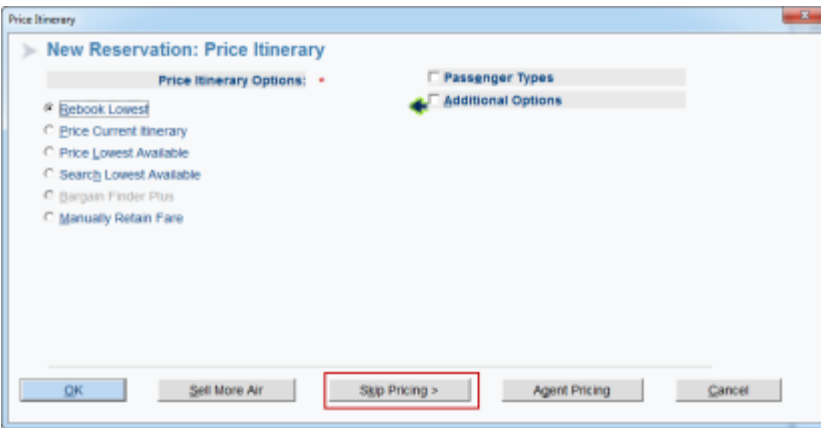
3. Select **Skip Pricing.**

The Passenger Details window appears.
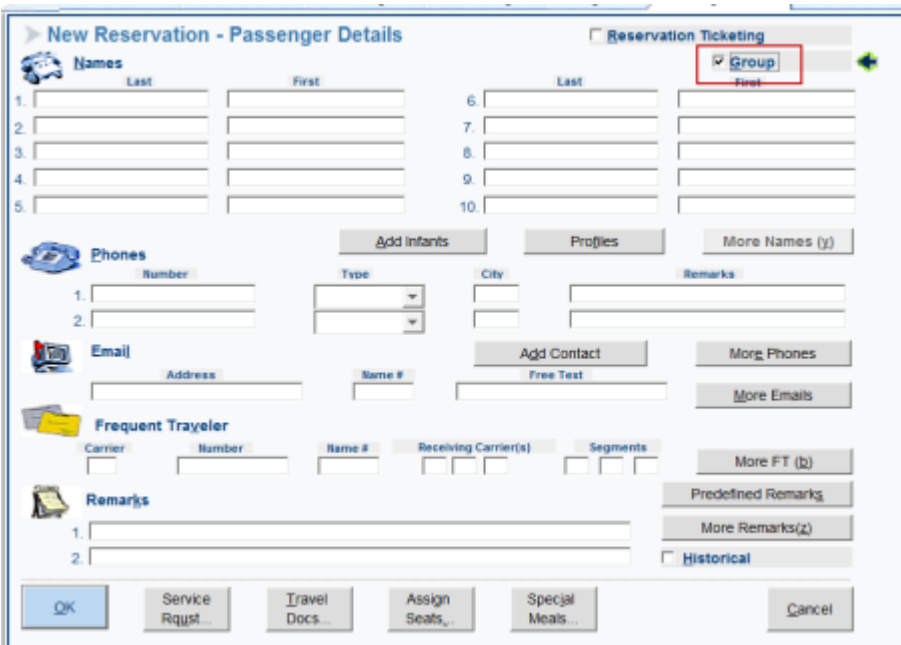
4. Click on the **Group** box in the upper right side of the screen.

The Passenger Names/ Group Names window appears.

5. Click the **Group Type**, in this scenario it is **Block**.

6. Add the **Number** associated with the Group **(15)**.

7. Add the **Group Name. (London Reunion)**

8. Select **OK**.

9. Select **OK** in the Passenger Details window.

10. Redisplay the PNR **(+=)**

You'll notice that the Group Reservation banner is shown along with the Record Locator, and the type of group (BLOCK) along with the name of the Group (15 London Reunion).

Signing in with a duty code 8 will allow all seats to be sold (HK), otherwise it would be shown as a group request for seats (GN) status.

Note Use your airlines procedures for setting of timelimits within the BSG Master PNR.

Before Ticketing the Group PNR.

This process will allow agencies to create a PNR using the seats alloted from the BSG Master PNR. It is important when building these PNRs that you add a timelimit no later than 6 days prior to the departure date. If tickets have not been issued by that time, the inventory will go back to general airline inventory, not back to the BSG Master PNR.

1.   From the Reservations tab, select **Specific Flight** or <Shift + F4>
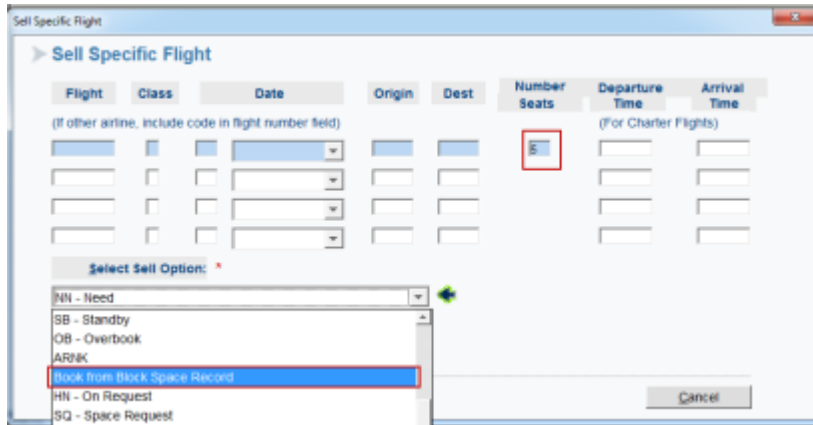
2.   Add the **Number of Seats** requested.

3.   From the **Sell Option** select **Book from Block Space Record**

The Sell Specific Flight window appears.
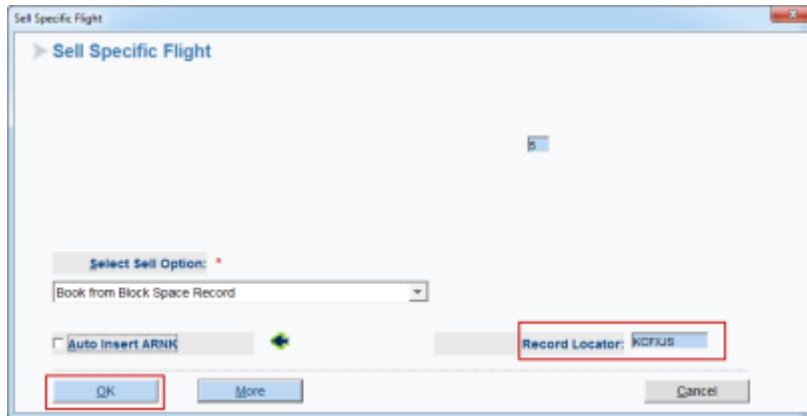
4.   Add the **Record Locator** from the BSG Master PNR.

5.   Select **OK**.

The response will display in your work area.

6.   Select **CTRL + Q** to display **Quick PNR** to complete the reservation requirements.

7.   Add the **Passenger Details** and select **OK**.

The PNR will redisplay.

Below each itinerary segment will be the PNR reference from the Master PNR.

8.   Complete the Reservation and End Transaction.

1.3.7.2   Corporate PNR

Notes:
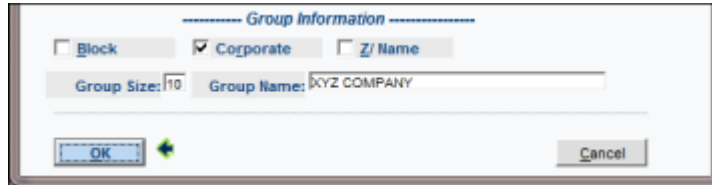
A Corporate PNR is another type of Group that can be reserved with only a Corporate Name. Carriers use Corporate PNRs for ad-hoc groups non-negotiated set of seats, including repetitive /serial bookings.

The *Sabre* system is inhibited from canceling a Corporate PNR on an expired ticketing time limit. However, Corporate PNRs with two or fewer names will be canceled on an expired time limit.
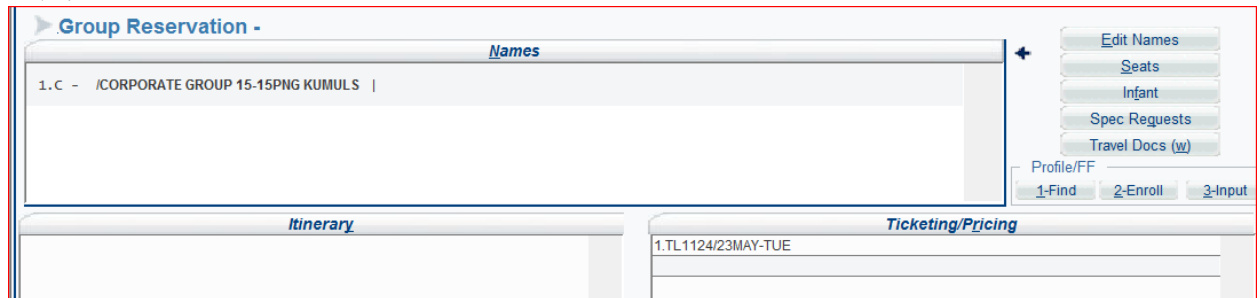
Note You can pre-reserve a maximum of 50 seats in one Corporate PNR. To assign the maximum of 99 passengers per reservation, you must divide the PNR—with one PNR holding 50 seats and the other PNR holding 49 seats.

To Create a Corporate PNR:

1. From the Passenger Names/Group Names window, select **Corporate** or <Alt + R>.

2. Input a **Number** in the **Group Size** field.

3. En   ter the **Group Name** in the field provided.

4. Select **OK**.

5. The system adds the group name to the PNR preceded by a "C" for Corporate. Here is an example of a Corporate
PNR:

6. Add a **Phone Number**

7. End the PNR.

2. **Add Corporate Passenger Names**
3. You can add passenger names to a Corporate PNRs.
4. **To add passenger names to a Corporate PNR**

1. Display the **PNR**.

2. From the Reservations Tab select the **Passenger Details** label.

3. Select the **Names** Label, a pop up will appear.
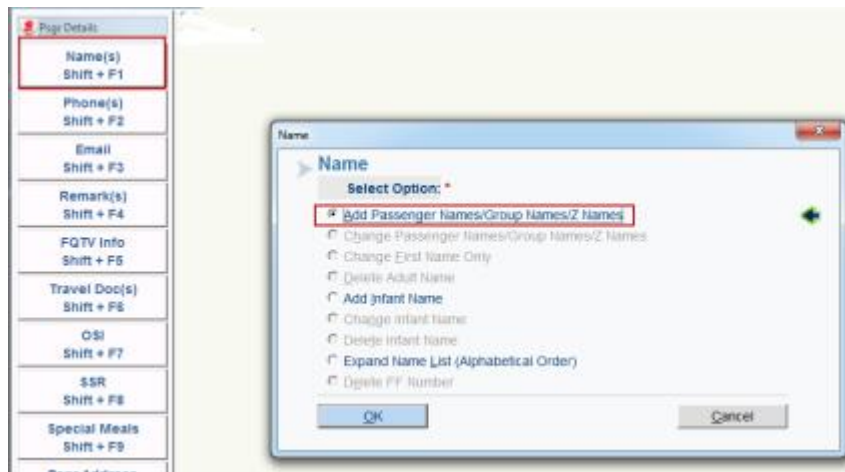
4. Click the **Passenger Names/Group Names/Z Names** radio button.

5. Select **OK**.

The Passenger Names/Group Names window displays.

6. Add the **First** and **Last Name** of each passenger.

7. Select **OK**.

The system re-displays the PNR. Notice the "C" for Corporate, then 10-07; those numbers indicate there are seven seats remaining out of the 10 being held. There are also new name fields for the passengers you added to the PNR.

8. End the PNR.

Notes:

There are times when flight crew members must fly as passengers in order to work a flight in a downline city, this is called Deadheading. When this occurs crew schedule will create a Z Type Booking or Z/Name PNR. While this will reserve seats, Z/Name PNRs are not considered groups or large parties and they are not included in the Catering counts.

To Create a Z/Name PNR.

1.   From the Passenger Names/Group Names window shown above, select **Z/Name**.

2.   Input a **Number** in the **Group Size** field.

3.   Input a **Name** in the **Group Name**.

4.   Select **OK**.

5.   Input a **Phone Number** in Passenger Details screen.

   The ticketing time limit displays.

6.   Select the **+/=** character on your keyboard to display the PNR.

   The Z/Name group is added to the PNR preceded by a "Z" for Z/Name:

7.   Add an **Itinerary** and **End Transaction**.

You can add passengers to a Z/Name PNR.

To add names to a Z/Name PNR

1.   Display the **PNR**.
2.   Select the **Passenger Details** label and then the **Names** label .
3.   Click the **Add Passenger Names/Group Names/Z Names** radio button.
4.   Select **OK**.

The Passenger Names/Group Names window displays.
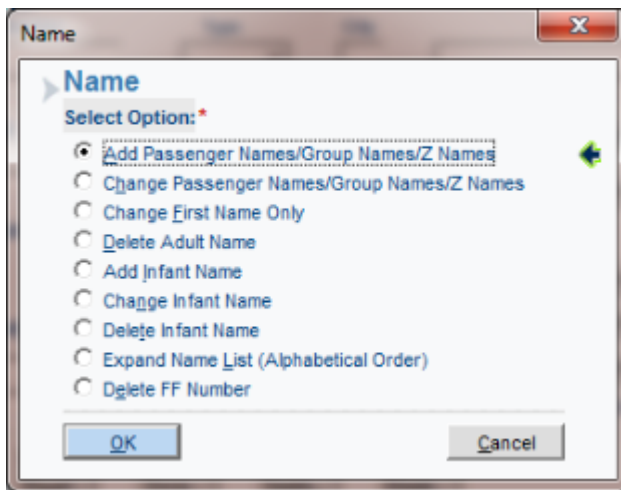
5.   Add the **Last** and **First Name** of each passenger.
6.   Select **OK**.

The PNR re-displays in the work area. Notice the "Z" for Z/Name and the numbers 5-04. Those numbers indicate there are four seats remaining out of the five seats reserved.
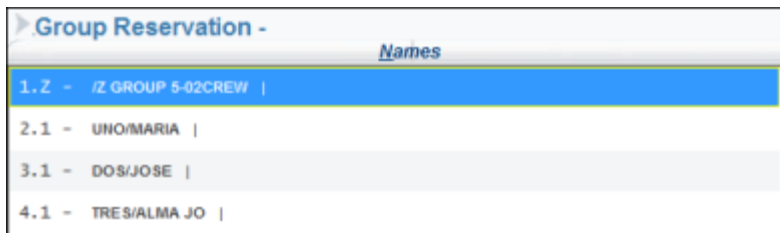
7.   End the PNR.

1.3.8   Agent Pricing Mask

Notes:

The Agent Pricing Mask is used to store fare and baggage information in the PNR. The information must be stored in a Price Quote (PQ) prior to ticket issuance. There are times when an itinerary requires manual pricing action in order to retain a price. This is when the Agent Pricing Mask is used.

Use the Agent Pricing Mask when you are:

- Unable to price the itinerary when the fare no longer is available in the database.

- Issuing a ticket using a non priceable special fare.

- Issuing a ticket with a fare authorization.

The Agent Pricing Mask:

- Allows you to manually input fare data through *Sabre* Air Pricing to price, calculate taxes, and build a fare calculation line.

- Retains the complete pricing response in a Price Quote Record.

- Retains the complete baggage allowance when one form of automated pricing is used.

Note If all data, base fare and all taxes are input manually with no automated processes used, baggage allowance information will be not included in the PQ.

- Provides an interface to *Sabre* system fare and rule displays to find the desired fare and bring the information into the mask.

- Enables you to input the fare basis codes and fare amounts while the system calculates the applicable taxes.

- Builds the fare calculation automatically, except when the fare calculation line is too long.

Note When the fare calculation line is too long to fit on a ticket, the Agent Pricing Mask uses a process called Auto Reduction to remove enough spaces and other select data. If the calculation line is still too long, the Fare Calculation Screen 24 displays an alert message with the exact number of characters you need to remove manually. This is the only time the fare calculation lines are available for adjustment. Do not remove essential data from the fare calculation line.

Process Flow:

Step 1 PNR setup

Build a new PNR or display an existing PNR and system price. If the itinerary does not price, determine fare basis and base fare applicable before going to the next step.
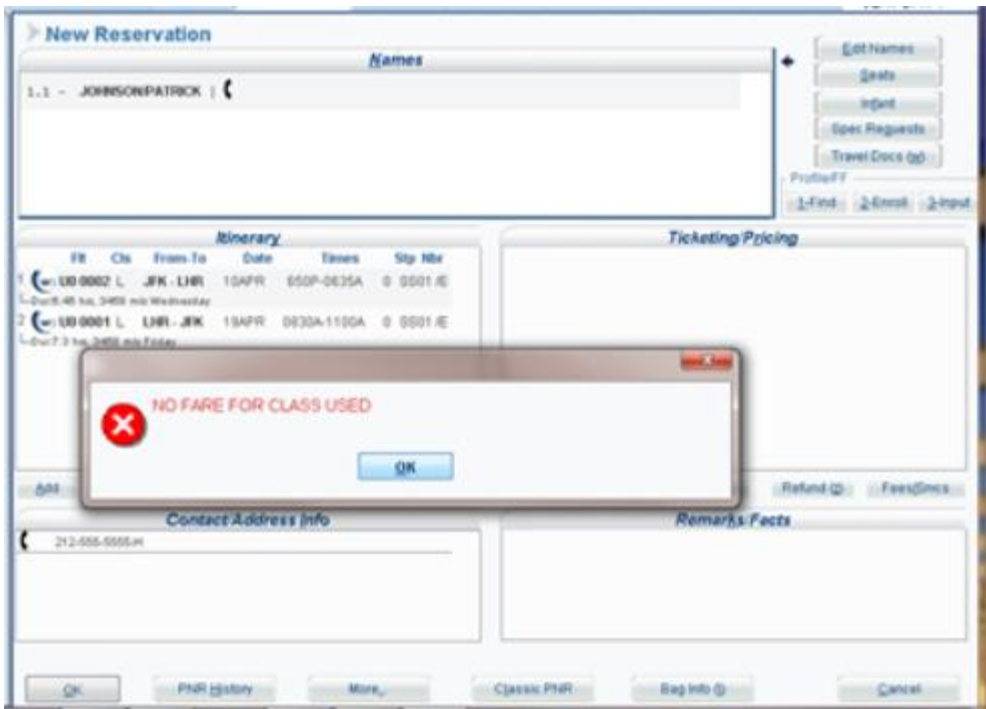
Step 2 Select the **Price** Tab.

- Select the **Agent Pricing** Label

- Select **Pricing Mask** Label.

The Create Agent Pricing Record screen appears.
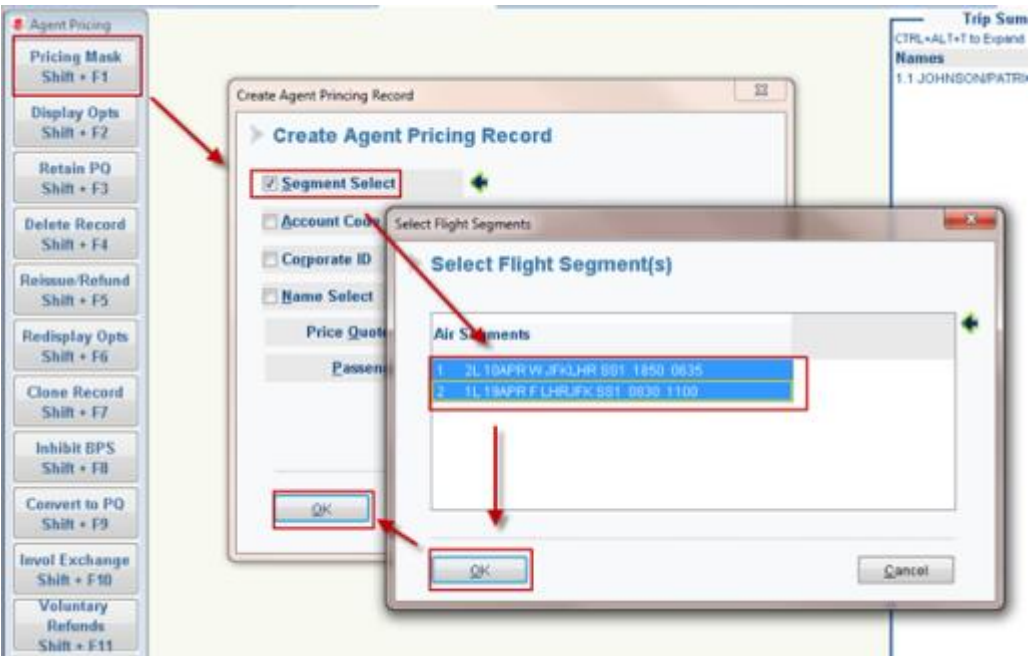
Step 3

- Select **Segment Select** option from the pop up.

- Highlight all **Air Segments**.

- Select **OK** on Select Flights Segment pop up and,

- Create Agent Pricing Record pop up.

Step 4 Complete Itinerary Calculation Screen

The Itinerary Calculation Screen will move some data over from the PNR. You will need to complete the following items.

- **Fare Basis Codes** and **Ticket Designator** if applicable

- **Base fare** and any **Q Surcharges** that might be applicable to the itinerary.

Note Any manual information added must be allowable (current fare just not priceable) or authorized by your airline.

- Select action to be taken: Price or Manual

- Select **Price** will allow *Sabre* Air Pricing to use your price entries while *Sabre* calculates the taxes, it builds the fare calculation and retrieves and adds the baggage allowance.

- Select **Manual** to manually enter all the data including the base, tax, and total. Once this information is input, the system then builds the fare calculation line. The Baggage Allowance will not be included.

Note When manually pricing, ensure you manually add your baggage information prior to ticket issuance so that the passenger's receipt reflects the baggage allowance mandated by the DOT mandate or your airline.

The final result is formatted as a normal system pricing response and includes:

- Base Fare Taxes and Total

- Fare Calculation

- Baggage Allowance

Step 5 The Agent Pricing Mask - In Progress pop up Screen 29 appears. If the data is correct, the data can be retained as a Price Quote record. The action will default to Retain Transaction. If the data is to accurate, select **OK**, if not the other 3 options can be applied. They include:

- Return to transaction in progress

- Quit current and begin new transaction

- Quit transaction in progress and exit.
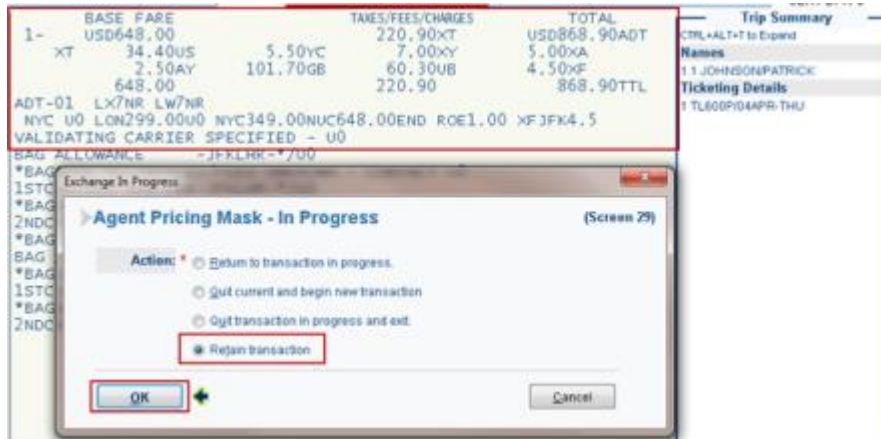
Click OK and System response "PRICE QUOTE RECORD RETAINED

End transaction <CTRL +E> needs to be performed to capture the new information. All price quote functionality applies and the record is ready for ticketing.

1.3.9   Fares

Notes:

The Fares functionality within Interact will allow you to display airline fares, rules and historical options. You can display every published fare for the market specified that is filed with ATPCO.

To access this functionality, select the **Fares** Tab (F2) if logged into Interact Reservations version.

Once the Fare Tab is selected, the labels will display with a list of options.

For the purposes of this training, the following labels will be addressed.

- Fare Display
- Rules
- Tkt Mileage
- Tax / Base
- Taxes

Additional options can be found within the Reservations Training Guides found on the Community Portal.

Note   A list of all available training guides are located in the appendix.

Select the **Fare Display** Option from the Fare Labels. The Fare Display window appears. You can either choose the **Fare Quote** or **Historical** Options.

To display every available fare

1. Click on the **Fare Quote** radio button.
2. Enter an origin **City Code**.
3. Enter a destination **City Code**.
4. Enter a **Departure Date** or date range (defaults to today's date if left blank).
5. Enter a **Return Date** (optional).
6. Enter a **Ticketing Date** (optional).

7.   Select **OK**.

The fare quote displays in the work area.

Response Description

Item	Description
BUE-SCL	City Pairs
CXR-XX	The requesting carrier's two-letter carrier code
SUN 12JUN16 * WED 22JUN16	The three letter day of the week, then the numeric day, month, and year
USD	The 3- letter currency code for the fares (determined by the location of set city location)
V	Fare Vendor
FARE BASIS	Fare Basis Code Fares files with a Private Tariff have one of the following indicators: • * - Fare files with a corporate ID or account code • / - Fares marked up via CAT 35 • X - Ticketing ineligible Cat 35 fares • ¤ - All other Private Fares
BK	Reservation Booking Class and Fare Application: • X - One Way Fare • R - Round-Trip Fare Only • O - One-Way Directional Fare, applicable in one direction or to one airport
FARE or FARE-OW FARE-RT	Depending if this is an international Fare Quote or US domestic Fare Quote, One-Way (OW) and Round-Trip (RT) columns may display.

Item	Description
TRAVEL-TICKET	The TRAVEL-TICKET column is a consolidation of the following: - S - First Sale Date - E - Outbound Travel Effective Date - D - Outbound Travel Discontinue Date - C - All Travel Completion Date - R - Return Travel Commencement Date - T - Last Ticketing Date - S*GA - Government Approval Needed
AP	The Advance Purchase column reflects Advance Reservations and Advance Ticketing Rules.
MIN/MAX	Minimum (left of the slash) or maximum (right of the slash) number of days the passenger must s at the destination.
RTG	The Routing Structure is under the last fare. The Routing Structure dictates how a passenger ma travel to be eligible for that fare.

The Fare Quote window also allows to display Fare Quotes by:

Shop All Carriers- By selecting Shop All Carriers, you can display fares for all carriers that operate in the market or that publish fares in the market.

Fare Breakdown - With the Fare Breakdown option, you can display the taxes for each fare offered in the market (for one way and round trip fares). It also shows other carriers that publish fares in the market.

Advanced Fare Options - You can display fare quotes that have specific criteria, just as passenger types, account codes, corporate IDs, currency and many more.

1.3.10   Fare Rules

You can display fare rules by selecting the Rules sub-navigation label or <Shift + F3>. The Fare Rules window displays.
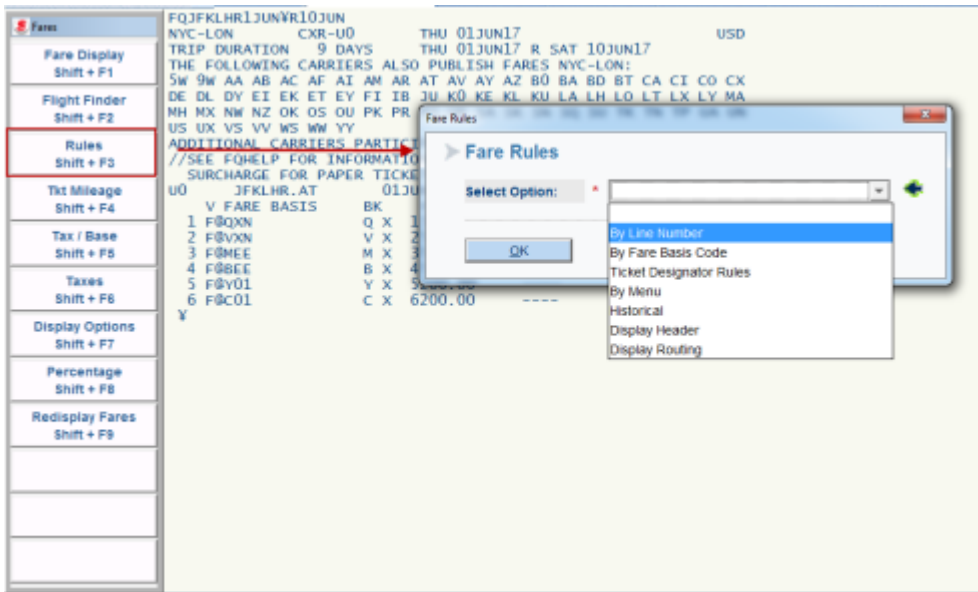
You can display Fare Rules from the active Fare Quote by Line Number, or by selecting any options listed from the drop down menu. Here's a brief description of the available options.

View Fare Rules By Line Number

Use the fare line number to display the fare rule from the fare line selected. The line number is on the far left side of the fare quote display. When you select this option, the Rules by Line Number window displays. Enter the line number and select OK to display the rules. (see example below)

The Rules By Line Number pop up appears. Add the line number (3) from the Fare Quote for the MEE fare and select OK.
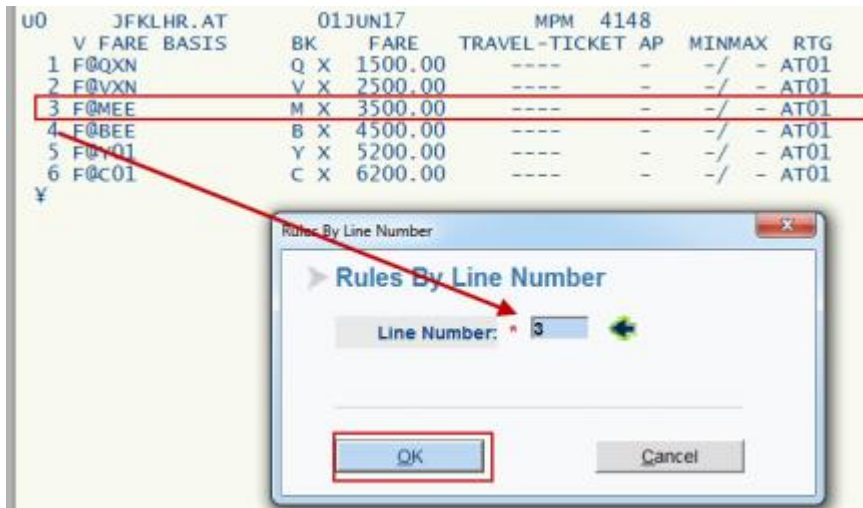
The response will be the rules for that line number.

View Fare Rules By Fare Basis Code

You can view fare rules by Fare Basis Code. This is especially useful when the passenger already has a ticket and can provide you the codes. When you select this option, the Rules by Fare Basis Code window displays. Enter the Fare Basis Code and enter to display the rules.
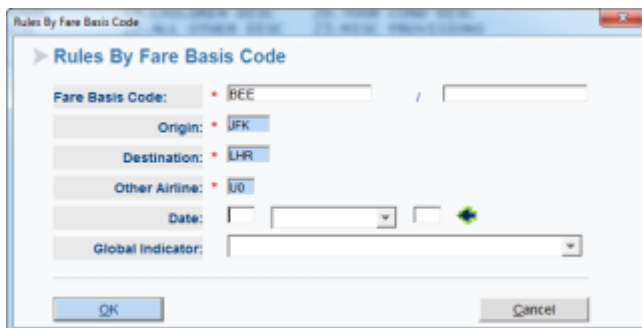
View Ticket Designator Rules

The Rules by Ticket Designator option displays the Ticket Designator Table, which contains the rules for various ticket designator codes. A ticket designator is a designated discount off of a published fare and is used as an add-on to a Fare Basis Code within a pricing entry. For example, SD10 is the ticket designator for a 10% Senior Citizen discount.
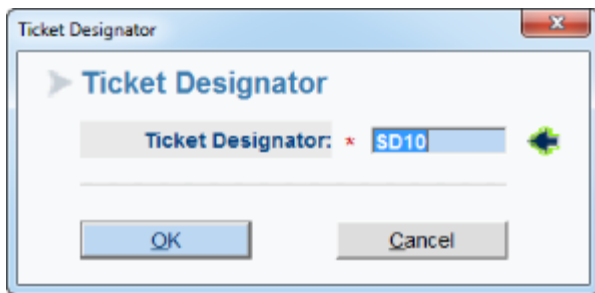
View Rules by Category Number

You can display rules by category number. When you select the By Menu option, the Rule Information window displays. Add the fare line number and select OK.
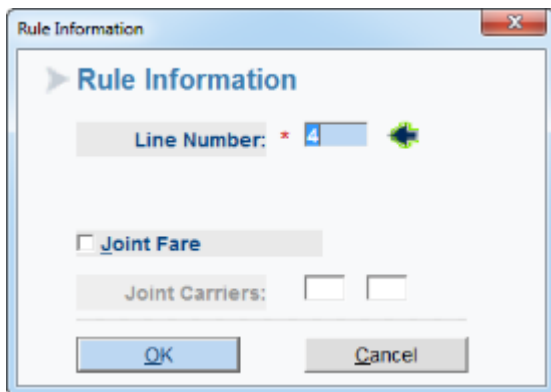
Select the categories you wish to view and add the corresponding number to the pop up below.
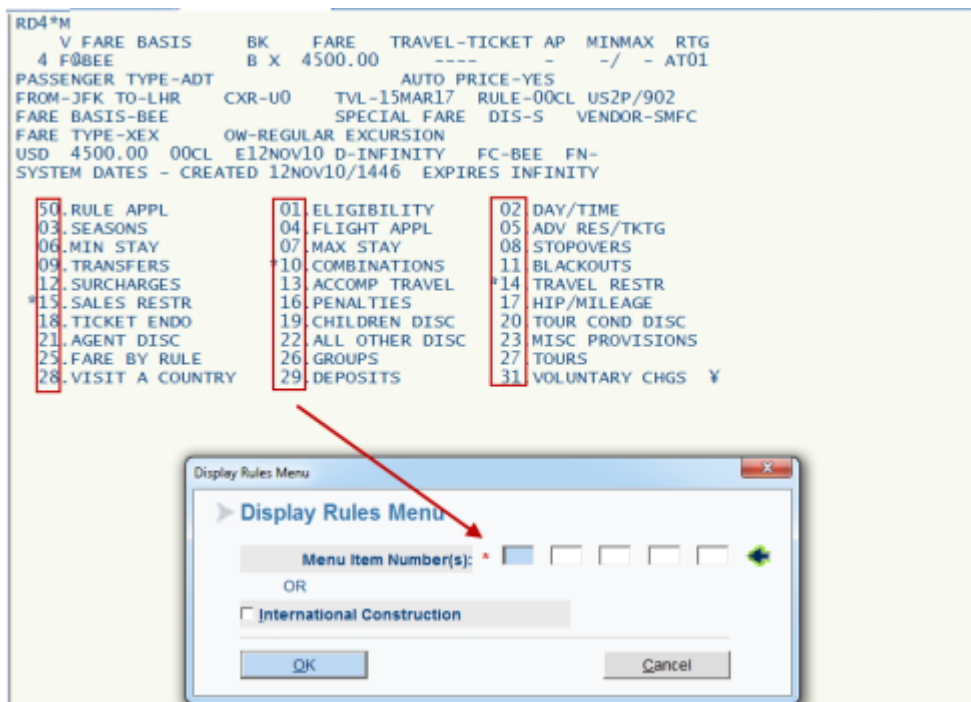
View Header From the Fare Display

You display the Header of fare so the fare rules do not display.

View Routing From Fare Display

You can display the routing information for a fare.

Note   Your instructor will review the results of a rules display.

1.3.11   Ticketed Point Mileage

Ticketed Point Mileage is used to determine point to point cumulative mileage used for the computation of mileage based air fares, add-on and ZED Industry Discount Tickets. Select the **Ticketed Point** (TPM) option <Shift + F4>.

The Ticketed Point Mileage window displays:
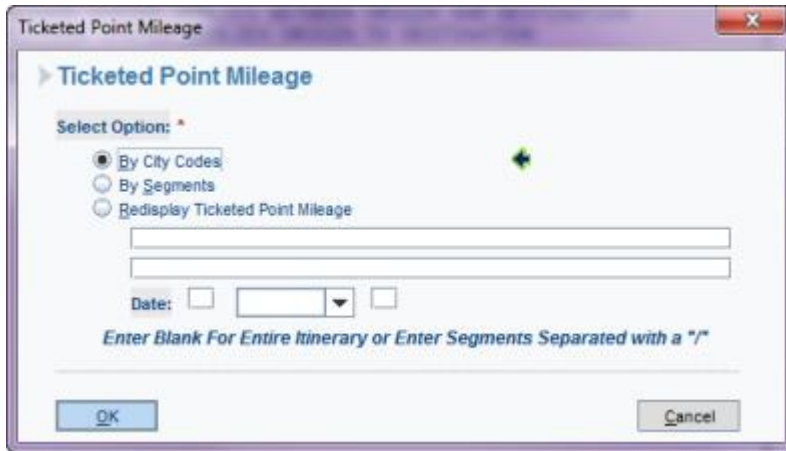
By City Codes

You can display the mileage in the market from the origin to the destination city.

To display mileage by city code

1.   Click the **By City Codes** radio button.

2.   Enter the **City Codes** with a space between each city code (i.e.: GVA LUG BOD FCO).

3.   Enter a **Date** (optional).

4.   Select **OK**.

In the example below, each line contains specific information applicable to the fare market from origin, GVA to LUG to BOD and then ROM.

Note   The number next to the city code is the IATA area between cities.

Response Explanation

Code	Description
CITY	City code
GI	This column shows the IATA Global Indicator for the ticketed point mileage sector. 1 = Western Hemisphere 2 = Europe , Africa 3 = Asia, Middle East, Oceania
TPM	This column shows the ticketed point mileage between the origin city and the city shown on that line. The ¤ symbol on line 3 indicates the mileage is calculated by the Sabre system and is not part of the IATA Database.
CUM	This column shows the cumulative value of all ticketed point mileage from the journey origin less any extra mileage allowances shown on this line in /I/. When you select this option, the Sabre system responses include mileage for surface sectors.
MPM	This column shows the maximum permitted mileage in the fare market from the journey origin to the destination city on the individual line. If asterisks (*****) appear in this column, it indicates that mileage values are not available in this market.
EMS	This column indicates if there is an applicable mileage surcharge at this time point on the journey based on IATA exact percentage mileage surcharge. This calculation includes any extra mileage allowances shown in /I/.
DED	This column indicates if the fare allows a ticketed point deduction.
LAST	This column indicates the number of miles that must be removed to reduce the mileage surcharge to the next lower percentage.
NEXT	This column indicates the number of miles you can add to the itinerary without causing a mileage surcharge increase. The 25M column indicates the maximum number of miles available with a 25 percent surcharge. When the mileage surcharge exceeds 25M, or when the value exceeds the maximum number of characters allowed in the field, EXC appears in the field.

By Segments

You can display the Ticketed Point Mileage based on the segments in an itinerary of an active PNR.

To display mileage by segment

1. Click the **By Segments** radio button.
2. Enter the **Segment Numbers** from your itinerary with a slash between each segment (i.e.: 1/2).
3. Enter a **Date** (optional).
4. Select **OK**.

Redisplay Ticketed Point Mileage

You can redisplay the last Ticketed Point Mileage displayed.

To display mileage by city code

1. Select the **Redisplay Ticketed Point Mileage** radio button.
2. Select **OK**.

1.3.12   Tax / Base

You can display a breakdown of the base fare, tax, and total fare.

To breakdown a tax or fare

1.   Select **Tax / Base** or <Shift+F5>.

The Tax / Base Breakdown window displays.
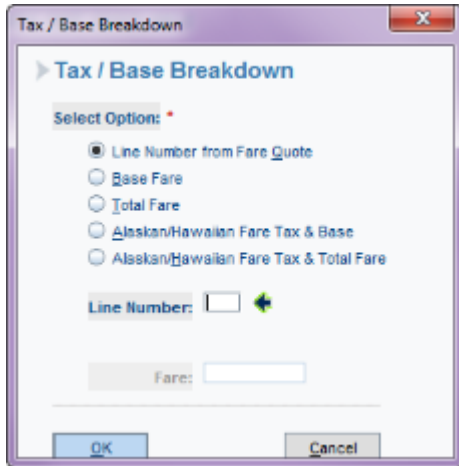
2.   Click the desired options radio button.

3.   Select **OK**.

The response is a breakdown of the fare requested.

1.3.13   Taxes

You can display the breakdown of the applicable taxes in a passenger's PNR.

To access the Taxes options, select the **Taxes** sub-navigation Label or <Shift + F6> and the Taxes for City, Country, or Tax Code window displays:
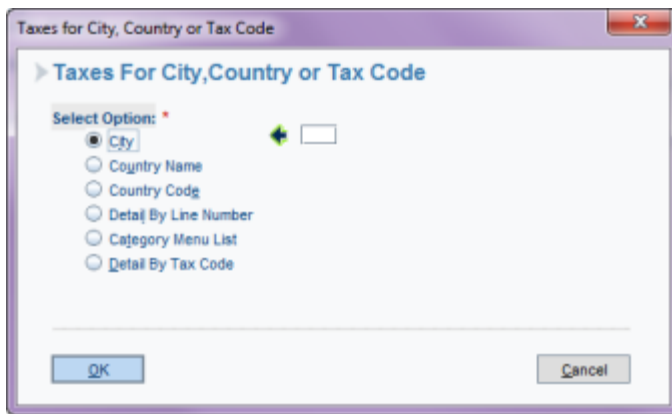
City

You can display the applicable taxes for a specific city.

To display the applicable taxes for a city

1. Select the **City** radio button.
2. Enter a **City Code**.
3. Select **OK**.

    A list displays as shown in the following example:
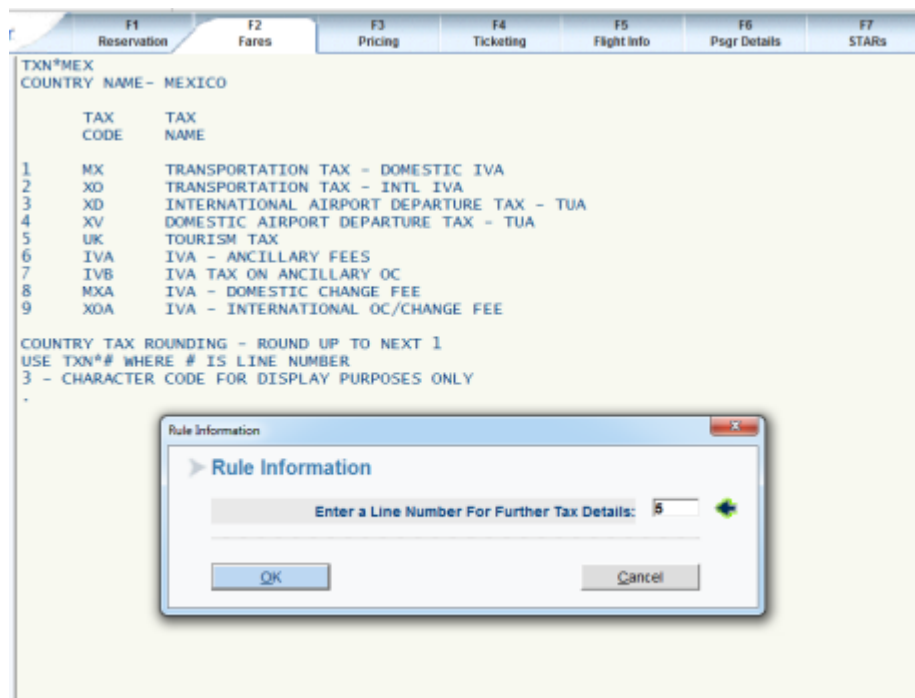
The Rule Information window also displays.

4. Enter **Line Number** from list of taxes you want to display.
5. Select **OK**.

The following is an example response of when you selected the Tourism Tax:

```
        F1          F2          F3          F4          F5          F6          F7
   Reservation    Fares      Pricing     Ticketing   Flight Info  Psgr Details    STARs
TXN*5
TAX CODE           TAX NAME
UK                 TOURISM TAX

COUNTRY CODE       COUNTRY NAME
MX                 MEXICO
..............................................................
          CURRENTLY EFFECTIVE FOR SALES AND TRAVEL
          FUTURE DATE DIFFERENCES NOTED ON SPECIFIC TAX SEQUENCE

MULTIPLE SEQUENCES EXIST - USE SEQUENCE ENTRY TO DISPLAY
TAX DETAILS FOR EACH SEQUENCE - REFER TO TXNHELP FOR
                              SEQUENCE ENTRY
01 TAX-
MXN  306  SEQ: 50
       TICKETS SOLD AND ISSUED ANYWHERE.
*  TRAVEL FROM MEXICO TO ANYWHERE EXCEPT MEXICO WHERE THE
   SECOND LOCATION IS THE NEXT STOPOVER POINT OR
   THE FIRST POINT OUTSIDE THE TAXATION COUNTRY.
*  ENPLANEMENT FROM MEXICO TO ANYWHERE EXCEPT MEXICO.          ¥
```

Additional Options Include:

Options	Description
Country Name	Enter the full Country Name (MEXICO)
Country Code	Enter the 2 letter Country Code (MX)
Detail by Line Number	Display detailed information about a topic by selecting a line number from the list.
Category Menu List	Display detailed information about a sequence by selecting a line number from the original display.
Detail by Tax Code	Display information on a specific tax code. (UK)

1   Ticketing

1.4   Interact - Ticketing Tabs and Labels

In order to access Ticketing Functions within Interact you must select Ticketing from the Tab options at the top of the Interact Screen. If you are using Interact for Reservations, the Ticketing Tab is F4 otherwise F8 for the Airport version of Interact.
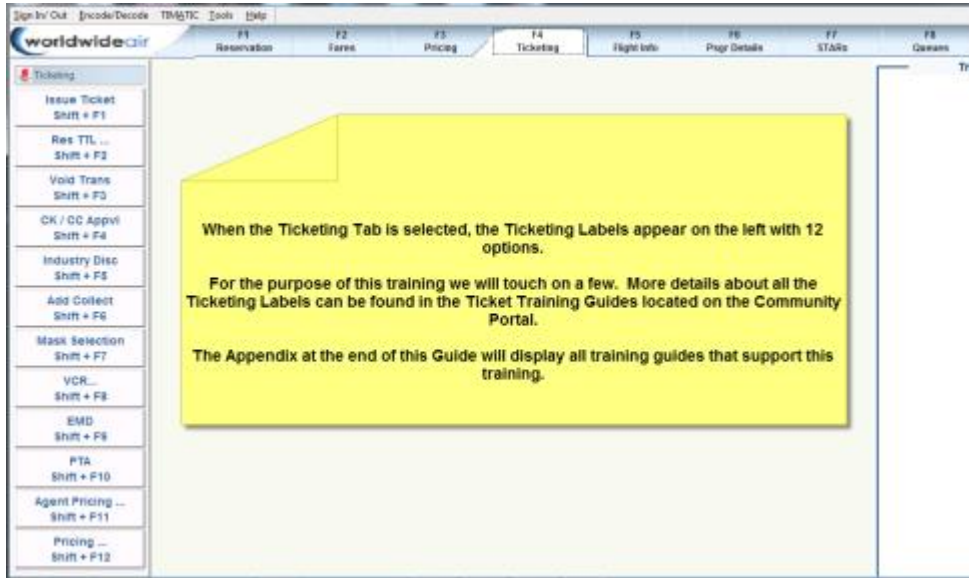
1.5   Issuing an Electronic Ticket

Notes:

Use this label to issue a ticket from a PNR with an active price quote.

Note   You must have a PNR in your work area.
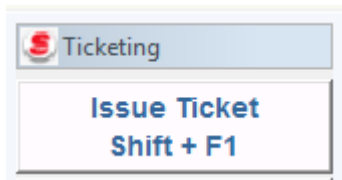
Once selected the **Issue Ticket** window displays. This window allows you to select the following:

- Ticketless (E-Ticket option)

- Form of Payment

- Price Quote option (if more than one active price quote exists)

- Endorsements

- Additional Options

To select the applicable form of payment from the drop-down menu, use the mouse to scroll through the list, or type the first letter of the Form of Payment option desired (type the first letter multiple times to see multiple options that start with the same letter), or use the up and down arrow keys to highlight the desired form of payment.

1.5.1   Process Flow - Cash FOP

Notes:

When you select Issue Ticket, Interact will automatically display the active price quote record. If a price quote does not exist, an error pop up will appear.
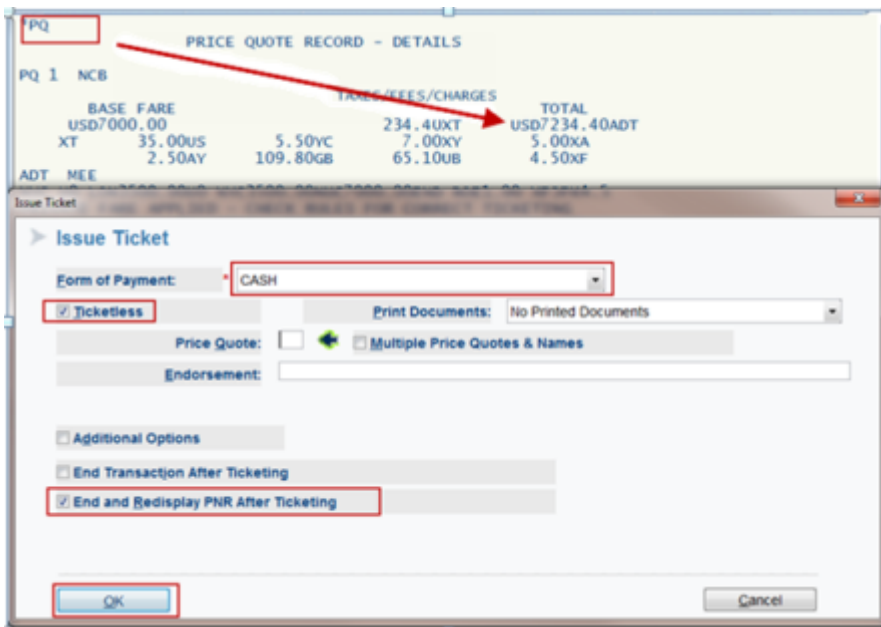
1. Select **Form of Payment** from the drop down.

2. Click the **Ticketless** box. The Print Documents area should default to "No Printed Documents".

3. Click the **End and Redisplay PNR after Ticketing** box.

4. Select **OK**.

Sabre will respond with a native response to an issued ticket command with form of payment cash as shown below. It will then end and redisplay the PNR in Interact.

```
W¥FCA
OK     7234.40/ 21 1993 1643 0
 NO BOARDING PASS INFO
US INS INSPECTION AND CUSTOMS FEES INCLUDED
```

The Ticketing / Pricing area of the PNR will be updated with the two lines of Ticketing Information.

1.5.2   Credit Card - FOP

Notes:

When issuing a ticket with a credit card use the following process from the Issue Ticket window.
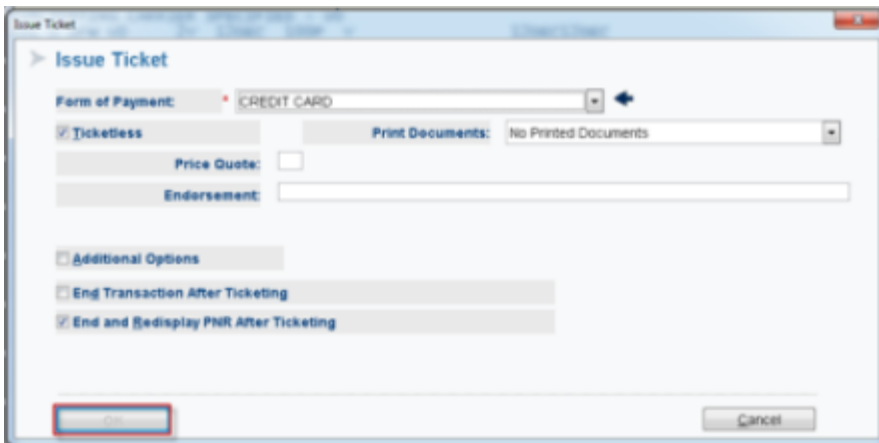
1. Select **Credit Card** from the form of payment drop down.

    Note The Ticketless and End and Redisplay PNR after Ticketing options have been automatically selected for you as these are the most popular options.

2. Select **OK**.

    The Form of Payment Credit Card window displays.
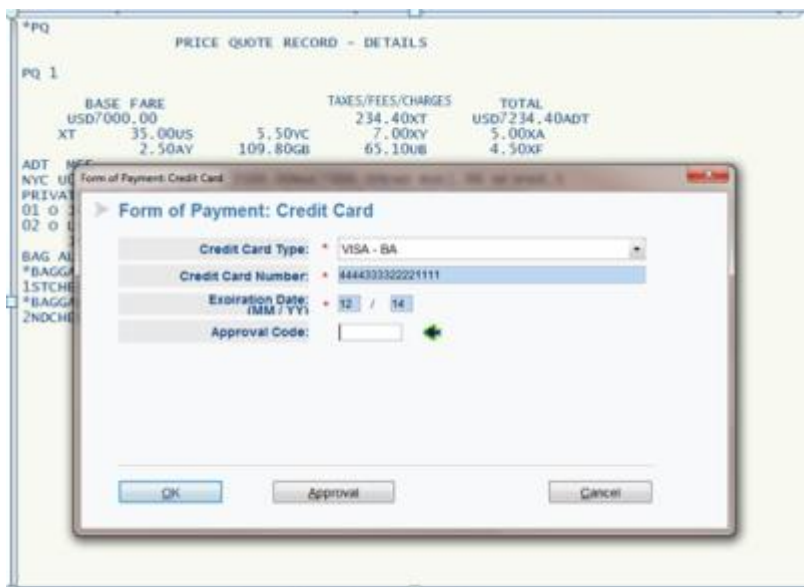
3. Select the **Credit Card Type** from the drop down menu.

4. Input the **Credit Card Number**.

5. Add the **Expiration Date** (two-digit month, two digit year format)

6. Enter the **Approval Code** if manually obtained.

    Sabre **Note** will automatically obtain an approval code when a form of payment is a single credit card. If multiple forms of payment with credit card(s) exist, you must first obtain pre-approval of the credit card(s). See *Obtaining Manual Approval Codes* in the next section.

7. Add the credit card **CSC Number** when required. CSC processing applies to American Express, Visa, Master Card, Discover and Diners Club cards. The CSC number is the 3 digit security number shown on the back side of the credit card.

8. Select **OK**

Sabre responds with the native format and ticketing response followed by a redisplay of the PNR within Interact.

```
W¥F*BA4444333322221111/1214
OK    7234.40/ 21 1993 0034 1
AUTH 215200
 NO BOARDING PASS INFO
US INS INSPECTION AND CUSTOMS FEES INCLUDED
VERIFY CARDHOLDER SIGNATURE
```

Credit Card Authorization information is added to the remarks section of the PNR.
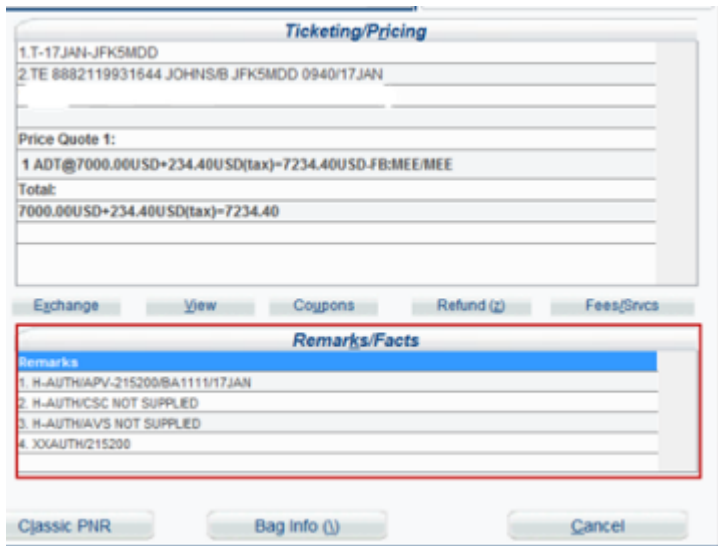
1.5.2.1   Manual Credit Card Approval

The following steps will walk you through the manual approval code process for credit card forms of payment.

1.   Select the appropriate **Credit Card** from the drop down menu.
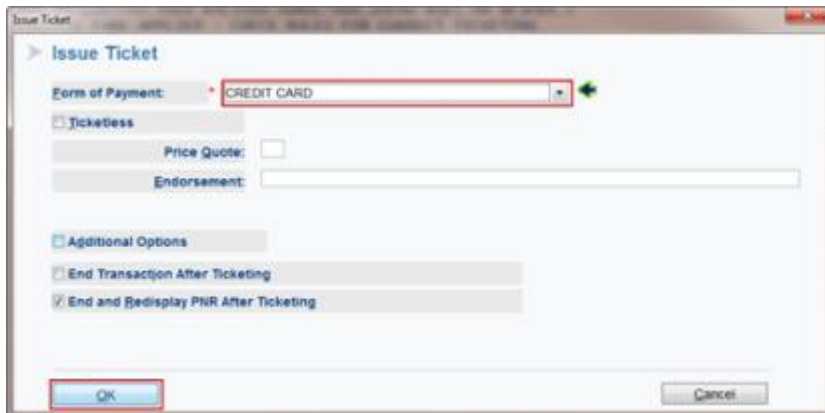
2.   Select **OK**
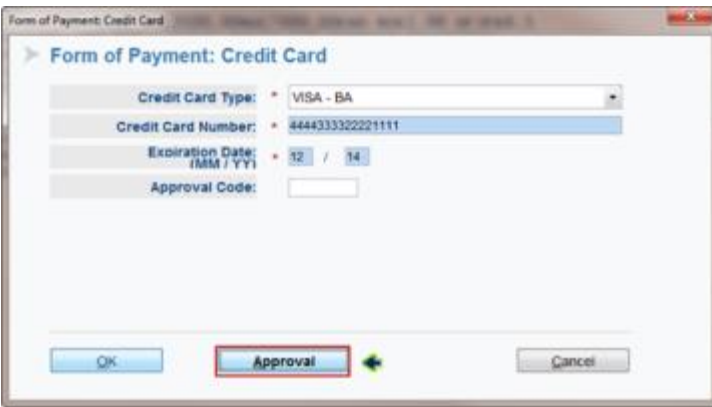
3.   Add **Credit Card Type, Number** and **Expiration Date**.

4.   Select the **Approval** button.

    The Payment Approval window displays and defaults to Credit Card.

5.   Add the **amount** to be charged.

6.   Add the **Credit Card Type** from the drop down menu.

    Note   The Credit Card number and expiration date will carry over from the previous screen.

7.   Select **OK**.

    Sabre will respond with the a native *Sabre* entry and response to the manually approval request. The approval code will be added in historical remarks of the PNR and added to the Form of Payment Credit Card Pop Up in Interact.

```
CK*BA4444333322221111/1214/500.00
OK 811113   VERIFY CARDHOLDER SIGNATURE AND EXPIRATION DATE
5H-MANUAL APPROVAL CODE IS 811113
```
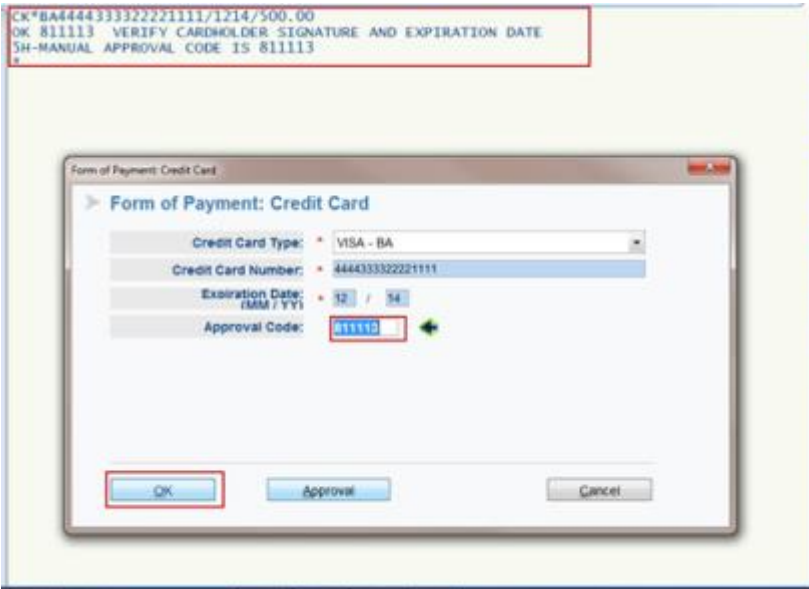
8.   Select **OK** to issue the ticket.

1.5.3   Multiple FOP

Notes:

A maximum of two forms of payment can be used in a single ticketing transaction. The following process will demonstrate how to issue a ticket using Multiple Forms of Payment.
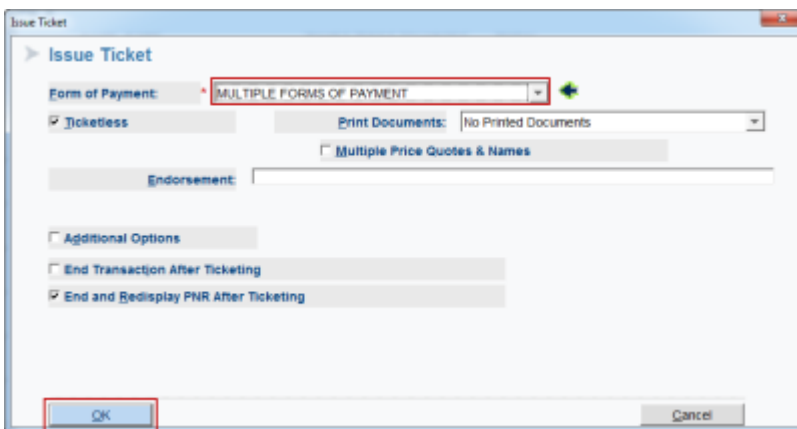
1.   Select **Multiple Forms of Payment** form the drop down menu.

2.   Select **OK.**

The Multiple Forms of Payment window displays.

Taxes and Codes

There are times when the Tax amounts and Tax codes have to be added to the 2nd form of payment. If *Sabre* requires a tax breakdown, review the PQ and make note of the taxes. All taxes will then be added to the Tax and Tax code boxes. If more than 8 Taxes exist, combine the final taxes and include it in Tax & Code 8 using the code XT.

A new pop-up is offered to enter cardholders name for each applicable credit card.

You would add the names in the fields provided and select OK to continue.

As stated previously, card type and cardholders name are entered into remarks automatically by Sabre.

Remarks
1. H-AUTH/APV-620414/CA1117/30OCT
2. H-AUTH/CSC MATCH
3. H-AUTH/AVS NOT SUPPLIED
4. XXAUTH/620414 *Z
5. H-CARD-MASTER CARD ..*******1117
6. H-CARDHOLDERNAME-RONALD ADDISON
7. H-CARD-VISA ..*******0002
8. H-CARDHOLDERNAME-SUSAN ADDISON

Notes on Enhanced Multiple Forms of Payment:

- Enhanced Multiple Form of Payment requires the credit card expiration date.

- The system obtains an automated credit card approval code for the first credit card listed as a form of payment. If there are two credit cards, you must manually obtain an approval for the second.

- Enhanced Multiple Form of Payment allows for addition of previously obtained credit card approval codes on one or both credit cards in the entry.

- Enhanced Multiple Form of Payment allows you to use the extended payment option. (if extended payment is valid with the credit card company)

- Activation is required. Contact Customer Care for information about activating the Enhanced Multiple Form of Payment.

- With an additional activation, Enhanced Multiple Form of Payment allows for accelerated billing of multiple forms of payment credit card transactions.

If your airlines uses the "Basic" option for Multiple Form of Payment, you must manually obtain credit card approval codes.

- Select the First Form of Payment type from the pull-down menu

- Depending upon the form of payment selected, the system may display additional fill-in cells, or a supplemental window may appear.

- Fill in the information as required. Note: The information options and data requirements are the same as in the primary form of payment sections discussed earlier in the module.

- Select the Second Form of Payment type from the pull-down menu.

Note   The options are limited for the Second Form of Payment: Credit Card, Cash, Check and Other. Depending upon the payment selected, the system may display additional fill-in cells(for Credit Card Form of Payment), or a supplemental window may appear (for Other Form of Payment). Fill in the secondary form of payment information as required. The information options and data requirements are the same as discussed in the primary form of payment sections earlier in this module.

- If Credit Card is selected, additional input cells are displayed to add the credit card number, expiration date, and CSC number.

- If Other is selected, the Form of Payment: Other window displays.

- Input the base amount. The amount is applied to second Form of Payment, the balance is applied to the first Form of Payment.

- Input the applicable taxes and codes.

- Select OK.

1.5.4   Void Transaction

Notes:

 Use the Void Transaction label to void an automated ticket transaction, a manual ticket transaction, or an auto MSR/RFND number.

Requirements:

- You must have a ticket printer designated.

- The PNR must be displayed in the work area.

- You must be signed in with a duty code 4, 5 or 7 and your EPR must contain the keyword DIENBR.

- Void transaction can only take place on the same day of issuance.

- Only the person that issued the ticket can void the ticket.

Once the Void Trans label is selected, the Void Transaction window displays with the native display of the PNR's Ticketing Field.

Four option exist to void a ticket transaction from the PNR.

- Ticket Field Line Number

- Reservations (PNR) Automated Ticket Number

- Manual Ticket Number

- Auto MSR / RFND number.

```
#N#T
 1.1FRANKLIN/JACKSON
TKT/TIME LIMIT
   1.T-17NOV-JFK5MDD
   2.TE 8882120524851 FRANK/J JFK5MDD 0951/17NOV
```
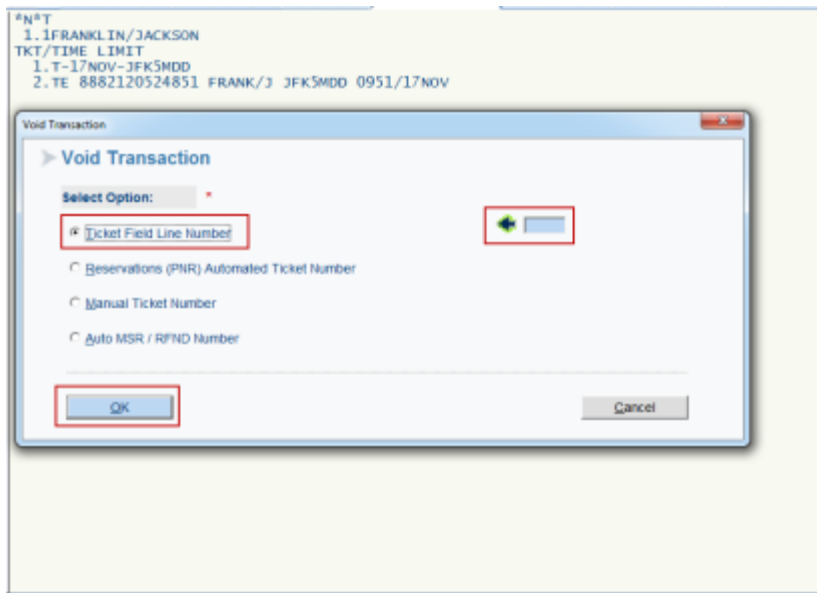

Action:

1. Select the **Void** option.
2. Add either the **Line Number** or **Ticket Number** in the space provided.
3. Select **OK**.

The Void Verification pop up appears only when voiding an automated transaction by line number. (option 1)
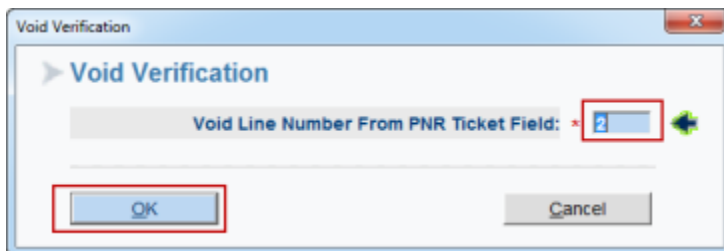
Just select **OK** to void transaction.

Note   When adding in the actual ticket number (options 2-4), a void verification is not required. The transaction will be voided.

Sabre Response Examples:

```
WV8882120524852
OK -- VCR 8882120524852 VOIDED IN PNR
```

or

```
OK - ITEM VOIDED
```

Note   You can also void transaction through the Agent Sales Report. (See ASR for more details)

1.5.5   Issue Ticket by Type

Notes:

You can use the Additional Options selection within the Form of Payment window to issue a ticket with specific criteria.

1. Select the **Form of Payment.**

2. Select the **Additional Options** indicator.

3. Select **OK**.
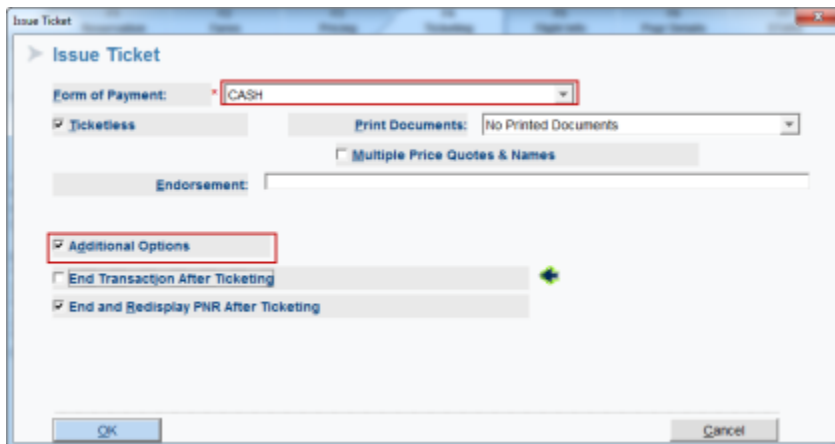
The Additional Ticketing Options window displays.
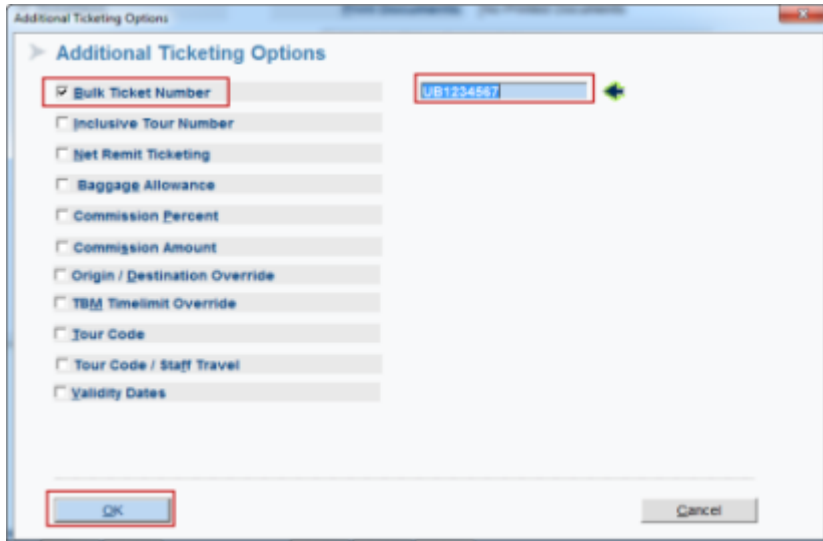
When an option is selected, an additional pop up will appear, add the additional information as needed.

Note   Check with your airline to see which options are applicable.

1.5.5.1   Bulk Ticket

Notes:

Use this option to issue a *Sabre* generated Contract Bulk Ticketing in conjunction with a tour number.

Note You must have previously priced the itinerary as a bulk fare and created a price quote prior to ticketing.
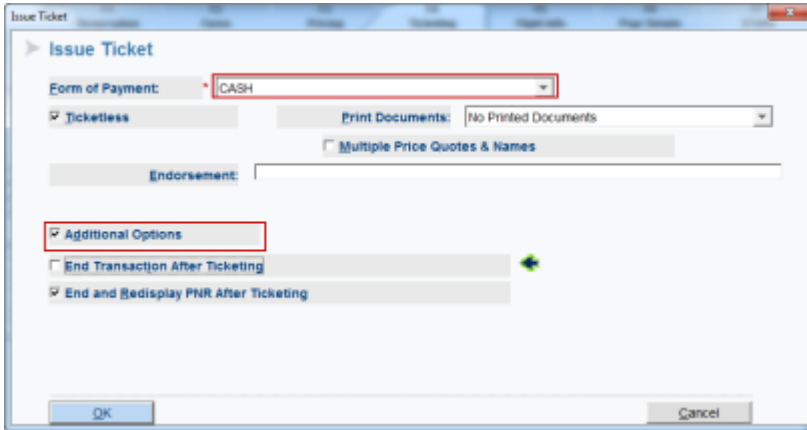
1. Select **Form of Payment** from drop down menu.
2. Select **Additional Options**.
3. Select **OK**.
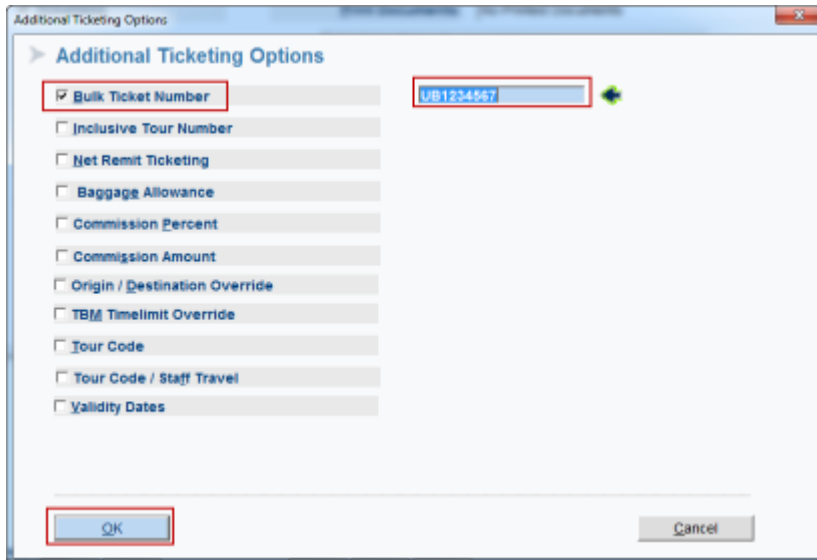
4. Select **Bulk Ticket Number**
5. Add the Bulk Ticket Number prefix (**UB**) followed by the number (**1234567**).
6. Select **OK**.

The Native *Sabre* entry and response appears on the screen prior to end transaction and redisplay of the PNR.

```
W‡FCA‡UB*987654
OK     466.00/ 21 65436 1324-1325 4
 NO BOARDING PASS INFO
```

Notes:

The procedures for processing a Tour Inclusive Ticket is very similar to the Bulk Ticket. The only difference will be with the referenced Tour Code.
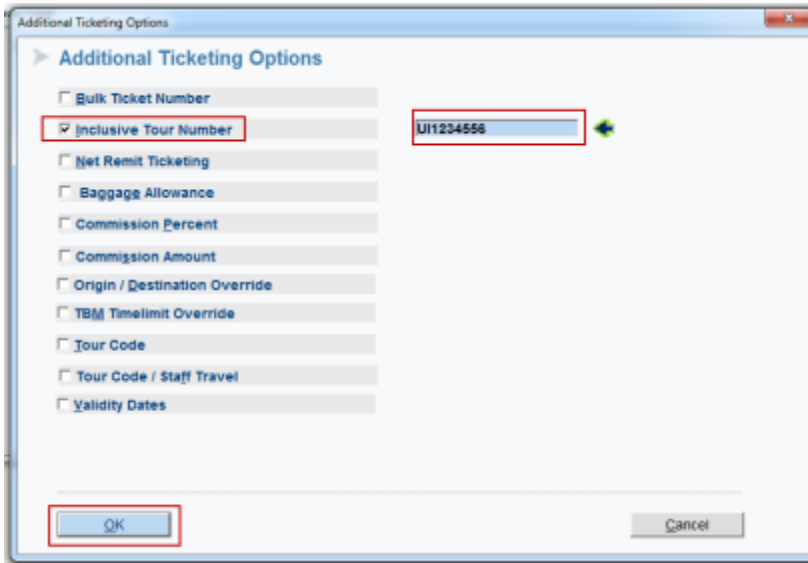
1.   Select **Inclusive Tour Number.**

2.   Add the Inclusive Tour Number prefixed with **UI** followed by the number (**1234556**)

3.   Select **OK**.

The Native *Sabre* entry and response appears on the screen prior to end transaction and redisplay of the PNR.

```
W¥FCA¥UI*987654
OK    772.54/ 21 6127 5214 0
 NO BOARDING PASS INFO
```

When a ticket has been issue as part of a BT (Bulk) or IT (Inclusive Tour), the base fare will be hidden and replaced with either a BT or IT indicator. Only the taxes and fees will be shown. The Fare Calculation fare break points will be replace with either BT or IT as shown below.

Virtual Coupon Record

Number: 8882120524847							**Name:** SMITH/TEST					
Nbr of Cpns: 1			**Created:** 11NOV15			**Issued:** 12NOV15		**PNR:** NIXVNC			**Type:** ADT	

Nbr	Cx	Al	Flt	Cl	Dep	Frm	To	Time	Bk St	Fb	Stat	FF	bags
1		U0	2	M	15NOV	JFK	LHR	650P	OK	MEE	OK		

FCMI: 0   Tax Info ◄

Fare Info
Base: USD   IT 17.70 US 5.60 AY 4.50 XF   Total: USD   IT
Fare Calc
NYC U0 LON/IT   END   XFJFK4.5

Form of Payment
FOP: CASH

Issued: 12NOV15 at JFKAD by JFK MDD
Endorse/Restrict:
Tour: ITUI1234556
Remarks:

Print 🖨

OK	Modify	Exchange	Refund	Control	PNR	History	Cancel

1.5.5.3   VCR - Virtual Coupon Record

Notes:

An electronic ticket is also referred to as a Virtual Coupon Record or VCR. It contains the same information as a paper ticket; the main difference is that the ticket information is electronically stored, which makes printing a paper ticket no longer necessary. Electronic ticketing is available for both ATB and TAT stock.

A VCR is validated by the host carrier for itineraries that contain up to 16 segments. These itineraries can contain both host carrier and approved Interline Partner carrier segments.

1.5.5.3.1 Display VCR

From the **Ticketing Tab** select the **VCR Label,** then select the **Display VCR** Label.

The Display VCR window appears.

Note   You can also access the Display VCR window by using the Quick Key **<CTRL+V>**

There are 10 display options shown below. Additionally there are viewing options that exist within the Display VCR window

Option	Description
All VCRs	Display all VCR that exist within a given PNR.
VCR Coupon Data	Display only the VCR Coupon Data
By City Pair	Display VCR by City Pair along with Name and Date Range.
By Credit Card	Display VCR by purchased credit card.
By Frequent Flyer Number	Display VCR by passenger's frequent flyer number
By Flight Information	Display VCR by Flight Information.
By Passenger Name	Display VCR by Name
By Ticket Number	Display VCR by Ticket Number
By Ticket Record	Display VCR by Ticket Field line number
By Form of ID	Display VCR by FOID (Form of ID)
By Open Segment	Display VCR by Open Segment City Pair and Name

1.5.5.3.2   Search for a VCR

Notes:

Use the VCR Search Mask option to find a VCR when you do not have the VCR number or the PNRs record locator.

1.   To access the VCR Search Mask, select **Search for VCR** from the sub navigational VCR label, or <Shift +F5>

The VCR Search Mask appears.

2. Input the information associated with the VCR.

3. Select **OK**.

If there is an exact match, the VCR displays in your work area.

If there are multiple VCRs matching the information, a name list displays similar to the one below.

4. Click to highlight the appropriate VCR from the list.

5. Select **OK**.

If a VCR is not found or is not present based on the criteria presented, the system displays the following response:
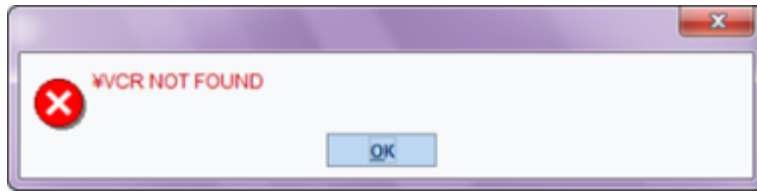
1.5.5.3.3   Modify VCR

Notes:

There are times when a VCR requires modification. This section will discuss the various option available when a VCR requires modification.

To begin the process you can either:

- Select the **Modify VCR** sub-navigational label, or

- Select the **Modify** button from the VCR

Once selected, the Modify VCR window displays.
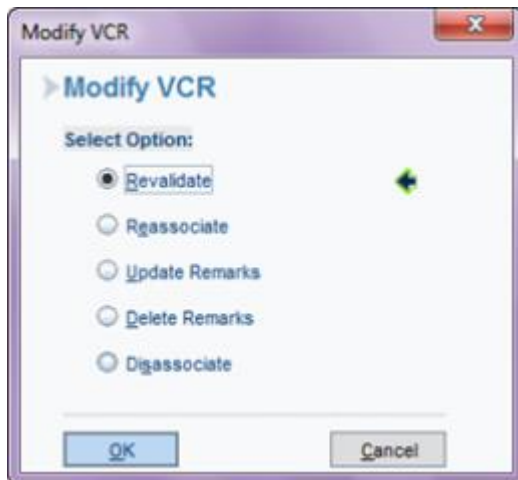
There are 5 actions associated with modifying a VCR. We will contain our discussion on Revalidation and Reassociation on the following pages.

Note   VCR Remarks can be updated and deleted as needed using the Modify VCR window. The ability to disassociate a VCR would restrict the issuance of an electronic boarding pass, thus requiring the passenger to see an agent representative.

Revalidate a VCR

Notes:

Use the Revalidate VCR option (electronically re-sticker) when an itinerary change occurs on a previously ended PNR. Revalidation updates the VCR itinerary without performing an exchange.

Revalidation is permitted on any VCR, including OPEN coupons that meet one or more of the following criteria:

- Flight number change

- Date change

- Change in flight departure / arrival times

For any other types of itinerary changes, you must exchange the VCR.

Note   Your airline can choose to activate the Automatic Revalidation functionality. This option applies when you change a previously ticketed booking. The *Sabre* system then attempts to revalidate the VCR coupon after End Transaction. Contact Customer Care to activate this option.

When an itinerary change occurs to an itinerary segments the status will change to SS.
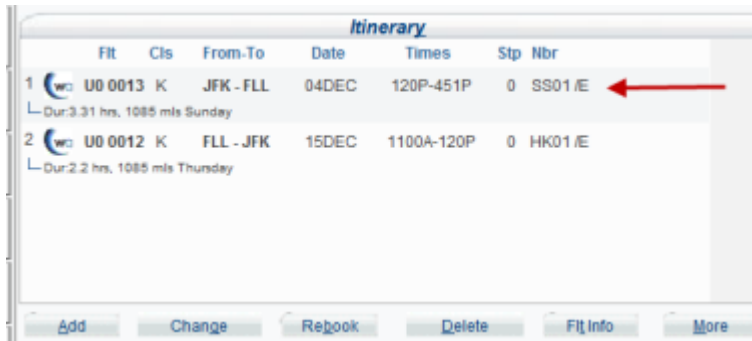
Prior to ending the PNR the VCR coupons will display ** as an indicator that a change was made to the itinerary.

When the change meets the criteria specified above, we can proceed with a revalidation. The following steps will demonstrate Revalidation.

1. Display the VCR.

2. Select the **Modify** button.

   The Modify VCR window appears.

3. Click the **Revalidate** radio button.

4. Select **OK**.

   The Revalidate VCR window appears.

5. The name number will be pre-filled for you.

6. Add the **segment number(s)** that have changed.

7. Select **OK**.

Note As stated, you can submit this window blank to revalidate all VCR for all names and all segments.

The Response will be Revalidation Complete
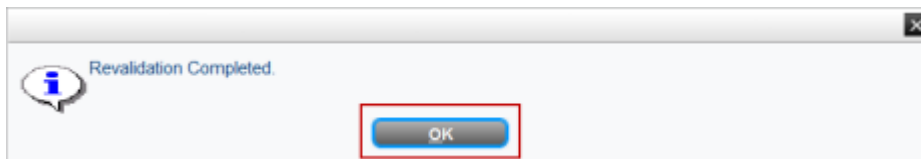
8. Select **OK** to redisplay the VCR.

The new date has been updated within the VCR, revalidation is now complete.

Reassociate - VCR to PNR

Notes:

Reassociation is the action to attach the VCR coupons to the PNR segments. When they become disassociated check-in is not possible.

The following manual steps will reassociate the VCR coupons to the PNR segments.

1. Display the PNR that the VCR will be associated to.

   Note If no PNR exists, create the PNR, end transaction and redisplay the PNR.

2. Select the **Modify VCR Label** <Shift + F3> or if you display the VCR select Modify.

   The Modify VCR window appears.

3. Click the **Reassociate** radio button.

4. Select **OK**

   The Associate VCR window appears.
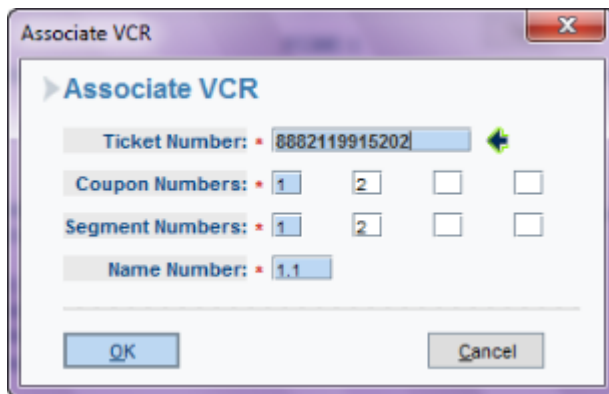
5. Add the **Ticket Number** to be associated.

6. Add the **Coupon Number(s)**.

7. Add the **Name Number**.

8. Select **OK**

   Note In some instances some of the fields are pre-filled in for you. Verify that the information is correct before select OK.

   The response will be a pop up as shown below indicating that the "VCR Coupon Data Updated".
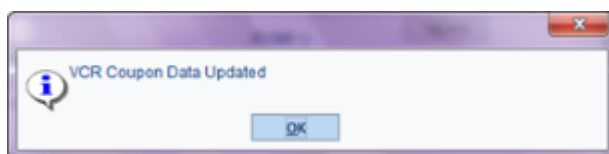
9.   Select **OK**.

Remember this action ties the VCR to the itinerary,. If you still need to update the information on the VCR Coupon (flight, date, etc.) you must revalidate the VCR.

1.6   Electronic Miscellaneous Document - EMD

With Electronic Miscellaneous Documents (EMDs), you can collect ancillary charges electronically and associate ancillaries with the electronic flight coupon. You can also issue EMDs to sell ancillary services. EMD will eventually replace the MCO, virtual MCO, and MSR products that process electronic non-flight documents.

EMDs can be issue for associated services rendered on a specific flight referred to as EMD-A. These services such as pre-paid baggage, meals, pre-reserved seats and internet services to name a few, will issue an EMD-A coupon which is **A**ssociated to a specified VCR flight coupon. The two coupons thus remain synchronized when the flight coupon is used.

You can issue a Standalone EMD, referred to as EMD-S for miscellaneous charges or fees. They are considered **S**tandalone since it does not require association to a VCR's flight coupon.

The following pages will take a more detail look at both the EMD-A Associated and EMD-S Standalone documents

1.6.1   EMD-A Associated

Notes:

There are two ways to sell Ancillary goods and services, either by:

- The Check-In Process

- The Reservations Process

While your instructor will demonstrate these two options, the following pages will highlight the screens within Interact for selling, purchasing and associating ancillary items to the passenger's VCR.

When you begin the process of buying ancillaries you'll be brought to one of two screens.

- **Ancillary Cart** - This screen will house any ancillaries already reserved or purchased.

- **Shopping List** - If no previous ancillaries have been reserved, the shopping list will display with all ancillaries available for your passengers for the flights currently booked.

Let's begin by looking at the **Shopping List**.

Features
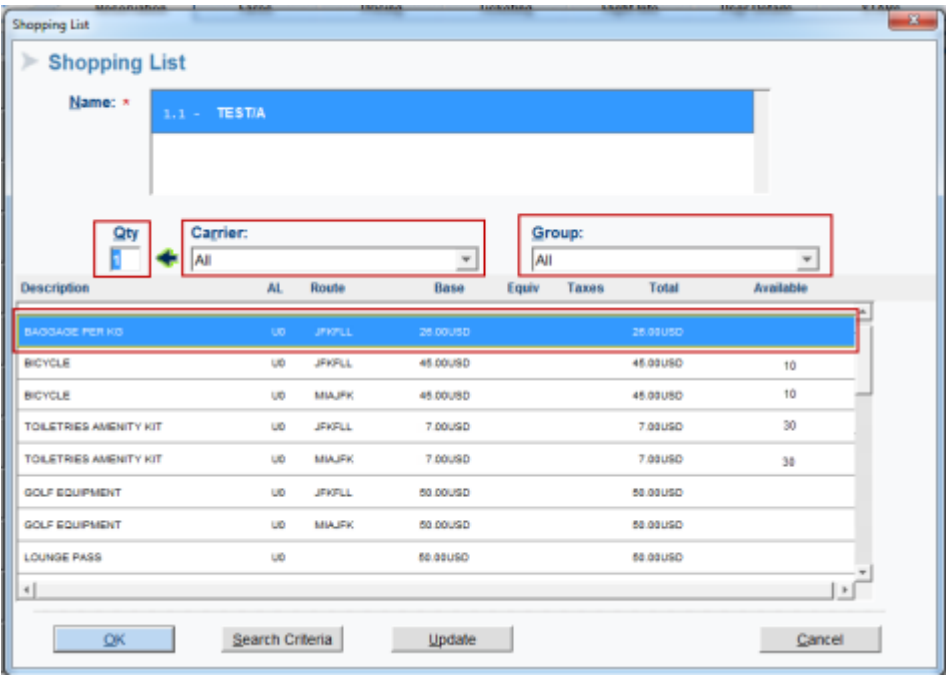
Features	Descriptions
QTY	Defaults to 1. If more items are being purchased, change the QTY as required.
Carrier	Defaults to all, if multiple carriers in the itinerary you can change this selection by carrier
Group	Defaults to all. To narrow down the search depress drop down and select by Group type.
Highlighted Ancillary	Highlight the ancillary the customer wishes to purchase.

Items
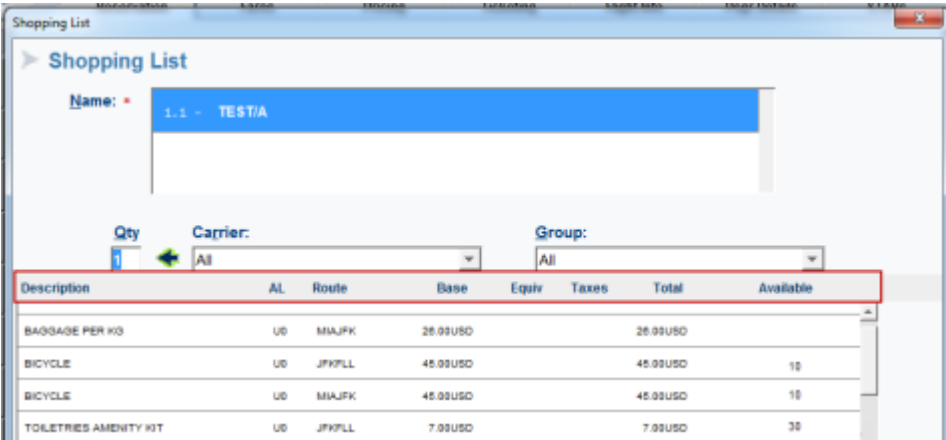
Item	Description
Description	Name of the Ancillary
AL	Airline
Route	Air segment city pair

Item	Description
Base	Base price of the ancillary with currency (Note: if the tax box is blank, than this amount is inclusive of tax)
Equiv	Equivalent amount if paid for in another currency other than country of origin
Taxes	Taxes applicable to the ancillary (Note: If tax box is blank than taxes are either not applicable or included in the base fare.)
Total	Total Cost
Available	If a number appears, than the airline restricts the number of ancillaries sold per flight. If no number appears, no limitations exist for the item.

Actions

Action	Descriptions
OK	Select OK all ancillaries are selected
Search Criteria	The Shopping List defaults to adult. Select Search Criteria for additional pricing options. Currently the only option is child. Additional items will be added once they are supported by pricing
Update	If "Manual Price" appears in the base field of the Shopping List, your airline has not filed a price for that item. You must manually add the price. You may also change the existing price. Select Update to change or add a tax.
Cancel	Select Cancel to remove the ancillary transaction

Ancillary Cart

Once an ancillary has been selected it is added to the Ancillary Cart. Let's take a closer look.

Item	Description
Name	The passenger's name number
Description	The service or fee to be purchased
Route	The passenger's flight routing
Status	Status refers to payment status. They include: • HD - Payment Required • HI - Fulfilled (Paid) • HK - Confirmed - AE waived, no EMD issued • HN - Need Requested. **Note** HN status will only be seen by those GDS systems that will request service from the carrier direct.
Base	The price without tax
Tax	Tax applicable to the ancillary
Total	Total price with tax

Ancillary Cart - Action Items
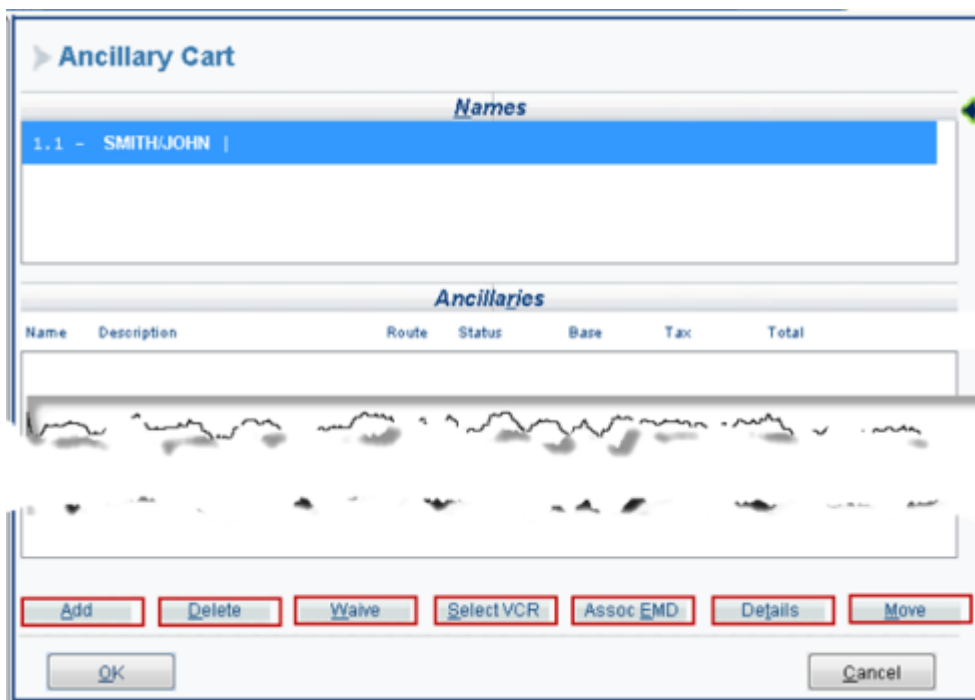
Action Item	Description
Add	Displays the shopping list of ancillaries offered for this flight
Delete	Allows you to delete an ancillary already selected from the Ancillary Cart
Waive	Allows you to waive a charge for a service or fee
Select VCR	Used when multiple VCRs exist in the PNR. (See note below)
Assoc EMD	Associates a previously purchased ancillary to a new itinerary. **Note** When using this entry a follow up entry must be made to reassociate the EMD to the VCR
Details	To display detailed ancillary information
Move	Manually entry to move from one flight to another.

1.6.1.1   Ancillaries: Associate Ticket

When you are ready to purchase, highlight the ancillary and select OK.
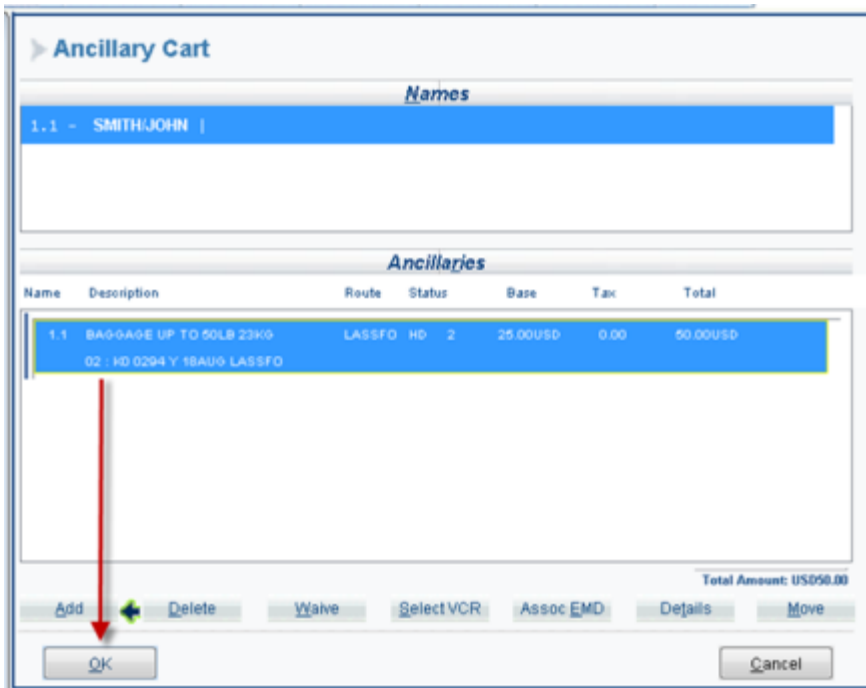
If only one electronic ticket is shown in the Pricing / Ticketing field of the PNR, Sabre will direct you to the form of payment screen.

However, if more than one electronic ticket exists in the PNR, e.g., if the original ticket was exchanged, the **Ancillaries: Associate Ticket** pop up shown below will appear.

The Ancillaries: Associate Ticket pop up allows you to identify and associate your ancillary to the correct electronic ticket and flight coupon when multiple ticket numbers exists within a PNR for an individual. A pop up will appear for each flight segment and each passenger that has an ancillary reserved.

Item	Description
Name	The passenger name and name number.
Ancillary	The ancillary selected and flight routing.
VCR / Ticket	The VCR or ticket number. A drop down menu is enabled if more than one ticket exists. In this case, select the drop down menu and highlight the associated VCR or ticket.
Coupon	All applicable flight coupons. Highlight the flight coupon that is associated to the ancillary.

Item	Description
OK	Once VCR / Ticket and Coupons have been chosen select OK to continue.
Cancel	To close the window without action being taken.

Note Verify the coupon status in the associate ticket box, if it is EXCH, then using the drop down select the alternate ticket.

1.6.1.2 Form of Payment Screen

The Form of Payment screen will appear with the amount populated.

1. Select a **Form of Payment** from the drop down menu.

> **Note** Forms of payment may vary based upon your airlines original selections.

2. Select **OK**.

The EMD Issued box appears with the EMD number.

3. Select **OK** to proceed.

1.6.1.3   Ticketing / Pricing Field

Once the EMD is issued, the Ticketing / Pricing field of the PNR is updated with the EMD document number.
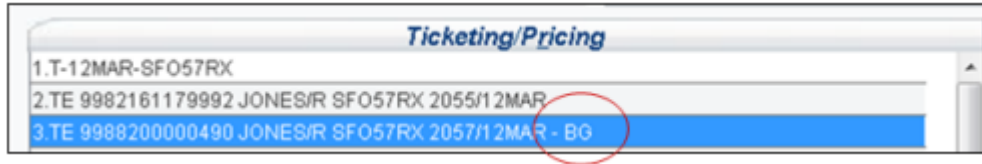
While it looks similar to the electronic ticket, note the 2-letter ancillary code at the end. The **BG** in this example tells us that this ancillary is for baggage.

Additional ancillary codes include:

Code	Description
BG	Baggage
GT	Ground Transportation and Non Air Services
IE	In Flight Entertainment
LG	Lounge
MD	Medical
ML	Meal / Beverage
PT	Pets
UN	Unaccompanied Travel
SA	Pre-reserved Seat Assignment
99	Miscellaneous Sales

1.6.2   EMD-S Standalone

Notes:

An Electronic Miscellaneous Document - Standalone (EMD-S) is an EMD which is issued for Miscellaneous Charges or Fees. It is considered Standalone since it does not require association to a VCR flight coupon. While future programming of EMD-S can include the VCR number as a reference with the EMD, these Miscellaneous charges are not lifted with a VCR flight coupon(s).

A Consumed at Issuance option is available with EMD-S, that allows the carriers to choose the status of the EMD-S document to be issued in "USED" or "OK" status. While many EMD-S items are used at time of issuance, an airline may opt to allow an OK status for a service or fee that will be used in the future. For instance a passenger may purchase a one day pass at an airlines club. Since an EMD-S is valid for 1 year, the EMD can remain in OK status until the pass has been used. The airline would then manually change the status to USED.

EMD-S will be filed under Group Code 98 and 99 and will contain a reason for issuance code (RFIC) similar to current Ancillary Products. Sub codes are also supported by *Sabre* and descriptions are definable by the airline when filing within Merchandise Manager.

Reason for Issuance Code (RFIC)

Once you issue an EMD, a Reason for Issuance Code (RFIC) is added to EMD details. A RFIC is a code that defines the reason for issuance the EMD. The RFIC is an ATPCO industry standard.

RFIC Codes	Description

RFIC Codes	Description
A	Air Transportation
B	Surface Transportation / Non-Air Services
C	Baggage
D	Financial Impact
E	Airport Services
F	Merchandise
G	In-Flight Services
I	Individual Airline Use

The RFIC codes can be seen when displaying an EMD. Here's an example of a partial EMD display in Native *Sabre*.

```
WEMD*9988200000509
ELECTRONIC MISCELLANEOUS DOCUMENT - A/ASSOCIATED
9988200000509          NAME-SMITH/LUCY
TTL NBR OF CPNS-02 DATE OF ISSUE-13MAR12 PNR-KQJYQU
REASON FOR ISSUANCE CODE-G/IN-FLIGHT SERVICES
CPN A/L                    BRDOFF   RFISC STAT
   1 K0                    SFOLAS   0CL   OK
   2 K0                    LASSFO   0CL   OK
```

Note   The RFIC and explanation of services is located directly above the coupon.

Standalone ancillaries will appear in the Ancillary Cart without a Route as shown below.
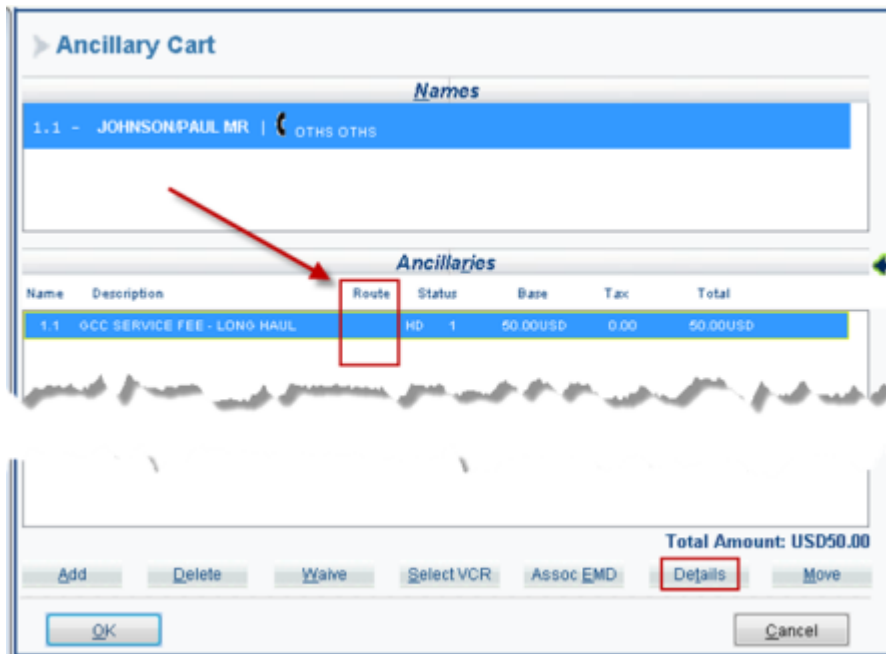
To display Ancillary Details, click to highlight the ancillary and select **Details**.

The Ancillary Details displays. Take a moment to review the various items included in the details window.

Item	Description
Name	Name of the passenger including name number from the PNR.
Ancillary	Name of the Ancillary as shown within Group Code 99
Status	• HD - Payment Required • HI - Fulfilled (Paid) • HK - Confirmed - AE waived, no EMD issued • HN - Need - Requested (HN is a status used when an ancillary is requested from another GDS system)
EMD Type	1 - Standalone 2 - Associated to a flight coupon of a ticket 3 - Standalone referenced to a ticket number but not associated to a flight coupon of a ticket.
Ancillary Item Number	Random number (to be removed in future revisions)
Amounts	Base fare amount and currency code
Taxes Included	True or False
Tax Exempt	Yes or No
Refund Ind	Yes, No or R Exchange only
Consumed at Issuance	Yes or No
Reason for Issuance	RFIC code and Sub Code

1.7   Agent Sales Report

Notes:

The Agent Sales Report (ASR) is a way of recording each ticketing or monetary related transaction. The ASR offers you a reporting and reconciliation tool. The ASR will allow you to:

- View the tickets issued and/or voided.

- View and update your own ASR.

- Add manual documents to the database.

- Close the Agent Sales Report.

The Agent Sales Report - Sales Summary displays the main ticketing details for a specific date or specified date range. All employees under a specific station are able to view the Sales Summary.

If you job responsibility includes issuing tickets you must sign into your ASR before issuing tickets. Signing into *Sabre* and assigning a ticket printer automatically signs you into the Agent Sales Report.

At the end of your shift you'll be required to close out of the ASR and reconcile your days activity.

To view your Sales Summary Report.

1. Select the **Tools** from the menu bar.

2. Select **Agent Sales Report**
3. Select **Sales Summary Report.**

1.7.1 Sales Summary

1. The Sales Summary Report window displays.

2. Select the desired **Option**.

   Note   When display your report for today, no options are required.

3. Select **OK** to display report.

   The report is comprised of 3 parts

   - The Header
   - Transactions
   - Total Daily Sales

The Header:

The following fields are included in the header.

Field	Description
AGNT	EPR city and agent sign for the issuing agent
EMP	Employee ID for the issuing agent
CTY	The AAA city where the ticket documents were issued
STA	The Station Number of the city where the ticket documents were issued.
06AUG13/1128A	Date and time when you displayed the Sales Report. This is different than the date the transaction occurred.
SALES SUMMARY REPORT FOR 06AUG16	The date when the Sales Report was opened.

Transaction:

The following fields are included in a transaction.

Field	Description
00001	Sequence Number

Field	Description
PFEIFFER/EDWARD MR	Passenger Name
FVNXII	Passenger Name Record (PNR)
14CC39	LNIATA of the Ticket Printer assigned
V	Status Code V in this situation means Voided <table><tr><td>CV</td><td>Compensation Voucher</td><td>OS</td><td>Oversale Voucher</td></tr><tr><td>E</td><td>Even Exchange</td><td>RF</td><td>Refund</td></tr><tr><td>EI</td><td>Even Exchange Ignored</td><td>RP</td><td>Partial Refund</td></tr><tr><td>EO</td><td>Exchange Overage</td><td>RV</td><td>Refund Voucher</td></tr><tr><td>ES</td><td>Exchange Shortage</td><td>V</td><td>Voided</td></tr></table>
	Form Type E in this situation means Even Exchange <table><tr><td>BAG</td><td>Excess Baggage Ticket</td><td>RFD</td><td>Refund Doc</td></tr><tr><td>CRG</td><td>Cargo / Priority Parcel</td><td>SCR</td><td>Senior Coupon</td></tr><tr><td>FIM</td><td>Flight Interrupt Manifest</td><td>SST</td><td>Spcl Svcs Ticket</td></tr><tr><td>MCO</td><td>Misc Charge Order</td><td>TAT</td><td>TAT ticket</td></tr><tr><td>MPD</td><td>Multi-Purpose Document</td><td>TKT</td><td>All Tickets</td></tr><tr><td>MSR</td><td>Misc Sales Receipt</td><td>TUR</td><td>Tour Order</td></tr><tr><td>PAS</td><td>Non Revenue Ticket</td><td>VCH</td><td>Voucher</td></tr></table>
8882172157446	Ticket Number
CC	Form of Payment (FOP) in this situation CC for Credit Card <table><tr><td>CC</td><td>Credit Card</td></tr><tr><td>CK</td><td>Check or Cashier's Check</td></tr><tr><td>CT</td><td>Certificate</td></tr><tr><td>GR</td><td>Government Transportation Request</td></tr><tr><td>IN</td><td>Invoice</td></tr><tr><td>MP</td><td>All Multiple Form of Payment transaction</td></tr><tr><td>PT</td><td>Prepaid Ticket transaction</td></tr><tr><td>ET</td><td>All exchanges including even and add collect</td></tr><tr><td>RC</td><td>Refund Check (Station Draft)</td></tr><tr><td>TV</td><td>Transportation Voucher whether for full or partial repayment</td></tr><tr><td>XX</td><td>Other form of payment</td></tr></table>
USD	Currency
0.00	Base Fare
0.00	Tax
0.00	Total Fare Including Tax
0947A	Time the transaction was actually made - local station time. (This can be in either 12 or 24 hour clock)

Total Daily Sales:

```
***    TOTAL DAILY SALES   CASH/CHECK AMOUNT          CREDIT AMOUNT
USD            1155.10             30.00                  963.60
ET              449.60
TV             -177.60


END OF REPORT
```

At the bottom of the display is the total of all sales for the day which includes:

- Total sales by form of payment

- Total sales by currency

- Total exchange amounts

- Total refunds by form of payment.

1.8   Display History - PNR/VCR/EMD

Notes:

Displaying Historical data allows you view the actions taken from creation to completion of a PNR, VCR or EMD.

You can display historical information for a:

- PNR

- VCR

- EMD

Reading historical data can be a challenge. The following pages will describe how to display and understand historical data.

PNR History

The History Options window allows you to display changes made to a PNR by selecting up to five options from the drop-down menu in order to view any or all components of a PNR.
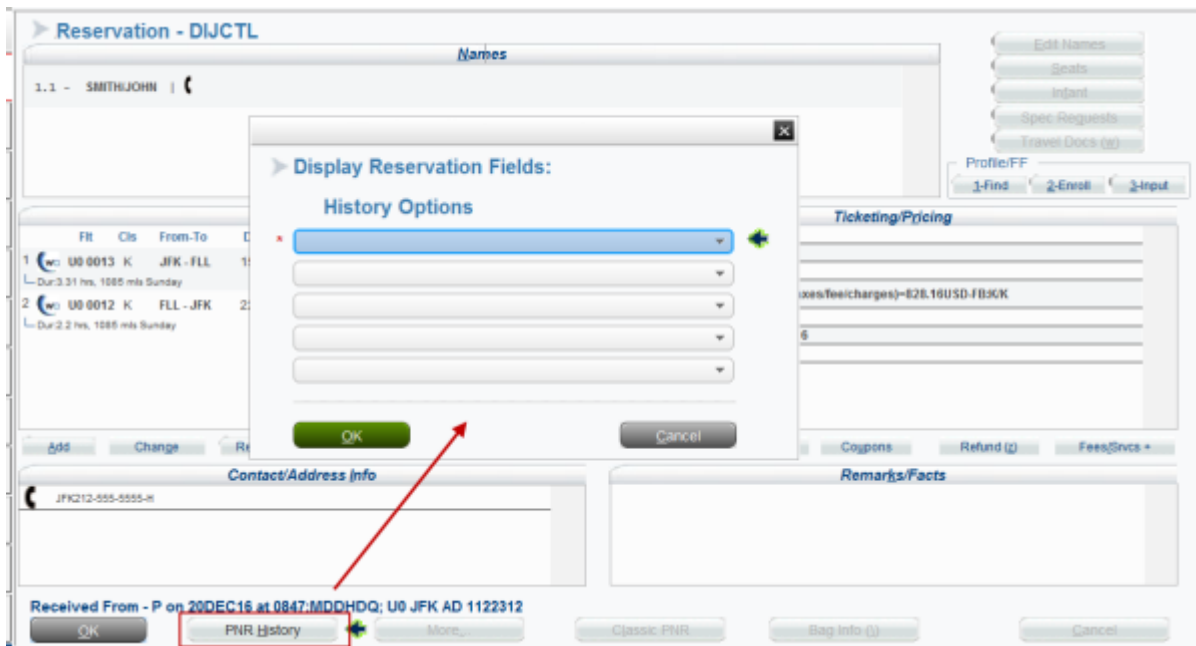
Select the **PNR History** button from a displayed PNR, this will open the **History Options** window. Since History contains the action taken on the PNR, several options are available to choose from. They include:

Options	Options
Air Itinerary	Price Retained
All	Price Retained All
Email Address	PTA
General Passenger Data	Received From
Itinerary	Seats
Name	Special Services
Pay	Ticket Record

No history is recorded or available if an Ignore transaction is completed. Modifications are not visible in a PNR until after an END Transaction is completed.

Note While your instructor will discuss in more detail in class, additional information can be found in the Reservations Training Guide - Display RES (PNR) Options located on the Community Portal. See the appendix to view all Training Guides available to you.

VCR History

In order to display VCR History you must have the VCR displayed in your work area. You can display VCR history by selecting the History button at the bottom of the displayed VCR as shown below.
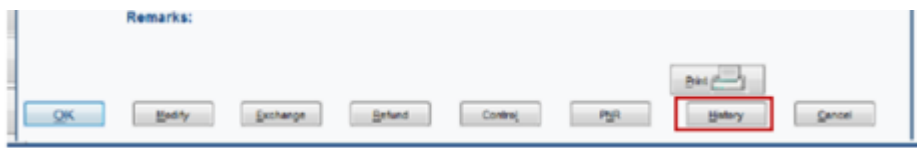
or by selecting the VCR Fields label from the Ticketing Tab.
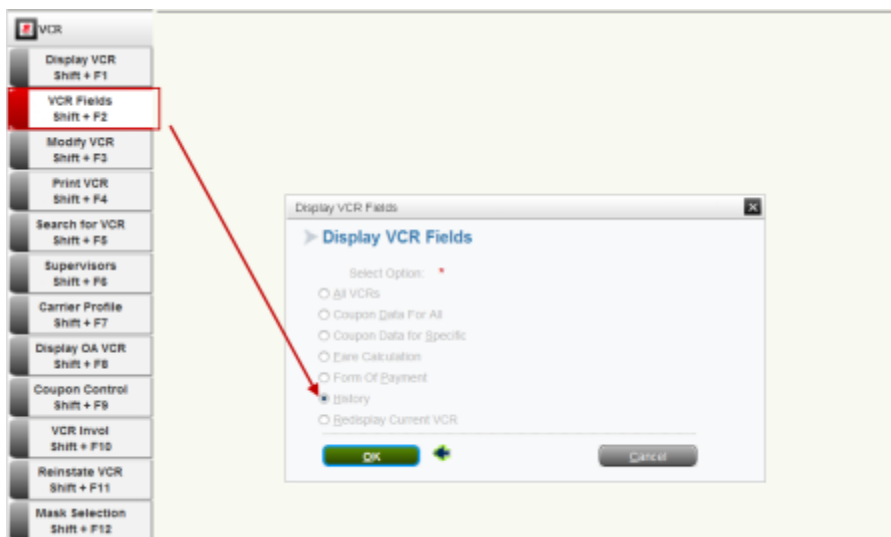
Once VCR history is displayed, it appears in newest to oldest format, therefore you must read from the bottom up.

The table below will assist with some of the VCR data and their explanations. Remember the most recent change will be the first displayed, always read from the bottom up.

VCR Data	Explanation
VCR*H	Native Sabre format to display VCR history
OC 8882119916002 CPN 1/2	OC - Original Creation, document number and coupons created.
W‡VCR‡NP‡FCA	Native Sabre format to issue an electronic ticket with form of payment cash.
FROM - ** to - OK	Status of the VCR ** no status to OK status after original creation
JFK HDQ5MBM 23AUG16/0852 OBLXBI	Signature Line, date and time stamp and PNR

EMD History

Like VCR History you must display the EMD first before displaying history. You can display the EMD from the Ticketing Tab and accessing the EMD Label. Once there select Display from the EMD Label.

The Display Electronic Misc Document (EMD) window appears. Add the EMD number and check off the Display History section as shown below before selecting OK.
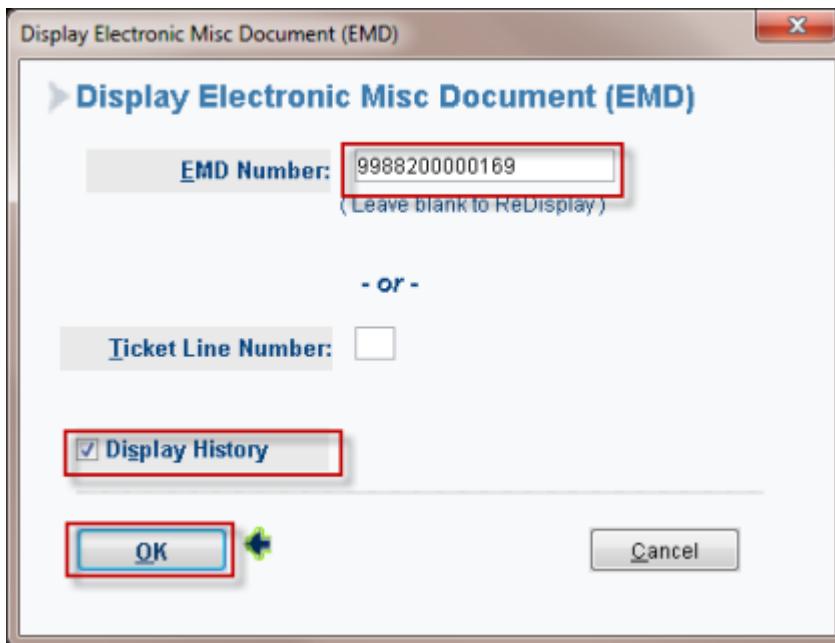
EMD history also looks similar to VCR history.

```
WEMD*9988200000169*H
VD    9988200000169           CPN 1
    WV9988200000169
    FROM-OK          TO-VOID
DFW HDQ41TG    14MAY12/1126    FNYHON

OC    9988200000169           CPN 1
                    ICW DOC-9982161241536
    VIA MISC WEBSERVICES
    FROM-**          TO-OK
DFW HDQ41TG    14MAY12/1018    FNYHON
```
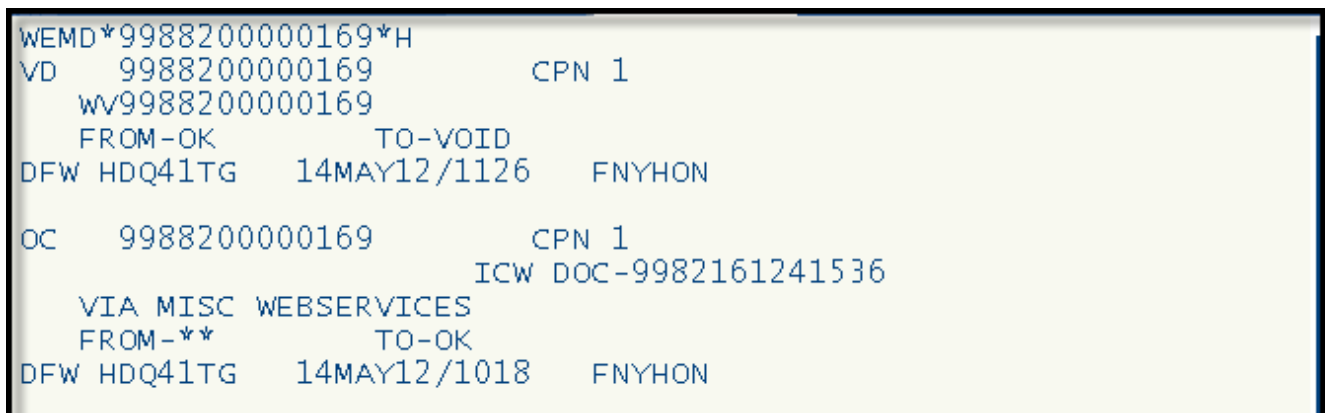
The table below will assist with some of the EMD Historical Data and their explanations. Remember the most recent change will be the first displayed, always read from the bottom up.

EMD History Data	Explanation
WEMD*9988200000169*H	Native Sabre format to display EMD History
VD....9988200000169 CPN1	VD - Void plus EMD number and coupon number
WV9988882000000169	Native Sabre format to void a ticket number
FROM OK TO VOID	Status of the EMD changed from OK to VOID Status
DFW HDQ41TG 14MAY16/1126..FNYHON	Signature Line, date and time stamp and PNR
OC...99882000000169 CPN1	OC - Original Creation - EMD number and coupon nbr
ICW DOC - 9982161241536	In Conjunction With Document and the electronic document number.
VIA MISC WEB SERVICES	Electronic Transfer Information
FROM - ** to OK	Status of the EMD ** no status to OK status after original creation
DFW HDQ41TG 14MAY16/1126 FNYHON	Signature Line, date and time stamp and PNR

1.9   AER - Exchanges

Automated Exchange is a comprehensive program made up of a series of screens that allows you to begin and complete an exchange transaction. In just a few easy steps, you'll be able to complete a:

- Ticket Exchange

- Multiple Document Exchange

- Ticket Exchange with Additional Collection – Air/Change Fees/Taxes etc.

The Automated Exchange program also allows you to either complete the transaction immediately, or retain the exchange information for issuance at another location at another time without duplicating effort.

Automated Reissue Pricing (ARP) is an optional feature available for airlines that uses the Automated Exchange and Refund product. It provides your airline an added level of pricing control and capability when pricing ticket reissues, by recalculating fares and taxes from the point of origin. This includes those segments already flown, with minimal user entries.

Benefits of Reissue Pricing (ARP)

- Uses Category (CAT) 31 Voluntary Change fare rules in selecting and validating the new fares.

- Gives the airline the ability to use all historical fares, current fares, or a combination of the two, based upon the changes that were made to the original itinerary.

- Retrieves and applies the change fee information based on the fare rules.

- Three ARP pricing options which include:

  o Prices the new itinerary in the class of service booked.

  o Attempts to find a lower price if air segments are rebooked in a different class of service; a prompt advises your staff how to rebook the lower price.

o ARP advises your staff when it is less expensive to purchase a new ticket vs. changing the original ticket.

For airlines that use ARP, there are two categories that make the Automated Exchange and Refund process more robust in collecting the appropriate fees when changes or refunds occur. They are:

Category 31 - Voluntary Changes

Category 33 - Voluntary Refunds

In order for these rules categories to work within AER, each airline is responsible for filing information in these categories.

Category 31 includes fare rules for voluntary changes. It allows your airline to file specific rules for voluntary reissues. ARP pricing logic is based upon your airline's Category 31 fare rule data filed directly with ATPCO. Therefore ARP is only available to carriers who file CAT 31 rules. When the Automated Reissue Pricing (ARP) feature is active, the *Sabre* system uses your airline's Category 31 rules for each exchange transaction to determine the following:

- If the itinerary changes are allowed

- What fares are valid for the new ticket

- What change fee applies

One additional option available for CAT31 airlines is **change fee totaling**. This option allows all change fees to be applicable by fare components or journey, and the system totals the applicable fees for voluntary reissues. Contact Customer Care for assistance with activating this option.

Category 33 provides your airline the ability to have more control over refunds processed through the Automated Exchange and Refunds (AER) program. This includes full and partial refunds.

AER determines the refundability based on your airlines refund rules file under Category 33. AER will populate the appropriate refund amount within the Comparison Summary Screen (Screen 30).The refund amounts will be verified and include only the appropriate funds and taxes that are to be refunded, including Canada and Australia GST.

There are two options your airline can choose to activate that will enhance CAT 33 functionality with refunds:

- **Change fee totaling**

This option allows all cancel / change fees to be applicable by fare components or journey and will be totaled and charged for voluntary refunds performed using CAT 33.

- **Re-direct to non-CAT33 pricing**

Specifically for partial refunds, this option redirects back to non-CAT33 pricing when no matching CAT 33 rule is found.

Contact the Customer Care help desk for assistance with activating either of these options.

1.9.1   AER Screens

You will learn how to process an Automated Exchange using both the Standard and Fast Path options within *Interact Interface*. There are two types of exchange transactions, those requiring additional monies, and those that are considered even exchanges. The process of Automated Exchanges incorporates 4 primary steps. Each step shown below has an associated AER Screen.

Step 1 Original Ticket Information (Screen 10)

Step 2 New Itinerary Information (Screen 20)

Step 3 Comparison Summary Screen (Screen 30)

Step 4 Ticketing Instructions Screen (Screen 40)

Secondary Screens will be identified and described in detail when handling more complex exchange transactions. A complete list of all secondary screens will be provided to you shortly.

This document is made up of two sections. They include:

- Standard Path Exchange Scenarios

- Fast Path Exchange Scenarios

Note   Appendix 1 below identifies the screens associated with each of the four steps and sub-steps within AER. Take a moment to review the options.

Appendix 1

Automated Exchange & Refund Step Screens	Screen Description
Step 1 – Original Ticketing Screen 10 Exchange Electronic Ticket ———→ Screen 11 Exchange Electronic Misc Document (EMD) Screen 12 Non Database Document Screen 13 Ticket Exchange – Tax Information Screen 15 Additional Flown Segments Screen 16 Fare Break Information Screen 18 Exchange Multiple Documents	Primary Screen – Original eTicket Transportation Voucher MCOs, PTAs, Agency Doc, & Tour Orders Additional Tax Breakdown Additional Flown Segments Manual Fare Break Points Multiple Documents to be Exchanged
Step 2 – New Routing & Fare Information ———→ Screen 20 Ticket Exchange – Intinerary Calc from Point of Origin Screen 21 Ticket Exchange – Plus Info from Point of Origin Screen 22 Ticket Exchange – Additional info from Point of Origin Screen 23 Ticket Exchange – Tax Calculation from Point of Origin Screen 24 Ticket Exchange – Fare Calculation from Point of Origin	Primary Screen – New Itinerary and Pricing Elements Additional Pricing Components Additional Pricing Components Overflow when more information is needed from Screen 21 Manually enter or adjust the new itinerary tax calculation from the point of origin on exchanged tkt. Edit Endorsements or Fare Calculation. This screen will display when fare calculation line data is too long and must be reduced for ticketing.
Step 3 – Old/New Document Comparison and Fees Screen 30 Comparison Summary ———→ Screen 31 Tax Comparison Summary Screen 32 Refund Information (if subscriber)	Primary Screen – Compare Old versus New Permits viewing & editing of tax calculation. Select refund method for a partial refund during an exchange transaction. (if subscriber to refunds)
Step 4 Ticketing Instructions Screen 40 Ticketing Instructions ———→ Screen 44 OK Ticketing Response ((Exchange Completed) Screen 45 Additional Reissue / Options Screen 41 Multiple Forms of Payment Screen 42 Baggage Allowance by Segment Screen 43 Transaction Retained Screen 02 Retained Exchange Information	Primary Screen – Ticketing Instructions Primary Screen – Ticketing Complete End Transaction, Void & Reissue for another psgr When multiple forms of payment will be used To add Baggage Allowance info to passenger ticket Advises previous reissue has been retained not tkted Alert which restricts check-in when a reissue or add collect is required.

1.9.2   AER Standard Path

Notes:

This scenario will demonstrate an AER transaction utilizing Standard Path.

Scenario 1: Your passenger purchased their tickets a few days ago, but realized they booked the wrong dates. You have made the changes to their Reservation below. Since the passenger had purchased an unrestrictive ticket there is no additional collection or penalty.

Below is the PNR with the new dates booked.

1.   Highlight the **Ticket Number** to be reissued from the Ticketing / Pricing area of the PNR.

2.   Select **Exchange**, to display the drop down options.

3.   Choose **Voluntary** as this is a voluntary change for the passenger.

   The **Ticket Reissue / Refund Options** screen appears.
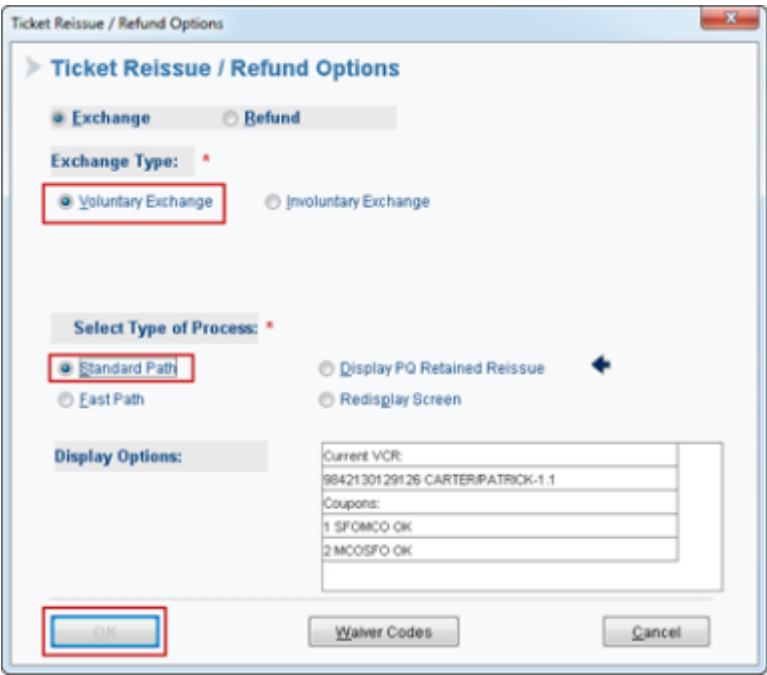
Before we can exchange an electronic ticket, we must ensure that there is a valid ticket to exchange. An electronic ticket is valid if the status is one of the following status codes:

- **OK** - OK for Travel (unused)

- **CTRL** - Airport control for interline electronic coupons (CTRL will change to OK during the Exchange process as long as no flight coupons were previously used, refunded or printed to paper.

- **PRT** - Electronic Ticket that was printed to paper (collect physical paper ticket)

- **RPRT** - Re-print of the Electronic Ticket (collect physical paper ticket)

- **PPR** - Paper ticket image, or Paper Ticket (collect physical paper ticket)

While we didn't display our VCR, the Ticket Reissue / Refund Options pop up, will display our status of the current VCR.

You can see that our VCR status is OK, therefore we can continue with the exchange process.

4.   Select **Standard Path**.

5.   Select **OK**.

The **Ticket Reissue / Refund: Standard Path** screen appears.

The Ticket Reissue / Refund: Standard Path pop up is the 2nd pop up that will appear before accessing AER. Name Select has been automatically checked from your electronic ticket selection.

6.   Select **OK** to access Automated Exchange and Refunds (AER).

The **Exchange Electronic Ticket - Screen 10** appears

Exchange Electronic Ticket (Screen 10)

Name: N1.1 CARTER/PATRICK				**Exchange Ticket:** 9842130129126		
Issued: At SFO on 19SEP11				**Form of Payment:** VISA		
Tour Code:				☐ Additional Flown Segments		

	Flight	Class	Date	From	To	TKT Desig	Status	Type *
1	VX 300	Y	15OCT	SFO	MCO	YVX	OK	Exchange - X ▼
2	O VX 305	Y	22OCT	MCO	SFO	YVX	OK	

Exchange - X
Flown - F
Change Fee - C
Keep Flown - K
Invol Reroute - I
Invol No Cpn - N
Invol Skd Chg - S

Action: * Next ▼   **Waiver:** ▼

Current Fare Breakdown:

Base USD:	1732.10					
Taxes:	151.30	(	129.90 US +	7.40 ZP +	14.00 XT	)
Total USD:	1883.40					

OK   Cancel

This displays the current VCR information and is your first AER screen.

7.   Click the **Type** drop down menu from segment 1 and select **Exchange - X**.

Note   Sabre assumes all segments will be exchanged and appends the Exchange - X after all other segments.

8.   Select **OK**.

The **Ticket Exchange - Itinerary Calc from Point of Origin - Screen 20** appears, this represents your new itinerary.

Ticket Exchange - Itinerary Calc from Point of Origin (Screen 20)

9.   Ensure the Action defaults to **Price**.

10.   Select **OK**.

If your airline subscribes to Automated Reissue Pricing the system will search for a lower available fare and prompt you with a class of service change and the price savings to your customer.

If you selecting Yes, *Sabre* will rebook the itinerary in the lower class of service and bring you to Screen 30, the Comparison Summary Screen. In this scenario, the customer will stay with the same fare as originally purchased.

REBOOK 1S2S USD-1444.00 - 1346
. REBOOK NOW?

11.   Select **No** <ALT+N> to continue to Screen 30

The **Comparison Summary - Screen 30** appears.
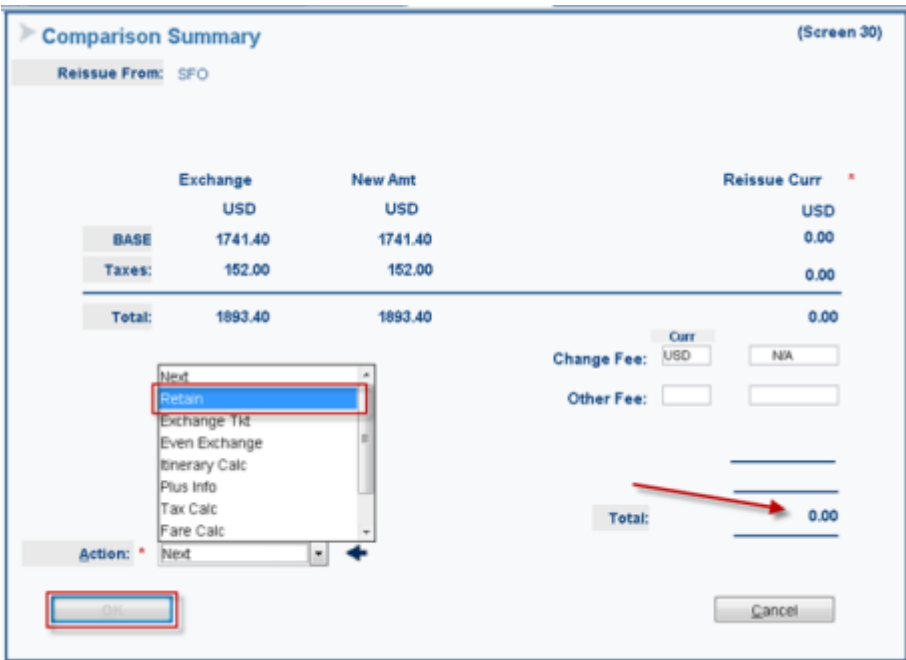
This booking allowed for changes without penalty, therefore this would be considered an even exchange transaction.

12.   Choose **Retain** from the Action drop down menu.

Note   Follow your airlines procedures on retaining Exchange transactions. If your airline does not require you to retain each exchange, then select NEXT on Screen 30

13.   Select **OK**.

The Retained Transaction pop-up appears.
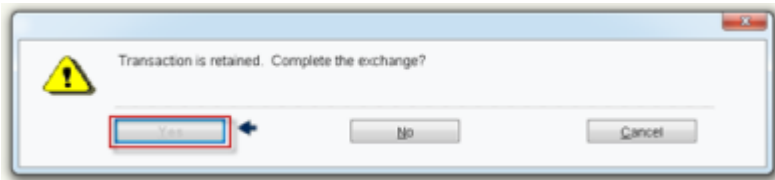
14.   Select **Yes** to exchange the ticket.

The **Retained Exchange Information - Screen 02** appears.

15.   Choose the **Exchange / Comments** option from the Type drop down menu.

16.   Select **OK**.

The Ticketing Instructions - Screen 40

The Ticketing Instructions Screen 40 displays.

You can add Endorsements, Tour Code information, Baggage Allowance and Restrictions if applicable.

For this scenario, no action is required on this screen.

17.   Select **OK.**

The **Additional Options - Screen 45** appears.
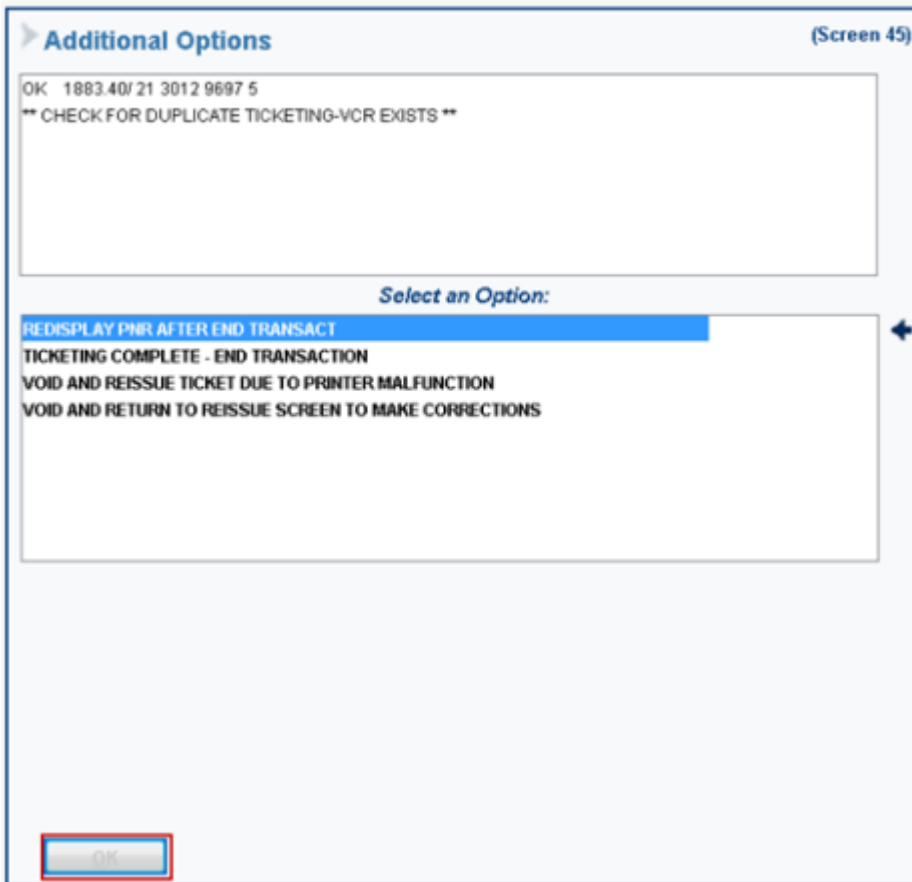
The Additional Options Screen 45 displays.

Your ticket has now been exchanged.

18.   Select **OK** to end transaction and redisplay the passenger name record.

1.9.3   AER Fast Path

Notes:

For training, it's important that you see the entire process therefore the previous scenario demonstrated the Standard Path. Most transaction though will default to Fast Path which allows you to bypass two of those steps when certain conditions exist.

Conditions which must include:

- A priceable itinerary
- Valid ticket to exchange.

When working within the AER process , there are times when you can be removed from Fast Path, for instance if ARP is engaged and a lower fare is found. If you select Yes to accept the lower fare, other screens would be required so *Sabre* would automatically move you into Standard Path to complete the transaction.

Most exchange transaction you'll find will work fine with the Fast Path System that is why all exchange transactions default to Fast Path.

The following scenario will take you through the AER process utilizing Fast Path.

Fast Path Scenario 2: Eduardo Ruiz bought round trip tickets traveling JFK-BOG-JFK, but he now need to change the dates on the roundtrip;. The lower fare was no longer available so now he owes an additional collection.

Here is Mr. Ruiz's ticket. Since the Status code is OK, the VCR is eligible for reissue.

1. Select the **Exchange** button at the bottom of the VCR.

   The Ticket Reissue / Refund Options window appears.
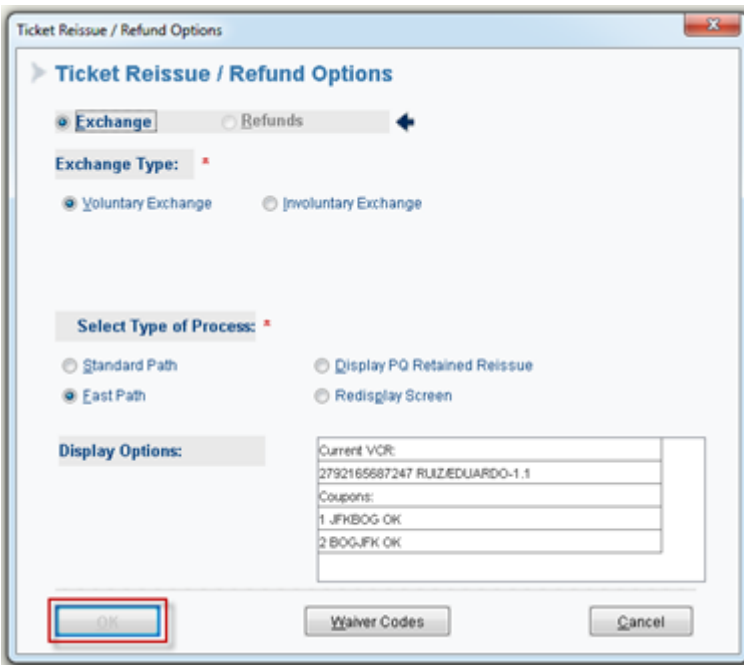
Note In this scenario Fast Path is the default to the Exchange process.

2. Select **OK**.

The Ticket Reissue / Refund: FastPath screen appears
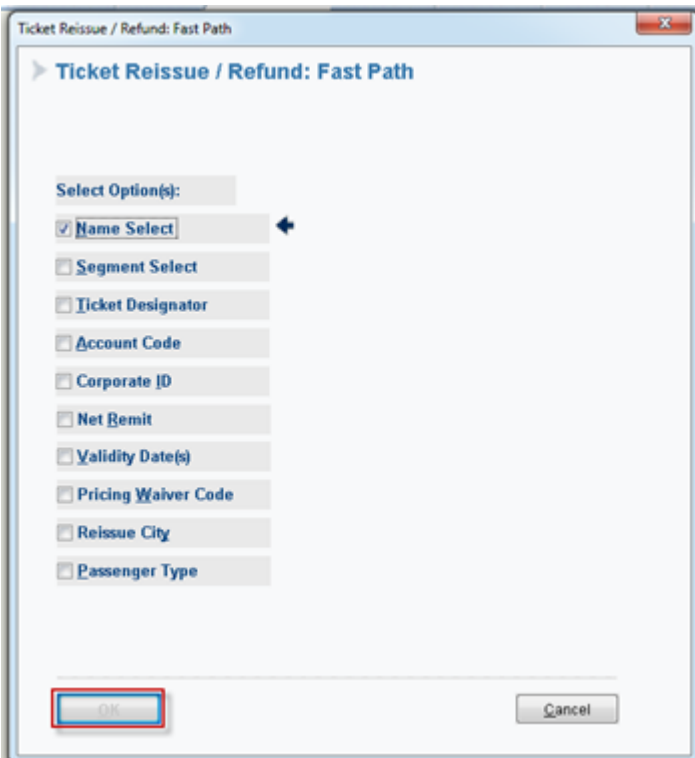
Name Select is already checked, no other selection is necessary.

3. Select **OK**.

the Comparison Summary Screen 30 appears.

The Fast Path process allows you to bypass both Screen 10 and Screen 20; it engages ARP when applicable and takes you directly to the Comparison Summary Screen (Screen 30).

Note With ARP engaged, CAT 31 Fare Rules are reviewed and as can be seen, the Change Fee USD 100.00 has been added to screen 30.

4. Choose **Retain** from the action drop down menu.

Note Follow your airlines procedures on retaining Exchange transactions. If your airline does not require you to retain each exchange, then select NEXT on Screen 30

5. Select **OK** to continue.

The Retained Transaction pop up appears.

6. Select **Yes** to continue.

The Retained Exchange Information Screen 2 appears.

7.   Select the **Exchange / Comments** option from the Type drop down menu.

8.   Select **OK** to continue.

The Ticketing Instructions Screen 40 appears

9.   Add the **Form of Payment.**

10.   Ensure **Ticket** is shown as the Action.

11.   Select **OK** to issue the ticket.

The Additional Options screen 45 appears.
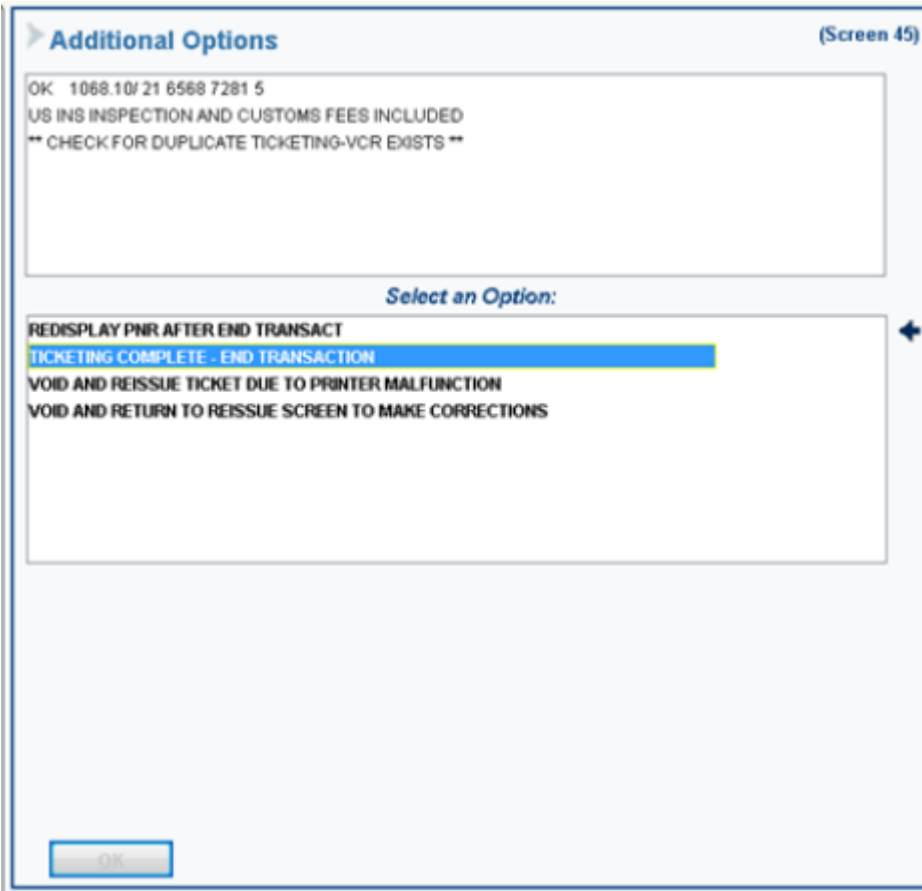
The passenger's ticket has now been exchanged.

12.   Select **OK** to redisplay the PNR and End Transaction (**CTRL+E**)

As the name suggests, Fast Path is a quicker way to process exchanges. If you are unsure whether you can use the Fast Path system, just try it, if your itinerary does not meet the correct criteria it will automatically process through the Standard Path.

1.9.4   AER Multiple Document Exchange

Notes:

There are times when multiple documents are used within an Exchange. The following scenario will demonstrate an AER Exchange with Multiple Documents - Flight and Non Flight.

In a single exchange transaction up to 8 documents may be exchanged. These documents may consist of:

- 2 flight documents (maximum)

- 6 non flight documents

This scenario will demonstrate how to exchange two flight documents plus a voucher for the passengers new itinerary below.
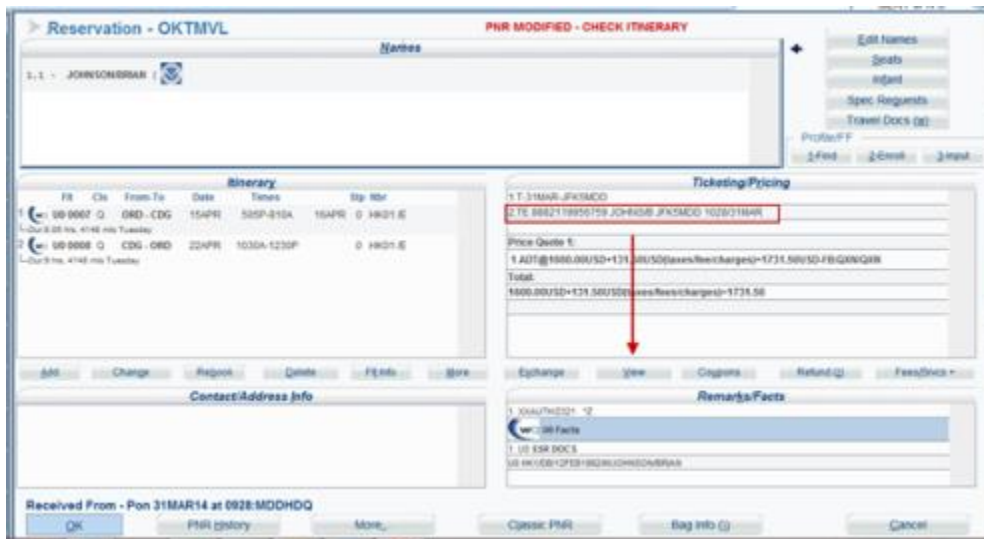
Before accessing Automated Exchange and Refund (AER), display the passenger's electronic ticket.

1. Highlight the **Ticket Number.**

2. Select **View.**

   The VCR - Virtual Coupon Record (Electronic Ticket) displays.
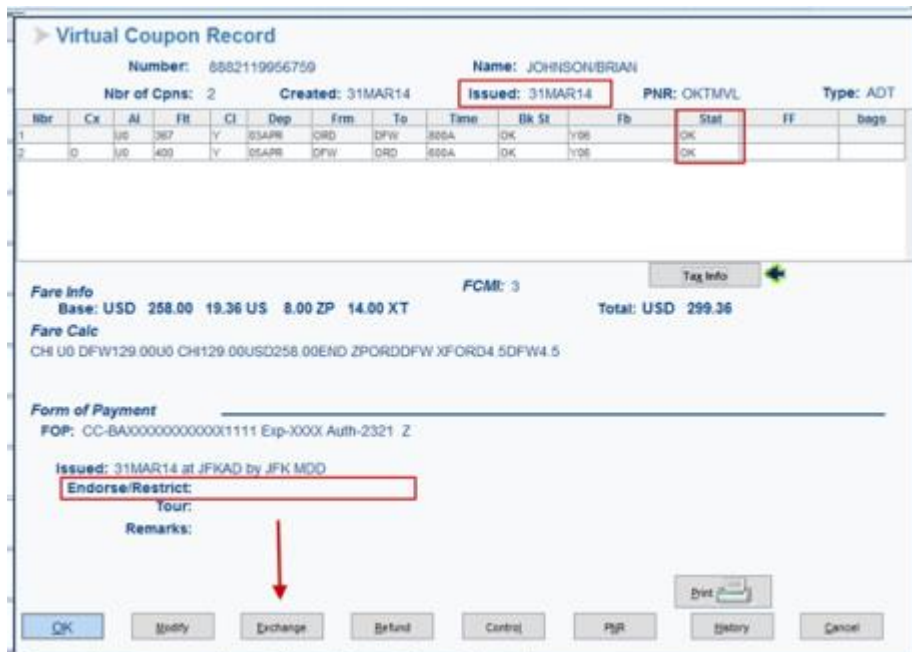
After displaying the VCR ensure the status codes allow for exchange.

- Verify Issue Date to ensure ticket validity.

- Review the Endorsements / Restrictions for penalty information.

Once you have completed verifying the documents, you can begin the exchange process.

3.   Select **Exchange**.

The Ticket Reissue / Refund Options window appears.
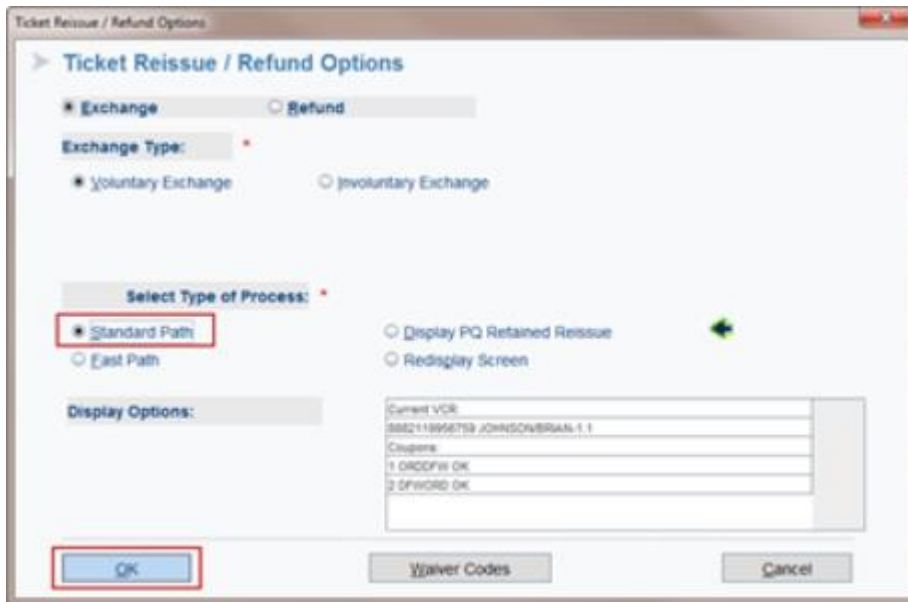
The Ticket Reissue / Refund Options pop up displays, the default settings will be:

- Exchange

- Voluntary

- Fast Path

Note   While Fast Path is the preferred method of exchange, you must select Standard Path when working with multiple document exchange.

4.   Select **Standard Path**

5.   Select **OK.**

The Ticket Reissue / Refund: Standard path window appears.
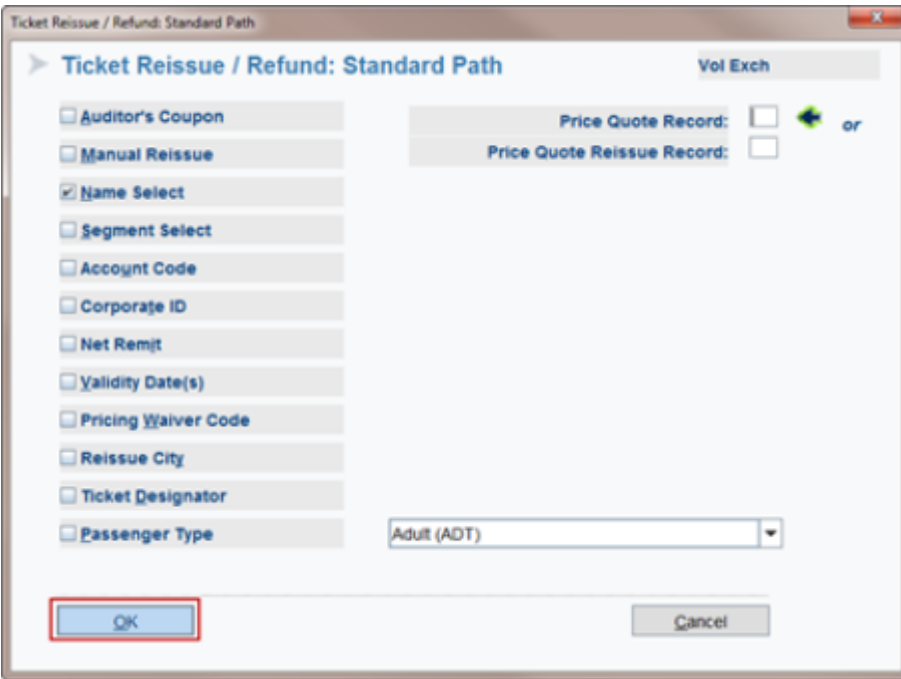
6. Select **OK** to continue.

The Exchange Electronic Ticket Screen 10 appears
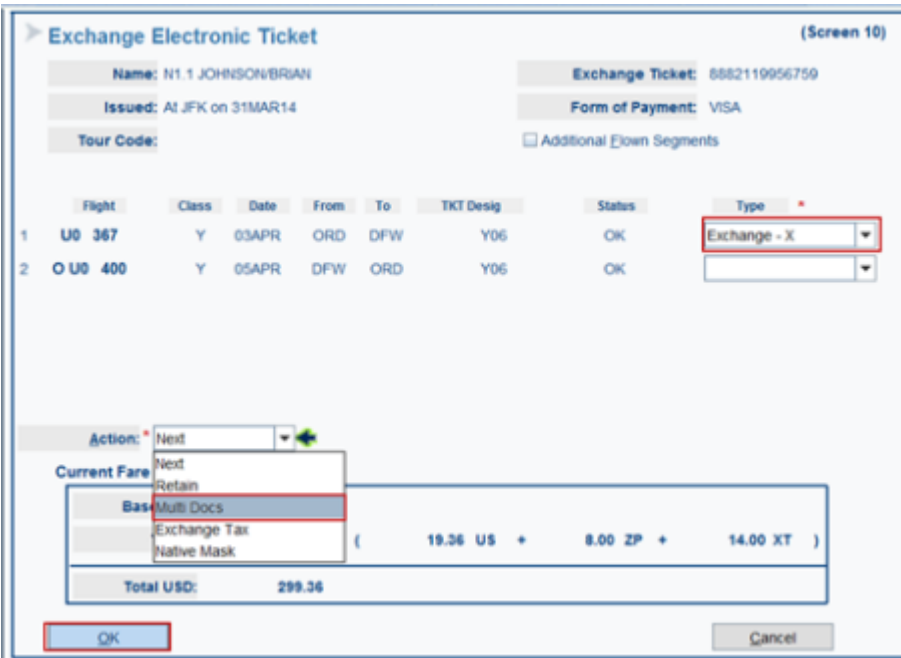
The passenger advised you that he also has 2 additional documents that he wants to exchange, an unused electronic ticket and a transportation voucher.

7. Select **Exchange-X** next to the first segment.

8. Select **Multi Docs** from the Action drop down.

9. Select **OK**.

The Multi Doc pop up appears.
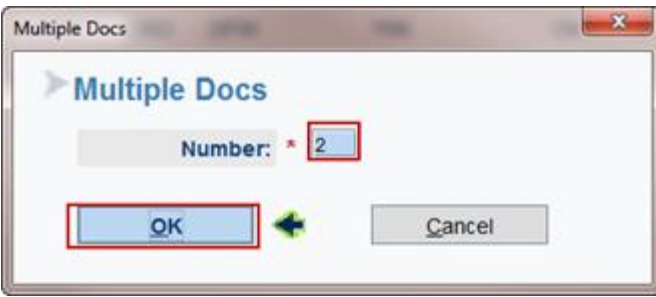
10.   Add the **number of documents** to be added (2).

11.   Select **OK**.

      The Ticket Exchange - Exchange Multiple Documents Screen 18 displays
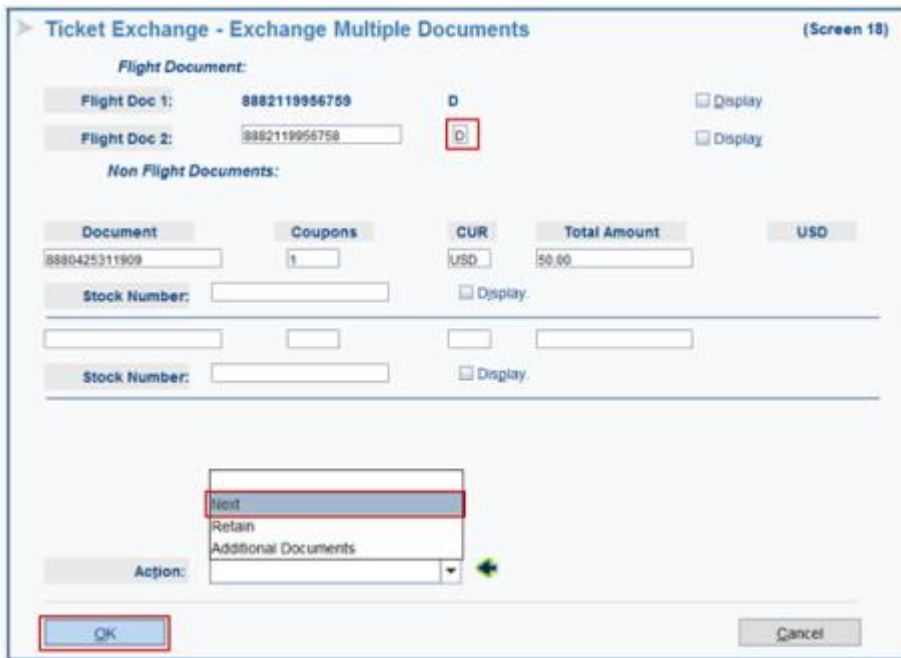
The original ticket number to be exchanged is pre-filled in for you. The D to the right means that this is a database document. If it were a non database document an N would be shown. The Display option off to the right can be selected if you want to view more detail on each document.

In this example you will add your 2nd flight document number. You will also state whether it is a database or non database ticket.

    Note   All electronic tickets are considered database documents.

12.   Add 2nd **Flight Document Number**

13.   Add the **D** for database document.

      Under the Non Flight Documents, add the voucher and coupon number, the currency and dollar amount.

    Note   Transportation vouchers are issued with only 1 exchangeable document, therefore the coupon number will always reflect the number 1.

14.   Add **Non Flight Document Number.**

15.   Add coupon number **1**

16.   Add currency and dollar amount **USD $50.00**

17.   Choose **Next** from the action drop down.

18.   Select **OK** to continue.

The Exchange Electronic Ticket screen 10 appears.

You will notice that when exchanging two flight documents, screen 10 is filled in with the information from the 2nd flight document, not the original. This is because, you've already viewed the 1st flight document attached to the PNR prior to exchanging the ticket..

19.   Select **Exchange-X** type from the type drop down for segment 1.

20.   Choose the **Next** action from the drop down.

21.   Select **OK**.

The Ticket Exchange - Itinerary Calc from Point of Origin screen 20 appears.

Ticket Exchange - Itinerary Calc from Point of Origin (Screen 20)

22.   Choose **Price** from the action drop down.

23.   Select **OK**.

The Comparison Summary screen 30 appears.

Comparison Summary (Screen 30)

The exchange amounts are made up of the value of the 2 flight documents and 1 non flight document. The new amount is the cost of the current itinerary and the reissue amount and currency would be the difference.

If your airline subscribes to ARP *Sabre* will verify the original rules and if applicable add the Change Fee to screen 30.

If no Change Fee is required, a N, or N/A or NA must appear in the amount box to show no charge, this is a required field.

In this scenario a $49.00 Change Fee applies and has been added accordingly.

24.   Select **Next** from the action drop down.

25.   Select **OK** to continue.

The Ticket Instruction Screen 40 appears.

26.   Complete the **Form of Payment**.

27.   Select the action **Ticket** from the drop down.

28.   Select **OK**.

The Additional Options screen 45 appears.
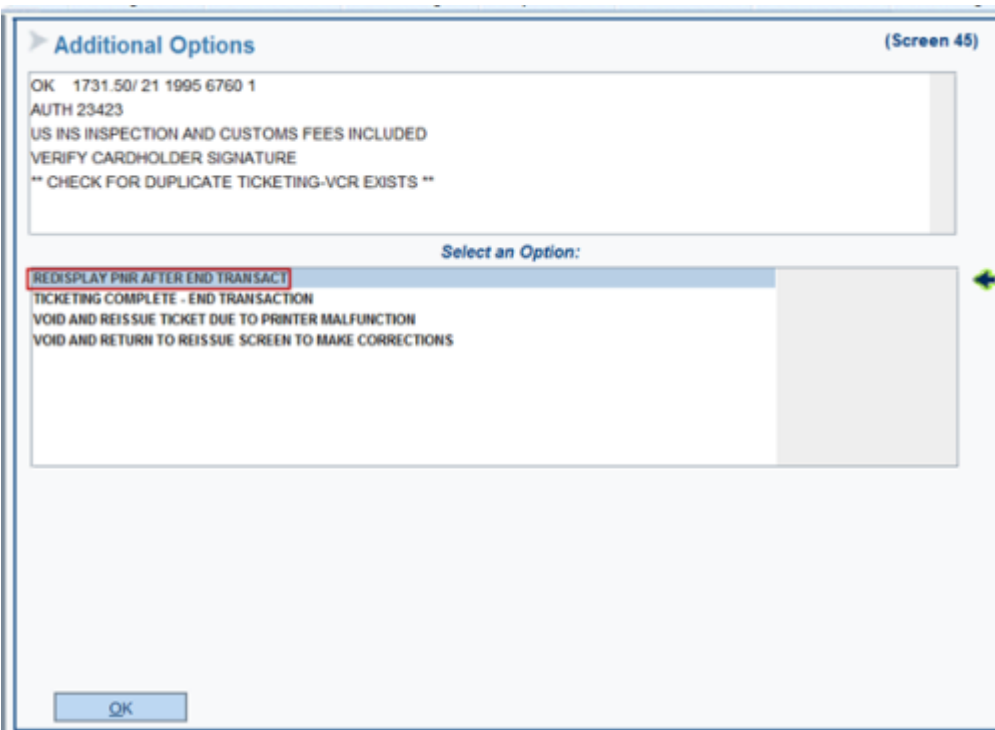
With the new ticket issue, upon entering OK the PNR will end transaction and redisplay.

29.   Select **OK.**

The reissued ticket appears on the Ticketing / Pricing area of the PNR.

Ticketing/Pricing

1.T-31MAR-JFK5MDD
2.TE 8882119956759 JOHNS/B JFK5MDD 1028/31MAR
3.TE 8882119956760 JOHNS/B JFK5MDD 1112/31MAR
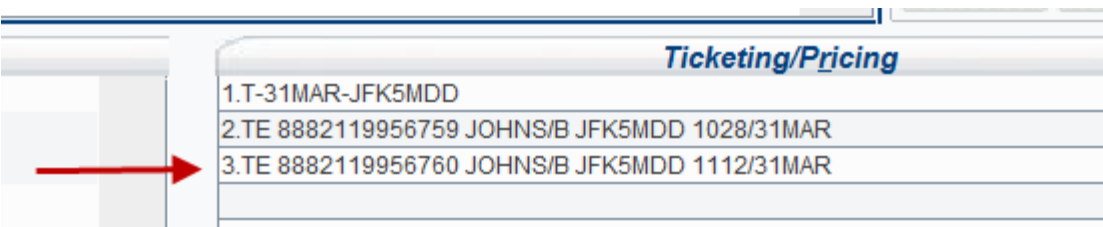
30.   Select the **new ticket**.

31.   Select **View**.

Virtual Coupon Record

Add Collect 1192.28

		Number:	8882119956760					Name:	JOHNSON/BRIAN			
		Nbr of Cpns:	2		Created: 31MAR14			Issued: 31MAR14		PNR: OKTMVL		Type: ADT

Nbr	Cx	Al	Flt	Cl	Dep	Frm	To	Time	Bk St	Fb	Stat	FF	bags
1		U0	7	Q	15APR	ORD	CDG	505P	OK	GXN	OK		
2	O	U0	8	Q	22APR	CDG	ORD	1030A	OK	GXN	OK		

Fare Info   FCMI: 2

Base: USD 1600.00   2.50 AY   4.50 XF   49.28 XT PD PD   **Total:** USD 1143.28A Eqv:USD

Fare Calc

CHI U0 PAR800.00U0 CHI800.00NUC1600.00END ROE1.00 XFORD4.5

Form of Payment

FOP: A/C CC-BAXXXXXXXXXXXX1111 Exp-XXXX Auth-23423 Z 1192.28

Issued: 31MAR14 at JFKAD by JFK MDD   FEE 49.00
Endorse/Restrict: 8880425311909/
            Tour: DIFF 1143.28
         Remarks:
        Exchange: 8882119956759/12   Orig FOP: VOUCHER
                  8882119956758//13   Orig Issued: 31MAR14

[OK]   [Modify]   [Exchange]   [Refund]   [Control]   [PNR]   [History]   [Cancel]

The new VCR will reflect the 3 documents used for this exchanged. The two flight documents will appear in the Exchange area toward the bottom of the VCR. Directly above in the Endorsement / Restrict area will appear the voucher information.

1.9.5   Exchange Shop

The *SabreSonic CSS® Exchange Shop* (EXS) product works in conjunction with the AER. It was designed to greatly enhance the shopping capability by showing the true cost of exchanging air travel based on many different itinerary options without altering the passenger's original itinerary.

Exchange Shop also includes branded fares, where applicable. This allows your airline to offer your customers an efficient method to compare alternatives when exchanging a ticket based on brands.

Exchange Shop provides the following benefits.

- Allows shopping for alternate board points, off points and/or new travel dates from a ticketed itinerary.

- When there are multiple passengers in the PNR, provides the ability to select all or some of the passengers to be considered during the exchange shopping process.

- Provides the ability to initiate Exchange Shop from an unchanged PNR or a PNR that has been modified (segments added, deleted or changed).

- Provides the ability to add air segments to originally ticketed itinerary (Example: One way to round trip).

In addition, end users will be able to shop using the following optional qualifiers.

- Shop by portion of travel

- Search by preferred airline

- Exclude an airline or search with non-preferred airline

- Specify maximum number of connections in each direction

- Specify maximum number of stops per stopover point

- Search by date and time

- Search by specific connection cities / airports

- Shop by cabin class

- Shop by corporate ID

- Shop by account code

1.9.5.1   EXS Screens

Notes:

Introduction - Exchange Shop Screens

Exchange Shop consists of two main Screens. They include:

• Exchange Shopping Main
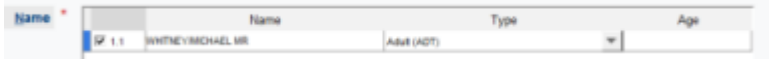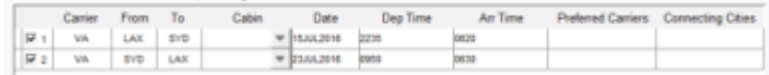
• Exchange Shopping Options

In addition to these two main screens, an Add Segment and Delete Segment windows are used to aid you through the process of Exchange Shop.

This section will take you through the two main screens and give you an explanation of all fields within them. Once completed, a scenario will demonstrate the process of flow.

<u>1.9.5.1.1   Exchange Shopping Main</u>

Fields	Description
Name	The Name area consists of Check Box /Name Number/ Name/ Type and Age. **Check Box - Name Number** - Add a check mark when making changes to a Name when more than one name is present in the Exchange Shop Main. **Name** - The passengers Last / First Name will appear **Type - A drop down menu will appear with various passenger types if it requires adjustments.** **Age** - If a child is selected within the drop down type menu, add the two digit age of the child. i.e., 08 A PNR may have more than 9 names in it, however, the maximum number of names that can be selected to shop for is 9.
Itinerary Selection	The Itinerary selection is a display of all flight segments contained within the IPNR. Interact will not bring over Open, ARNK, CAR, or HTL segments. It includes a new drop down for Cabin. This drop down is used when a change in cabin is requested. By using the mouse or keyboard the user can check mark specified segments that are to be Shopped For by Segments. Segments not selected will be considered Not Shopped For.

Fields	Description
Add Segments	This button allows the user to add a segment to shop for. Add Segment This can be used to enter new flight segments. When this option is selected Interact add a blank itinerary segment in order to enter; carrier code, date, origin and destination, along with cabin and preferred times which are optional. On added, select OK and shopping will commence. Select cancel in order to cancel the action and return the user back the exchange shopping main.
Delete Segments	This button allows the user to delete a segment. Delete Segment For example, the passenger holds a round trip ticket from DFW-LAX-DFW, and now would like to see what the price difference to fly one way. The user could delete the LAX-DFW return and select OK. to commence shopping. Select cancel in order to cancel the action and return the user back to the exchange shopping main.
Max Nbr of Connections	This option allows the user to specify the maximum number of connections the passenger is willing to accept in the shopping response. Max Nbr of Connections [▼] The available options are 0-3 and the default value is blank, which will return any combination up to a max of 3. This option is not combinable with the Search for only Non-Stop or Direct Flights option.
Max Nbr of Stopovers	This option allows the user to specify the maximum number of stopovers per flight segment the passenger is willing to accept in the shopping response. Max Nbr of Stopovers [▼] The available options are 0-3 and the default value is blank, which will return any combination up to a max of 3. This option is not combinable with the Search for only Non-Stop or Direct Flights option.
Non-Preferred Airlines	This option is used to specify (max. of 5) airlines that you do not want to be considered in the shopping request. Separate airline codes with the use of the comma. Non Preferred Airline: [ ]
Search for Only Non-Stop or Direct Flights	This option can be used to specify that only non-stop or directly flights are desired by the passenger. ☐ Search for only Non-Stop or Direct Flights The default is blank which will return a combination of non-stop, direct flight and connecting flights. This option is not combinable with the Max Nbr Of Connections in Each Direction and / or Max Nbr of Stops per Stopover options.
Account Code	This option allows the user to enter an Account Code. ☐ Account Code Default to Blank. Account Codes are used for specialized business discounts that are usually sold through the airline sales department.
Corporate ID	This option allows the user to enter a Corporate ID. ☐ Corporate ID Default to Blank. Corporate IDs are used for specialized business discounts or other promotional events that are usually promoted through the airlines sales department.
Currency	This option allows the user to shop a price by a desired currency code. Default to Blank. ☐ Currency
Price No Penalties (XP)	When the No Penalty qualifier is specified, the request will only return options without change /cancellation restrictions ☐ Price No Penalties (XP) Responses are dependent upon Category 16 rule filings.

Fields	Description
OK	Will save the search qualifiers entered from the Exchange Shopping Main pop-up and takes the user to the Exchange Shopping by Segment pop-up (see section 1.3.3). Additionally, the OK action will validate the following:
Clear	This option can be used to clear options previously selected back to the original values.
Cancel	This option can be used to cancel the Exchange Shopping request and the user will be taken back to the IPNR.

1.9.5.1.2   Exchange Shopping Options

The Exchange Shopping Options window reflects the results of the Exchange Shopping Request. Based upon your airlines settings, the response will be either:

- By Brand

- By Fare

Exchange Shop Options by Brand

Field	Description
Option	This is a numeric value associated to each option number. The option represents the flight segment(s) that will make up the new itinerary.
Carrier	The operating Carrier plus Marketing Code.
Flight	The associated flight number.
Class	Class of service.
From	Original city code.
To	Destination city code.
Departs	Departure time at origin city.

Field	Description
Arrives	Arrival time at destination city.
Duration	Duration of flight.
Stops	Number of stops on this flight.
Brand	Brand Option and Type of exchange (Even, Add Collect, Refund). **Note** When chosen, this menu will show all the brands available and the amounts of each. A radio button is provided in order to switch brands.

Exchange Shop Option by Fare
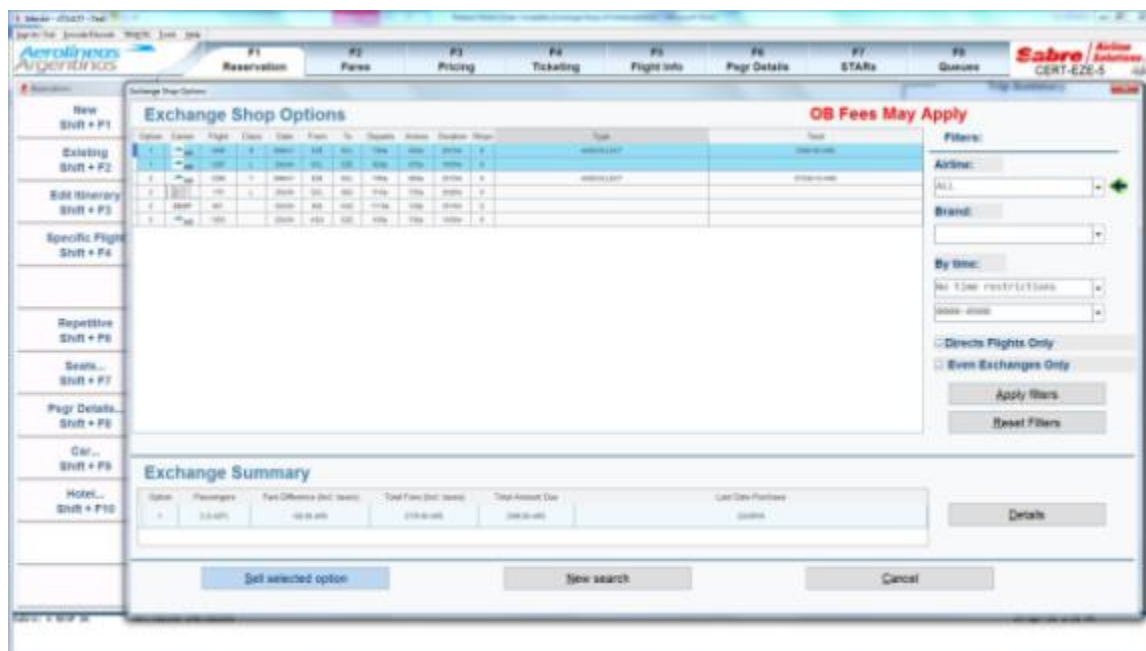
Field	Description
Option	This is a numeric value associated to each option number. The option represents the flight segment one way, circle or roundtrip that will make up the new itinerary.
Carrier	The Operating carrier plus Marketing code.
Flight	The associated flight number.
Class	Class of Service.
Date	Departure date.
From	Original city code.
To	Destination city code.
Departs	Departure time at origin city.
Arrives	Arrival time at destination city.
Stops	Number of stops on this flight
Type	The type of exchange, i.e., Even, Add Collect, or Refund.

Field	Description
Total	The Total area will reflect a 0.00 amount for Even Exchange, a positive amount for Add Collect, and a negative amount for Refund.

Interact **allows the user to filter the return options by:**
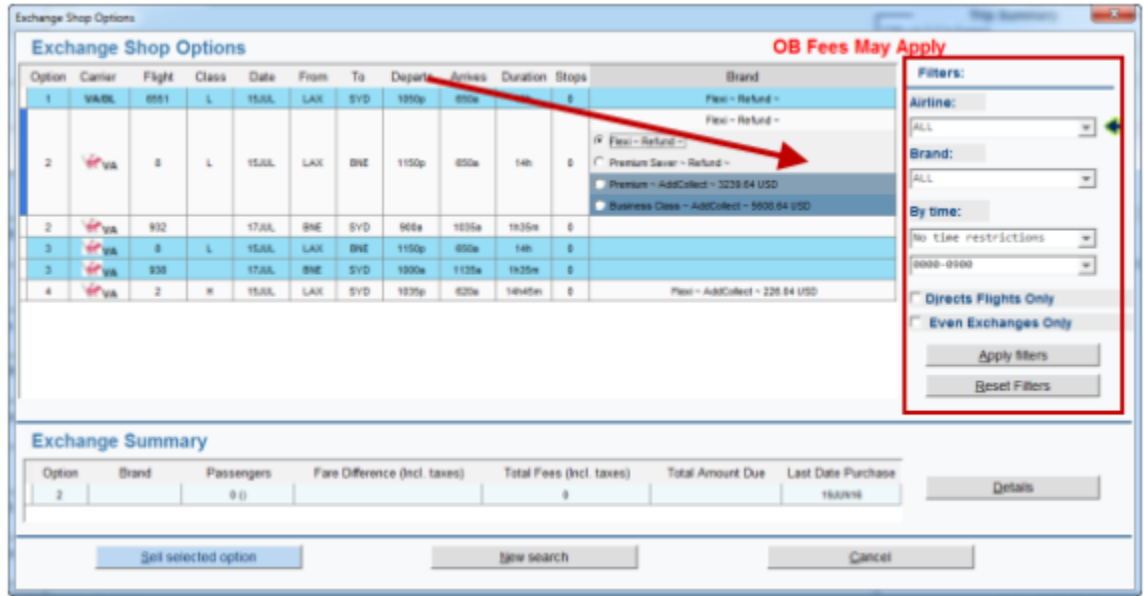
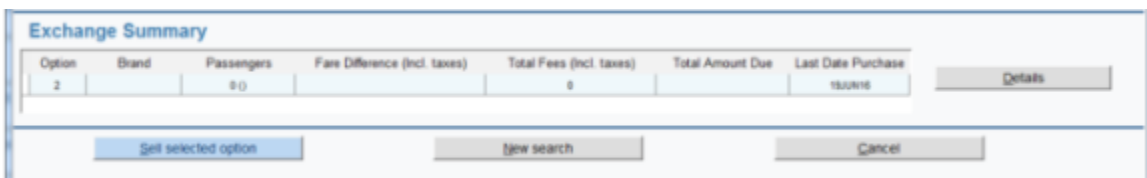| Field	Description
Airline	The list contains the airline codes returned in the shopping response.
Brand	The list contains the airline brands available and will display only that brand selected.
By Time	Allows the user to filter the results based upon a Departure / Arrival time range.
Direct or Non Stop Flights	Allows the user to filter the results for only Direct or Non Stop Flights.
Only Even Exchanges	Allows user to filter on the results that have a type of Even.
Apply Filter	Once a filter has been changed, select the Apply Filters button to change filters.
Reset Filter	Once filter changed you can reset the filter back to its original default by selecting the Reset Filter button.

The summary at the bottom of the Exchange Shopping Options screen not only highlights the selected option, but allows different push button options as described below.

Field	Description
Details	Allows the user to view the details of the Cost for the option selected.
Sell Selected Option	Will begin the sell process for the option selected.
New Search	Allows the user to begin a new search and the Exchange Shopping by Segment pop-up is displayed.
Cancel	Will cancel the Exchange Shopping process and the IPNR will be re-displayed.

1.9.5.2   EXS Process Scenarios

Notes:

There are two methods of initiating the Exchange Shop work flow.

• Through the PNR.

• Through the VCR.

This section will demonstrate the work flow of two Exchange Shop scenarios. The first scenario will walk through the Exchange Shop process flow up to the Exchange using Exchange Shop by Fares. The 2nd scenario will demonstrate Exchange Shop by Brands.

Note   For additional details on the *SabreSonic CSS® Exchange Shop* (EXS) product please refer to the Training Guide "Exchange Shop" located on the Community Portal.

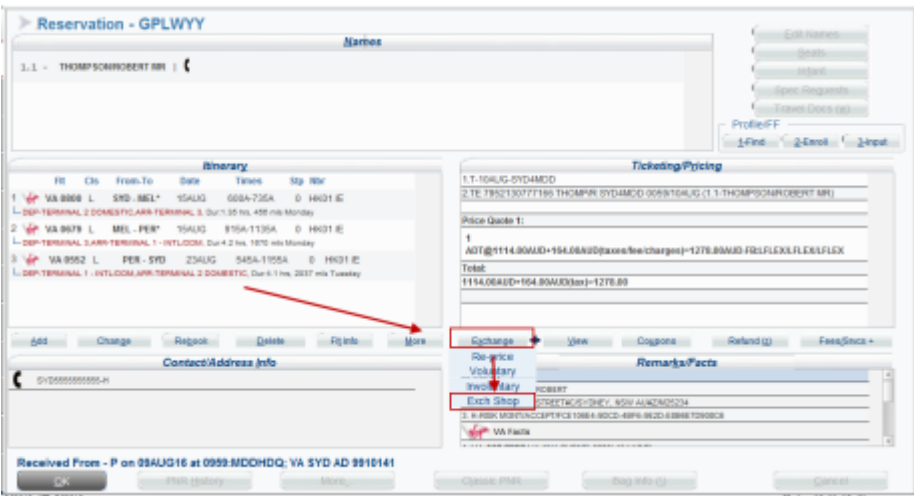**Scenario 1 - Date Change - Single Flight Segment**.

This scenario will demonstrate *Exchange Shop* with Fares vs Brands within a PNR when changing the return date only.
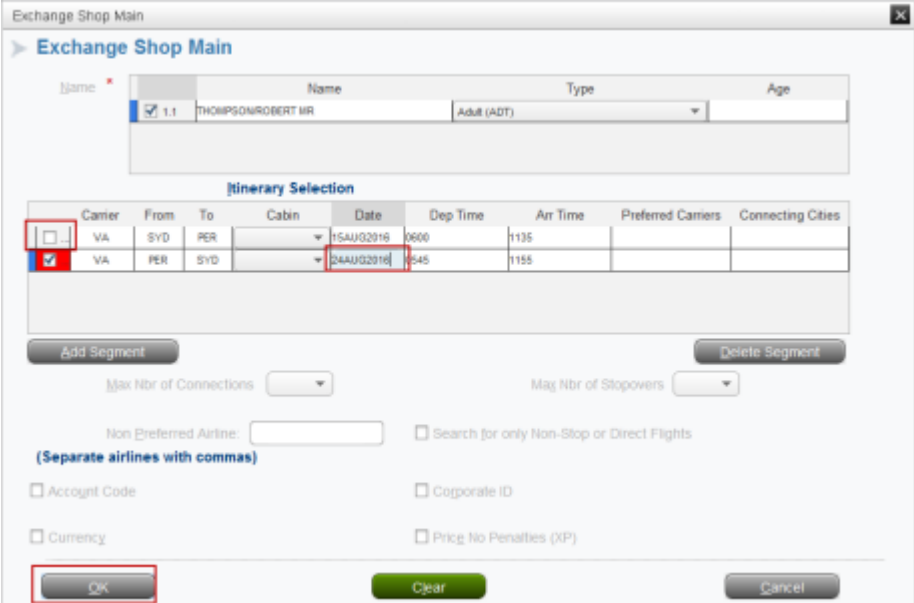
1.   Display **PNR**.

   The passenger wants to change the return flight to the 24th of August and wants to know the cost difference before making the change.

2.   Select the **Exchange** drop down menu and select **Exch Shop.**

The Exchange Shopping Main window appears.

Note You will notice the check marks to the left of the segment numbers. Since the passenger wants only to change the return, the check mark must be removed from the unaffected flight segment.

3. **Uncheck** the outbound flight segment by clicking in the check mark box.

4. Change the date on the return to the **Aug 24.**

5. Select **OK**

The Exchange Shopping Options window appears.

The passenger wants the direct flights which appears in option 1.

6.   Highlight the **Type Selection** for option 1

The Exchange Summary will be updated with the information from Option 1

   Note   The system will always search out for the lowest fare. In this instance the result is an even exchange.

7.   Select the **Details** button to the right of the Exchange Summary to view more information about this transaction.

The details display will reflect the flight segment details for the option selected. The document number field indicates the electronic ticket number used for the exchange, passenger name and the Fare Basis / Cabin, with Passenger Type is shown. Additionally, the cost of the fare is broken down to show the Base Fare Difference, Tax Difference, Subtotal Difference, Total Fees (Change Fee) and the Grand total difference. The messages field is used to communicate back to the agent any additional action the agent must take such as divide PNR when multiple classes / cabins are returned for each PTC.
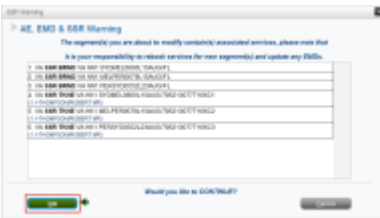
8.   Select the **Sell Selected Option** to accept the option and change the flights.
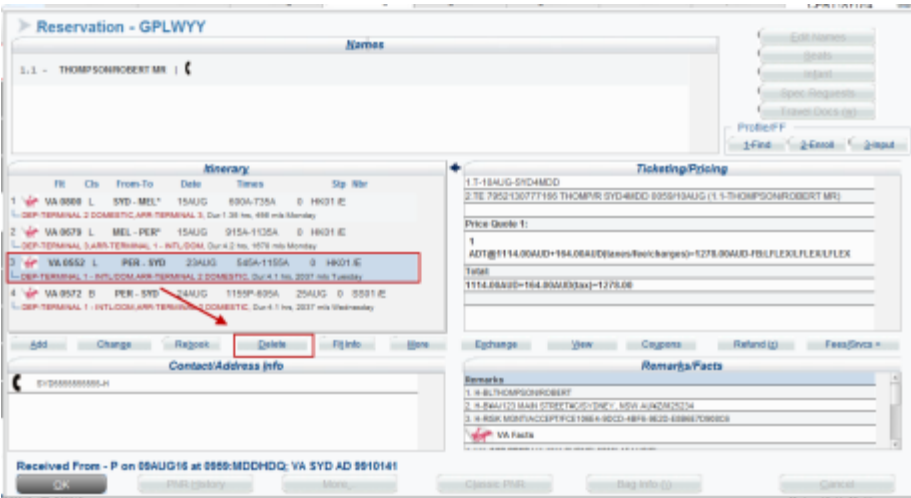
The PNR with redisplay with the previously confirmed segments (HK Status) and the newly sold flight segments (SS Status).
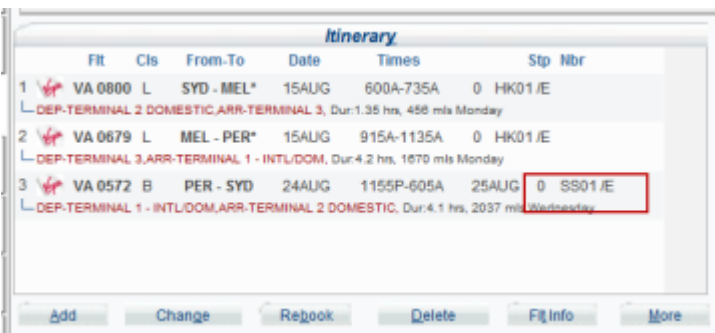
9. Highlight the previously booked return flight segment .

10. Select **Delete** to cancel.
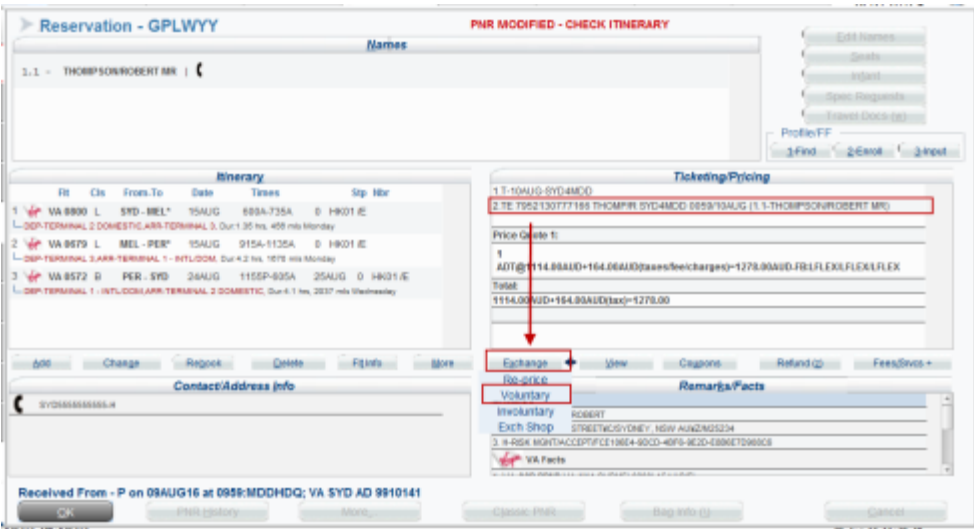
The AE, EMD & SSR Warning pop up appears.

11. Select **OK** to continue.

The Itinerary field removes the HK segment.

12. Before exchanging the ticket you must end and redisplay the PNR. Type **CTRL + E**

13.   Follow the normal AER process to exchange the ticket.

Scenario 2 - Exchange Shop via PNR - Adding Segment

This scenario will demonstrate an *Exchange Shop* Transaction via the PNR, when the passenger wants to add additional segments to their current itinerary.
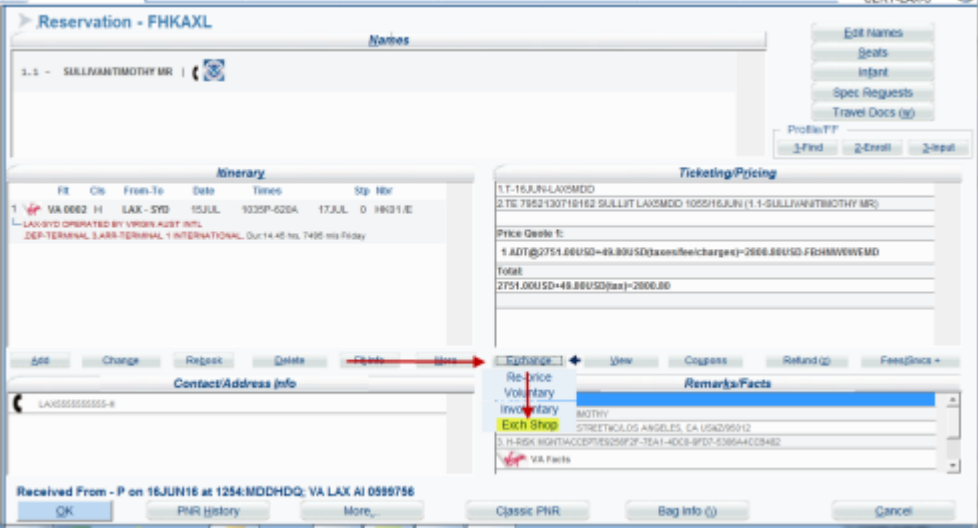
The passenger would like to add a return flight on the 23rd of Jul from SYD to LAX in economy class.

1.   Select the **Exchange** Option

2.   From the drop down, select **Exch Shop**.

The Exchange Shop Main Menu appears. The passenger name and current itinerary is brought over from the PNR. Since the passenger wants to add a segment of air space, you will select the **Add Segment** button on the left side of the screen.
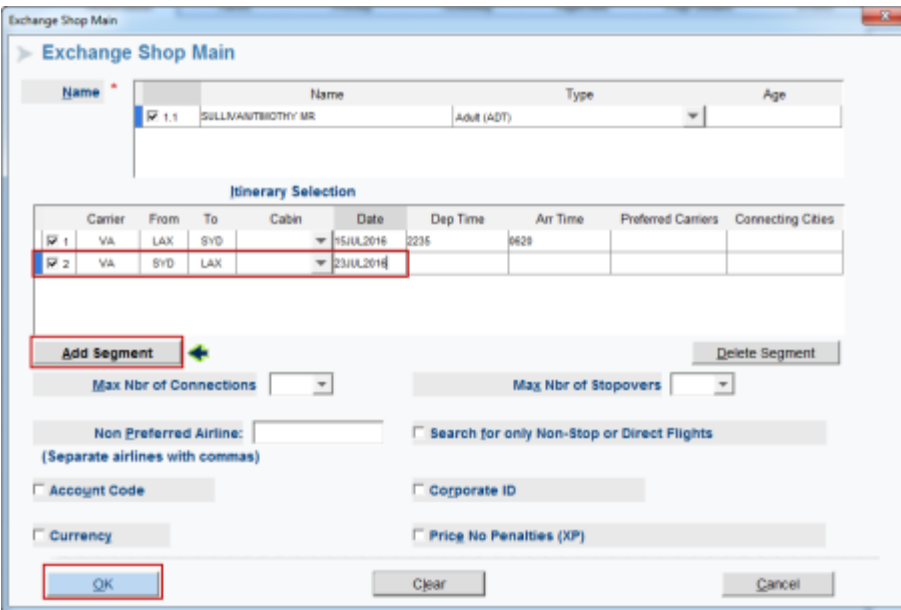
3. A second itinerary segment will appear. Add the **From and To cities**, and **Date of Travel**.

   Note   Additional options are available to you (as explained earlier). They include

   - Max number of Connections
   - Max number of Stopovers
   - Non Preferred Airline
   - Search for only Non-stop or Direct Flights
   - Account Code
   - Corporate ID
   - Currency defaults
   - Price No Penalties

   See screen descriptions for further details on these options.

4. Select **OK**..

   The Exchange Shop Options window appears with the different options available.
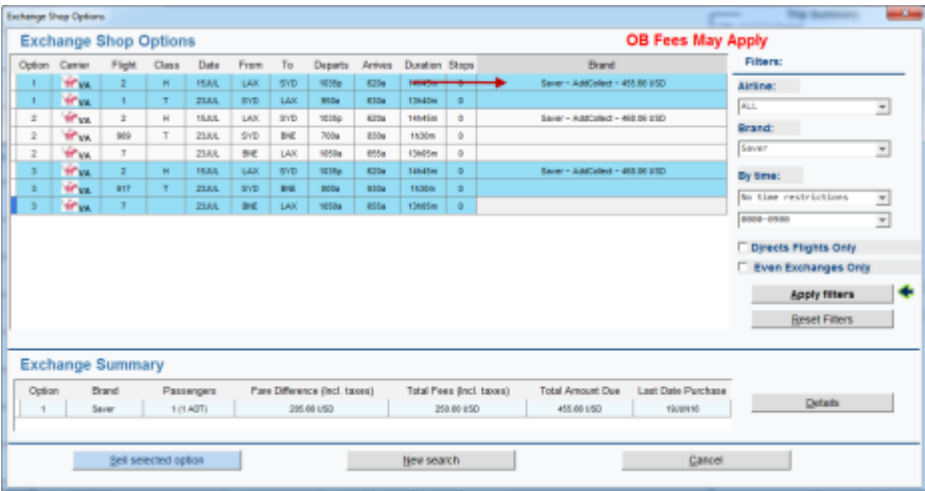
The response reflects three flight and pricing options. To the right of the options will be the Brand which defaults to the original ticket price along with the type of exchange, even, add collect or refund. If the result is an add collect the cost in local currency would appear.

Within each option you can select the brand to view all brands options available for the flight offered.
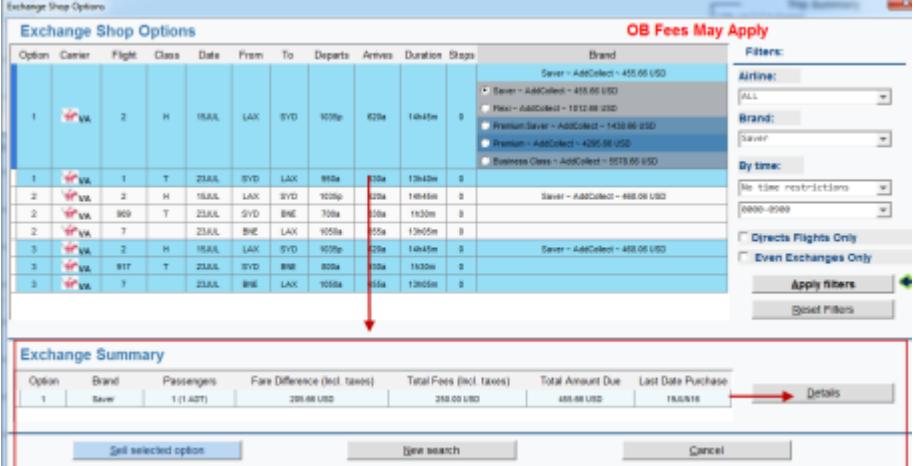
5.   Depress the **Brand** for Saver option 1, to view other brand options.

The drop down will display four additional brand options. The default will be the least expensive option.

Once a brand is selected, the Exchange Summary at the bottom of the screen will display summary information of the additional collection. It will reference the following:

- Option Number

- Brand Name

- Number of Passengers and Passenger Type

- Fare Difference (including tax)

- Total Fees (Including Tax)

- Total Amount Due

- Last Day to purchase

Depressing the **Details** button to the right will give you greater detail of the option chosen as shown below.
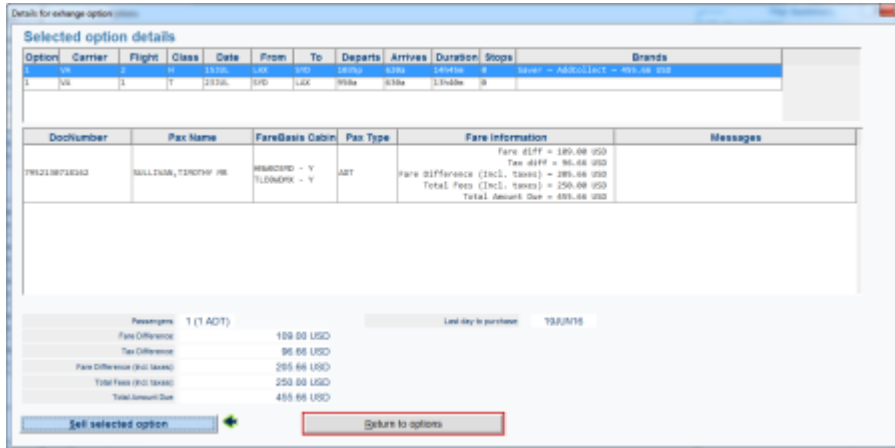

The Option Details page will highlight the Itinerary, and detail fare information of the exchange document and new fare purchased. In additional a more detail breakdown of fare and taxes are shown.

Two options are available at the bottom of the screen.

- **Sell Selected Option** - This option will process the change and add the selected flights.

- **Return to Options** - Will return you to the previous Options screen.

6. Depress the **Return to Options** button.
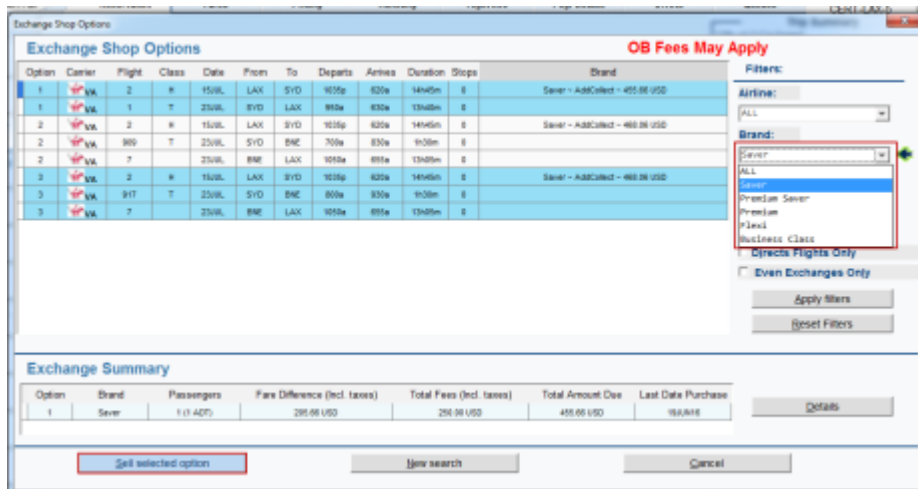
Another way to review other brand options, is by selecting the Brand drop down on the right side and choosing a specific brand. Once selected, you can depress the **Apply Filters** button to view only specific brands for all options shown.

You can reset your filter back to original by selecting the **Reset Filters**.

For this scenario your passenger likes option 1.

7. Select the **Sell Selected Option** button at the bottom of the screen to begin the rebook process.

Once rebooked, the PNR will redisplay with the updated itinerary.

Note   You will notice that the itinerary section contains the new segment for the roundtrip since the class of service changed on the original outbound flight. Take note of the status code "**SS**". This tells you that the itinerary has been changed, but the PNR has not been ended.

Since the original flight segment 1 was rebooked in a different class of service, you must delete this duplicate flight.
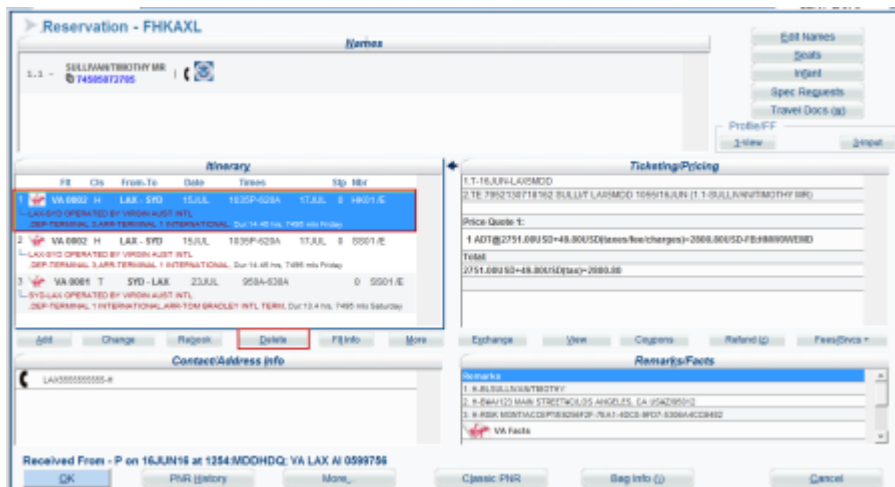
8.   Highlight segment **1**.

9.   Select **Delete**.

10.   Type **CTRL +E**. You must end and retrieve the PNR prior to exchange.

Once the changes have been made and the PNR redisplayed, you can exchange the ticket. The process of exchanging an Exchange Shop PNR remains the same as any other Exchange Transaction.

11.   Select the **Exchange** button.

1.9.6   EMD Exchanges

EMD to EMD exchanges allow you to handle the following transaction types with Electronic Miscellaneous Documents.

- EMD Exchanges with Add Collect

- EMD Exchanges with Refunds

- EMD Even Exchange

Note   When an even exchange is the result of a flight number or date change only, you can process through reassociation and by pass the exchange process. When an even exchange is the result from a change in cities, then follow the procedures for EMD Even Exchange.

The following pages will walk you through a Reassociation and Exchange with Add Collect. Before reviewing the scenarios, let's look at the Conditions of EMD to EMD Exchanges.

Conditions of EMD to EMD Exchanges

The following conditions apply when utilizing EMD to EMD Exchanges

- AER – Automated Exchange and Refunds, must be activated within the Ticketing Options Table.

- An EMD-A can be exchanged for one or multiple EMD-As, one or multiple EMD-Ss, or a combination of both.

- An EMD-S cannot be exchanged for another EMD. An EMD-S can only be exchanged for an electronic ticket.

- An unfulfilled AE item must be present in the PNR.

- An EMD-A can be exchange only if an electronic ticket has been reissued for the new itinerary in the PNR.

- All exchanges are processed one passenger at a time.

- The currency of the EMD to be exchanged must match the currency of the AE item. Future enhancements will allow different currencies in the exchange transactions.

- If the exchange results in a refund due, it will be refunded back to the original form of payment.

If multiple or other forms of payment (e.g., invoice, or other than credit card, cash and check), the refund will go to accounting.

- The maximum number of EMDs issued in a single exchanged transaction is 9.

- All coupons in "OK" status in the EMD will be utilized in the exchange transaction. Coupon selection of the EMD being exchanged will not be allowed.

- EMDs are not automatically exchanged or refunded upon Irregular Operations.

- An EMD does not have to be disassociated from an electronic ticket to be available for exchange.

- If the EMD being exchanged was associated to an electronic ticket, it will become disassociated upon the exchange. The original EMD status will change to EXCH.

1.9.6.1   Scenario 1 - EMD Reassociation

Notes:

In this scenario the passenger has changed only the date of the outbound flight. Since the original flight was changed, the AE item was automatically dropped from the Ancillary cart and the EMD disassociated from the electronic ticket.

The new flight was rebooked and the ticket was exchanged. Since the AE item was dropped from the ancillary cart, the agent rebooked the AE item for the correct date. Since the flight date was the only thing changed, you can handle this transaction one of two ways.

- Reassociate

- Exchange

This scenario will demonstrate the Reassociation process. Remember this only can be used when there is a **flight/date** change. The AE item, pricing and city pair must remain the same in order to reassociate.

Take a look at the Ancillary Cart below.

As you can see the new ancillary has an HD status or reserved but not paid. The following steps will reassociate the ancillary to the EMD to reflect paid (HI status), while reassociating the EMD to the electronic ticket.

1. Highlight the **Ancillary** that will be associated to the EMD.

2. Choose the **Assoc EMD** <ALT + E> button at the bottom of the screen.

   The Associate AE to EMD box is displayed.

Note   The AE Number will auto - populate for you.

3.   Select the **EMD Number** from the drop down menu.

4.   Choose the **Coupon Number** or range of numbers that will be associated.

5.   Select **OK**.

Note   If the EMD is not associated to a VCR a message is returned and the agent must complete
         association first.

6.   Select **OK**.

The Associate EMD box is displayed.

Note   The Ticket Number is auto-filled from the original ticket.

7.   Verify **EMD number**.

8.   If original ticket was exchanged, enter the **new ticket number**.
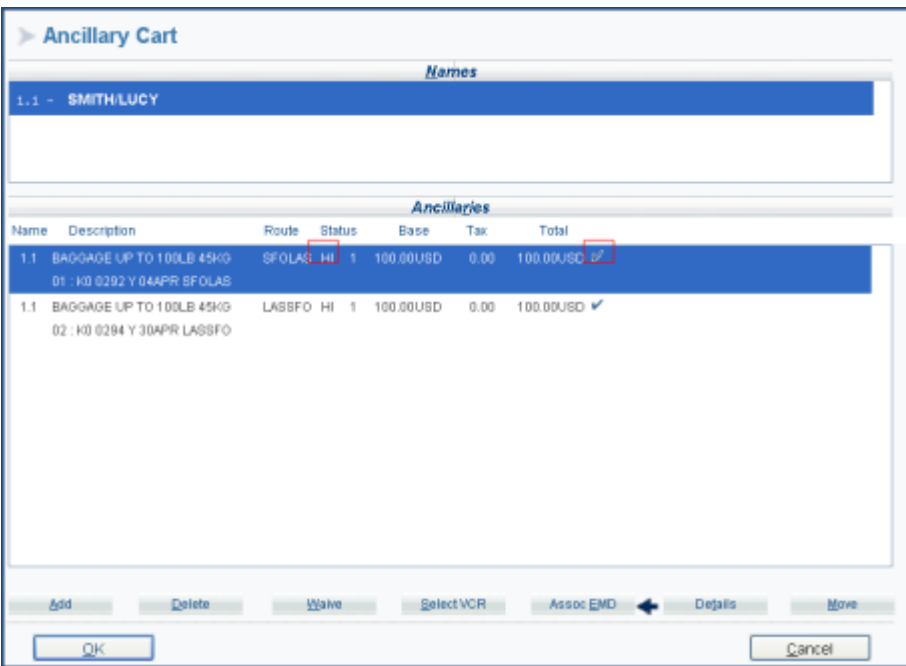
9.   Select **OK**

The informational pop up shows the EMD now associated to the VCR.

10.   Select **OK**.

The secondary informational pop up shows the AE item is now associated to the EMD.

11.   Select **OK** to redisplay the Ancillary Cart.

The AE item is now updated with a check mark and the new status of HI, meaning fulfilled.

1.9.6.2   Scenario 2 - EMD Exchange Add Collect

Notes:

Mr. Johnson paid for 1 checked bag in each direction. He will no longer be checking a bag, but will instead be carrying a pet on board the aircraft. In this scenario you will need to adjust the ancillary and exchange the EMD.

1.   Select **Fees / Srvcs**+ to view the ancillary cart.

The ancillary cart is displayed. You have added the Pet Carriage Pet in Cabin in both directions and will now cancel the original Standard Bags ancillary since the passenger will only have carry on.

2.   Highlight the two **Standard Baggage** items.

3.   Select **Delete**.

The Ancillary Cart reflects only the Pet Carriage Pet in Cabin ancillaries. Notice the HD status indicating this is reserved, but not yet purchased.

4. Select **OK.**

The Form of Payment screen displays with the amount needed of $111.00.

5. From the drop down menu, select **Exchange**.

The Ancillaries: Exchange EMD pop up appears. The Search for EMD to Exchange defaults to Record Locator. Since the EMD to be exchanged was housed within the PNR, the EMD displays. If multiple EMDs exist within the PNR a list will be provided.
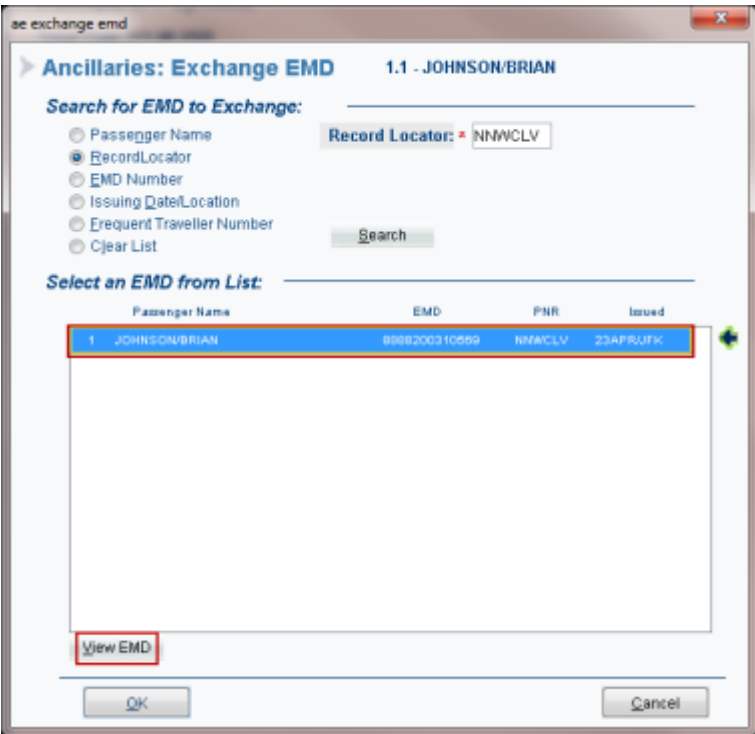
6. Highlight the **EMD** to be exchanged.

7. Select **View EMD**.
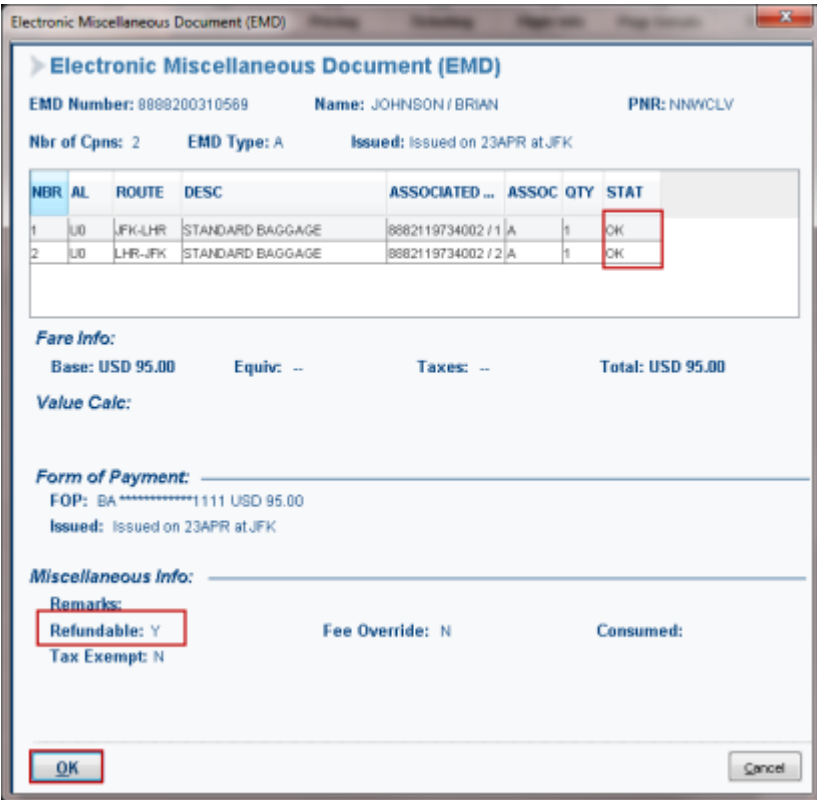
Verify that the status is OK for the coupons being exchanged.

You must also verify if the Ancillary is Exchangeable. This can be found within Miscellaneous Info under Refundable. Three letter codes will tell you if the ancillary can be reused or not.

- Y = Refundable and Exchangeable

- R = Exchangeable only

- N = No Exchange and No Refund

8.   Since the EMD is exchangeable , select **OK**. That closes the EMD View and returns you to the previous screen.
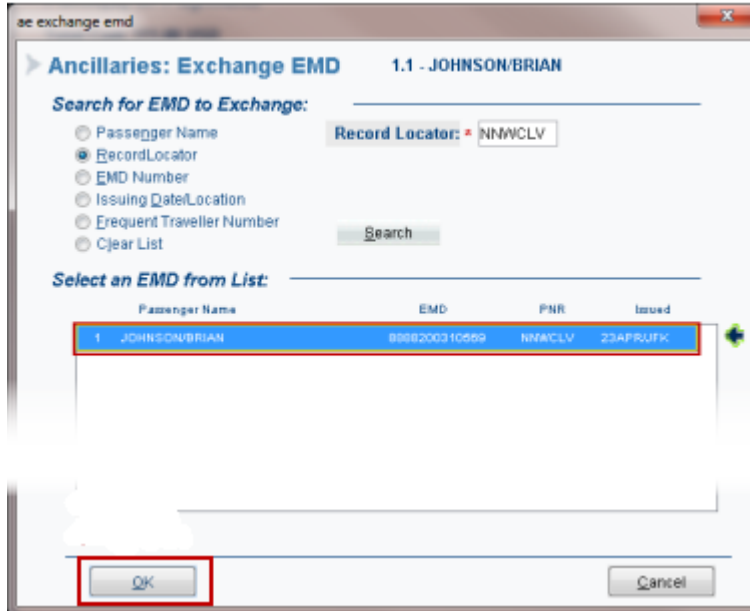
9.   Highlight the **EMD information**.

10.   Select **OK**.

The Form of Payment screen appears.

Form of Payment 1 reflects the value of the EMD being exchanged. Form of Payment 2 will reflect the amount of the additional collection. You will also see the type of exchange "Add Collect Required".

11.   Select the **Form of Payment** from the drop down menu.

12.   Select **OK**.

The EMD Issued: pop up appears with the new EMD number.
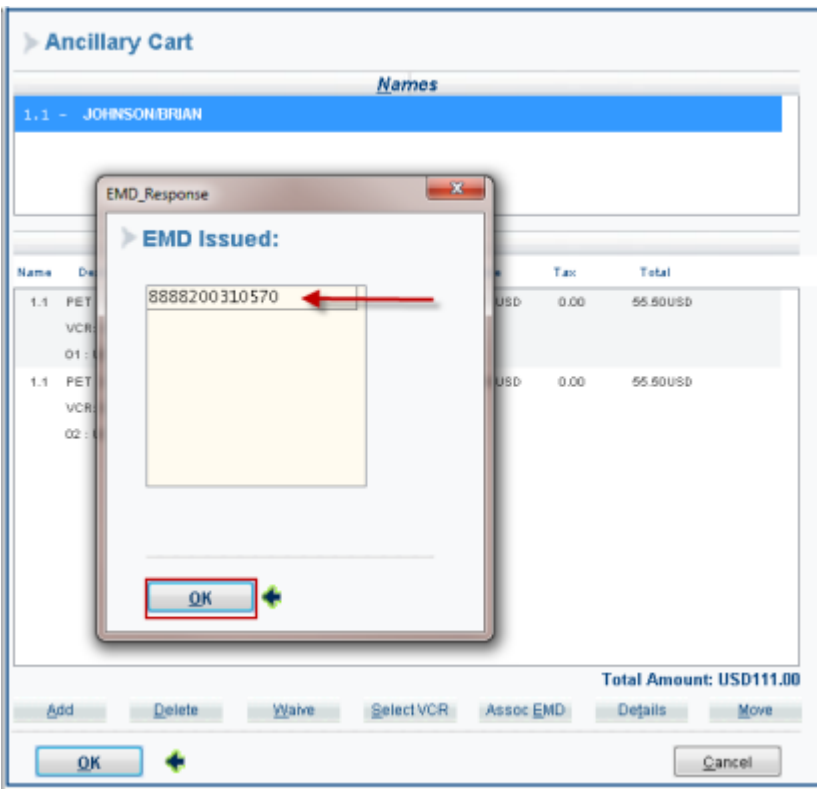
13.   Select **OK** to redisplay the PNR.

The PNR redisplays adding the new EMD number to the Ticketing / Pricing area of the PNR.
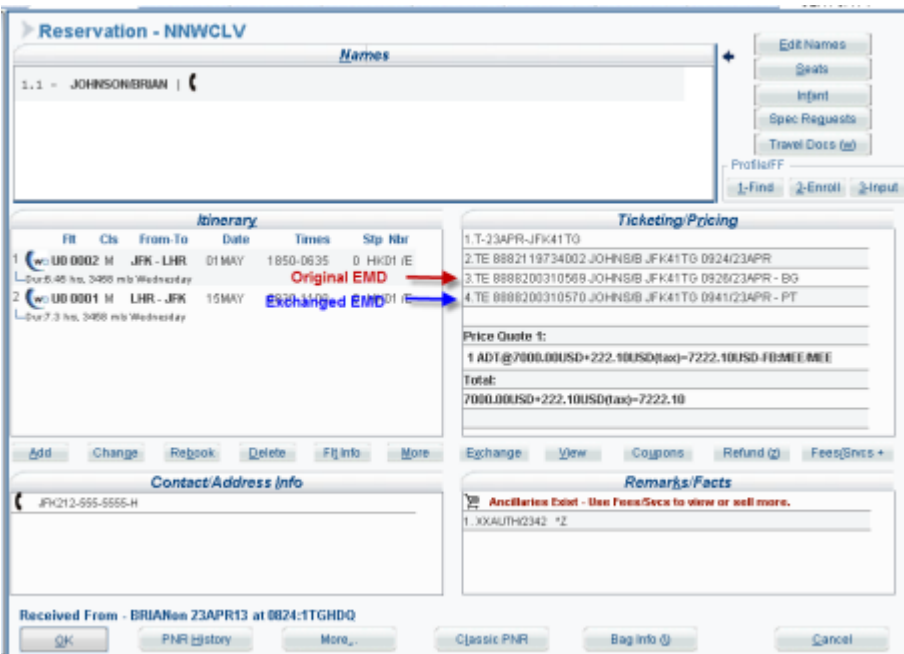
Take a closer look at the Ticketing / Pricing area. The original EMD for Baggage (BG) is shown on line 3. The exchanged EMD for Pet (PT) is on line 4.

14. Highlight the **Original EMD** on line 3

15. Select **View**.

The Status code reflects that the EMD was Exchanged (EXCH)

16. Select the **History** button.
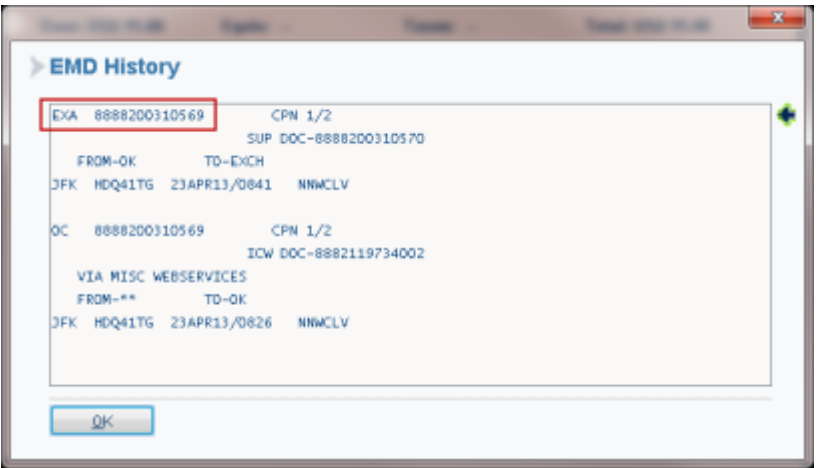
The transaction code EXA stands for EXCHANGE ADD COLLECT; this is followed by the original EMD number and coupon numbers. The SUP DOC number references the new EMD that was created.

Let's take a look at the new EMD.
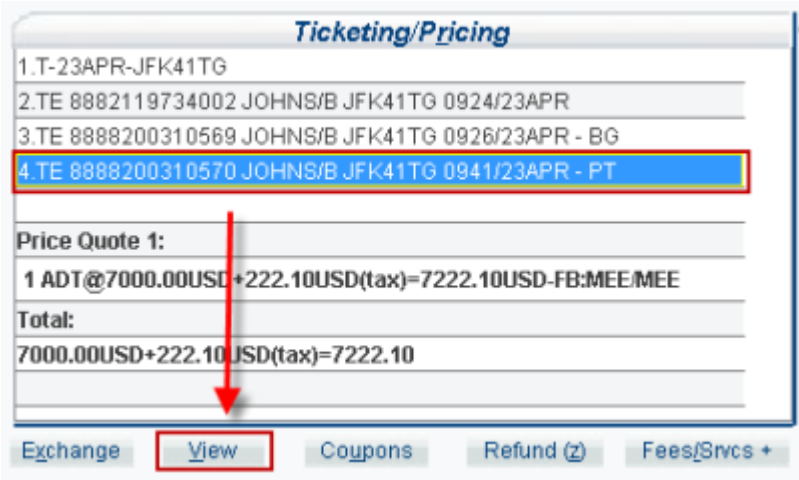
17.   Highlight the **New EMD** on line 4.

18.   Select **View**.

The new EMD will reflect an OK status for both coupons and show the association to the VCR flight coupons.

To determine that this was part of EMD to EMD exchange, you can view the Fare Info and Form of Payment areas.

- Fare Info will show the base total of 111.00 but the total reflects only the add collect of $16.00.

- The Form of Payment area will break the amounts down by FOP 1 and FOP 2.

  o   FOP1 the add collect

  o   FOP2 the exchange information

  Note   ET in FOP2 stands for Exchange Ticket.

19.   Select Cancel or OK to redisplay the PNR.

Once the EMD has been exchange, behind the scenes *Sabre* will reassociate the new EMD to the VCR.

20.   Highlight the **VCR**

21.   Select **View**.

22.   Select **History** from the VCR.

VCR History displays.
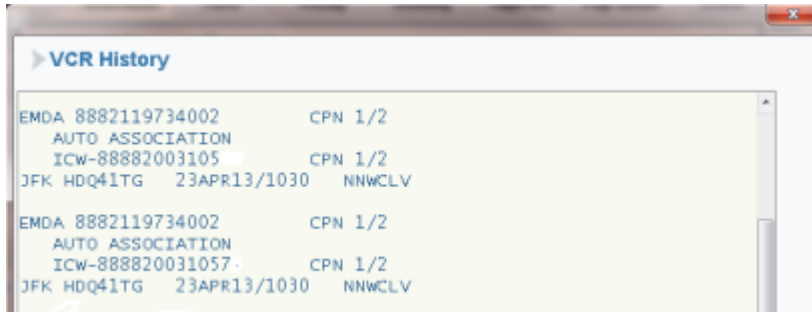
The transaction type EMDA followed by the associated electronic ticket (VCR) number and associated coupons. Auto Association explains what occurred once the EMD-A was issued. The ICW (In Conjunction With) reflects the new EMD number shown in the Ticketing/Pricing field.

1.9.7   AER Refunds

Automated Refunds uses the Automated Exchange screens as an added feature when processing refunds. This allows for ease in handling transaction requiring full or partial refunds.

Automated Refunds:

- Significantly reduces staff input and supports the recall of taxes from governments (when appropriate) to expedite the entire refund process.

- Allows the recall of taxes whenever your staff issues a voucher in place of a refund.

- Provides the ability to retain refund data for later processing.

- Provides automatic tax recalculation for flown segments, including tickets involving multiple currencies.

- Enables locations not on Accelerated Credit Card Billing (ACCB) to use Automated Refunds functionality.

- Uses VCR and paper ticket images to begin any type of refund for increased accuracy.

- Increases options for processing residual refund amounts.

1.9.7.1   Scenario 1 - Full Refund Active PNR

Notes:

This scenario will demonstrate a full refund on an unused ticket.

1. Highlight the **Ticket Number** from the Ticketing / Pricing area of the PNR.

2. Select **View**.

The Virtual Coupon Record - VCR appears.

Just like an exchange transaction, you'll have to verify that the VCR is valid. Just like exchanges the allowable status codes include:

- **OK** - Unused.

- **CTRL** - airport control for interline electronic coupons (CTRL will change to OK during the exchange process as long as no flight coupons were previously used)

- **PRT** - Electronic Ticket was printed to paper (collect physical paper ticket)

- **RPRT** - Re-print of the electronic ticket (collect physical paper ticket)

3.   Select **Refund**.

The refund process will bypass screens 10 the original ticket, and screen 20 the new itinerary. The process will take you immediately to screen 30 the Comparison Summary.

The Change Fee automatically has been applied according to the rules set on the original ticket. If for any reason this area is not filled in, it will be your responsibility to verify the rules and complete this area.

4.   Select **OK.**

The Refund Information Screen 32 appears.

Complete the Refund Information accordingly.

This ticket was originally purchased with a credit card and the number is already displayed on the screen. If you wish to refund back to that credit card you do not need to repeat the number. All that is required that you indicate the form of payment is Credit Card.

5. Select **OK**.

The Additional Options Screen 45 appears.
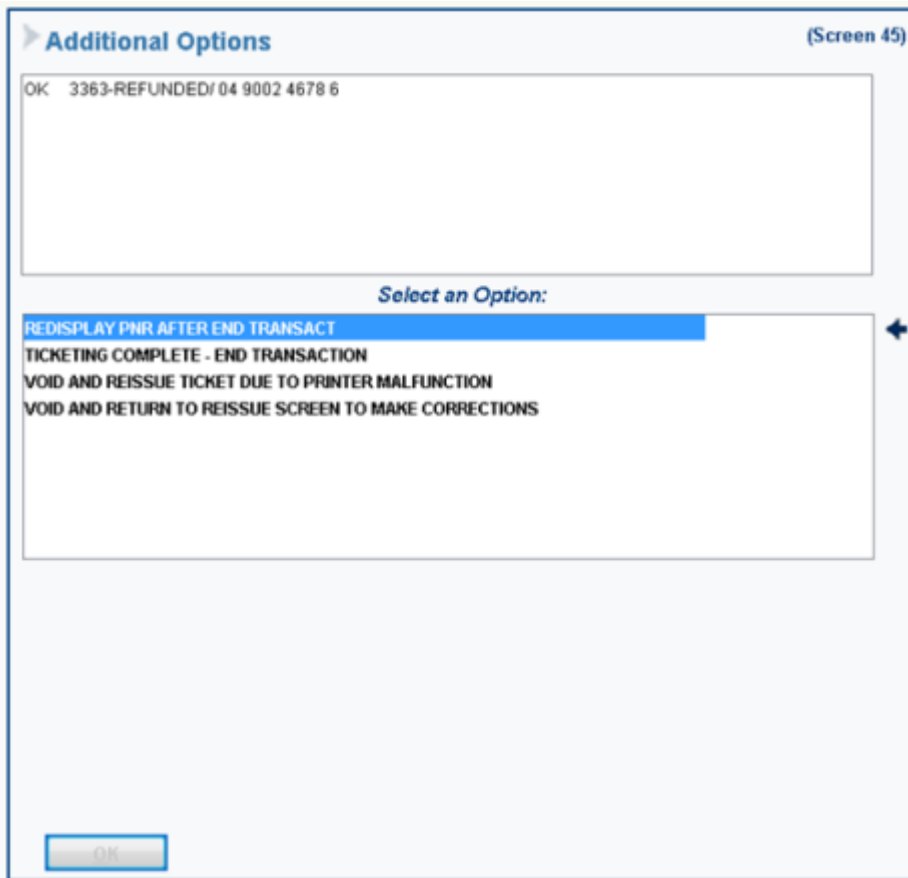
The OK Refunded along with the amount indicates the refund has been issued. The document number will follow.

6. Ensure the **Redisplay After End Transaction** is highlighted.

7. Select **OK**.

The Ticketing / Pricing area will indicate two documents, the TE or VCR (Electronic Ticket) and the TK or paper document supporting the Refund.
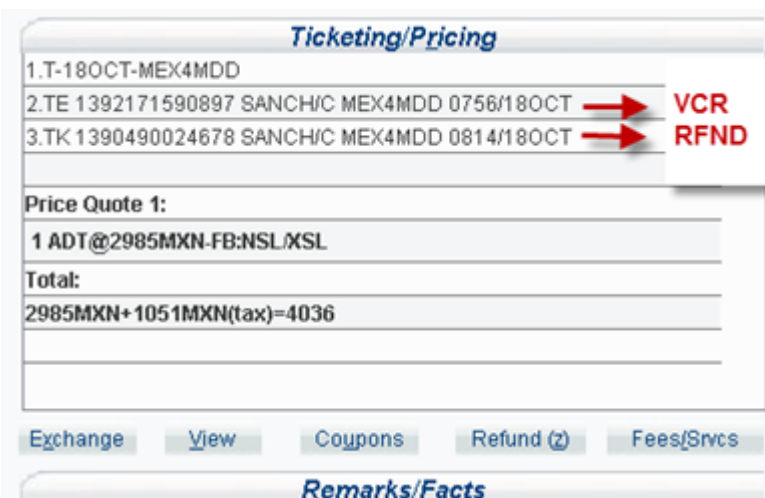
The VCR will be updated to reflect RFND in the status, indicating the ticket has been refunded.

Virtual Coupon Record

Number: 1392171590897   Name: SANCHEZ/CARLOS

Nbr of Cpns: 2   Created: 18OCT11   Issued: 18OCT11   PNR: ZAZZGV   Type: ADT

Nbr	Cx	Al	Flt	C	Dep	Frm	To	Time	Blk St	Fb	Stat	FF	bags
1		AM	315	N	19OCT	MEX	ACA	0900	OK	NSL	RFND		1PC
2	O	AM	306	X	19OCT	ACA	MEX	1645	OK	XSL	RFND		1PC

Tax Info

Fare Info

Base: MXN   2985   478 MX   44 YR   529 XV   Total: MXN   4036

Fare Calc

MEX AM ACA Q560 997AM MEX Q560 868MXN2985END

Form of Payment

FOP: CC-BA/XXXXXXXXXXX/1111 Auth-1234 Z

Issued: 18OCT11 at MEXLC by MEX MDD

Endorse/Restrict: REF/CHG/CXL - FEE APPLIES/NONEND

Tour:

Remarks:

Print

OK   Modify   Exchange   Refund   Control   PNR   History   Cancel

1.9.7.2   Scenario 2 - Refund on Partially Used Ticket - Purged PNR

Notes:

This scenario will demonstrate a refund on a partially used ticket when the PNR has been purged from the system. Purging means that the VCR and PNR are no longer associated. The PNR is past date and removed from the system. The VCR stands alone.

1.   Select the **Ticketing Tab**.

2.   Select the **VCR Label**

    The Labels will refresh.

3.   Select the **Display VCR** Label.

    The Display VCR pop up appears.

4. Select **By Ticket Number**

5. A Number box will pop up, add the **Ticket Number.**

6. Select **OK.**

The VCR (Electronic Ticket) displays.

Verify that there is value left to the VCR to refund. Since Ms Russell has purchased a fully refundable First Class ticket and only used the outbound, she is entitled to a refund.

7. Select **Refund**
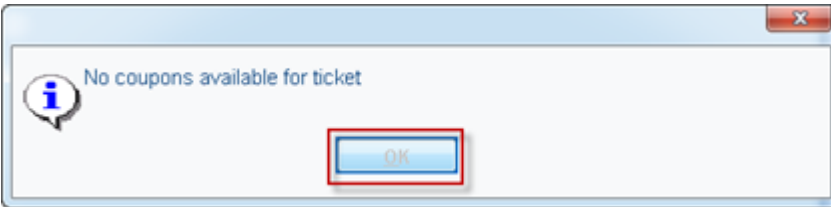
A pop up warning appears because the VCR is disassociated from the PNR.

8. Select **OK** to continue.

The Ticket Reissue / Refund Options appears.
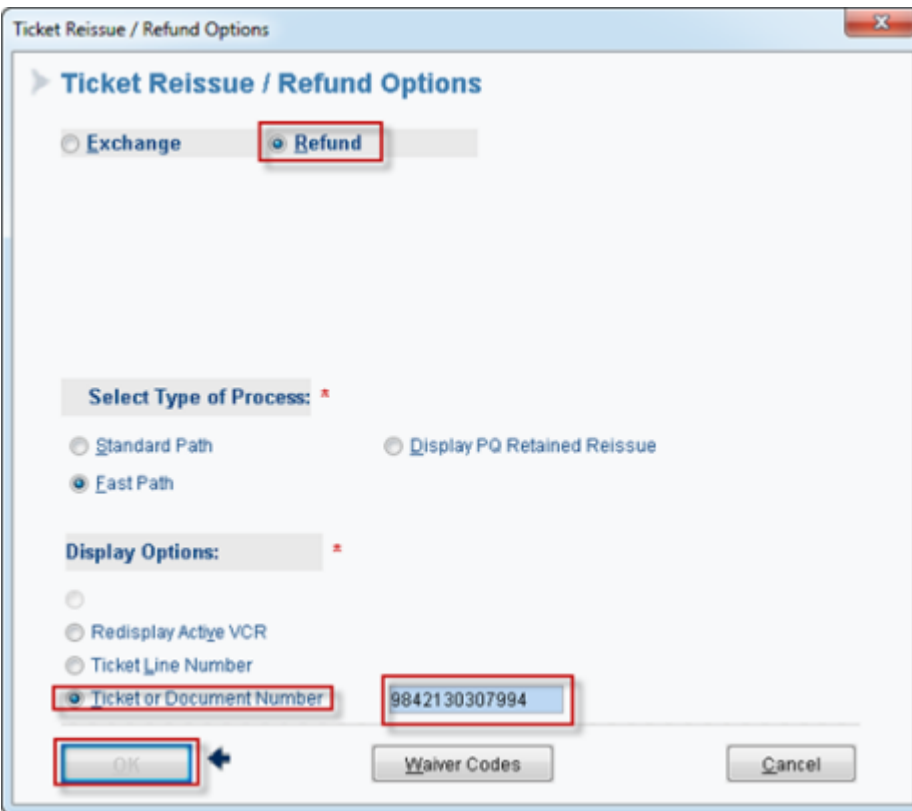
The Ticket Reissue / Refund Options pop up appears. You will change the default setting to Refund, and keep the type of process as Fast Path. It will also be necessary to resubmit the VCR number again.

9. Select **Refund**

10. Select the **Ticket or Document Number**

11. Add the **VCR number** to the pop-up

12. Select **OK**

The Ticket Reissue / Refund Fast Path screen appears.
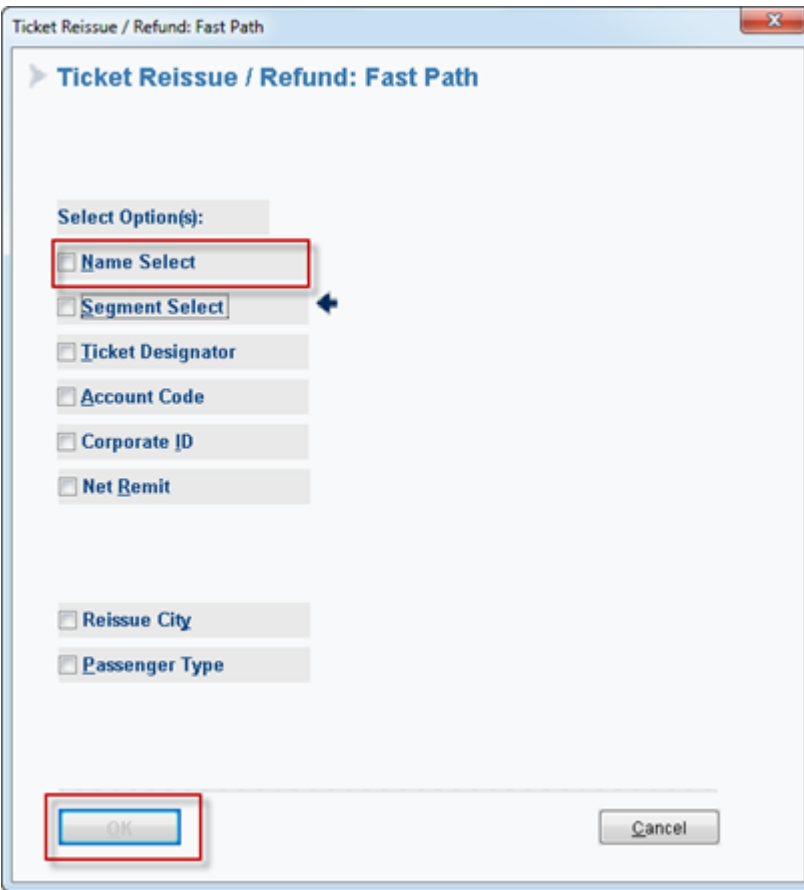
The Ticket Reissue / Refund: Fast Path pop up appears. Since you are not working within a PNR, the name select default is not needed, therefore you must uncheck the box before continuing.

13.   Uncheck the **Name Select** box

14.   Select **OK**

The Ticket Exchange - Itinerary Calc from Point of Origin Screen 20 appears.

Ticket Exchange - Itinerary Calc from Point of Origin (Screen 20)

While Fast Path will allow you to bypass both screen 10 and 20, there are times when the system needs to verify information. When this occurs you will be brought through the standard path to gather the additional information.

In this scenario, it bypassed Screen 10, but needed information from Screen 20. Notice that the outbound portion SFO - JFK reflects a **Flown** status.

15.   Ensure the action reflects **Price**.

16.   Select **OK**.

The Price action from Screen 20 engaged ARP. *Sabre* reviewed the rules of the fare basis per (CAT 31, 33) prior to updating Screen 30, Comparison Summary.

The Comparison Summary Screen 30 appears.

Screen 30 Comparison Summary, will compare the price of the VCR to what was used. ARP was engaged and found that there were no cancellation or change fees. The Total area of Screen 30 reflects a Refund in the amount of $2,204.70.

17.   Select **OK**.

The Refund Information Screen 32 appears.

Screen 32 Refund Information pop up appears. Check with your airlines local procedures for Refunds.

For this scenario we will refund back to the original form of payment Credit Card. Since the original credit card has already been noted on this screen, just select Credit Card from the drop down.

18. Select **Credit Card** from the drop down Form of Payment menu. (Interact will automatically credit the card on file).

19. Ensure the action defaults to **Ticket.**

20. Select **OK**

The Additional Options Screen 45 appears.

```
Additional Options                                          (Screen 45)

OK  2204.70-REFUNDED/ 04 9002 4365 0




                        Select an Option:

REDISPLAY PNR AFTER END TRANSACT                                    ←
TICKETING COMPLETE - END TRANSACTION
VOID AND REISSUE TICKET DUE TO PRINTER MALFUNCTION
VOID AND RETURN TO REISSUE SCREEN TO MAKE CORRECTIONS




            OK
```

The OK, Refund Amount and Document Number, is the completion of the Refund Process.

21.   Highlight **Ticketing Complete - End Transaction.**

22.   Select **OK.**

1.10   Involuntary Reroute

AER for Irregular Operations (IROPS) streamlines the processing of schedule changes and involuntary exchanges by incorporating these transactions into the Automated Exchange and Refund application.

In addition, AER for IROPs:

- Enhances the schedule change process for back office processing for revenue accounting teams

- Includes the ability to retain involuntary exchange transaction data for later processing

- Differentiates between involuntary and voluntary exchanges in the Agent Sales Report (ASR)

What it does not do is:

- It will not retrieve baggage allowances for the new itinerary since no new pricing query occurred. Instead, it will bring over to the *PQR the original baggage allowance information which is not validated against the new itinerary.

Automated Path

The Automated Path offers the quickest way to complete an involuntary exchange because it utilizes the fewest AER screens to exchange the ticket. This would be referred to as FastPath in voluntary exchanges. .Like

FastPath, if *Sabre* is unable to complete the exchange through the Automated Path, some or all of the Standard Path screens will display automatically.

The following pages will demonstrate the step processes for the 3 types of involuntary exchanges.

- Reroute

- No Coupon

- Schedule Change

1.10.1   IROP - Reroute

Notes:

A **Reroute** Involuntary exchange occurs when the passenger itinerary changes and affects the cities, (including connecting points) or cabin being flown. It is considered involuntary since the change was originated by the carrier not the passenger. An example would be an aircraft goes out of service and the passenger must now be rerouted to another flight, traveling to or through a different city, or when an upgrade or downgrade is necessary to a different aircraft cabin.

The following steps are needed to complete an Involuntary Reroute Exchange using the Automated Path.

1.   Access the Involuntary Exchange mask. You can do so by one of the following three options:

Display the **VCR** and select the **Exchange** button (recommended). By using this option you do not have to select which VCR to exchange thus minimizing possible errors.

Select the **Exchange** Button drop down from the Interactive PNR, then select Involuntary Exchange.

Select **CTRL + G**

The passenger was originally booked and ticketed nonstop from New York JFK to Las Vegas. The carrier placed the original flight out of service and protected the passenger on a connection through San Francisco. The Involuntary Reroute option will be accessed to exchange their current 1 flight coupon into 2 coupons.
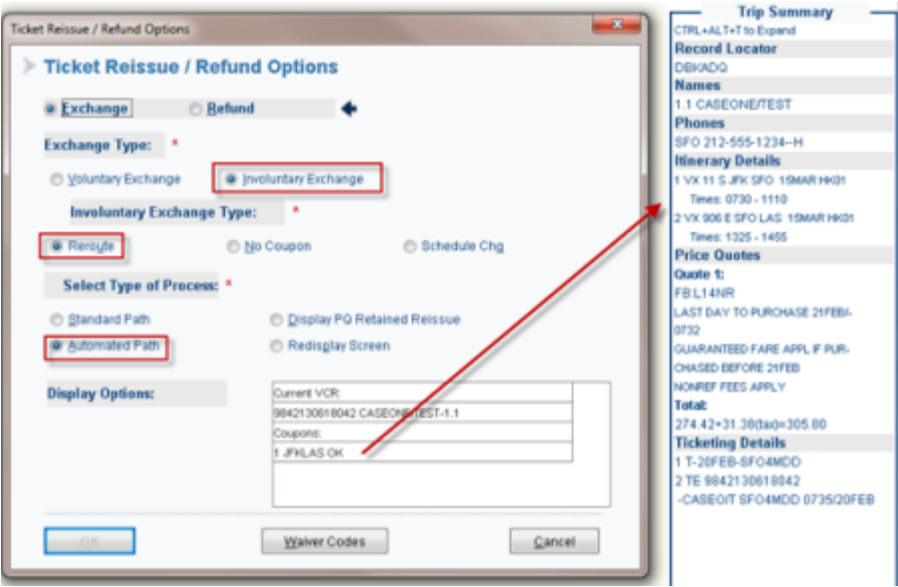
2. On the **Ticket Reissue / Refund Options** screen, if not already defaulted, make the following selections:

3. Exchange Type: **Involuntary Exchange**

4. Involuntary Exchange Type: **Reroute**

5. Type of Process: **Automated Path**

6. Display Options: **Highlight the VCR** to be exchanged.

7. Select **OK**.

The Exchange Ticketing Mask pop-up window displays.
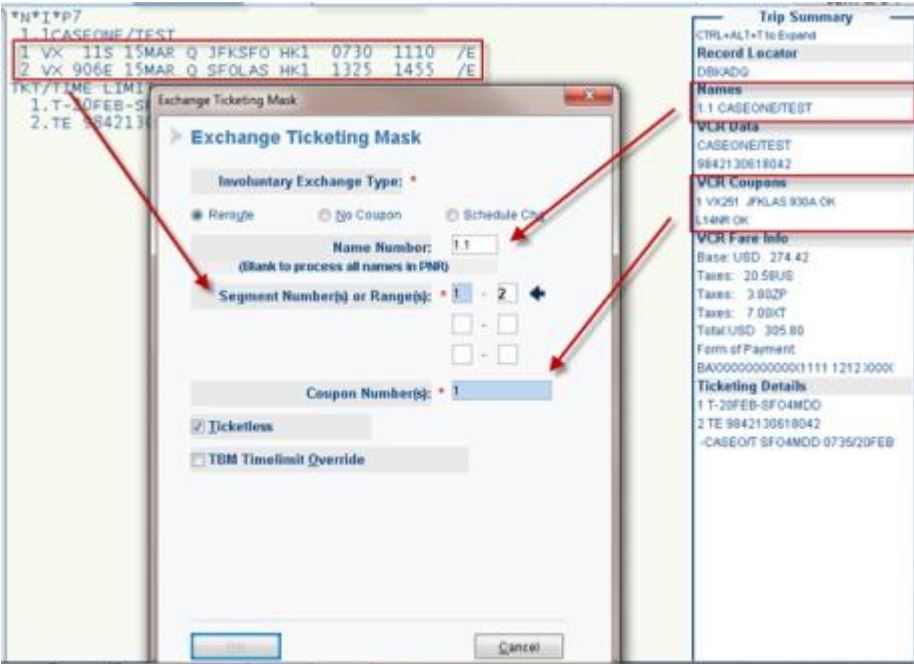
Note   Notice that the itinerary and the VCR coupons are displayed to help you complete the information requested.

8. Add the **Name Number** if not already filled in.

If you displayed the VCR prior to starting the exchange, the name number will already be filled in. You can leave the name number blank to process all exchanges, but if there have been prior exchanges completed, the "all names" option will not be successful.

9. Add the **Segment Number(s)** that were impacted by the IROP.

10. Add the **Coupon Numbers** from the VCR that were impacted by the IROP.

11. Select **OK**.

When the involuntary exchange is complete, the following pop-up window displays.

12. Select **OK**

The Interactive PNR displays
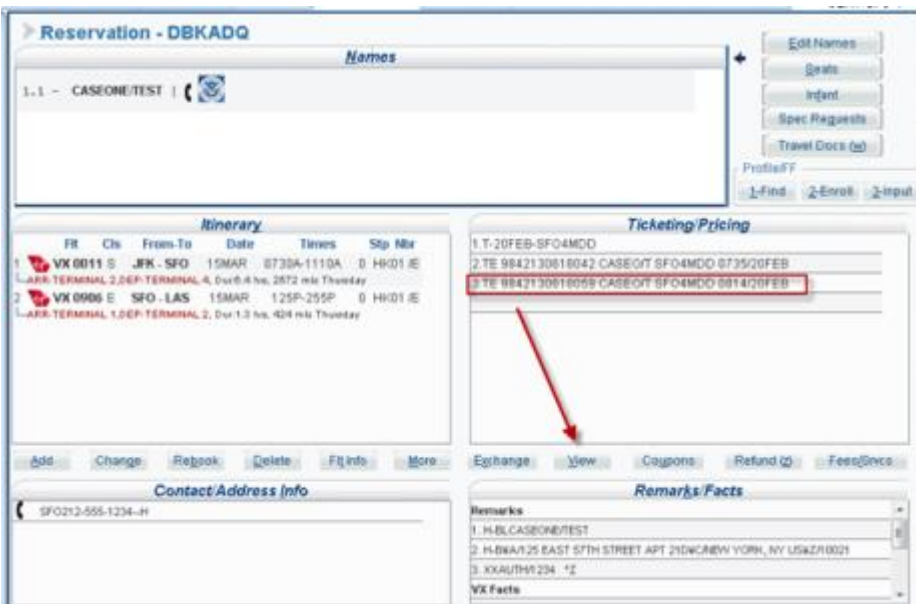
You can see that the new ticket for the passenger has been issued.

13. Highlight the new ticket within the Ticketing / Pricing field and select **View**.

The VCR is displayed.

Notice that the Endorsement / Restriction field has been updated with INVOL. This indicates that an involuntary exchange was used to create this ticket.

If the PNR had multiple passengers you would repeat the process for the remaining un-ticketed passengers.

1.10.2   IROP - Schedule Change

Notes:

Use these steps to perform a Schedule Change involuntary exchange using the Automated Path.

The Schedule Change option was designed for those situations when an airline runs a schedule change where revalidation does not work. The schedule change requires the ticket to be exchanged.

For example, a flight was originally DFWLHR but due to a schedule change it now becomes DFWJFKLHR. In this case, since it was originally 1 coupon and now will require a second coupon, you would use the schedule change exchange option.

The Schedule Change option performs an exchange for the entire itinerary. Segment selecting is not an option.

The schedule change is only permitted with tickets validated on your airline. The system will return the following error message for other airline validated tickets:

OA TKT – REFER PSGR TO OA

1.   Access the Involuntary Exchange mask. You can do so by one of the following three options:

Display the **VCR** and select the **Exchange** button (recommended). By using this option you do not have to select which the VCR to exchange thus minimizing possible errors.

Select the **Exchange** button from the Interactive PNR, then select Involuntary exchange

Select **CTRL + G**
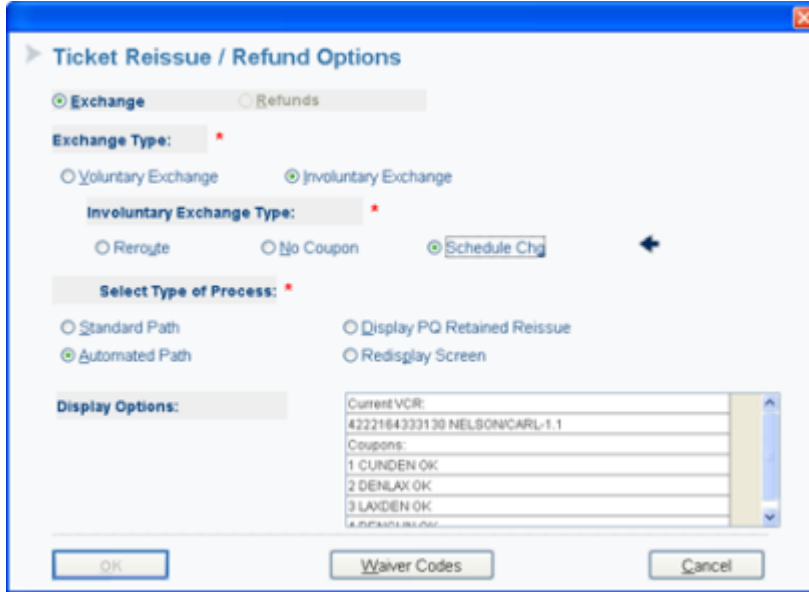
2.   On the **Ticket Reissue / Refund Options** screen, if not already defaulted, make the following selections.

3.   Exchange Type: **Involuntary Exchange**

4.   Involuntary Exchange Type: **Schedule Chg**

5.   Type of Process: **Automated Path**

6.   Display Options: **Highlight the VCR** to be exchanged
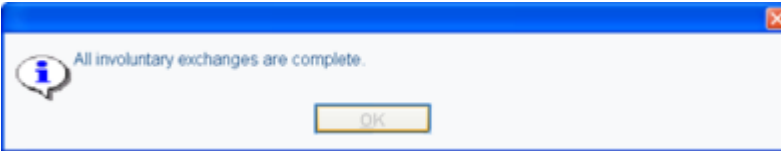
7.   Select **OK**

The Exchange Ticketing Mask pop-up appears.

Notice there is no opportunity to segment select. The *Sabre* system selects all segments that appear in the itinerary.

8.   Select **OK**

The following pop-up message displays.

Here is the original VCR. All coupons have been exchanged.

The new VCR.

Notice that the Endorsement / Restriction field of the VCR reflects SKDCHG as the first item.

1.10.3   IROP - No Coupon

Notes:

The No Coupon option was created specifically for IROP situations where the coupon that needs to be changed is already in USED status.

For example:

A flight from LGA connecting in DEN to LAX must land at MDW. The plane is taken out of service but the passengers still must get to LAX. The coupon from LGA to DEN has already been USED. The No Coupon option allows you to perform an involuntary exchange on the USED coupon and provide a VCR to travel from MDW to DEN.

The no coupon process is only allowed for electronic coupons with status codes of:

USED / LFTD / CTRL / PRT / RPRT

Note   When there are multiple coupons showing a status of LFTD or USED, the new flight needs to correspond to the last coupon showing LFTD or USED. You cannot issue a No Coupon INVOL reissue for earlier flights.

It is also allowed for unused paper coupons with a status code of PPR.

Use these steps to complete a No Coupon involuntary exchange using the Automated Path.

Here is a PNR after the passengers have been protected on new flights to get them to LAX.
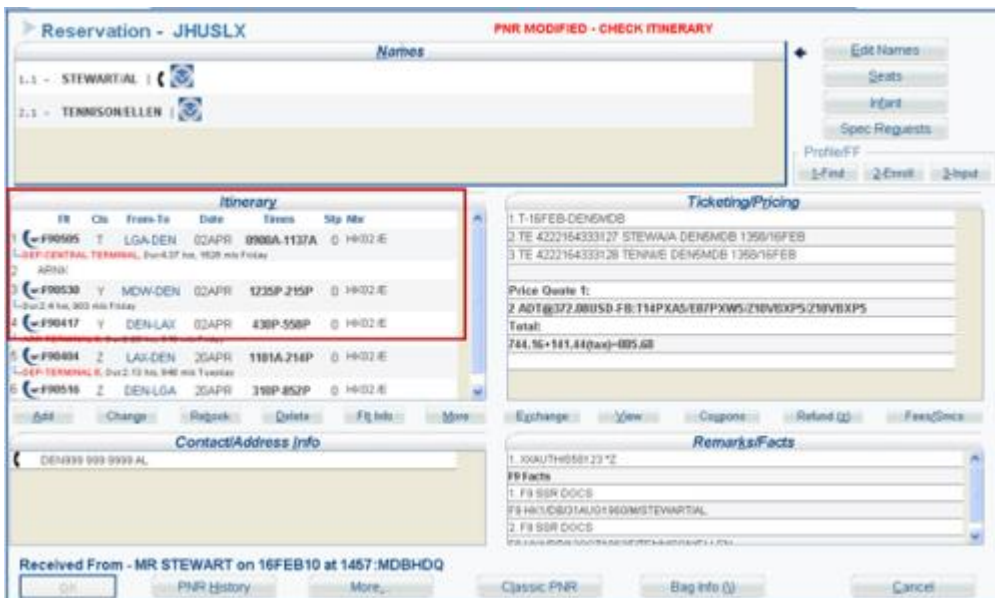
Here is the VCR for the first passenger in the PNR> Note that coupon 1 is USED.

1.   Access the Involuntary Exchange Mask. You can do so by one of the following three options:

Display the **VCR** and select the **Exchange** Button (recommended). By using this option you do not have to select which VCR to exchange if more than one exist, thus minimizing possible errors.

Select the **Exchange** button from the Interactive PNR, then select Involuntary exchange.

Select **CTRL+G** .

The Ticket Reissue / Refund Options window appears.

2.   On the **Ticket Reissue / Refund Options** screen, if not already defaulted, make the following selections:

3. Exchange Type: **Involuntary Exchange**

4. Involuntary Exchange Type: **No Coupon**

5. Type of Process: **Automated Path**

6. Display Options: **Highlight the VCR** to be exchanged if multiple VCR exists.

7. Select **OK**.

The **Exchange Ticketing Mask** pop-up window displays.
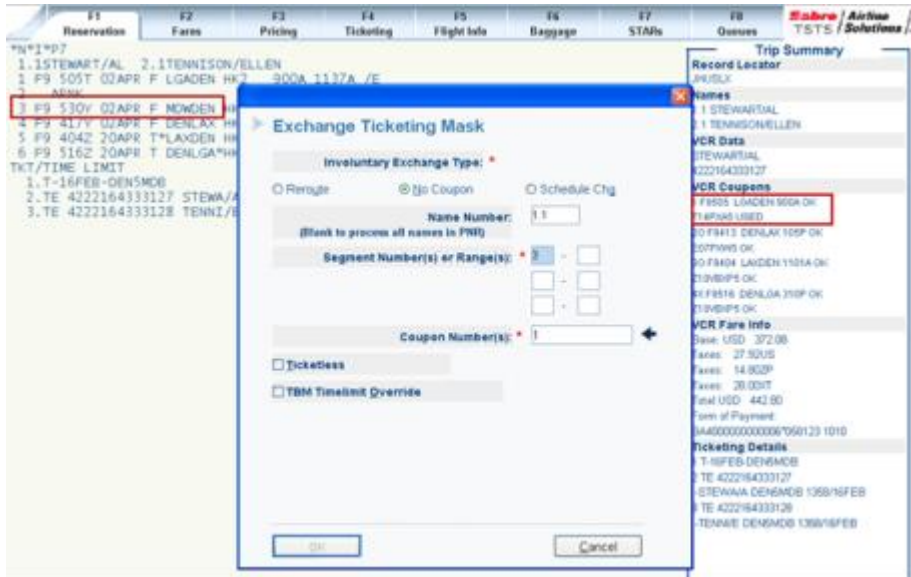
Note Notice that the itinerary and the VCR Coupons are displayed to help you complete the information requested.

8. Add the **Name Number** if not already filled in.

9. Add only the **Segment Number** for the newly booked segment that is replacing the flight that experienced an unscheduled landing.

10. Add the **Coupon Number** from the VCR for the USED segment. It must be the last coupon showing USED or LFTD status. You cannot indicate earlier USED / LFTD coupons or any coupon that is in OK status.

11. Select **OK**.

Once the exchange is complete the following message appears.
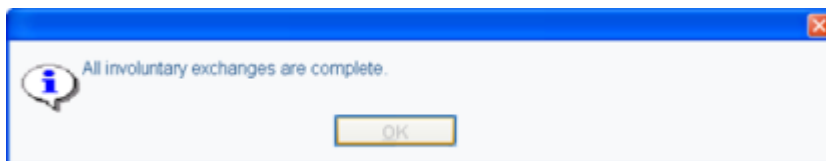
A Display of the VCR issued against the USED coupon.

Notice that:

- The **Fare Calc** line still represents the original itinerary.

- The Endorsement / Restriction box shows INVOL.

Since you can only use No Coupon to issue against a coupon that is already USED, you will need to complete any additional involuntary exchanges for other coupons impacted by the IROP. For example, a connecting flight that the passenger can no longer make.

1 Miscellaneous

1.11 Traveler Profiles and Travel Bank Accounts

Traveler Profiles allow you to:

- Create frequent travelers profile reference

- Provide unique display to view member's information

- Easily and quickly enter customer detail for reservations

- Identify the passenger in the PNR as a frequent traveler member

1.11.1 To Build a Profile X

1. Select the **Psgr Details** Tab (F6)
2. The Psgr Detail labels appear. Select **Profiles**.
3. The Profiles labels appear, select **Add Profile**
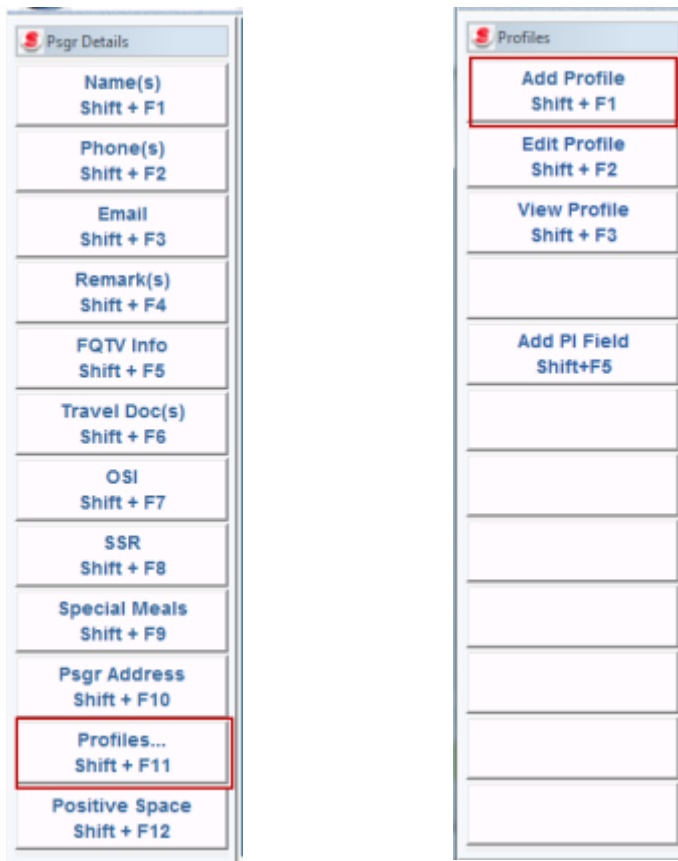
The Add Traveller Profile window displays:

Depending on your carrier's settings and participation, this may be the same window as accessed via the Passenger Details > FQTV Info <Shift + F5>. Please check internally for your airline's settings.

1. Provide the following data as applicable:

a. Name

If applicable, select a Title from the pull-down list - MR, MISS, MRS, MS, etc.

b. Enter a Last Name

c. Enter a First Name

If applicable, select a Suffix from the pull-down list – JR, MD, PHD, etc.

d. Address (required)

    i.   Select address Type: Business or Home

    ii.   Enter Address Line: Street address (home) or Business name (business)

    iii.   Enter Address Line 2 (optional): Apartment number (home) or street address / suite (business)

    iv.   Enter City

    v.   Enter State/Province (optional)

    vi.   Enter Country

    vii.   Enter Postal Code (required for addresses in the U.S.)

If any information is entered into the Secondary address column, all the same required data from the Primary column applies.

    e. Phone Numbers (optional, up to three may be entered).

2.   Select phone Type: Business, Home, Mobile, or Fax.

3.   Select Country Code from the pull-down list (optional, select only if the international country code is to be notated in the phone field.)

4.   Enter an area code.

5.   Enter a phone number.

6.   Enter an extension (optional).

7.   Enter an e-mail Address (if customer wishes to Receive statement and offers via email).

8.   Select the customer's preferred language.

9.   Select the Seat Pref drop-menu to indicate the customer's Seat Preference: None (no preference), Aisle, Window, Exit Row.

10.   Enter the customer's day of birth, select the month of birth and enter the four-digit year.

11.   Select **OK**.

Note   If you airline participates in Travel Bank Accounts, you can Click on the "Create Travel Bank Account". This will allow you to create not only the Travel Profile, but a Travel Bank Account.

Once you complete a Traveler Profile, a membership ID will appear. This will be used for current and future reservations.
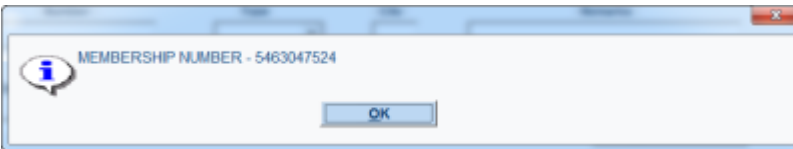
1.11.2   Build PNR Using a Profile

Use these steps to use a Travel Profile to add passenger details.

1.   From the Psgr Details Tab select Profiles

2.   Select View Profile

   The View Traveler Profile window appears.
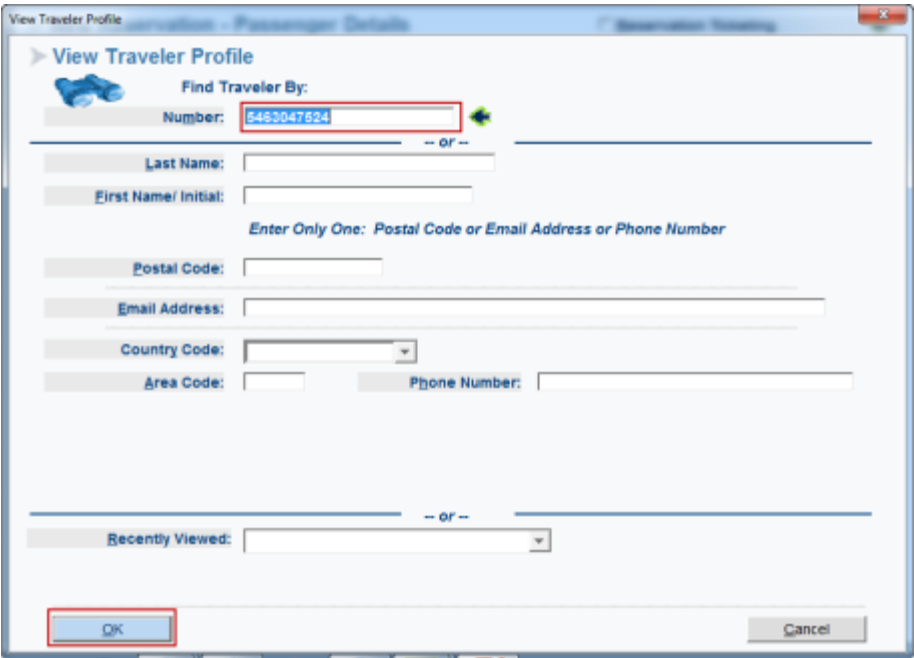
3. Add the **Travel Profile Number**

   Note You can also use the alternate information to retrieve the Travel Profile. Additionally, if you've retrieved the profile earlier, you can redisplay by selecting Recently Viewed.

4. Select **OK**.

   The Traveler Profile displays.
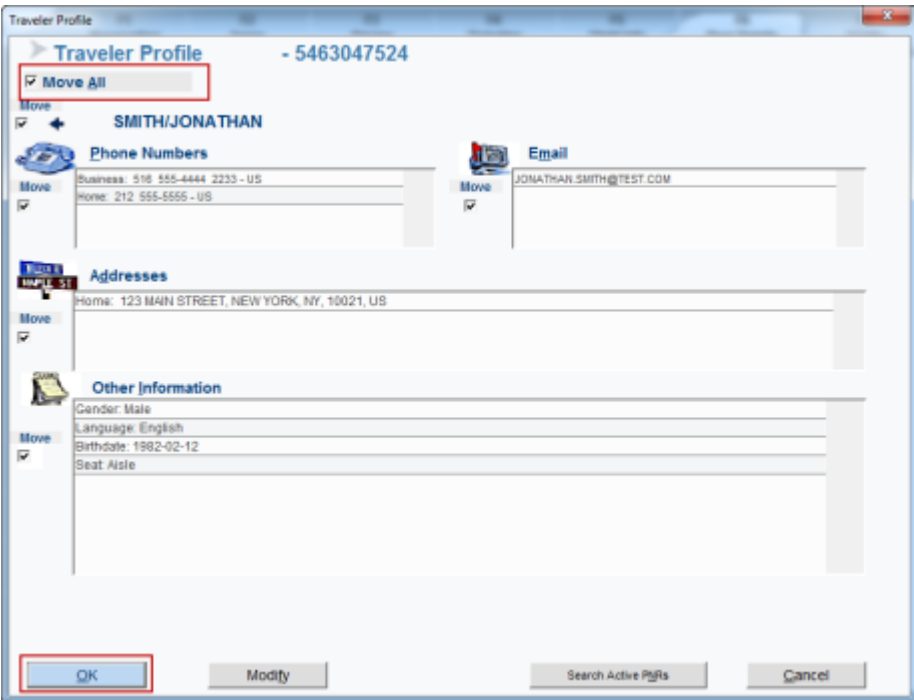
   Note You can also select the Modify button at the bottom of the screen to edit information.

5. Click on the **Select All** button to move all information into the PNR.

6. Select **OK**.

Note   If your airline subscribes to Travel Bank your instructor will go over additional details about the Travel Bank Account Usage. More detailed information on Travel bank can be found on Community Portal, a list of all available training guides are located in the appendix.

1.12   Focus

FOCUS is an automated reference system consisting of several informational manuals. Each manual is numbered and given a 3-letter code. For hosting carriers, FOCUS contains a manual specifically designed for reservations. This manual, called FMH, contains general system information, Native Sabre system entries, general policies, procedures, and system enhancements.

To access the FOCUS Menu

1.   Select **Help** from the main menu bar.

2.   Select **FOCUS**.

The FOCUS menu opens:
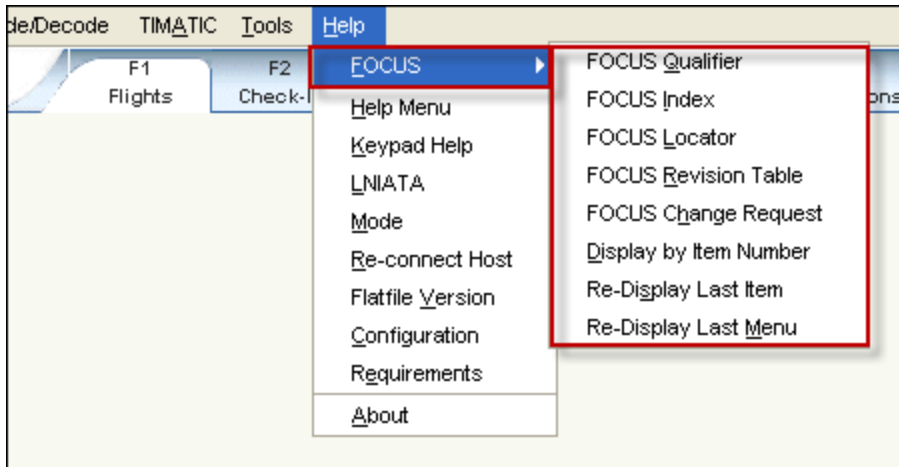
1.12.1   FOCUS Qualifier

With the FOCUS Qualifier option, you can refine your search for items within a FOCUS manual by entering up to three (3) qualifiers.

To access the FOCUS Qualifier

1.   Select **Help** from the main menu bar.

2.   Select **FOCUS**.

3.   Select **FOCUS Qualifier**.
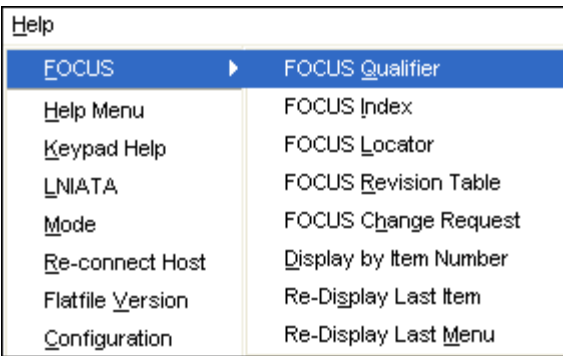
The FOCUS Qualifier window displays:
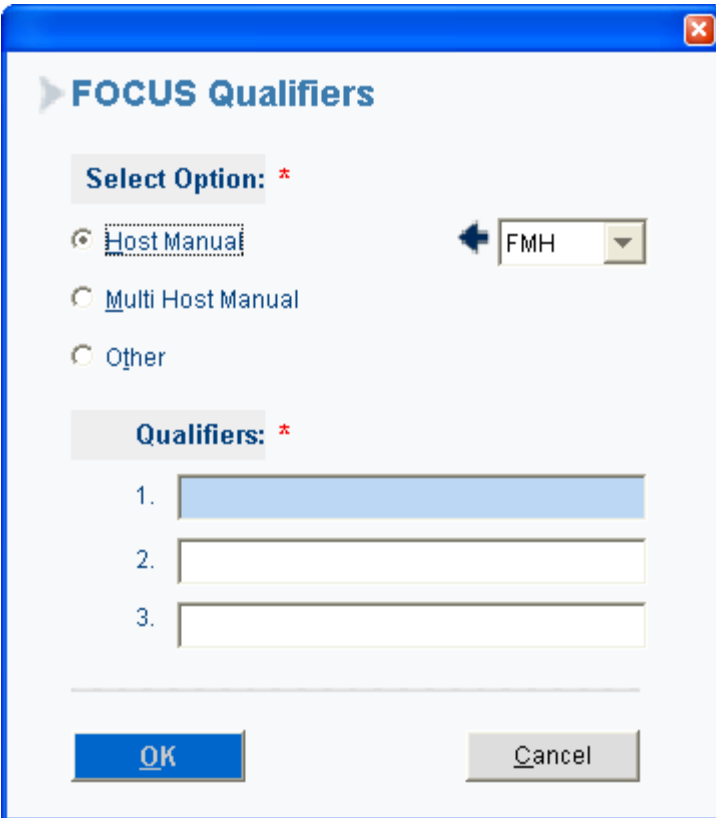
4. Select a Manual.

5. Fill in up to three qualifiers.

6. Select **OK**.

The results display in the work area along with the Item Number window so that you may select an item.

1.12.2 FOCUS Index

The FOCUS Index, or Main Function List, alphabetically lists the topics contained within a FOCUS manual.

To access the FOCUS Index

1. Select **Help** from the main menu bar.

2. Select **FOCUS**.

3. Select **Focus Index**.

The Select Manual window appears.
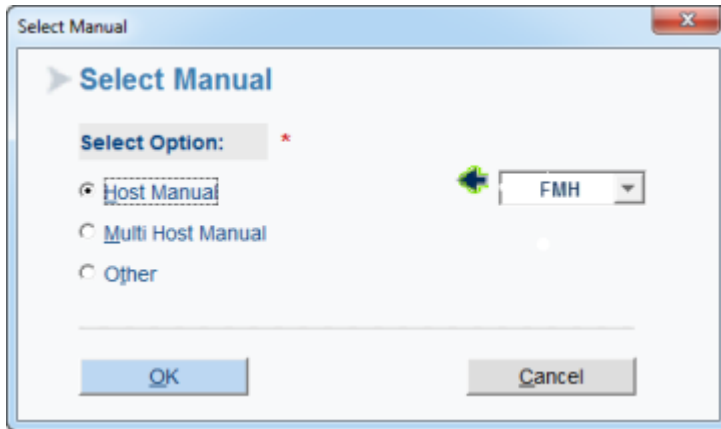
4. Select the radio button next to the desired option:

    a. Host Manual (carrier specific) (default)

    b. Multi Host Manual (FMH)

    c. Other (The Item Number window appears. Fill in the 3-letter manual code.)

5. Select **OK**.

A Level 1 index (table of contents) displays in the work area, along with the Item Number box:
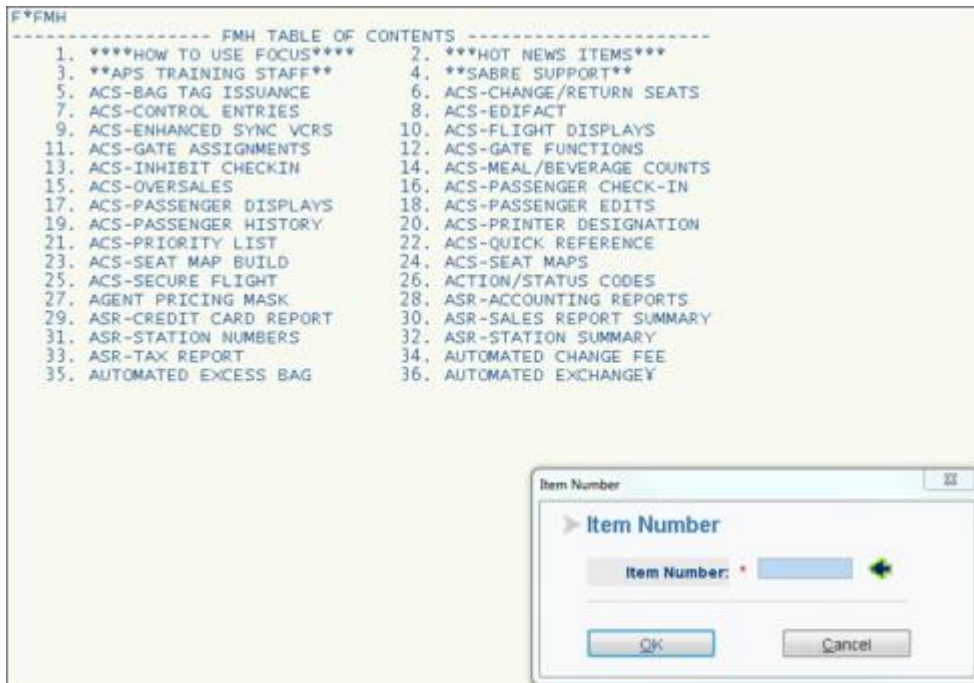
Each numbered item contains a description of its purpose. If a format is required, there is a brief description of the format

At the end of each item, there is a 6-character locator under the ACCESS header:

```
F*10
FMH SECTION INDEX - ACS-FLIGHT DISPLAYS         ** TOTAL  18 **
          TO VIEW DETAIL ENTER   F*NUMBER   /UP TO 5 ITEMS/
                  EXAMPLE   F*2   -OR-   F*1-5
-----------------------------------------------------SEQ ACCESS
   *   1.LIST OF ACTIVE ACS FLIGHTS FOR CITY        010 TVHQUV
          G*LAX            SPECIFIC STATION
          G*LAS/2          SPECIFICED NUMBER OF HOURS
          G*LAX/T1000      SPECIFIED START TIME
   *   2.DISPLAY ASSOCIATED FLIGHTS                 015 TVHQWC
          FUNNEL, OVERLAP AND CODESHARE
          G*C123
```

If there is Level 3 information about the item, an * will precede the item number:


```
F*10
FMH SECTION INDEX - ACS-FLIGHT DISPLAYS         ** TOTAL  18 **
          TO VIEW DETAIL ENTER   F*NUMBER   /UP TO 5 ITEMS/
                  EXAMPLE   F*2   -OR-   F*1-5
---------------------------------------------------SEQ ACCESS
   *   1.LIST OF ACTIVE ACS FLIGHTS FOR CITY        010 TVHQUV
          G*LAX            SPECIFIC STATION
          G*LAS/2          SPECIFICED NUMBER OF HOURS
          G*LAX/T1000      SPECIFIED START TIME
   *   2.DISPLAY ASSOCIATED FLIGHTS                 015 TVHQWC
          FUNNEL, OVERLAP AND CODESHARE
          G*C123
```

1.12.3   Re-Display Last Item

With the Re-Display Last Item option, you can redisplay the last item displayed, no matter what level it is within the FOCUS manual.

To re-display the last item

1.   Select **Help** from the main menu bar.

2.   Select **FOCUS**.

3.   Select **Re-Display Last Item** from the options list and the item will redisplay.\
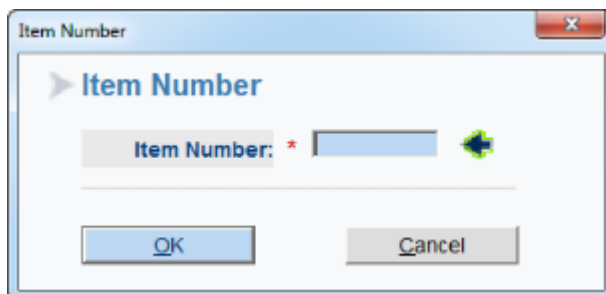
The last item re-displays.

1.12.4

1.12.5   Re-Display Last Menu

With the Re-Display Last Menu option, you can redisplay the last menu you accessed in a FOCUS manual.

To re-display the menu item

1.   Select **Help** from the main menu bar.

2.   Select **FOCUS**.

3.   Select **Re-Display Last Menu**.

   The menu re-displays in the work area along with the Item Number window.
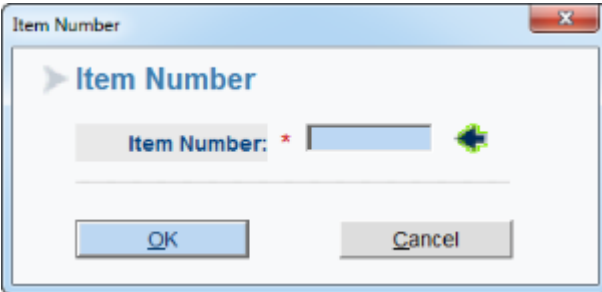
4.   Fill in the Item Number.

5.   Select **OK** and the item will redisplay.

1.13   STARs

The acronym STAR stands for Special Traveler Account Record. STARs can be used to store customer data; however, most Airlines use STARs primarily for information storage and retrieval. To access the STARs functions menu, select the STARs tab or <F7> for Reservation users and <F6> for Airport users.

1.13.1   STAR Components

STARs are made up of a STAR name and different line types. The type of line determines if the information contained in the line can be moved into a PNR.

1.13.1.1   STAR Name

A STAR name must follow these guidelines:

- Minimum of four characters, up to a maximum of 25 characters

- STAR names can be alpha, numeric, or both

- You cannot use special characters such as #,*, % in a STAR name

- A STAR name can include spaces

1.13.1.2   Summary / Stationary Line

A Summary/Stationary or S- line is required for every STAR. S-lines:

- Describe the STAR

- Can contain up to 45 characters

- Cannot be moved from the STAR into the PNR

1.13.1.3   Priority Line

Priority or P - Lines may never be moved into the PNR. They may be used to identify a particularly important reminder and will be displayed when the now move entry has been completed.

1.13.1.4   Always Move Line

An Always Move or A - Lines contain information which is to be moved into a reservation. For example, a name field and telephone(s) would be considered for use as A- lines, because they would always be moved over into a specific PNR.

1.13.1.5   Optional Move Line

Optional Move or O- lines contain information, such as Method of Payment or Passenger address in a reservation format and may optionally be moved into the PNR.

1.13.1.6   Never Move Line

Never Move or N - Lines contain miscellaneous information which cannot be moved from the STAR into a PNR, such as: Rental car preferences, Hotel preferences, Seating preferences, etc., which may be viewed, but are not required for completing a PNR.

1.13.1.7   Restricted Line

Restricted or R- lines are lines which may be viewed only by agents who have a duty code 4 or higher.

1.13.1.8   Purge Date

STARs are set to automatically purge from the system 60 days from the date of STAR creation.

1.13.2   Build New STAR

You can create a star from the Create STAR: New window.

1.   Select the Create Star Label.

The Create Star Options window appears.
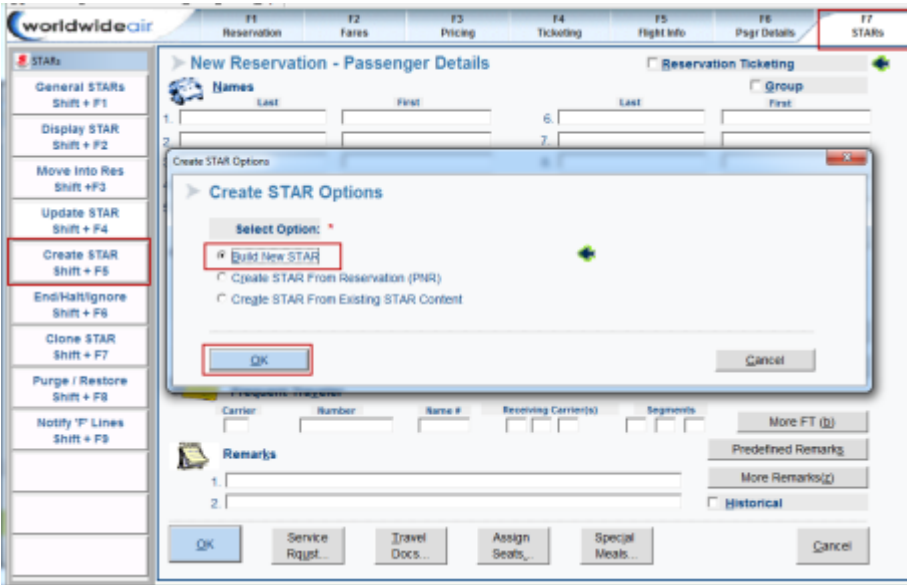
2.   Click the Brand New Star radio button.

The Create Star: New window appears.
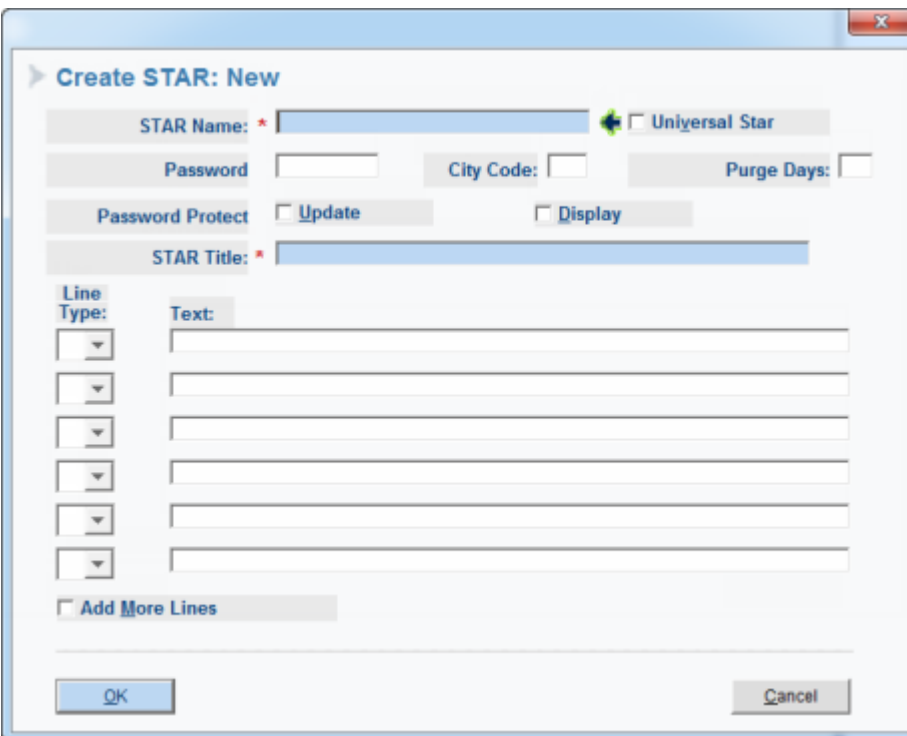
3.   Enter the new STAR name.

Note   Universal Star is only accessed if you want the ability to restrict the STAR usage to certain individuals with the EPR keyword of UNISTR

4.   Enter a 1-8 alpha-numeric password to restrict display of the STAR (optional)

5.   Enter the City Code where the STAR is to be built (optional, defaults to your AAA).

6.   Enter number of days until the Purge date, or Enter XXX for No Purge Date (optional). If no reference is added to this area, the system will automatically purge (remove) the star in 60 days.

7.	Enter STAR Title (this is the Summary / Stationary S- line).

8.	Select the Line Type.

9.	Enter Text Information (remember: A and O type lines must be in valid Native Sabre PNR format).

10.	Select the Add More Lines radio button if additional lines needed to be added.

11.	Select **OK**.

   Note	If additional lines are requested, the Create Star: New window re-displays to allow you to continue entering lines.

   Once completed, the End STAR Options window displays.

12.	If additional lines are requested, the Create STAR: New window re-displays to allow you to continue entering lines.

   Once completed, the End STAR Options window displays.
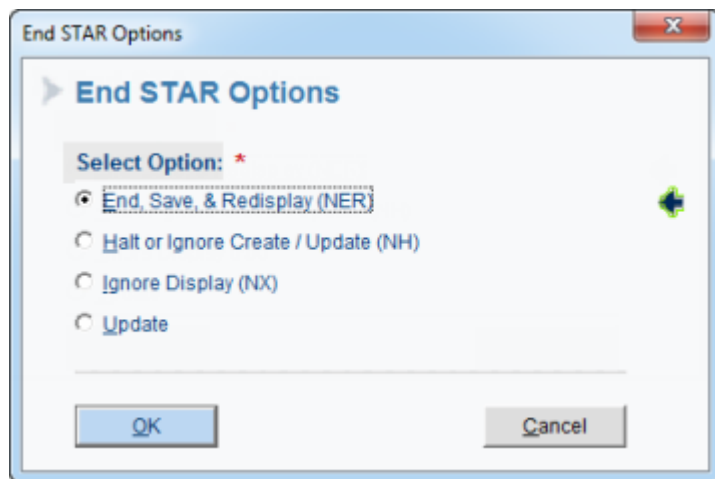
13.	Select the End, Save, & Redisplay (NER) radio button.

   The other options on this window will be discussed later in this module.

14.	Select **OK**.

The STAR is created from the information provided and displayed in the work area.
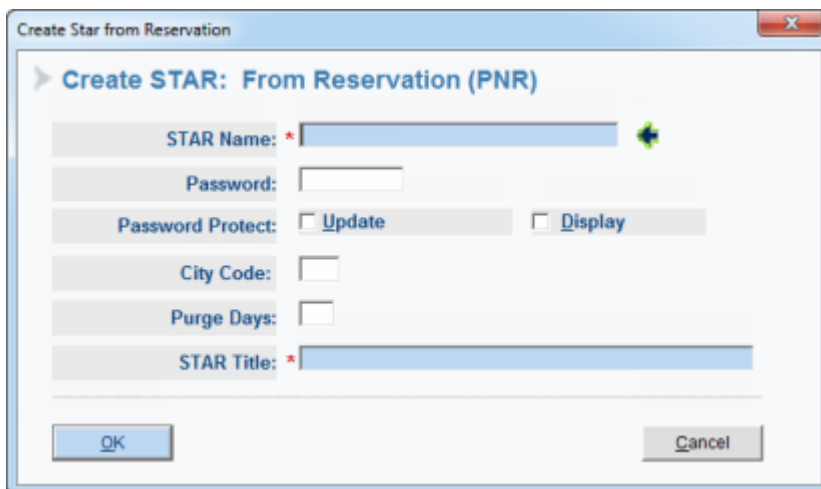
1.13.3   Create STAR From Reservation

The Create STAR From Reservation (PNR) option allows you to create a STAR from information contained in a passenger reservation.

To access the Create STAR From Reservation (PNR) option
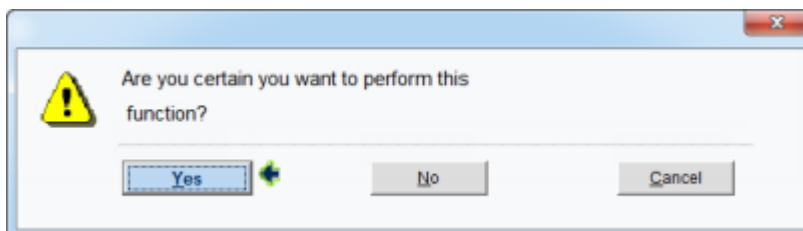
1.   From the Create STAR Options pop-up window, select the Create STAR From Reservation (PNR) radio button.

2.   Enter the Record Locator (must be for a valid, currently active PNR).

3.   Select **OK**.

The PNR displays in the work area and the Create STAR: From Reservation (PNR) window displays.

4.   Enter a STAR Name

If the STAR ID name entered is already in use, no items will be moved from the PNR.

5.   Enter a 1 – 8 alpha-numeric Password to restrict display of the STAR (optional).

6.   Enter a City Code (optional).

7.   Enter the Purge Days or XXX for No Purge Date (optional).

8.   Enter a STAR Title.

9.   Select **OK**.

A confirmation window displays.

10.   Select **Yes**.

The STAR is created from information in the PNR and the name and phone fields of the PNR become A - Lines (Always Move).

The End STAR Options window displays.

11.   Select **OK** to End, Save & Redisplay the PNR (the other options are discussed later).

1.13.4   Modify STAR

You can modify an existing STAR.

To modify the STAR by adding lines
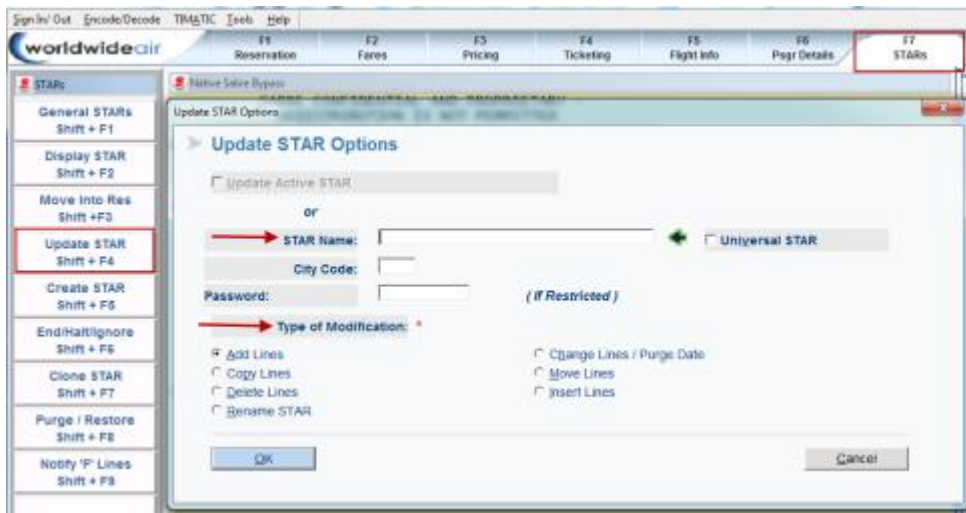
1.   From the Update STAR Options window, Add the Star name and select the type of modification.

2.   For this example, add a line to the STAR.
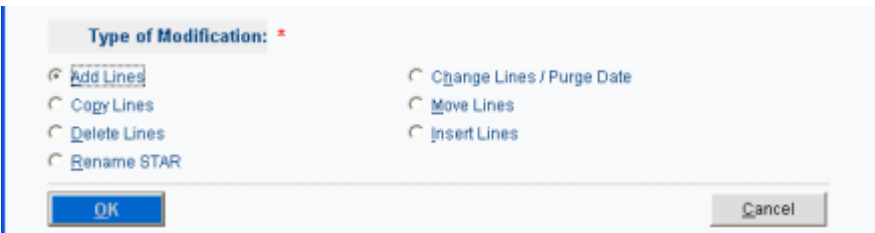
The Update STAR: Add Lines window displays.
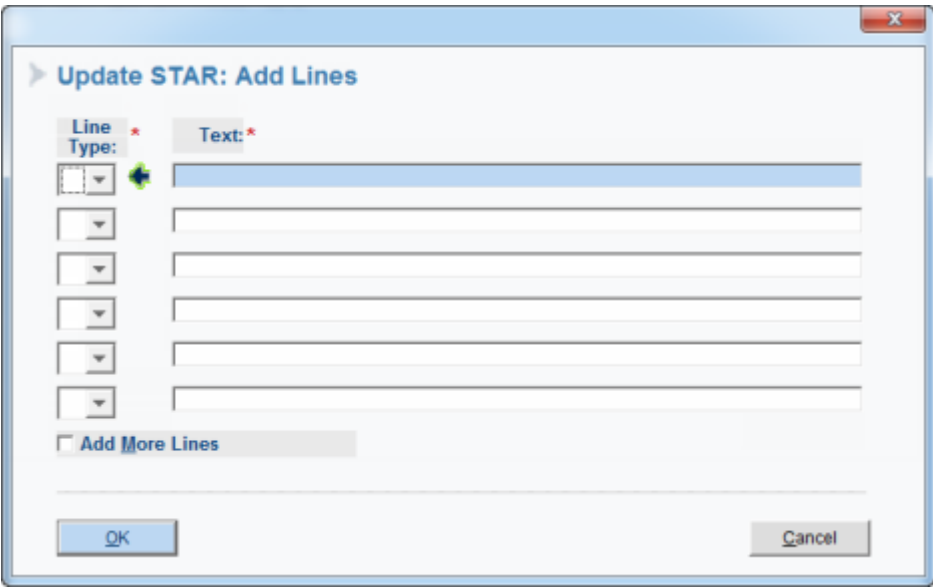
3. Select a Line Type.

4. Enter the Text.

5. Select the Add More Lines check box if more lines are needed.

6. Select **OK**.

1.14 Queues

A queue is a predetermined location inside the Sabre system. Think of it as a filing system. You can place PNRs, messages or teletype messages in a queue and then work on them later.

You can selectively count, display, place, delete, move, or transfer these items within the queues, either individually or by group.

Every AAA city location has allocated:

- A maximum of 512 PNR/TTY Queues (numbered 0 - 511)

  o Queues 0 - 49 are system assigned queues

  o Queues 50 - 511 are for internal host airline use

- 24 Message Queues (assigned letters A-Z, except for letters L and U)

- Two Special PNR Queues (L and U)

Notes

- All messages older than 6 months will automatically purge from the system, except from queues L and U.

To access the Queues menu

Select Queues <F8> to view all queue sub navigation tabs.

You will learn about each highlighted navigation label in this module.

1.14.1   Access Queue

When you access and work queues, remember the following:

- PNRs are organized by the date they were placed on the queue; the oldest PNR is first and the most recent PNR is last.

- You must have AAA permission to access the requested city.

To access a queue

1. Select the **Access Queue** sub navigation tab or <Shift + F1>.

   The Access Queue window displays:
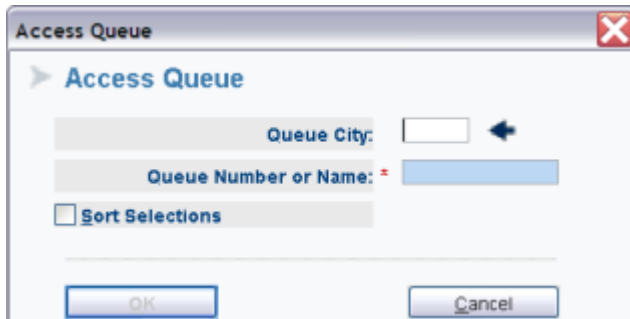
2. Enter a queue city code (if left blank the AAA city is assumed).

3. Enter a queue number, letter, or name.

   o Numeric queues are for PNRs

   o Letter queues are for messages

   o Name queues can be assigned to either type of queue (discussed later within this module)

4. Select **OK**.

The system displays the first PNR or message on the queue.

1.14.2   Display Options

You can display statistical information for your airline's queues.

To access queue display options

1. Select the **Display Options** sub navigation tab or <Shift + F2>.
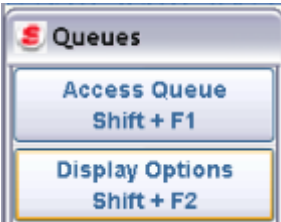
The Queue Display Options window displays:
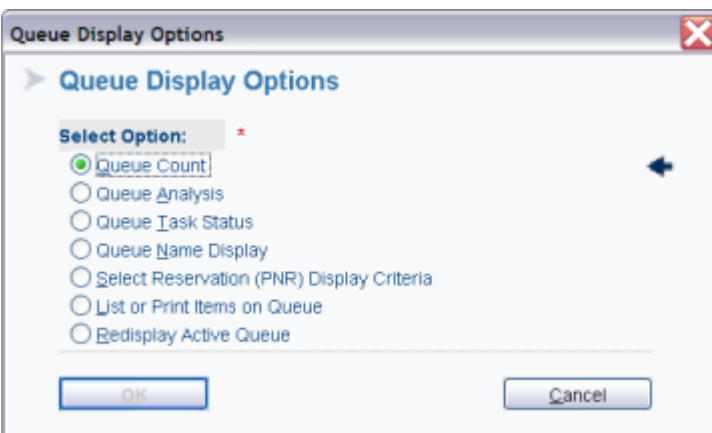
2. Select a radio button for the option you want (each is discussed in detail within this module).

   a. Queue Count

   b. Queue Analysis

   c. Queue Task Status

   d. Queue Name Display

3. Select **Reservation (PNR) Display Criteria**.

   a. List or Print Items on Queue

   b. Redisplay Active Queue

4. Select **OK**.

1.14.3   History / Prefatory

1.14.4   Prefatory Instructions

With the Prefatory Instructions option, you attach an instruction code to a PNR. That instruction code explains what action needs to be performed on the PNR. When you are in a queue and initially access a PNR, the

Prefatory Instruction Code appears at the top of the PNR. In this example, the PNR has the Prefatory Instruction code "016 SEE FACTS."

```
         F1          F2          F3         F4          F5          F6
       Reserva     Tarifas     Preço     Emissão     Info Voos   Info PSGR
                                           TKT
 I
       016   SEE FACTS
 RDEMIH
  1.1PULIDO/RAMSES
  1 LA4541M 05AUG F GRUEZE HK1  1105A  210P /E
      /OPERATED BY LATAM AIRLINES ARGENTINA
  2 LA4546M 12AUG F EZEGRU HK1   320P  610P /E
      /OPERATED BY LATAM AIRLINES ARGENTINA
 TKT/TIME LIMIT
  1.TLGRULA0100P/04AUG-THU
 PHONES
  1.GRU333-333-3333-H 1.1 PULIDO/RAMSES
 PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
 PRICE QUOTE RECORD EXISTS - *PQS
 LA FACTS
  1.SSR FOID LA HK1/PPUS12345678
  2.SSR PETC LA PN1 GRUEZE4541M05AUG/ANIMAL NA CABINE
 RECEIVED FROM - RAMSES
 OAC - XL GRU A6 8990606
 GRU-GRU-A6.GRU4A76 1106/03AUG16 RDEMIH H
```
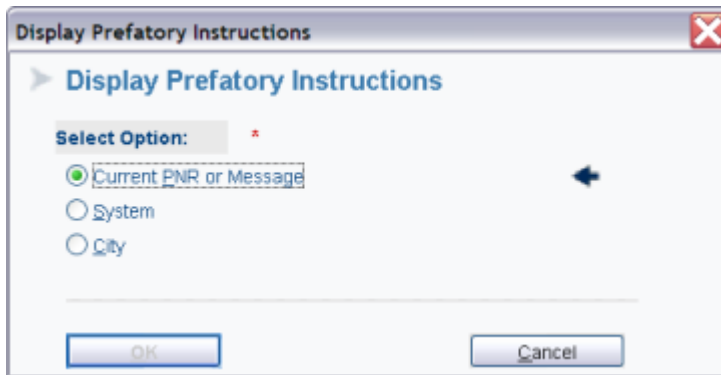
To view prefatory instructions

1. Select the **History / Pref** sub navigation tab <Shift + F3>.

2. Select the **Prefatory Instructions** radio button.

   The Display Prefatory Instructions window displays:

```
Display Prefatory Instructions                          [X]

  ▷  Display Prefatory Instructions

   Select Option:      *
     ◉ Current PNR or Message         ◀
     ○ System
     ○ City
   _____

     [   OK   ]              [  Cancel  ]
```

3. Select an option (each is discussed within this module).

   o Current PNR or Message

   o System

   o City

4. Select **OK**.

1.14.4.1   Current PNR or Message

Once a PNR is initially accessed on queue and redisplayed, the prefatory code is no longer visible. Select the Current PNR or Message radio button and select OK. This will re-display either the prefatory code or the last message in the queue.

1.14.4.2   System

With the System option, you can display a list of all the prefatory codes available. The example below is a partial example list, but this list varies by carrier:

1.14.4.3   City

With this option, you can display the Unique Prefatory Instruction Table. These prefatory codes are unique to your carrier. The codes are listed by the city they were created in. When selected, a field displays for you to enter a city code:

1.14.5   Queue Place

A PNR goes onto a queue in two ways:

- • The system automatically places a PNR based on pre-programmed parameters.

- • You manually place a PNR.

You can Queue Place to a specified city, to multiple queues at once, and on a specified date in the future (at least 24 hours). You can only place an item once on a queue.

To place a PNR or message on queue

1. Select the **Queue Place** sub navigation tab or <Shift + F4>.

   The Queue Place Reservation (PNR) window displays:

2. Select a Type of Placement radio button:
   - o Queue Number
   - o Queue Name

3. Input the queue city for the First Queue (optional).

4. Input the queue number/name (required).

5. Input a prefatory instruction code.

6. Continue for the Second Queue and Third Queue (if desired).

7. Select Expanded Queues for more queues (you can place a PNR in up to 20 queues).

8. Select **OK**.

The PNR is now on queue.

1.14.5.1   Future Drop Date

Before you end the transaction, you can store queuing instructions within a PNR. The system then places the PNR on queue sometime in the future. You can remove a Future Drop Date at any time, even on the drop date, but not after the drop time.

After you add a Future Drop Date, the system logs the drop date in the PNR's history.

To add a Future Drop Date

1. Select the **Queues** tab or <F8>.

2.   Select **Queue Place** <Shift+F4>. The Queue Place Reservation (PNR) window displays.

3.   Select the **Future Drop Date** check box or <Alt+F>. The Future Drop Date window appears:

4.   Input a drop date. The drop date must be at least 2 days in the future; you cannot use "today's" date. The placement date cannot be a day later than the last departure date in the itinerary.

5.   Input a drop time (optional). If you do not specify a drop time, the system defaults to 0600 local time. The time can be in 12 hour format (430p) or 24 hour format (1630).

   Note   The Queue Drop Time option is currently in development and not available at this time.

6.   Input the queue city.

7.   Input the queue number.

8.   Input the prefatory instruction code (PIC). If you do not add a PIC, the system defaults to PIC 19 SPECIAL LIST.

9.   Add two more drop dates (optional).

10.   Select **OK**.

Notes

- If you want to place a PNR on queue "today," use the Queue Place option. You can only add a drop time when queue placing a PNR "today."

- If the pseudo city code is not included in the entry, the system places the PNR on the home pseudo city code queue (it does not default to your AAA city).

- Future Drop Date remarks do not display in the Interactive PNR Remarks field. To see the Future Drop Date, display the PNR's history.

1.14.5.1.1   Add Future Drop Date By Record Locator

You can queue place a PNR without displaying it in your work area. You can queue place up to six PNRs by record locator.

Note   You can only select one queue with this option.

To add a Future Drop Date

1.   Select the **Queues** tab <F8>.

2.   Select **Queue Place** <Shift+F4>. The Queue Place Reservation (PNR) window displays.

3.   Input the queue city for the First Queue (optional).

4.   Input the queue number/name (required).

5.   Input the record locator(s).

6.   Select **OK**.

1.14.6   Remove / Ignore

With the Remove command, you can remove a PNR from the queue. The system then displays the next item on the queue. With the Ignore command, you can send a PNR or message back into the queue. The system then displays the next PNR on queue.
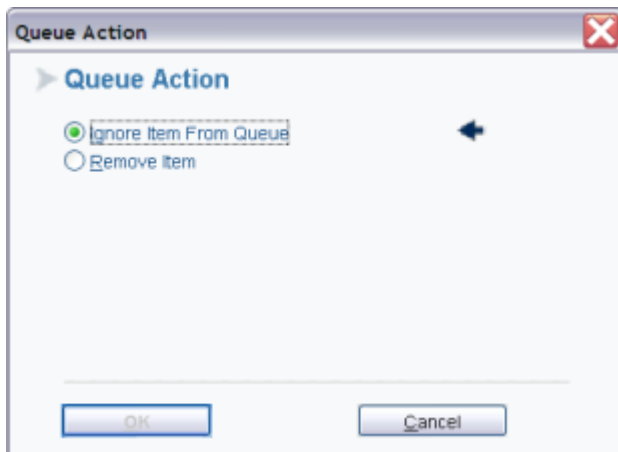
1.14.6.1   Ignore

With this option, you can ignore a PNR or message. You must ignore a PNR or message to move on to the next item in the queue.

To ignore a PNR or message

1.   Select **Remove/Ignore** or <Shift + F5>.

The Queue Action window appears:

2.   Select the **Ignore Item From Queue** radio button.

The PNR or message is no longer in the work area, but the item will remain on queue. If there are more PNRs or messages on the queue, the next item displays.

1.14.6.2   Remove

While a PNR is active, or while working in a queue, you can remove a PNR from multiple queues.

To remove a PNR from multiple queues

1.   Select **Remove / Ignore** or <Shift + F5>.

The Queue Action window appears.

2.   Select the **Remove Item** radio button.

a. Select the Current Queue check box to remove the PNR from the queue you are currently working in.

b. Input a queue city and queue number to remove the PNR from a different queue.

3.   Select **OK**.

If there are more PNRs or messages on queue, the next item displays.

1.14.7   Exit Queue

With the Exit Queue label, you have several ways to exit a queue.

To exit a queue

1.   Select **Exit Queue** or <Shift + F6>.

   The Queue Exit window displays:

2.   Select an option (each is discussed within this module).
   a. Ignore Reservation (PNR)
   b. End Reservation (PNR)
   c. Queue Place Reservation (PNR)
   d. Add Unable to Reach
   e. Add Left Message to Contact
   f. Ignore and Redisplay Reservation (PNR) Off Queue
   g. End and Redisplay Reservation (PNR) Off Queue

3.   Input your name in the Received From field (if applicable).

4.   Select **OK**.

1.15   Flight Information - FLIFO

In the Interact Interface, you can select the Flight Info (F5) tab to look up flight information, verify flight inventory, and other functions that support Flight Information.

The Flight Info tab has sub-labels:

- **Display** – Shift + F1 – display the general flight forecast and flight progress information for a specific flight number.

- **By Time** – Shift + F2 – enter the time of departure or arrival and a city pair to display the flight number.

- **Verify** – Shift + F3 – request flight specifics from an itinerary, city pair availability, or with a flight number - check the minimum connecting times for a booked itinerary.

- **Codes** – Shift + F4 – display a list of codes used by operations when explaining flight movements in flight info.

- **Inventory** – Shift + F5 – display the inventory levels for a flight.

- **Extra Section** – Shift + F6 – display the charter flight information by date or flight range.

- **Counts** – Shift + F7 – display the catering message for a specific flight.

1.15.1   What is Flight Information?

Flight Information, also called FLIFO, is information regarding a flight's departure and arrival times and other pertinent information such as the gate and terminal. The FLIFO display is composed of two sections: Flight Forecast and Flight Progress. These terms are used for specific types of FLIFO updates.

Flight Forecast contains information regarding the normal schedule for a given flight, which includes:

- Scheduled departure and arrival times

- Terminal and/or gate information

- Baggage claim area information

When you request FLIFO for a flight, the flight information displays.

Flight Progress contains information on the flight as it occurs, which includes:

- Actual departure time

- Actual arrival time

- Estimated time of arrival

- Out of the gate and off times

When you request FLIFO for a flight that has departed, the system displays the flight details with "actual" or "estimated" times.

Example of Flight Forecast and Flight Progress:

```
Display Flight Information

U00130/19FEB
PTY         300P
SJO    320P  400P
TGU    520P
4PTY/OUT 1530 *0941*HDQKLL
1SJO/IN1610 *0943*HDQKLL
```

The Flight Forecast data displays first, followed by the Flight Progress information. Each line of information starts with a number. The number is a notification code; notification codes are explained later in this manual.

1.16   Message

The message functions within Interact are located on the Tools menu bar.

Messages have a variety of purposes including:

- Requesting assistance from *Sabre Holdings*

- Communicating with other host stations

- Communicating with other airlines and transportation companies

To use the message functions

1.   Select **Tools**.

2.   Select **Message**.

A sub-menu displays all the messaging options.
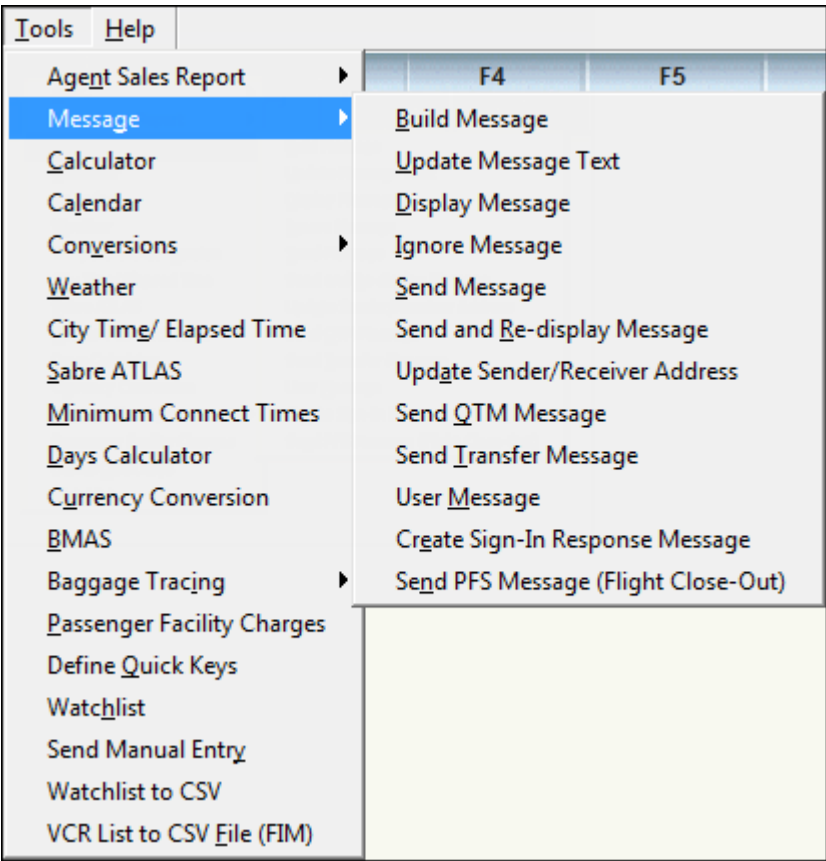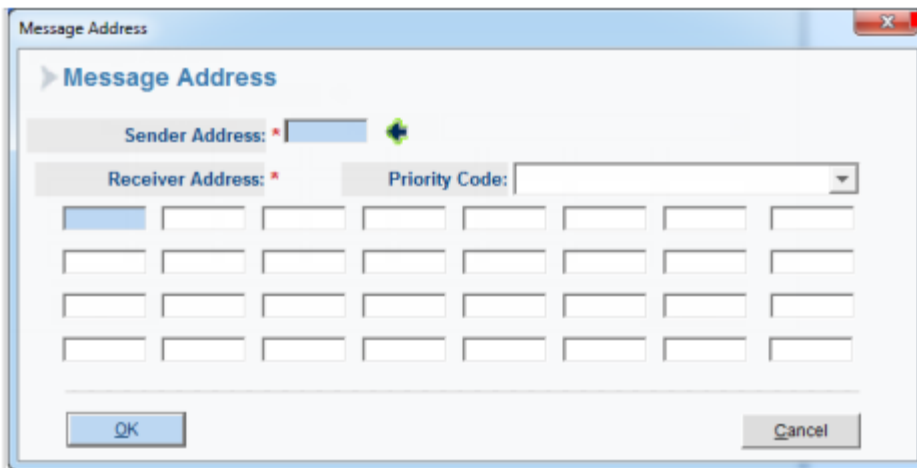
3.   Select the desired message from the sub-menu.

The selected message window displays.

1.16.1   Build Message

To build an AMS message

1.   Select **Tools** from the Main Menu bar.
2.   Select **Message** from the drop-down menu.
3.   Select **Build Message** from the additional drop-down menu.
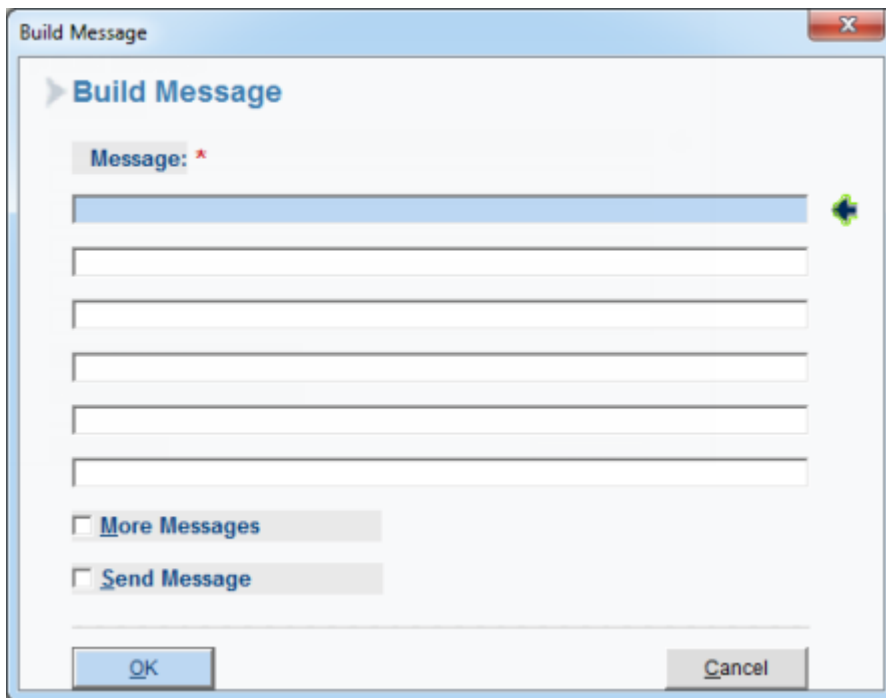
The Message Address window displays:

4.   Fill in the sender address.

5.   Fill in the receiver address(es).

6.   Select the message Priority Code from the drop-down list (optional).

   The system defaults to Normal Priority (QK) when not specified.

7.   Select **OK**.

   The Build Message window displays:

`

8.   Fill in the text message.

9.   Select More Messages (if needed).

10.   Select **OK**.

The message displays on the screen.

1.16.2   Display Message

To display the current AMS message

1.   Select **Tools**.

2.   Select **Message**.

3.   Select **Display Message**.

1.16.3   Ignore Message

You may use the Ignore function to clear and delete an AMS message from your work area.

To use this option:

1.   Select **Tools**.

2.   Select **Message**.

3.   Select **Ignore Message**.

   The warning window displays to let you complete the Ignore process.

4.   Select **Yes** to ignore the message.

1.16.4   Send Message

To send an AMS message:

1.   Select **Tools**.

2.   Select **Message**.

3.   Select **Send Message**.

   A warning window displays so you can stop the send process, if needed.

4.   Select **Yes** to send.

The message sends and a time and date stamp displays on the screen.

1.16.5   Send Transfer Message

A Transfer (T) Message is a low priority message used to transmit items such as Passenger Name Records (PNR) and pre-paid ticket details.

To send a Transfer Message:

1.   Select **Tools**.

2.   Select **Message**.

3.   Select **Send Transfer Message**.

   The Send Transfer Message window displays:
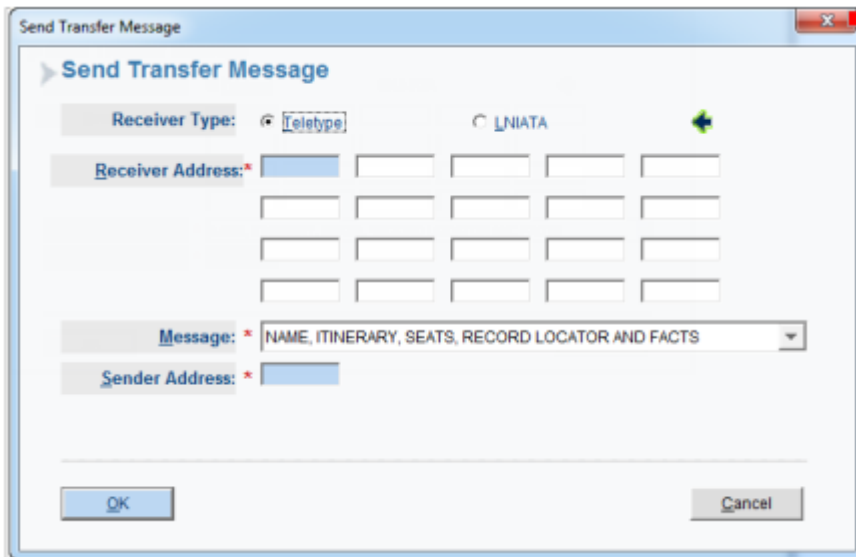
4. Select the Receiver Type: Teletype or LNIATA.

5. Input receiver address(es).

6. Select from the message options drop menu.

7. Fill in sender address.

   Note   When selecting LNIATA as the receiver type, the LNIATA entered as the Receiver Address must be a printer LNIATA. In this case, you may input only one Receiver Address; a Sender Address is not required.

8. Select **OK**.

1.16.6   Send User (OUS) Message

You can generate an Outbound Unsolicited Message (OUS) to a specific computer (CRT).

To send a User Message

1. Select **Tools**.

2. Select **Message**.

3. Select **User Message**.

   The User Message window displays.

4. Select **Send Message**.

   The User Message window displays with additional input fields:

5. Input the Line IATA number that you want to receive the message.

6. Fill in message (free text).

7. Select **OK**.

1.16.7   Send Internal Messages (QQ)

When the booking source requires a reply message, use the remarks area of a PNR.

Note   You can send and receive internal teletype messages when signed in with duty code 7, 8 or higher, or your EPR has the keyword WCCRIM.

To create a queue (teletype) response

1. Display the PNR.

2. Select **Remarks/Facts** (Alt+K).

3. Select +**Remarks** (Alt+K).

The Remarks window will appear.

4. Select **QQ** and **OK**.
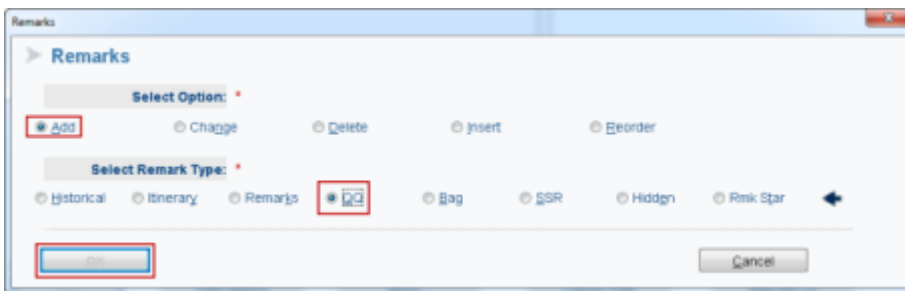
The Remarks Text window appears.

5. Type a message in the remark fields and use a format that other airlines will understand.
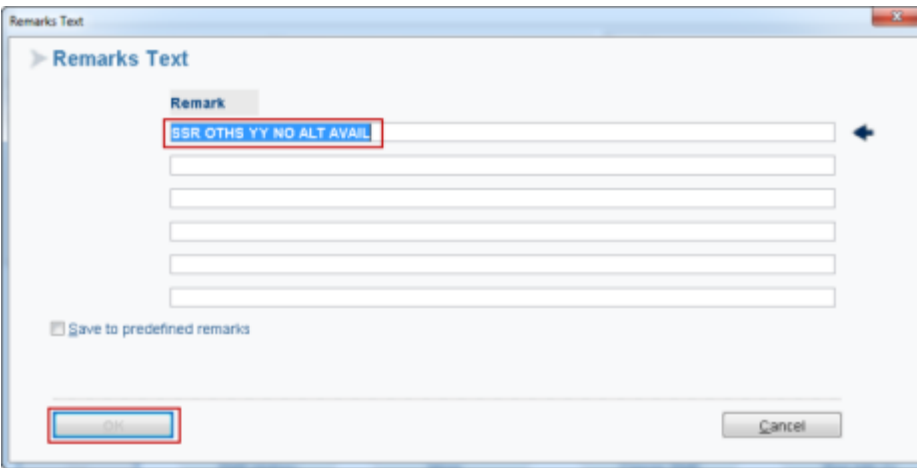
6.　Select **OK**.

1.16.8　Send QTM External Message

With the Quick Teletype Message (QTM) format, you can send a message using characters that are accepted in the Remarks field of a PNR.

To send a QTM message

1.　Select **Tools**.

2.　Select **Message**.

3.　Select **Send QTM Message**.

　　The Send QTM Message window displays:
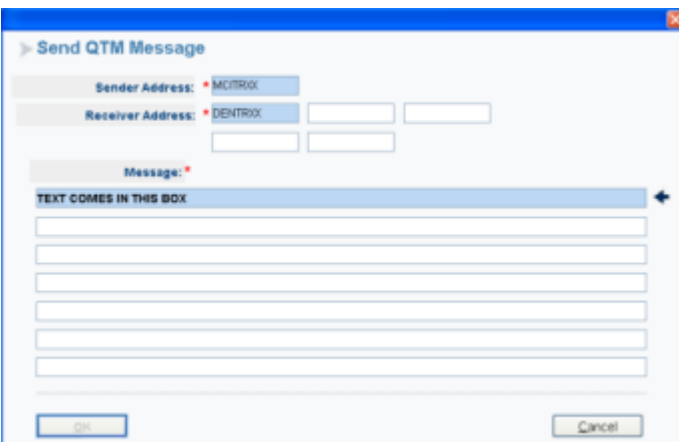
4.　Fill in the sender and receiver address(es).

5.　Fill in message.

6.　Select **OK**.

1 Reservations & Ticketing Training Guides Reference

1.17   Appendix A

This index will provide you with a list of current Training Guides that support the Reservation and Ticketing Functionality within Interact. These guides can be downloaded from the **Sabre Community Portal.**

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