Air Niugini Ltd

SABRE RESERVATIONS & TICKETING TRAINING HANDBOOK

SABRE INTERACT AIRPORT

Sales Training

8/3/2020

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1 INTRODUCTION - RES AND TICKETING HANDBOOK - AIRPORT

The Air Niugini Ltd Reservations and Ticketing Reference Guide, will identify areas of importance when demonstrating key learning within the *SabreSonic® CSS Interact* System.

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

This guide is designed for new users who have not used a Computer Reservation System (CRS) or have recently joined the airline industry.

This Guide includes:

- 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
- Screen captures from PX partition.

This Guide <u>does not</u> include:

- Air Niugini Ltd local procedures.

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

OBJECTIVE

Upon completion of this course, participants will be able to:

- OPERATE IN THE SABRE SONIC INTERACT FOR AIRPORT
-
- DISPLAY GENERAL INFORMATION IN SABRESONIC INTERACT AIRPORT
- CONSTRUCT A PASSENGER NAME RECORD
- RETRIEVE AND MODIFY PASSENGER NAME RECORD INFORMATION
- ISSUE AN ITINERARY
- PRICE A PNR ITINERARY
- UNDERSTAND THE PROCESS INVOLVED IN ISSUANCE OF E-TICKETS AND ELECTRONIC MISCELLANEOUS DOCUMENTS
- RECONGNIZE & INTERPRET E-TICKET ELEMENTS AND EMD ELEMENTS
- IDENTIFY PX ANCILLARIES FOR AIRPORT

2 RESERVATIONS

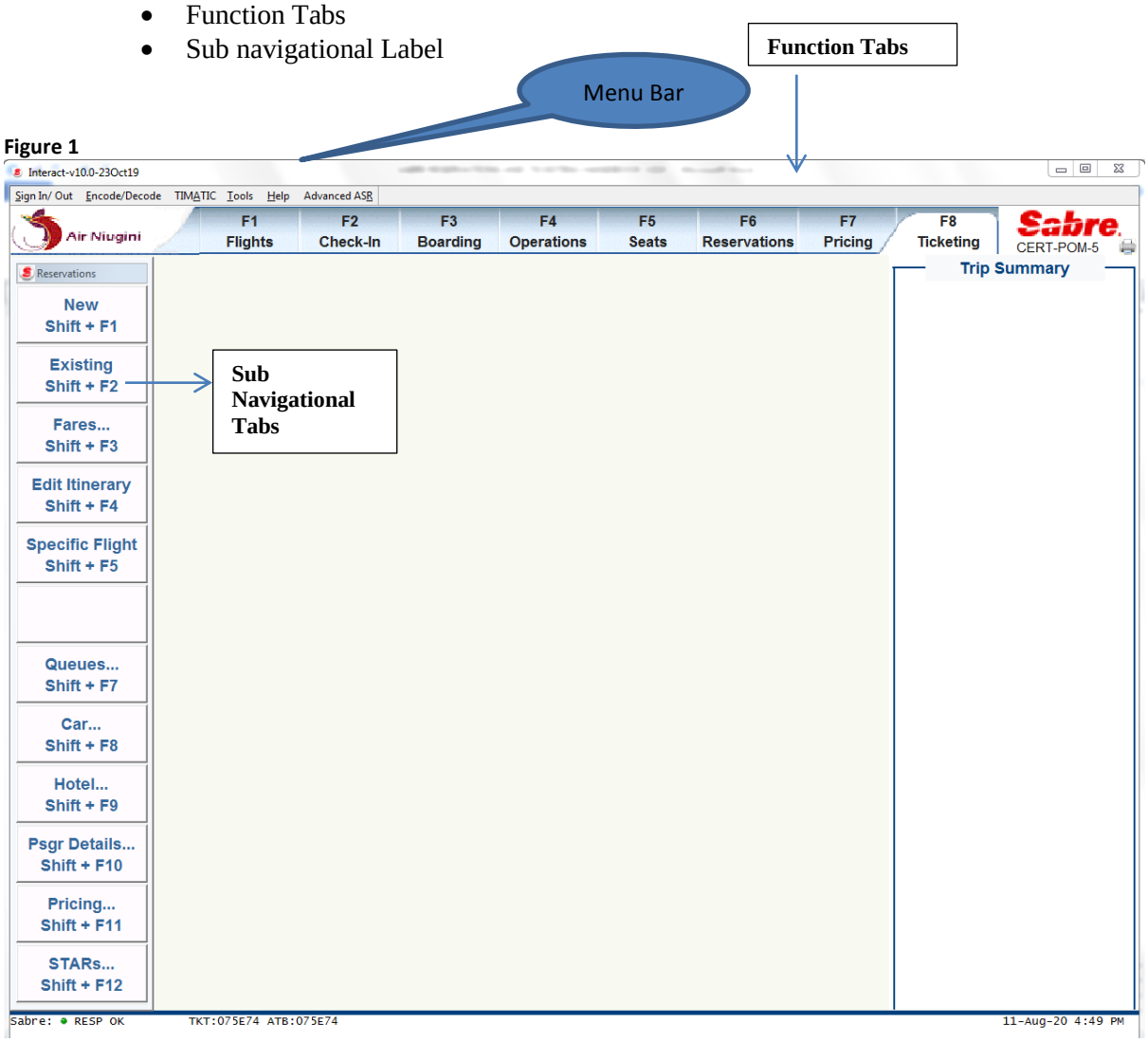
2.1 Navigation

The Sabre Sonic Interact GUI immediately opens a splash screen for your airline.

The three functions that exist which will assist you when navigation through the Interact system. They Include;

- Menu Bar
- Function Tabs
- Sub navigational Label

Figure 1



- **Menu Bar**

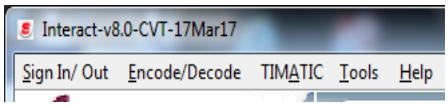


Figure 2

The Menu Bar is a series of drop down menus from each topic heading while working within interact. As you proceed you will be introduced to the various topics.

- **Functional Tabs**

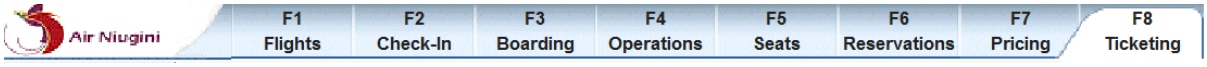


Figure 3

The tab area of Interact allows you to select various functions, from check-in to Reservations and ticketing.

- **Sub Navigational Labels**

Once a tab is selected, corresponding labels associated to the tabs are shown on the left side of the screen

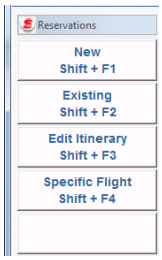


Figure 4

2.2Sine In / Sign Out

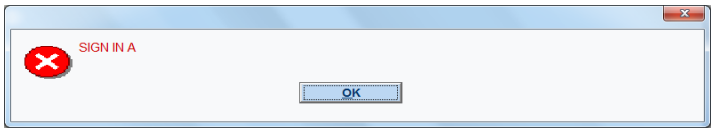


Figure 5

1. The **Sine In / Sine Out** is the first menu item, upon opening Sabre Res Application
2. Select **Sine In.**
3. Sign in window displays:

Note: Select the **Sine In / out** option from the menu bar or select ALT+S

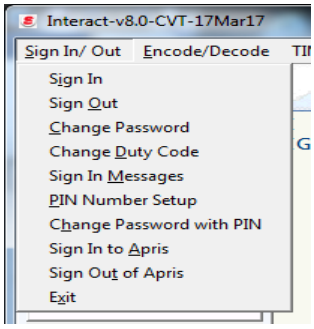


Figure 6

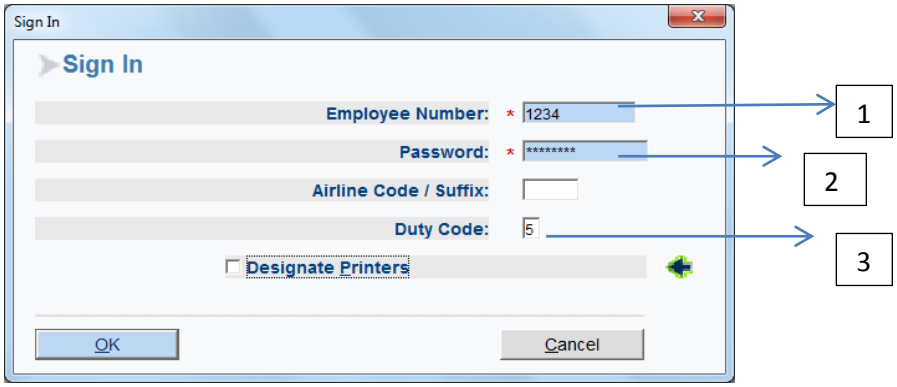


Figure 7

Note: Red asterisks (*) indicate required fields

STEPS	EXPLANATION
1	Input your employee number (e.g. 1234)
2	Input your password
3	Enter duty code if applicable, (5) for reservations and ticketing

From the Menu bar, you can select any option listed. This guide will demonstrate;

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

You are now signed into Interact Interface.

Your current environment, city, and duty code appears in the upper right corner. The printer icon indicates you have designated a printer.

STEPS	EXPLANATION
1	**RES** – Production Environment
2	**POM** – City
3	**8 –** Duty Code

2.3SIGN-IN AND SIGN-OUT

The first step to using the Sabre system is to sign in. For initial sign, in you will input a generic password provided by your instructor. It is placed in the current passcode field, and you then press enter to sign in. This will be your current passcode the next time you sign in. To change your passcode: Input your current passcode, tab to the new passcode field, input your new personal passcode, and press enter. This will sign you into the system and your passcode will be changed. For security purposes, the passcode will not appear on the screen. You will always use your assigned ID number and the passcode that you create.

2.4 PASSCODE GUIDELINES

You are required to create and periodically change personal passcodes. The following guidelines meet company security mandates:

• Must be a minimum of seven, and a maximum of eight characters.

• Cannot contain "Q" or "Z" or proper names and words such as Sabre, Dallas, Marie, or Joe.

• Must contain at least one alpha and one numeric character.

• Cannot include more than 2 repeating characters. Example: AA1BB12 is correct; 111AA22 is not acceptable.

• Sabre employees must change their passcode every 45 days (every 90 days for external customers) and cannot use the last 4 passcodes.

• Users will be locked out after 6 invalid sign in attempts.

• You must establish a Personal Identification Number (PIN). This will allow you to re-establish a new passcode if you forget or are locked out.

See examples below;

PASSWORD	CONDITION	DESCRIPTION
4444AAAA	UNACCEPTABLE	CHARACTERS HAVE BEEN USED MORE THAN 3 X
468ACEG	ACCEPTABLE	CHARACTERS ARE NOT REPEATED
NADANON	UNACCEPTABLE	ALL ALPHA CHARACTERS NO NUMERIC
DALLAS94	UNACCEPTABLE	PROPER NAME/WORD
1A2B3C4D	ACCEPTABLE	CHARACTERS NOT REPEATED OR USED IN SUCCESSION

Figure 8

Select **Sine In.**

Sine in window displays:

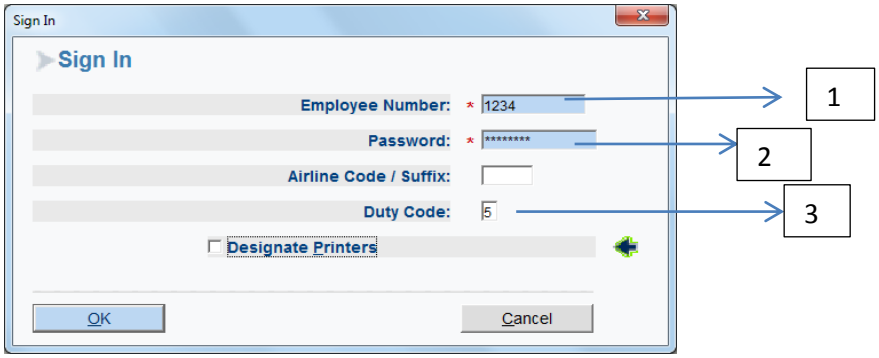
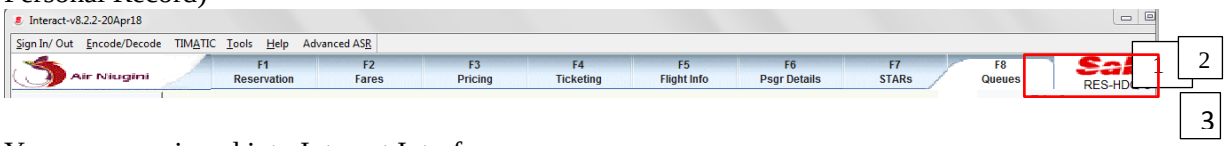


Figure 9

Note: Red asterisks (*) indicate required fields

STEPS	EXPLANATION
1	Input your employee number (e.g. 1234)
2	Input your password
3	Enter duty code if applicable, **(duty code-5)** for reservations and ticketing
4	Designate Printers – you can only designate a printer by signing in with a **duty code 5**

Change your duty code if applicable (defaults to the highest duty code in your EPR-Employee Personal Record)



You are now signed into Interact Interface.

Your current environment, city, and duty code appears in the upper right corner. The printer icon indicates you have designated a printer.

STEPS	EXPLANATION
1	**RES** – Current Environment Current environment • **RES** indicates the Production environment, the live system • **CERT** indicates the Certification environment, used for training purposes • **TSTS** indicates the Testing environment
2	**HDQ** – City Currently assigned to city code Note: when you don't specify the city code in the Sign in window, the system will choose your home city code when you sign in
3	**8 –** Duty Code Currently assigned duty code Note: if you don't specify the duty code in the Sign in window, the system will choose your highest duty code when you sign in

If you selected Designate a Printer, the printer functions windows appears next;

You can also access Printer Functions by selecting **CTRL+P** at any time.

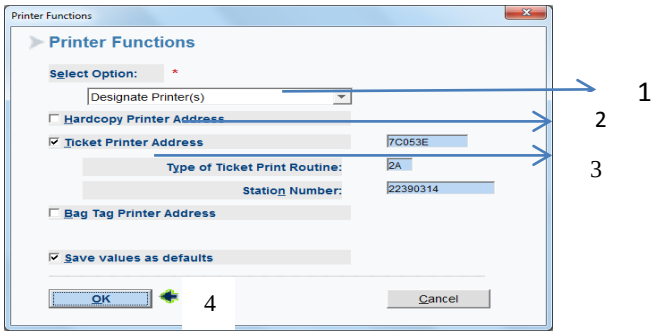


Figure 10

STEPS	EXPLANATION
1	Select designate printer (s)
2	Select Hardcopy printer (if applicable) and the box appears for the printer address
3	Select ticket printer (if applicable) and a box appears for the printer address (This option requires the ticket print routine and station number.
4	Select OK to complete the required information

The OK Printer window appears with a message that the printers are assigned. (See below)

Click on OK to close the window.

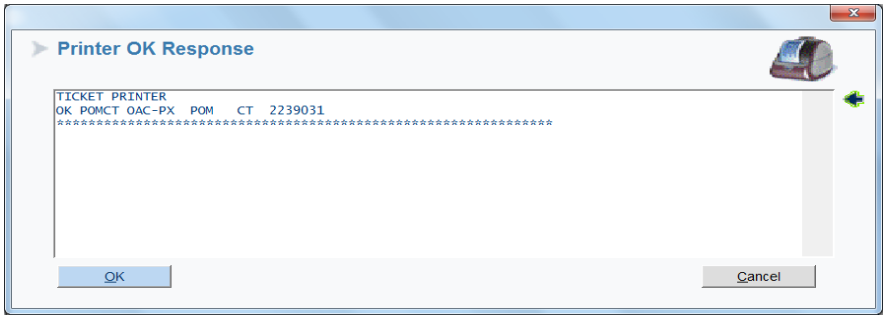


Figure 11

2.4.1 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 three previous passwords.

To change your password
Select Change password from the sign in/sign out drop down menu. The change password windows displays;

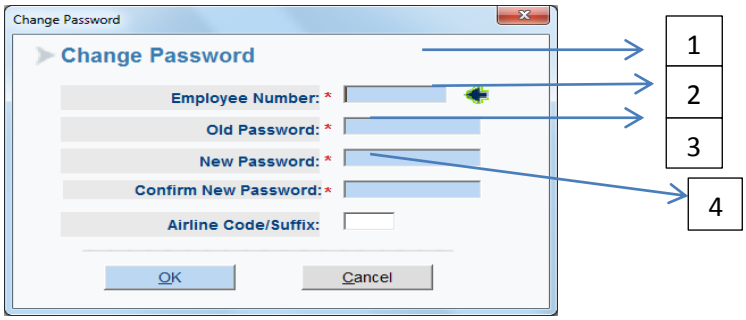


Figure 12

STEPS	EXPLANATION
1	Input your employee number
2	Input your old password
3	Input your new password
4	Input your new password the second time to confirm

Note: Red asterisks (*) indicate required fields

2.5 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;

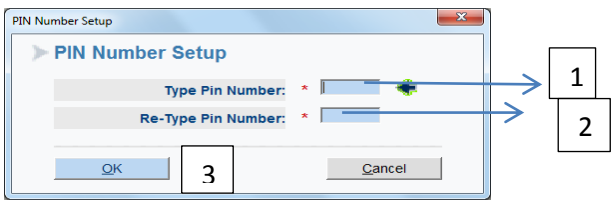


Figure 13

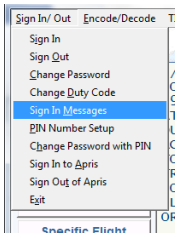
STEPS	EXPLANATION
1	Input your 4-digit pin number
2	Re-type your 4-digit pin number
3	Select OK – A message window appears telling you your PIN has been established

2.6 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 sine-in, you can re-display the sign-in message.

To redisplay the sign in message

1. On the Menu bar, select Sign In/Out
2. Select Sign In messages




```
ATTENTION//ATTENTION//ATTENTION
DUE TO COMMERCIAL REQUIREMENTS CHANGES HAVE BEEN MADE TO
ACCOMODATE EXTRA SERVICES TO AND FROM MANUS BETWEEN 10DEC
TO 19JAN 2019 THUS IT IS A MUST FOR ALL SALES OFFICES
TRAVEL AGENTS/GSA TO MONITOR YOUR SCHEDULE CHANGE QUEUES
FOR THESE CHANGES AND UPDATE BOOKINGS ACCORDINGLY
PLEASE TAKE NOTE EFFECTIVE IMMEDIATELY
OR REFER TO ASA-277/2018 FOR MORE INFORMATION//THANK YOU
AAAPOM
AAA SET UP FOR POM  PX POM  CT 2239003
```

2.7 Encode / Decode

This sub-tab would enable you to Encode/Decode city, Airport, Country, Aircraft, and Airline. You can also type ALT+E to display the same information.

2.7.1 CITY

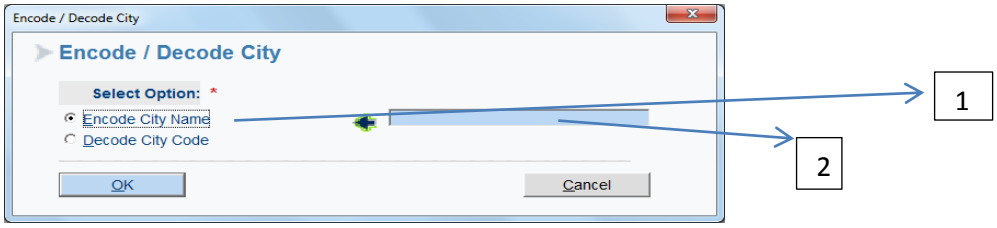


Figure 14

SUBTAB	ENCODE/DECODE	
STEPS	**MANDATORY DATA**	**EXPLANATION**
1	Select Encode city name	Click the Encode city name radio button
2	City – Port Moresby	Enter the full City Name and select OK

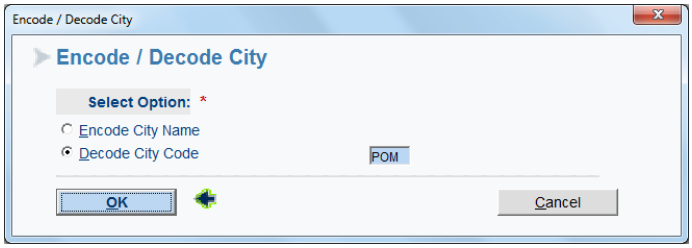


Figure 15

2.7.2 Agent Sign / EPR (Employee Personal Record)

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:

Figure 16

To decode **EPR numbers**

1. Select the **By EPR Number** radio button (default).
2. Enter the EPR number (Staff 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).

2.8 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:

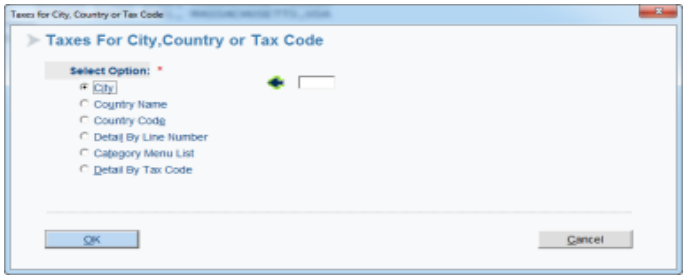


Figure 17

3 TIMATIC

Also known as TIM (Travel Information Manual), 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 contents.

SUBTAB	TIMATIC	
STEPS	**MANDATORY DATA**	**EXPLANATION**
1	Visa Travel	This action will access the Visa Travel Information
2	Nationality(city code) Destination (city code) Residency (city code) Embarkation (city code) Transit (if any)	Enter details as required. Fill in mandatory areas marked with asterisks (*)
3	OK	Visa regulations and requirements displayed.
SUBTAB	**TIMATIC**	
STEPS	**MANDATORY DATA**	**EXPLANATION**
1	Health Travel	This action will access the Health travel information

4 TOOLS

Select the Tool option from the Menu Bar. Take a moment to review the various tool options.

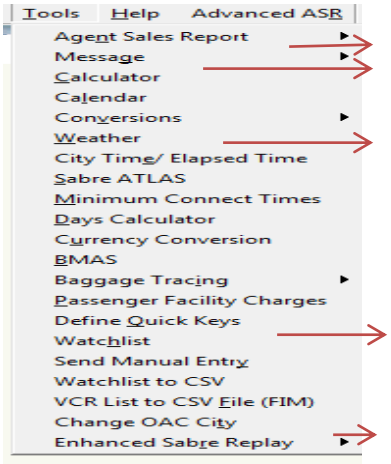


Figure 18

Below is a description of each item of the drop down menu.

Option	Descriptions
Agent Sales Report	Access to the Agent Sales Report
Message	Message option,to create,send,display,modify etc
Calculator	Simple calculator functionality

Calendar	Display 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/Elapse Time	Options that displays city time, difference between time and a two cities, elapsed time and destination time based on origin.
Sabre Atlas	This option displays the closest airport by city name, as well as finding the distance between two points.
Minimal Connect Time	Display the minimum connecting time at a given airport by airline
Days Calculator	Calculates new dates based on the 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 Sabre formats
Watchlist	To clear passengers from the Watchlist (airport functions)
Send Manual Entry	Option to add native sabre formats
Watchlist to CSV	Not utilized at this time
VCR List to CSV File(FIM)	Airport Functions Only
Enhance Sabre Replay	Only for Native Sabre users. It allows for the replay of the previous enter formats.

Below are further step processes for the following options:

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

4.1 CITY TIME/ELAPSED TIME

You can calculate the time differences between two cites 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

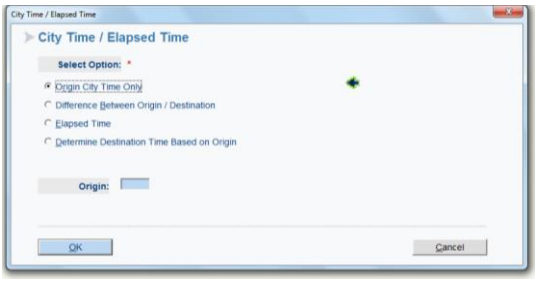


Figure 19

3. Select from the four options listed.
   As each option is selected, a required field displays for additional information.
4. Select **OK**

4.2 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 the **Connect Time** from the Table Menu Bar
   The connect time window appears

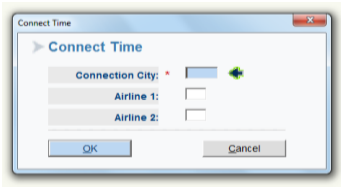


Figure 20

2. Input the Connection City Code.
3. Input the Airline code(s) (optional).
4. Select **OK**

Example response:

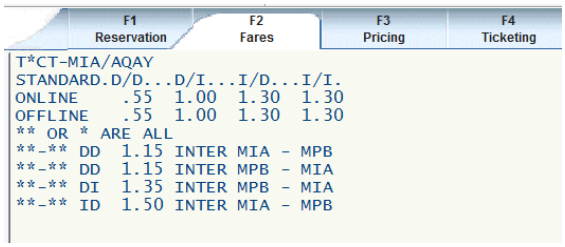
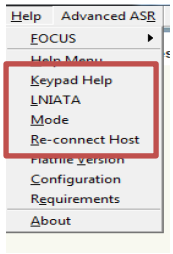


Figure 21

The response is broken down by Online (all one carrier) and offline (multiple carriers). It further breaks down by 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.

4.3 HELP

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



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 functionality quickly and efficiently.

5 ACCESS THE HELP MENU

To access the Help Menu from the main menu

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

The **Help Menu** appears. (See next page **Figure 22)**

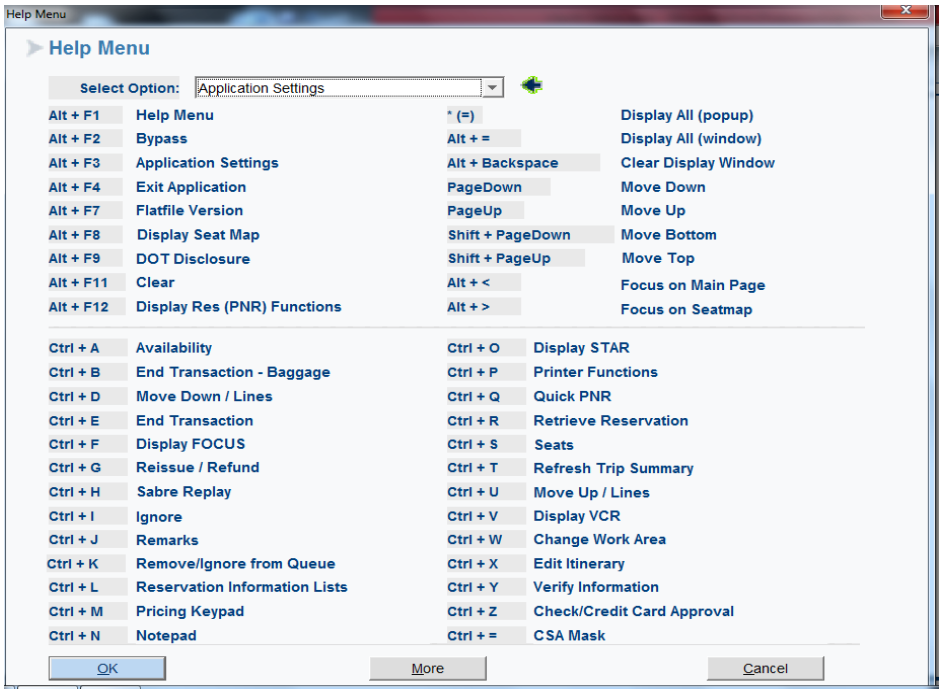


Figure 22

6 PASSENGER NAME RECORD (PNR)

The passenger name record (PNR) contains all of the reservations information for a passenger. Within Interact, the PNR consists of 6 distinct areas.

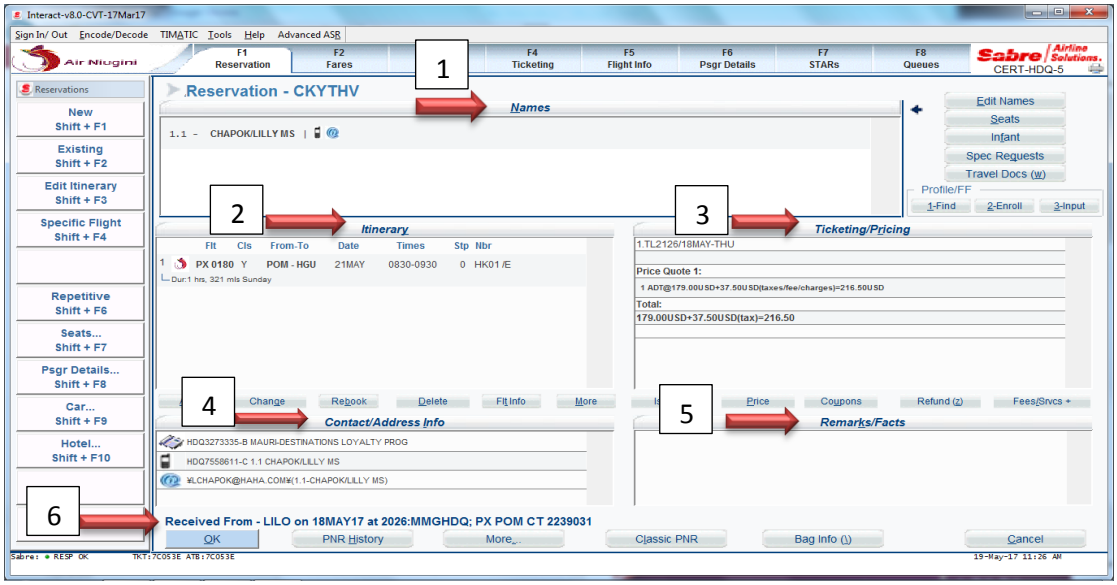


Figure 23

1. **Name**
2. **Itinerary**
3. **Ticketing/Pricing Information**
4. **Contact and Address Information**
5. **Remarks/facts**
6. **Received From**

7 Basic Reservation

Follow the procedure below to create a basic reservation.

To open a new reservation

1. Select **New**.

The New Reservation screen has several optional fields

2. Select Cancel in lower right of the display to exit out of this screen.
3. Select New as the Customer Type.

You would use the Repeat Traveller option for a customer who already has a Frequent traveller profile;

7.1 NEW RESERVATION – WORK FLOW EXAMPLE

The following is an example of the workflow for the creation of a new reservation.

1. From the Reservations tab, select NEW<shift +F1> to open the New Reservations window
2. Input the city pairs
3. Input the departure date and return date (where passenger is returning)
4. Input the number in Party
5. Enter classes: Y or J

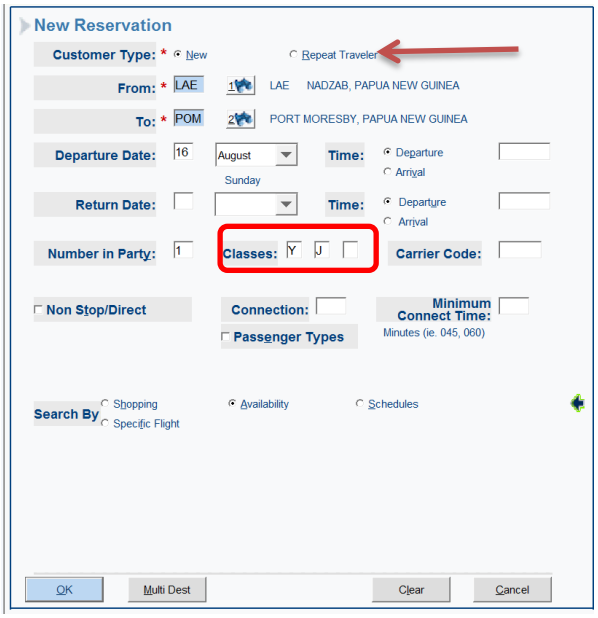


Figure 24

6. Select a Search by Availability
7. Select OK

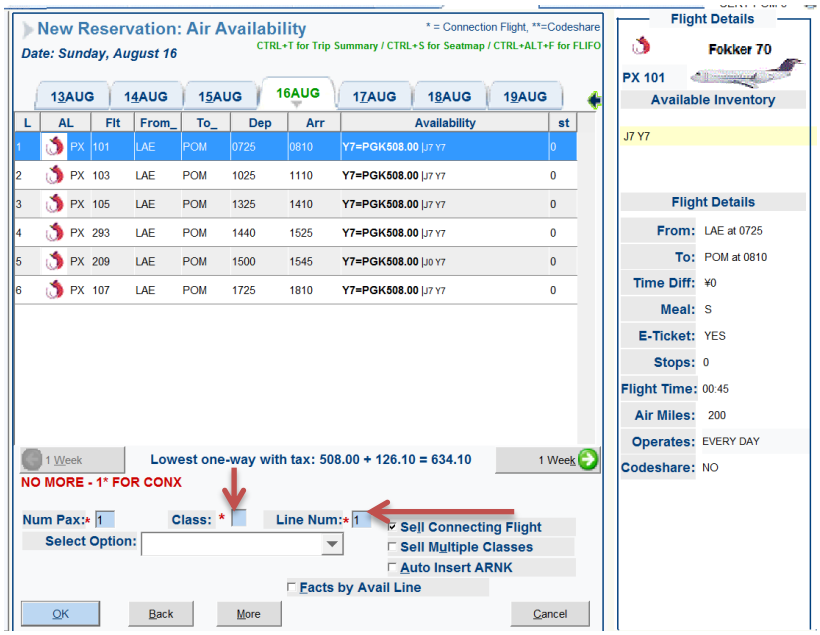


Figure 25

8. Select applicable line number of the flight requested (the line number auto-populates)
9. Enter the appropriate booking class
10. Select OK

New Reservation: Price Itinerary window displays

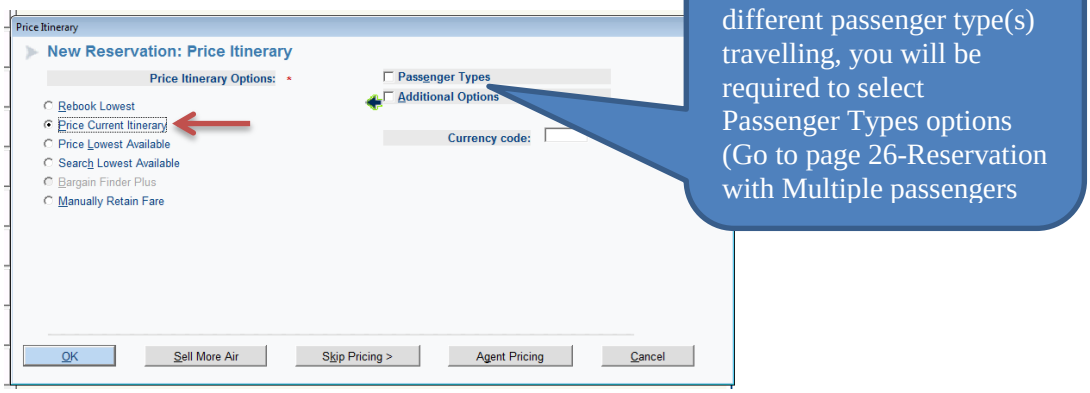


Figure 26

11. Select PRICE CURRENTY ITINERARY
12. Select OK

Price Quote Option window displays (next page)

Figure 27

13. Select **SAVE** to retain the price quote

The New Reservation – Passenger Detail window displays. If your workflow is interrupted and you need add the passenger details, you can select Passenger Details<Shift +F8> at any time.

14. Enter the required passenger information

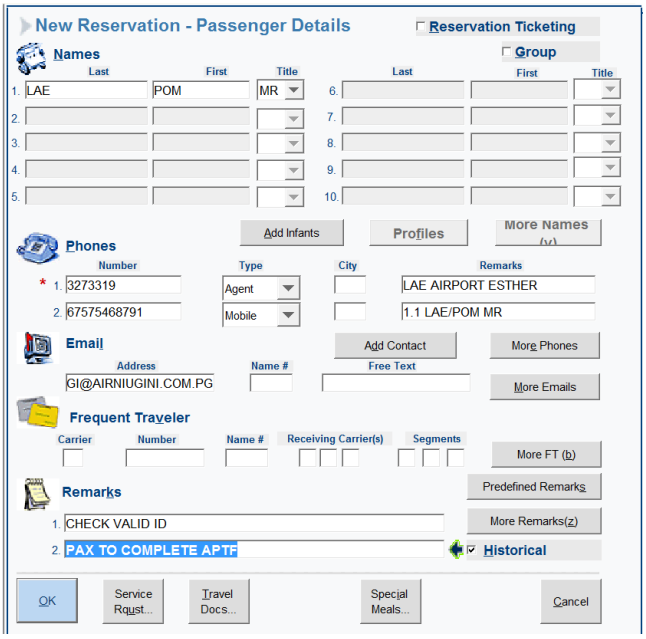


Figure 28

For details on the different Passenger details fields, such as **Names, Phones, Email and relevant Remarks**.

15. Select OK
16. Assign seat(s) window will display (Optional to pre-seat passenger's)

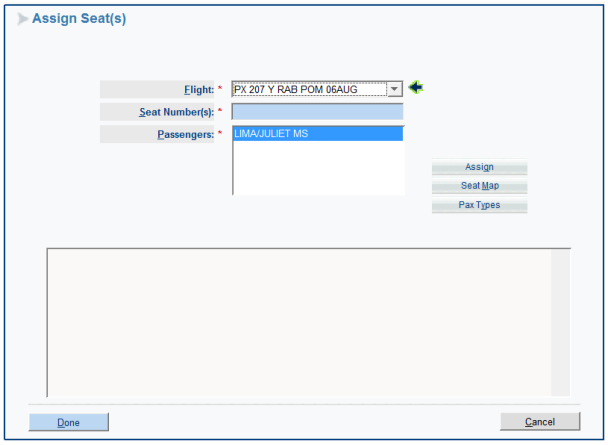
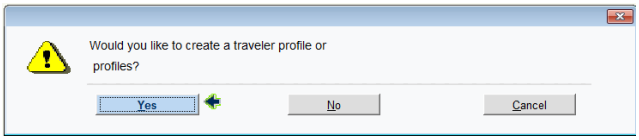


Figure 29



Select **NO**

PURCHASE DETAILS window displays
Select Form Of Payment drop down menu. For this lesson, Credit Card is selected

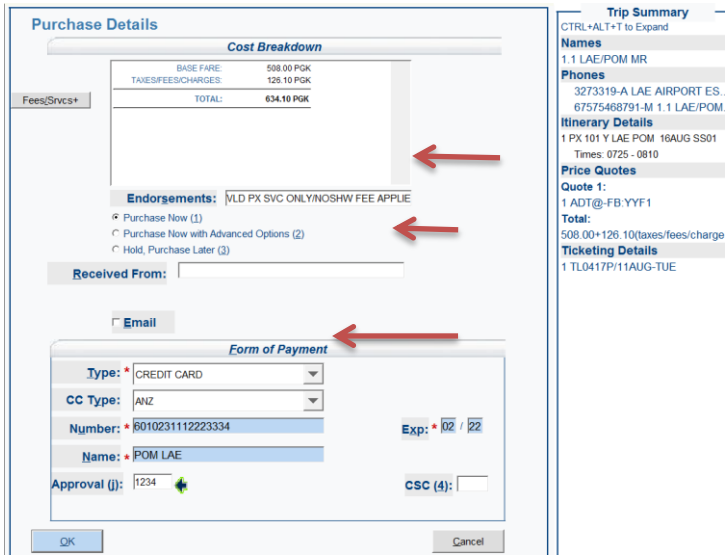


Figure 30

17. Input the passengers name or the person initiating the booking in **the Received From Field** and select **OK**

The reservation re-displays with a record locator (5 alpha characters) and ticket number(s) on the Ticketing/Pricing field and the Remarks/Facts field.

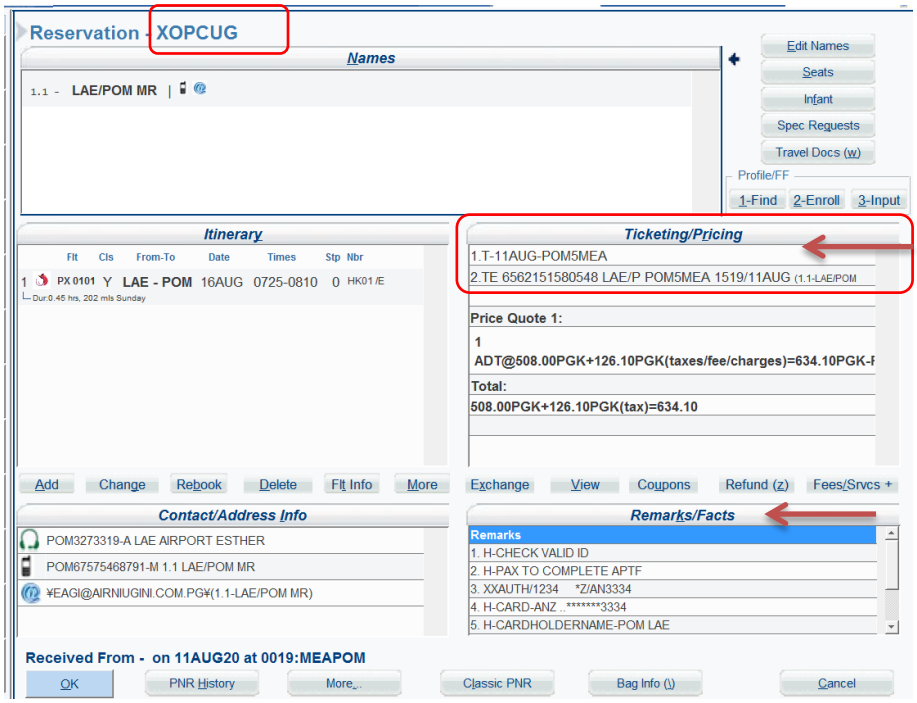


Figure 31

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

7.2 RESERVATION WITH MULTIPLE PASSENGER TYPES

The next example will demonstrate creating a Reservation with Multiple

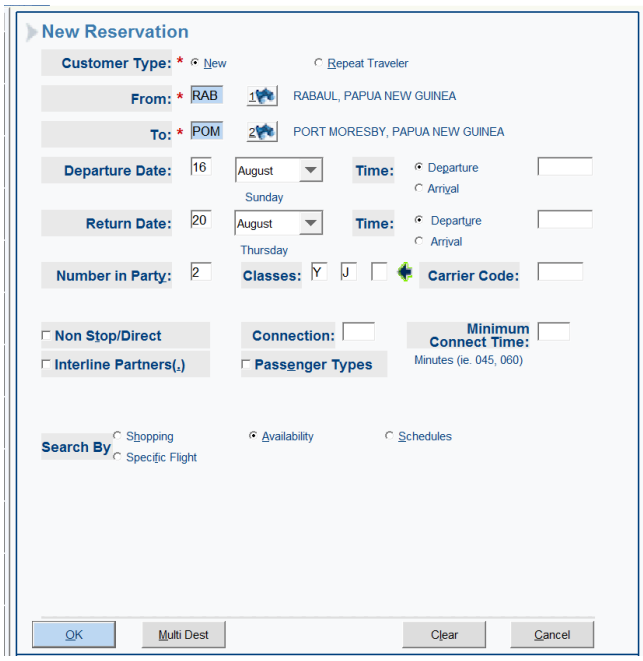


Figure 32

Select the New Label from the Reservations Tab.

1. Complete the New Reservations Screen

    - City Pair – RAB POM
    - Departure Date – 16 August
    - Return Date – 20 August

2. Select Ok to view availability

    The Air Availability Screen for the outbound displays

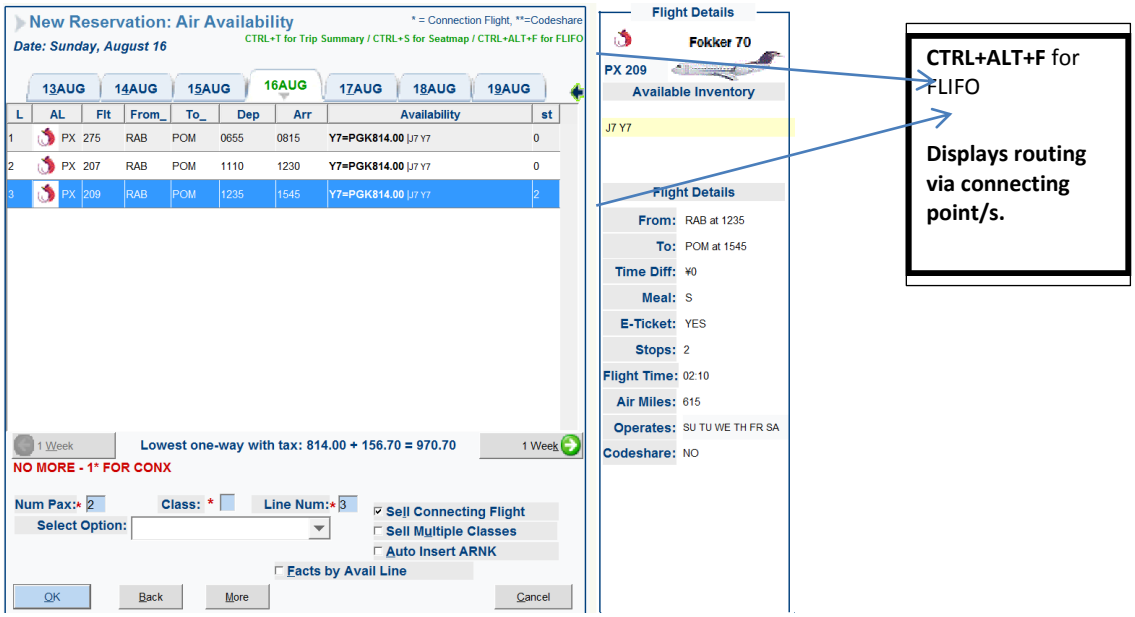


Figure 33

3. Click to highlight the Flight Schedule preferred.
4. Add the Class of Service indicator (Y) at the bottom
5. Select OK to capture selection a display return availability.
6. Click to highlight the Flight Schedule preferred.
7. Select OK to capture selection and continue.

   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.

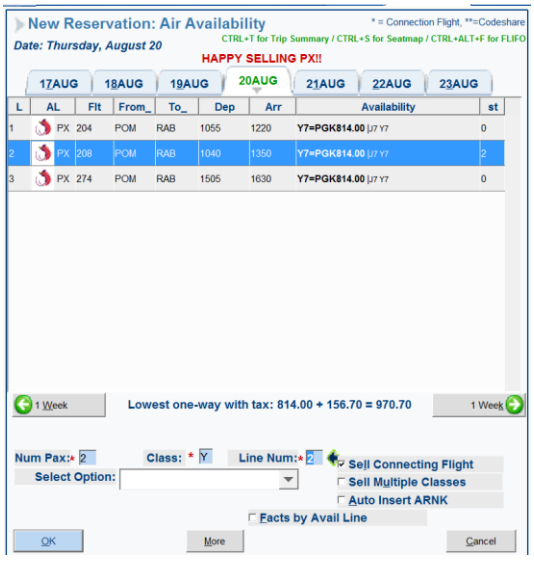


Figure 34

Note - The Class of Service (Y) will be assumed taken from the outbound selection
The Price Itinerary pop up appears.
As stated previously this scenario will be for a family with 1 adult, 1 child and an infant not occupying a seat.
Since we have 3 different passenger types we will have to direct Sabre accordingly.

8. Select PRICE CURRENT ITINERARY

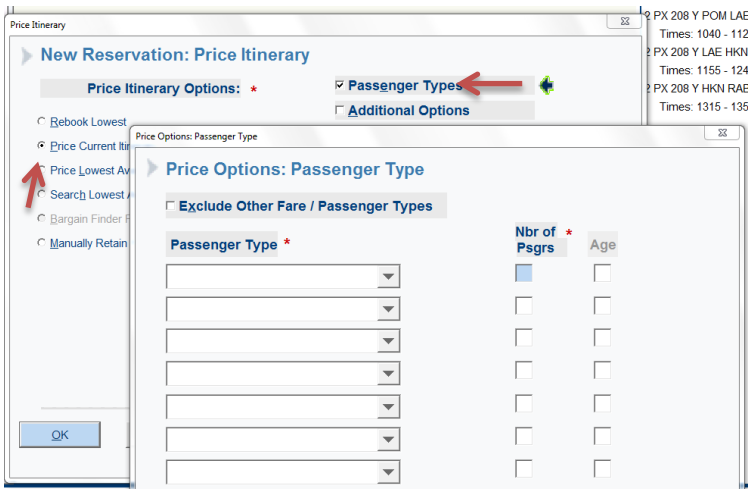


Figure 35

Click the **Passenger Types** options
The Price Option: Passenger Types screen appears.

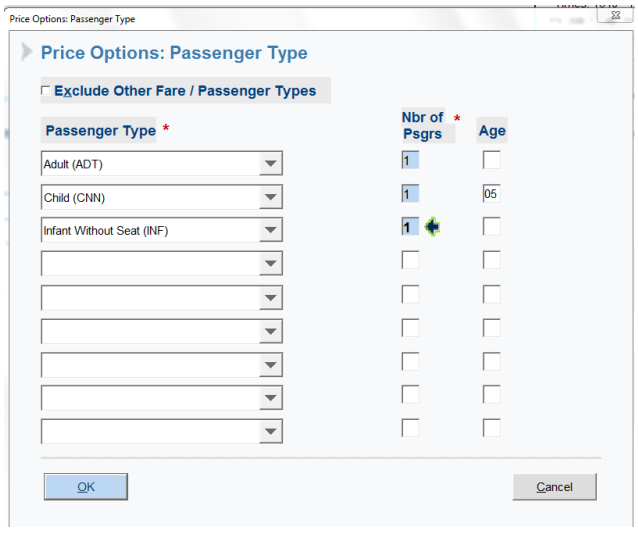


Figure 36

9. 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) 1**
    - **Child (CNN) 1 Age 05**
    - **Infant Without Seat (INF) 1**

10. Select OK

The New Reservations: Price Itinerary screen re-appears Figure 35

11. Select OK

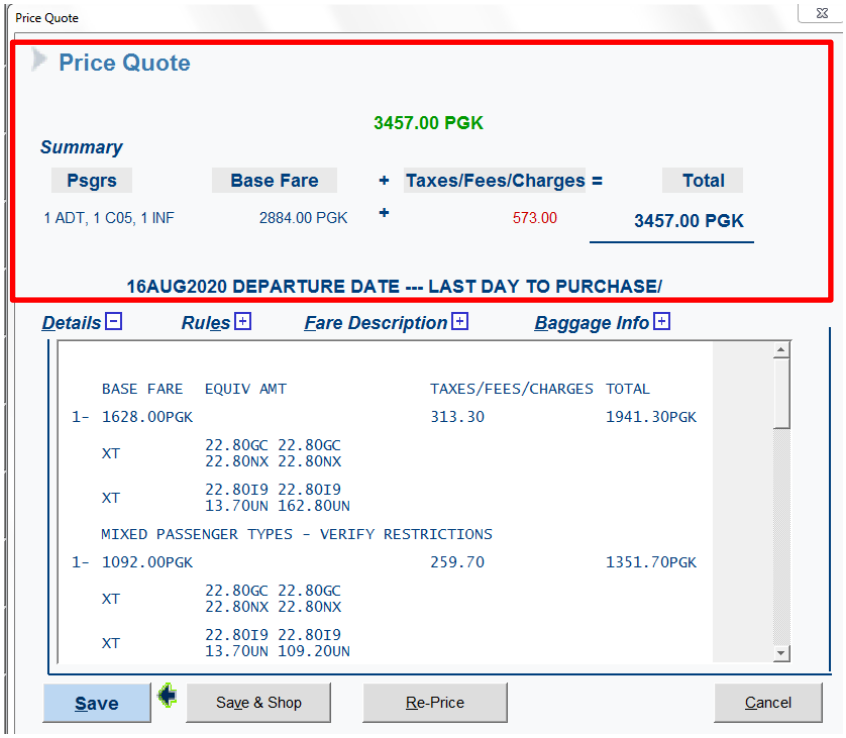


Figure 37

The Summary shows the 3 individual Passenger Types, 1 ADT, 1 C05 and 1 INF along with the total price of all passengers.
The detail information will show the individual prices per passenger type

12. Select Save to store the 3 price quotes and continue with the reservation flow.

The NEW RESERVATION: PASSENGER DETAILS window displays

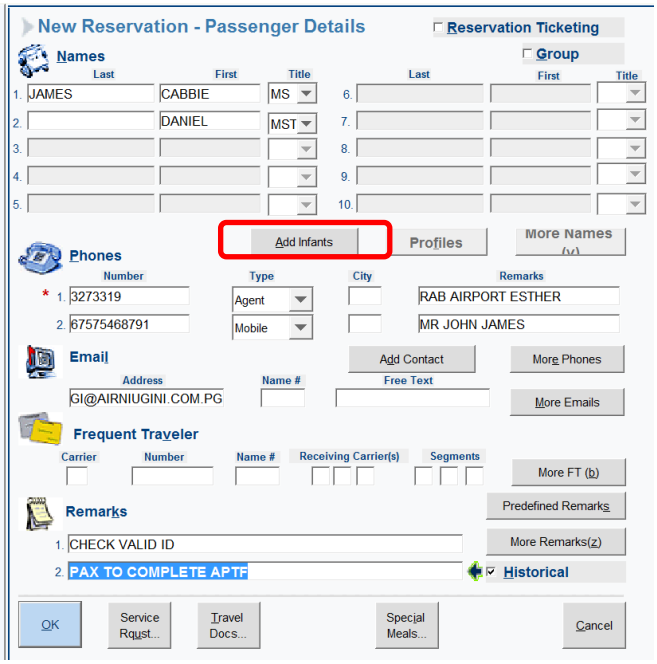


Figure 38

13. Add the Passenger Names for those passengers 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/INF is used.
14. Select the Add Infant button to include the infant not occupying a seat information

    The Infant Information pop up appears. See Figure 39 (next page)

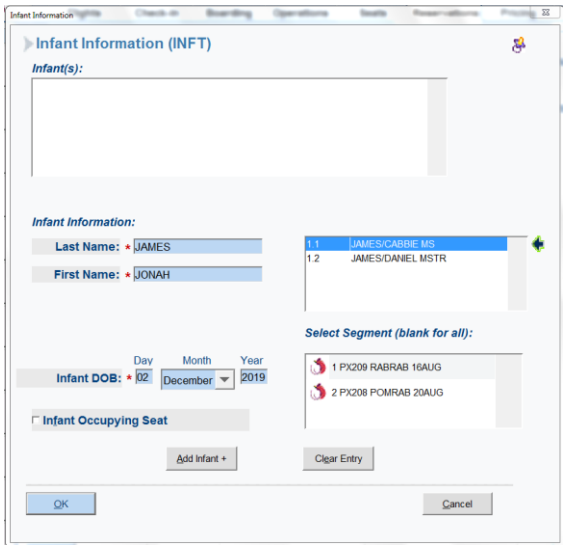


Figure 39

15. Add the Infant Information, Last Name and First Name
16. Click to highlight the adult passenger to associate with the infant.
17. Add the Infants **Date of Birth**. (DD/MONTH/YYYY)
18. Select **Add Infant** button to continue.

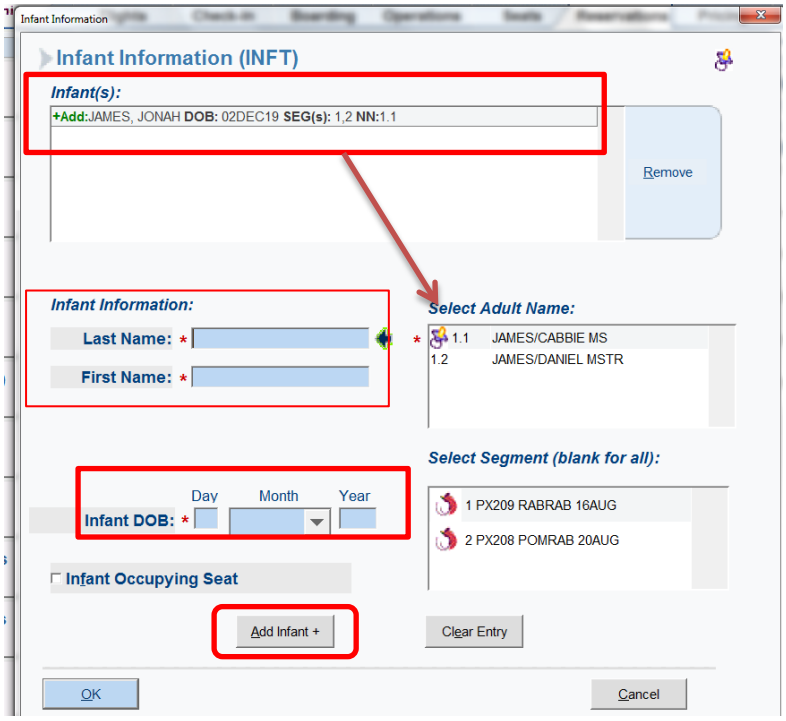
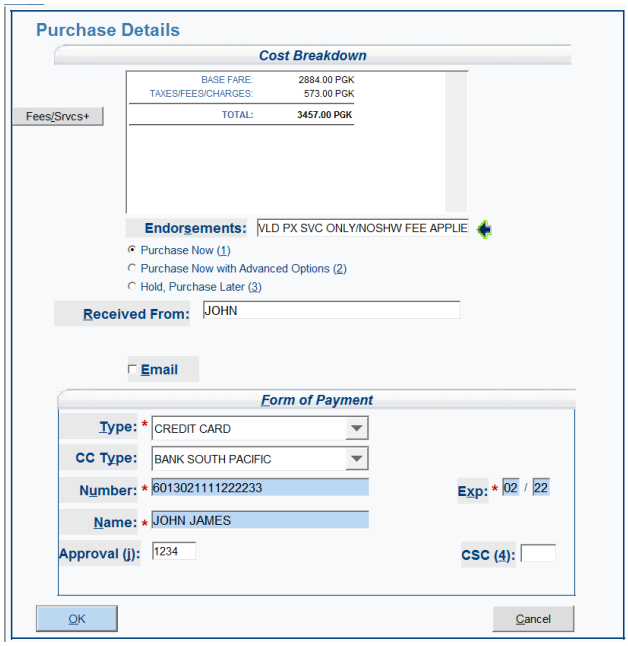


Figure 40

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.

19. Select OK to continue.
    An informational pop up request to create a traveller profile appears.
20. Select NO

Figure 41 *The PURCHASE DETAILS window displays*



21. Add the **Received from** information.
22. Select **Form of Payment drop-down menu**. Select applicable payment type- **Credit Card**
23. Enter **Card number/Name/Expiry date/Approval code**
24. Select **OK** to issue the E-ticket (s).

PNR re-displays.
Ensure to look over the relevant information on the PNR.

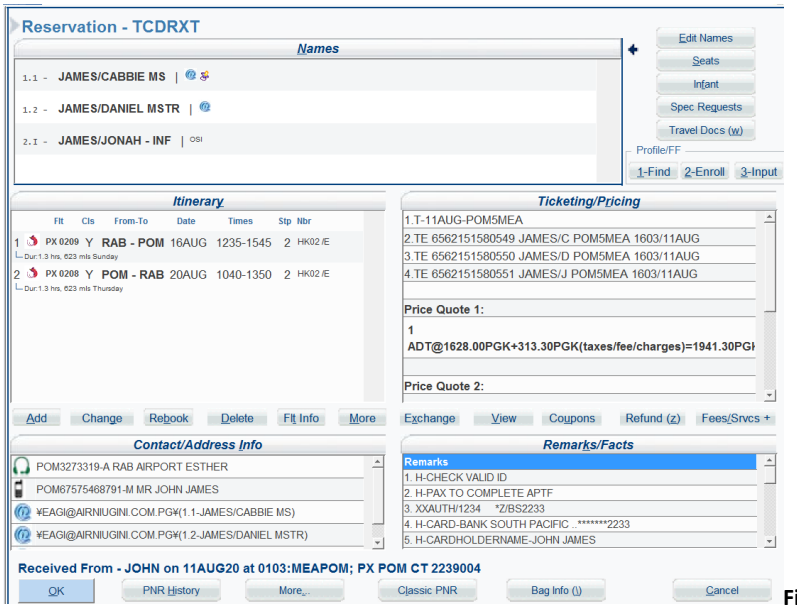


Figure 42

8 PRICE QUOTE RECORDS

You must price a reservation in order to issue E-ticket(s)

The Price Quote (PQ) allows you to issue tickets directly from the pricing information stored in the Price Quote Record in the PNR and guarantees the tickets are issued at the fare stored in the PNR. Price Quote Record saves all pricing data in order to issue a ticket without repeating the pricing information when issuing the ticket.

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 passengers 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.

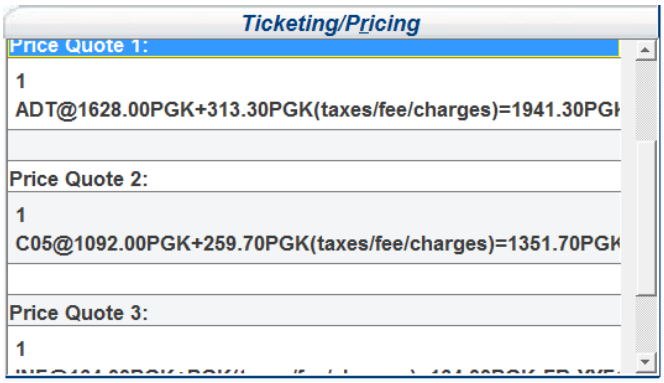


Figure 43

When the priced itinerary was saved, it created 3 PQ's automatically, one for each passenger type.

- PQ1 for the Adult passengers
- PQ2 for the child
- PQ3 for the infant

To view the Price Quotes in detail, do the following;

1. Select PRICING main tab
2. Select DISPLAY FARE sub-tab

Display Price Quote window displays
Sabre defaults to DETAIL DISPLAY

3. Select OK

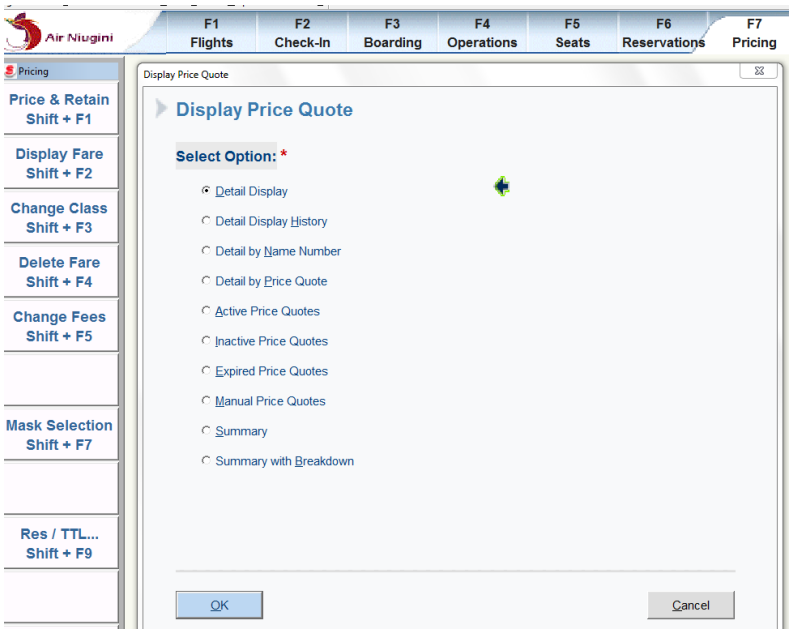


Figure 44

Price quote record – details screen displays

```
*PQ
                PRICE QUOTE RECORD - DETAILS

PQ 1  P1ADT/1C05/1INF

       BASE FARE                TAXES/FEES/CHARGES    TOTAL
     PGK1628.00                      313.30XT      PGK1941.30ADT
    XT      22.80GC      22.80GC      22.80NX       22.80NX
            22.80I9      22.80I9      13.70UN      162.80UN
ADT  YYF1
RAB PX POM814.00PX RAB814.00PGK1628.00END
VALIDATING CARRIER SPECIFIED - PX
01 O RAB PX   209Y  16AUG 1235P  YYF1                  16AUG16K
02 O POM PX   208Y  20AUG 1040A  YYF1                  16AUG16K
     RAB
POM POM 5MEA 0059/11AUG STATUS-ACTIVE                PRICE-SYS

PQ 2  P1ADT/1C05/1INF

       BASE FARE                TAXES/FEES/CHARGES    TOTAL      ¥
```

depress page down on the keyboard

```
MD
     PGK1092.00                        259.70XT     PGK1351.70C05¥
    XT      22.80GC      22.80GC       22.80NX      22.80NX
            22.80I9      22.80I9       13.70UN     109.20UN
C05  YYF1/CH33
RAB PX POM546.00PX RAB546.00PGK1092.00END
EACH C05 REQUIRES ACCOMPANYING SAME CABIN ADT
01 O RAB PX   209Y  16AUG 1235P  YYF1/CH33              16AUG16K
02 O POM PX   208Y  20AUG 1040A  YYF1/CH33              16AUG16K
     RAB
POM POM 5MEA 0059/11AUG STATUS-ACTIVE                 PRICE-SYS

PQ 3  P1ADT/1C05/1INF

       BASE FARE               TAXES/FEES/CHARGES    TOTAL
      PGK164.00                                     PGK164.00INF
INF  YYF1/IN90
RAB PX POM82.00PX RAB82.00PGK164.00END
REQUIRES ACCOMPANYING ADT PASSENGER
VALIDATING CARRIER SPECIFIED - PX                              ¥
```

Take look at the pricing options available and descriptions in detail

Price Itinerary Screen

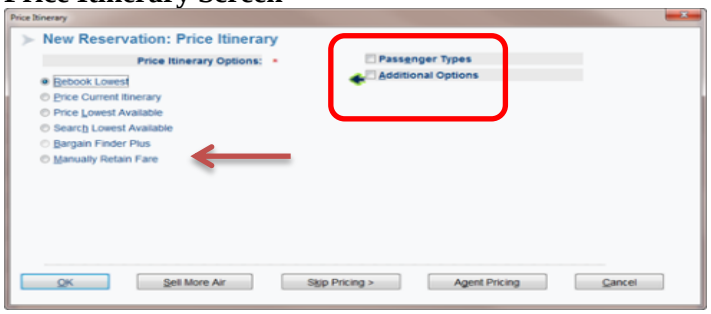


Figure 45

Two additional pricing options exist:

- Passenger Type
- Additional Option

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

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.
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

8.1 Price Options: Passenger Type

When you select **Passenger Type** the Price Options: Passenger Type window displays

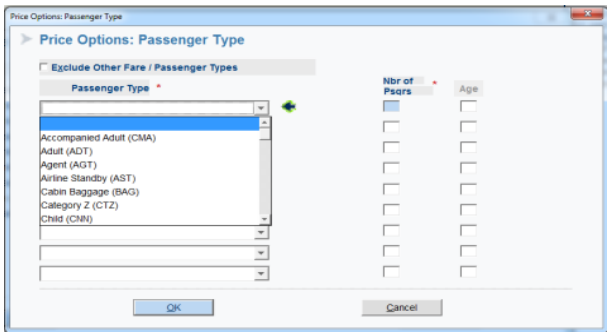


Figure 46

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.

8.2 Additional Options

When you select **Additional Options,** the Additional Pricing Options window displays

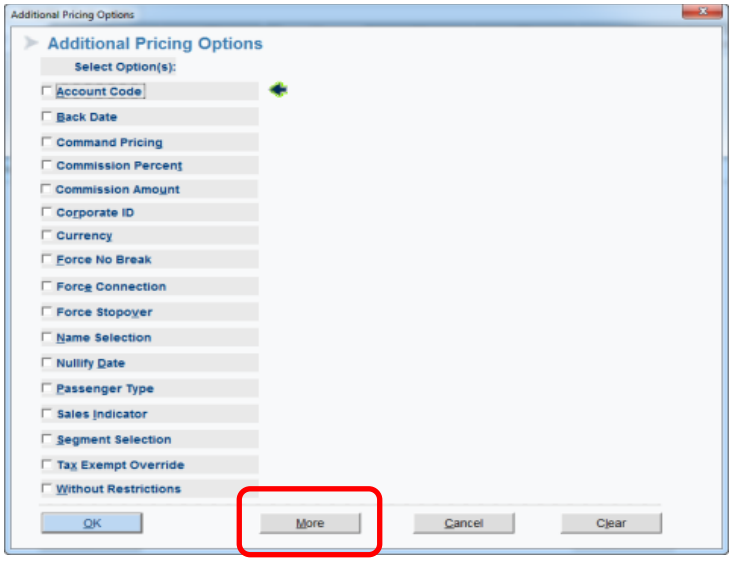


Figure 47

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.
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.

8.3 MORE OPTIONS radio button

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:

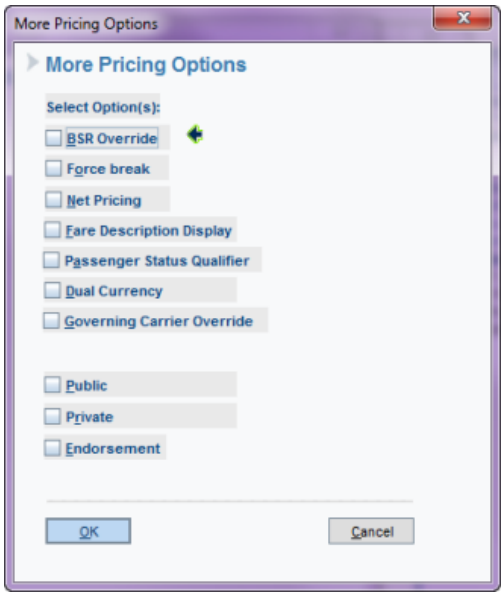


Figure 47

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.
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.

8.4 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.

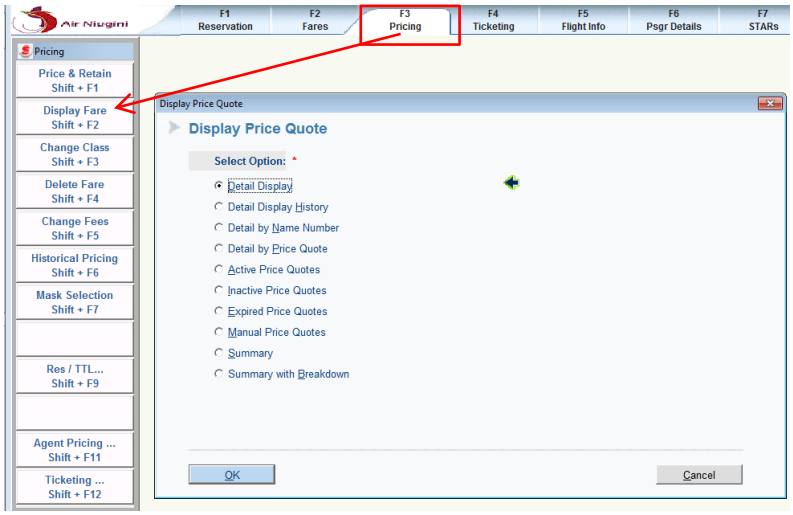


Figure 48

Below are the descriptions of each option.

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

Display Fare Option	Description
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

9 TICKETING

Interact Airport - Ticketing Tabs & 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.

9.1 ISSUING AN ELECTRONIC TICKET

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.

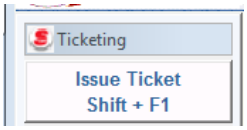


Figure 49

Once selected the **Issue Ticket** window displays. This window allows you to select the following:

- Ticketless (eTicket option)
- Form of Payment
- Price Quote option (if more than one active price quote exists)
- Endorsements
- Additional Options

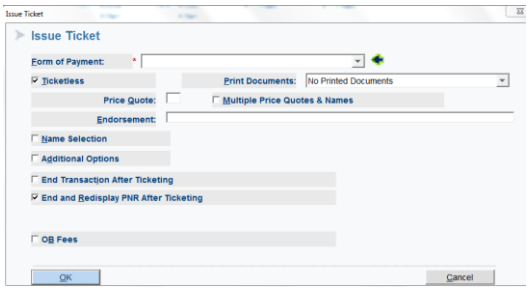


Figure 50

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.

10 PROCESS FLOW - CREDIT CARD-

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.

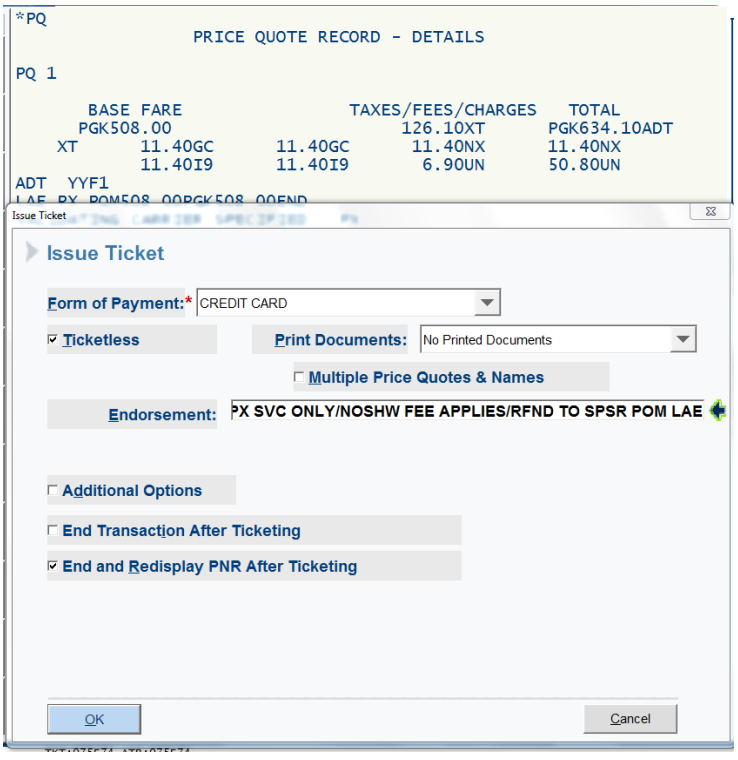


Figure 51

1. Select **Form of Payment** from the drop down – Select CREDIT CARD
2. Enter relevant Endorsement
3. Select OK

Form of Payment: Credit Card window displays

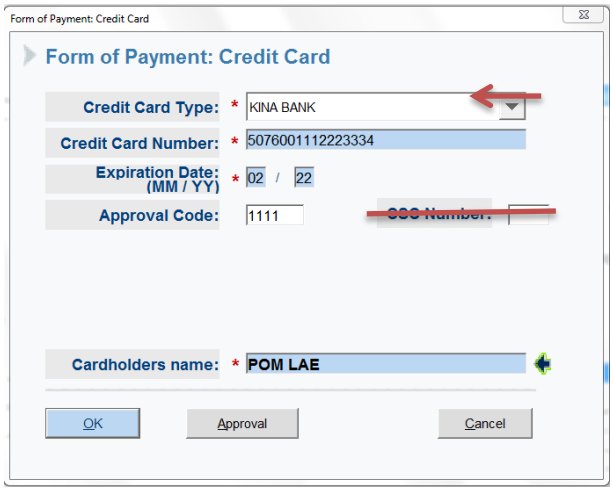


Figure 52

4. Select Credit Card Type drop down menu
5. Enter Credit card number
6. Expiry date (MM/YY)
7. Approval code (From EFTPOS receipt)
8. Cardholders Name:
9. 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¥VCR¥NP¥FCA¥EDVALID PX SVC ONLY
OK     868.80/ 21 0001 1534 4
 NO BOARDING PASS INFO
```

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

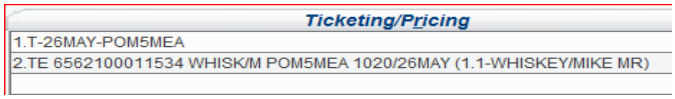


Figure 53

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

The approval code of the credit card also drops in the REMARKS/FACTS field of the Reservation display in the form of History Remarks Figure 54 see next page

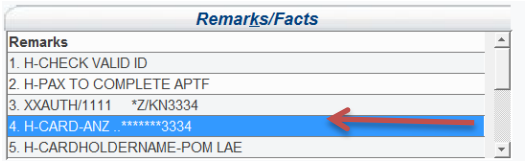


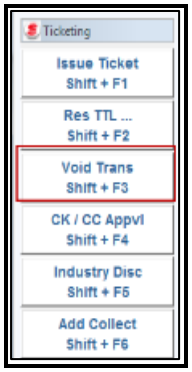
Figure 54

11 VOID TRANSACTION

Use the Void Transaction label to void an automated ticket transaction.

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 options 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.

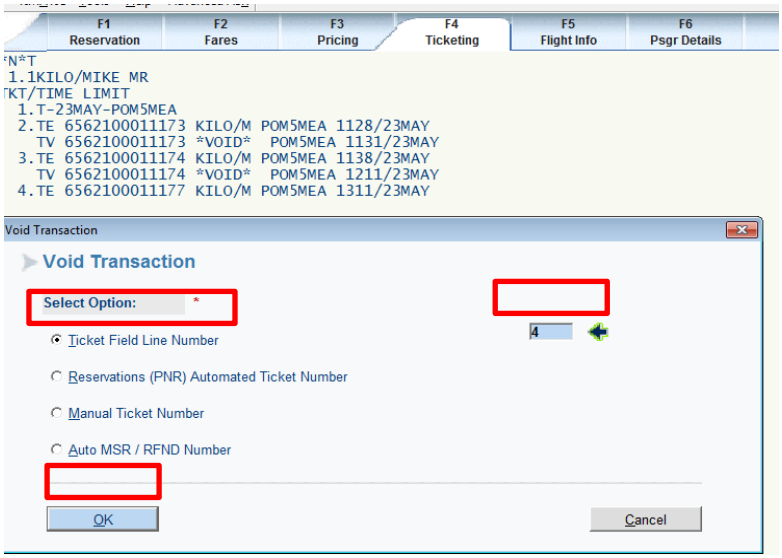


Figure 55

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)

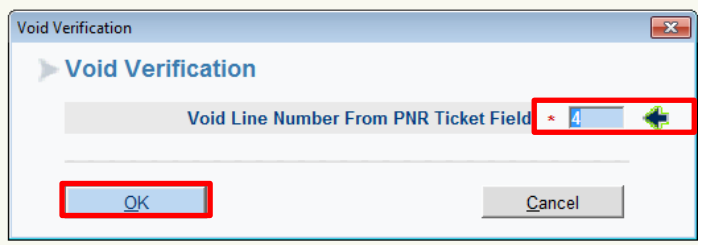


Figure 56

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:

```
WV4
REENT IF THESE TKT NBRS ARE TO BE VOIDED
6562100011177
WV4
OK -- VCR 6562100011177 VOIDED IN PNR
```

```
OK - ITEM VOIDED
```

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

12 ISSUE TICKET BY TYPE

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**.

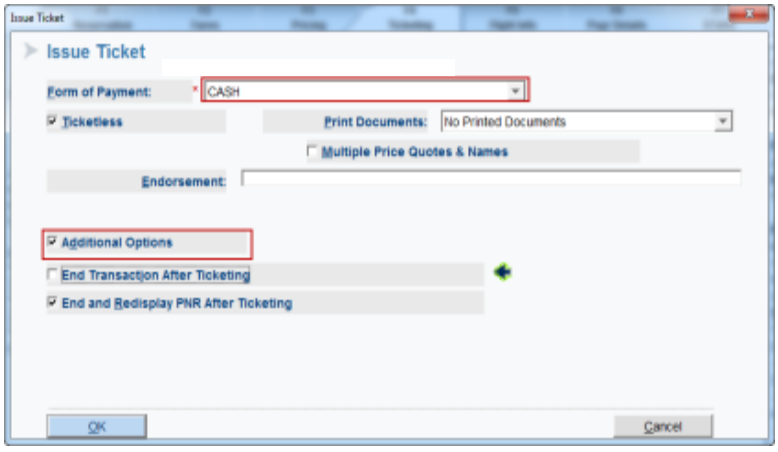


Figure 57

The Additional Ticketing Options window displays.

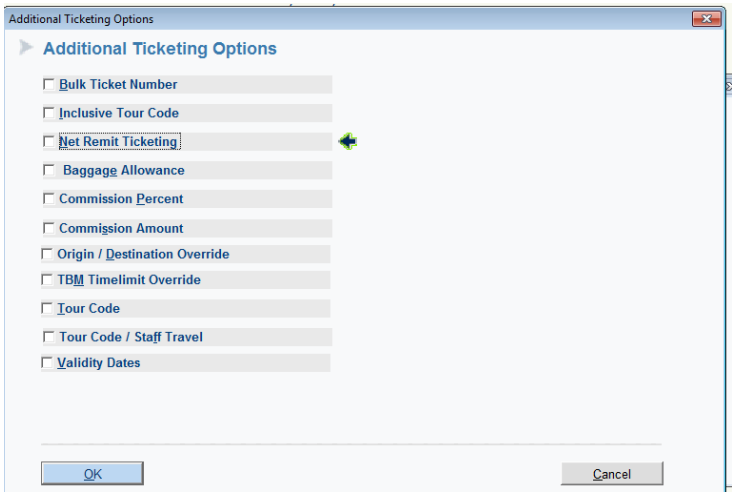


Figure 58

When an option is selected, an additional pop up will appear, add the additional information as needed.

13 VCR - VIRTUAL COUPON RECORD

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.

Figure 59

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.

13.1 DISPLAY VCR

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

The Display VCR window appears.

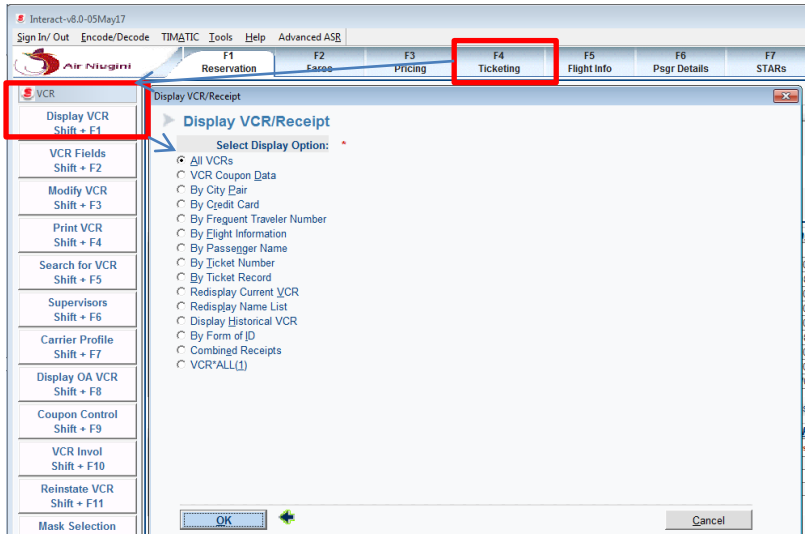


Figure 60

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

13.2 SEARCH FOR A VCR

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.

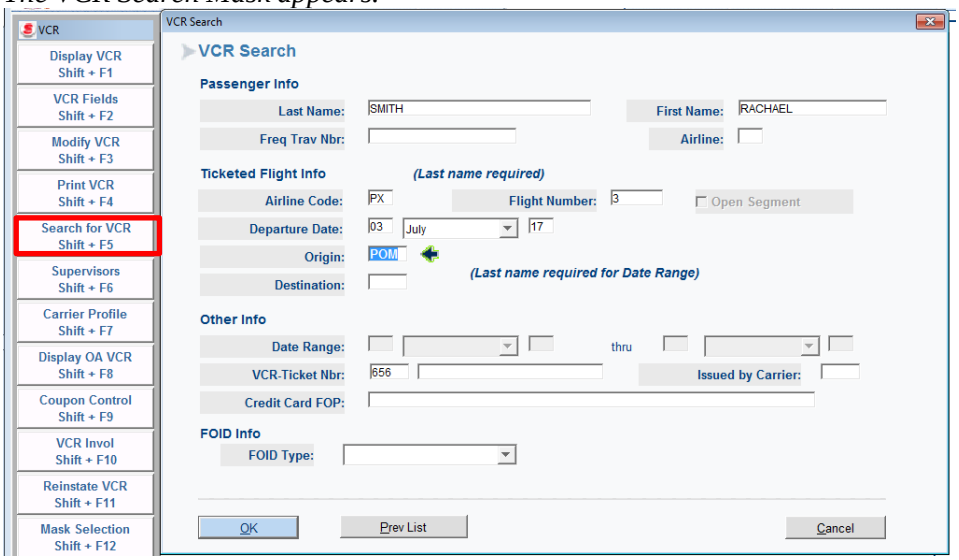


Figure 61

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.

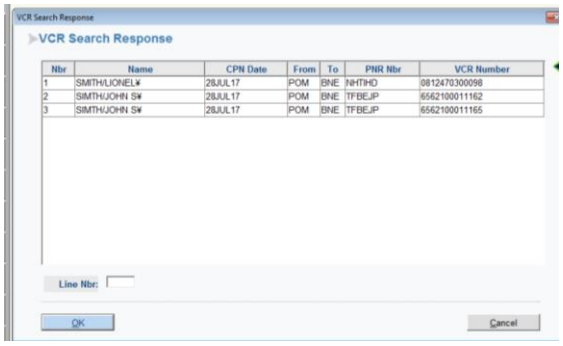
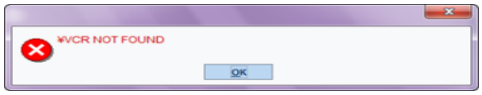


Figure 62

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:



13.3 MODIFY VCR

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. Figure 63

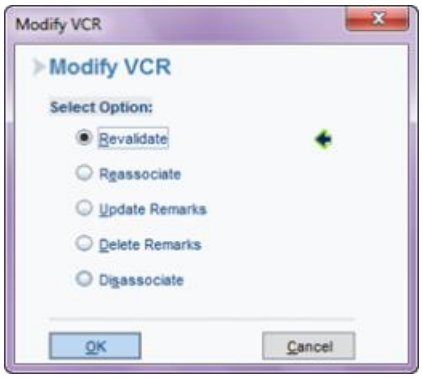


Figure 64

There are 5 actions associated with modifying a VCR. We will contain our discussion on Revalidation and Re-association 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.

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.

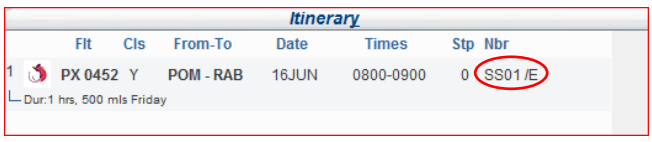
Revalidation is permitted on any VCR, including OPEN coupons that meet one or more of the following criteria:

- Flight number change
- Date change
- Change in flight departure / arrival times

✈ **Revalidation is restricted to Y and J class. All other published fares are to be exchanged.**

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

When an itinerary change occurs to itinerary segments the status will change to **SS.**



Depress CTRL E to End Transact and select Redisplay PNR

Note: the segment status will change status to HK (Holding confirmed)

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

1. Display the VCR.

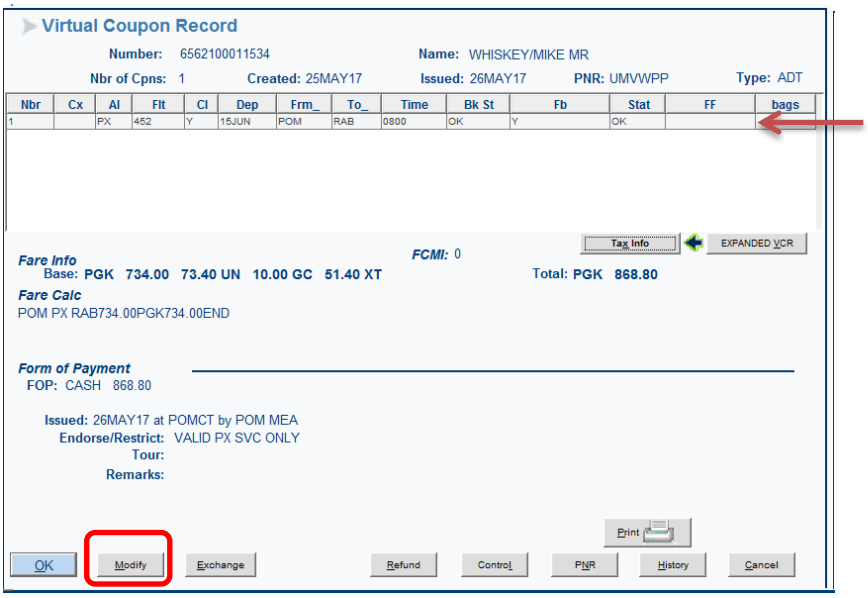


Figure 65

2. Select the **Modify** button. (Ensure to highlight the coupon number(s)

   The Modify VCR window appears.

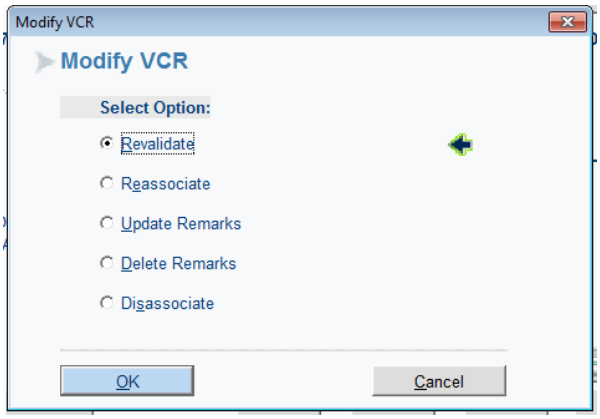


Figure 66

3. Click the **Revalidate** radio button.
4. Select **OK**.

The Revalidate VCR window appears.

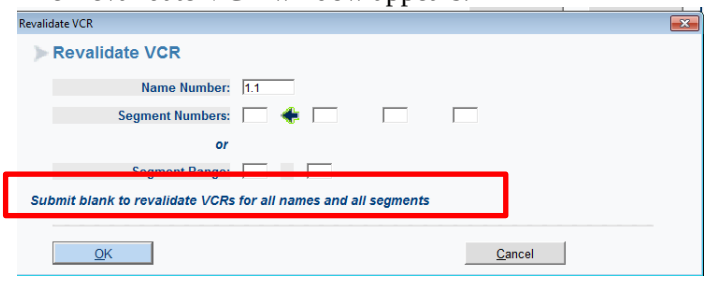


Figure 67

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.

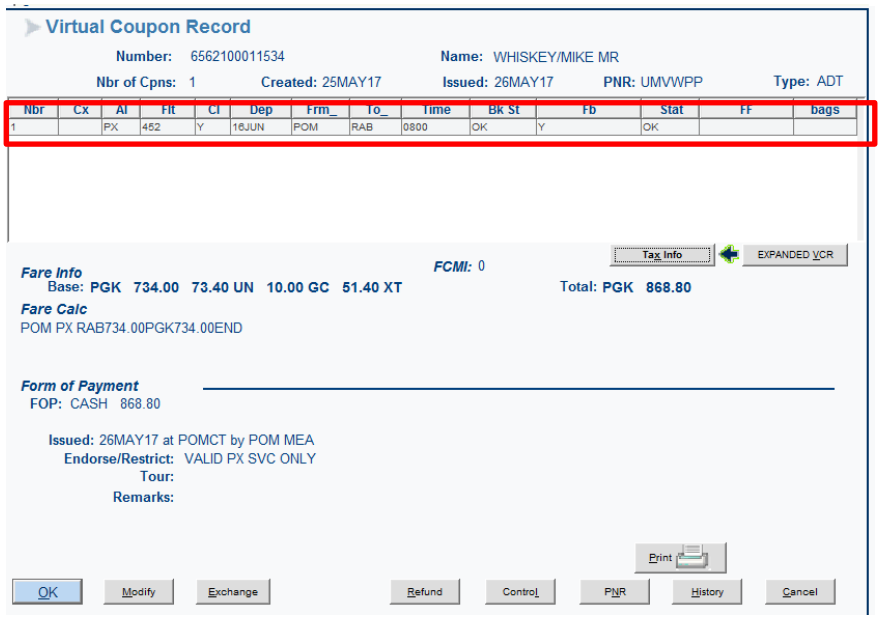


Figure 68

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

14 REASSOCIATE - VCR TO PNR

Re-association 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 re-associate 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.

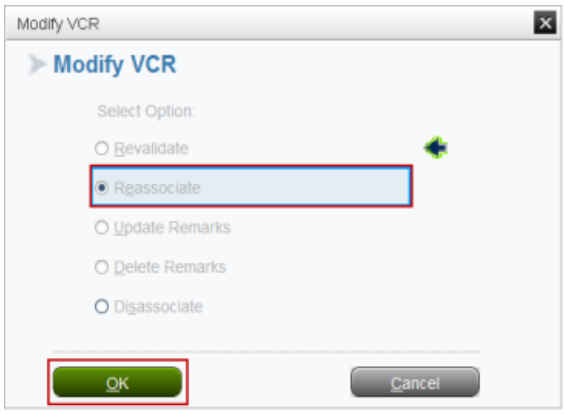


Figure 69

3. Click the **Reassociate** radio button.
4. Select **OK**

The Associate VCR window appears.

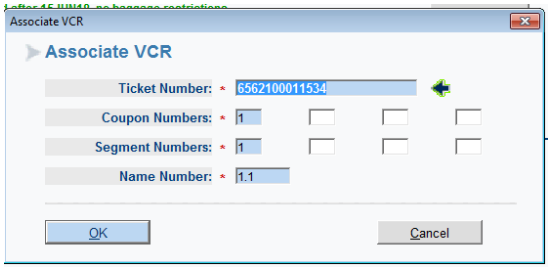
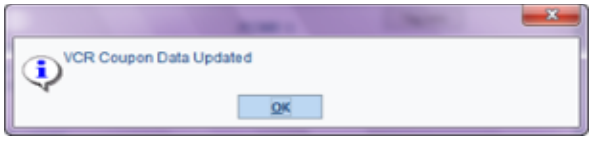


Figure 70

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.

---

15 DISPLAY HISTORY - PNR/VCR/EMD

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.

15.1 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.

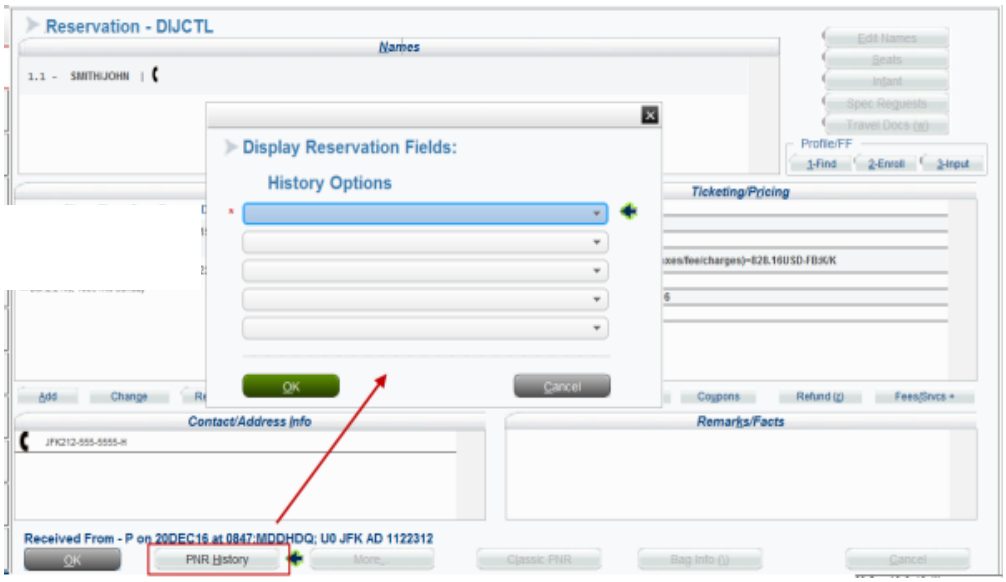


Figure 71

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.

15.2 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.

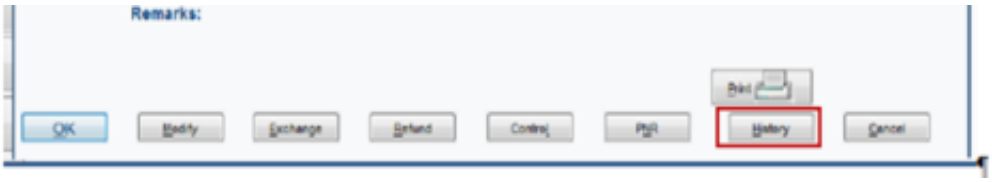


Figure 72

Or by selecting the VCR Fields label from the Ticketing Tab.

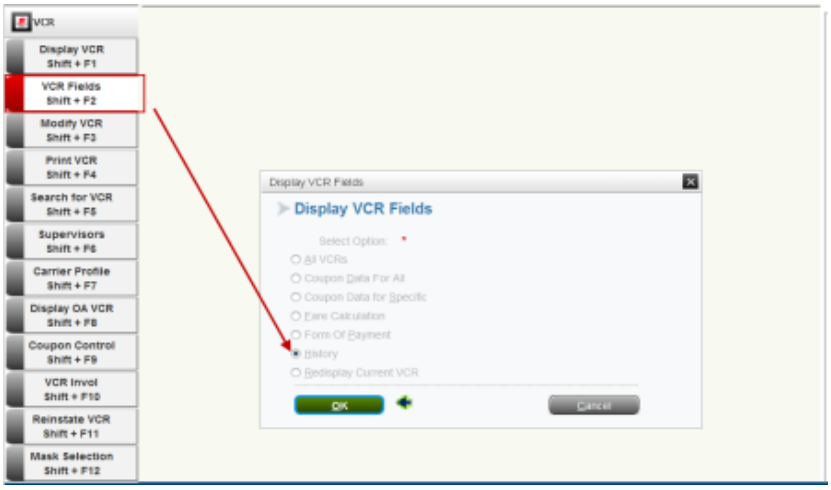


Figure 73

Once VCR history is displayed, it appears in newest to oldest format, therefore you must read from the bottom up.

```
VCR*H
OC    6562150888302         CPN 1
   W¥VCR¥NP¥F*BSXXXXXXXXXXXXX1776/0120*Z742223¥EDREFER TO CARD
   HOLDER
   FROM-**          TO-OK
OAC- PX MAS CT 2239092
SMP SMP53TT    06MAR19/0005    BDROUA
```

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 6562150888302 CPN 1	OC - Original Creation, document number and coupons created.

VCR Data	Explanation
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
SMP SMP53TT 06MAR19/0005 BDROUA	Signature Line, date and time stamp and PNR

16 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

EMD-A ASSOCIATED

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

- The Check-In Process
- The Reservations Process

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**.

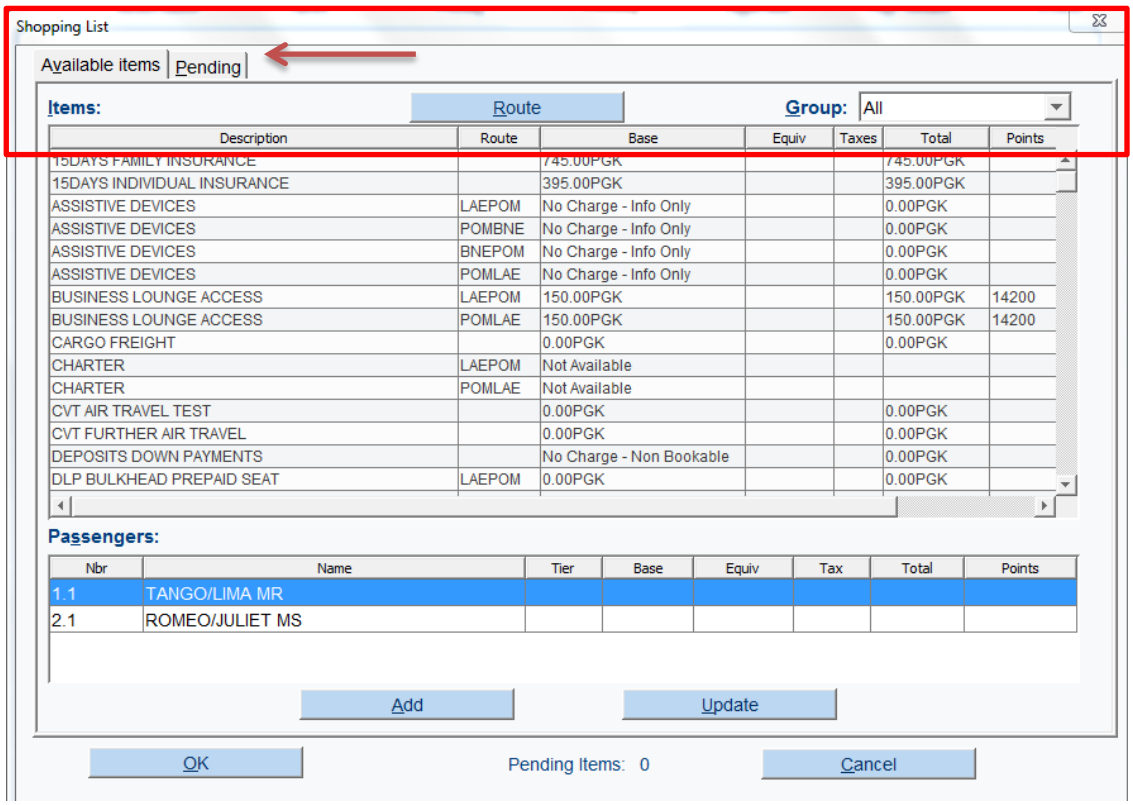


Figure 74

Features

Features	Descriptions
Available Items	The name of the ancillary and description
Pending	Ancillary pending for payment
Route	Air segment city pair
Group	Defaults to all. To narrow down the search depress drop down and select by Group type.
Add	Highlight ancillary and add to ancillary cart
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.
OK	Select OK to display the ancillary cart
Pending	The number of items selected and pending for payment
Cancel	Cancel Fees/Svcs and redisplay reservation

Items Figure 74

Item	Description
Description	Name of the Ancillary
Route	Air segment city pair
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
Points	N/A
SSR	Special Service Request IATA code that will display in the remarks/Facts field of the reservation display
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.

Ancillary Cart

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

See Figure 75 (next page)

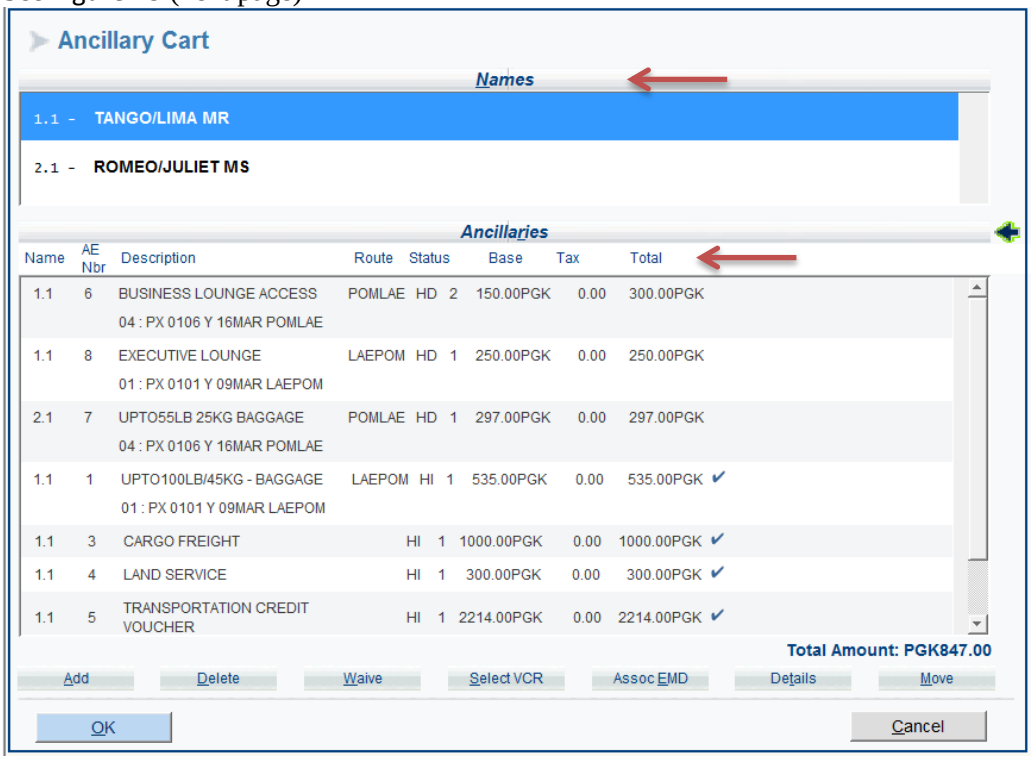


Figure 75

Item	Description
Name	The passenger's name number
AE Nbr	Ancillary 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

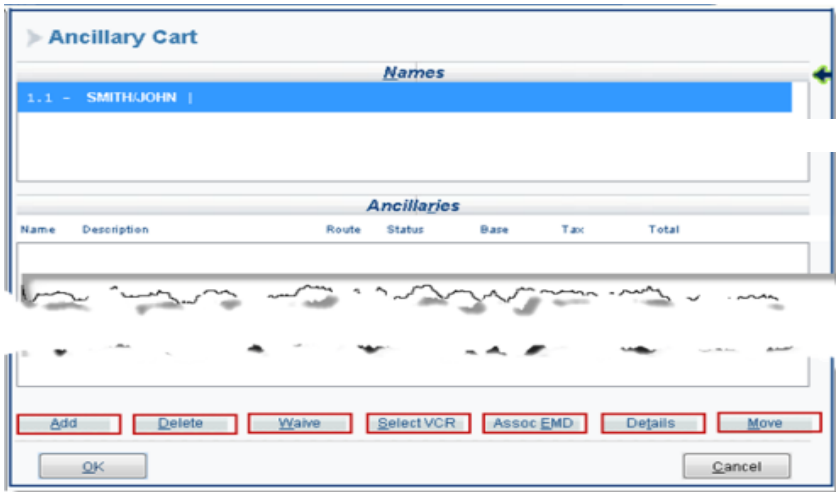


Figure 76

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)

Action Item	Description
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.

16.1 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. **See Figure 78**

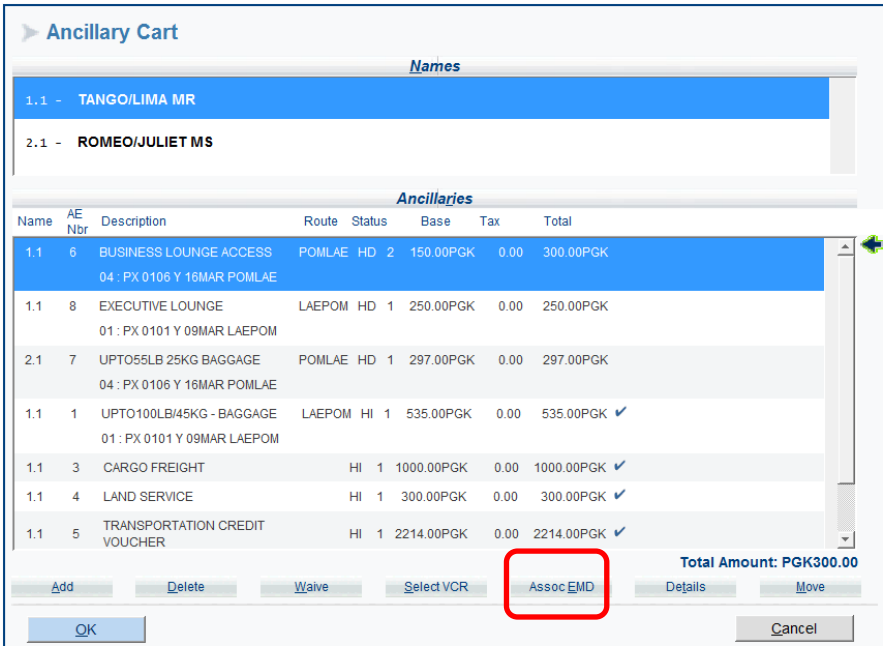


Figure 77

Figure 78

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.
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.

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 for your office, will be **CREDIT CARD**

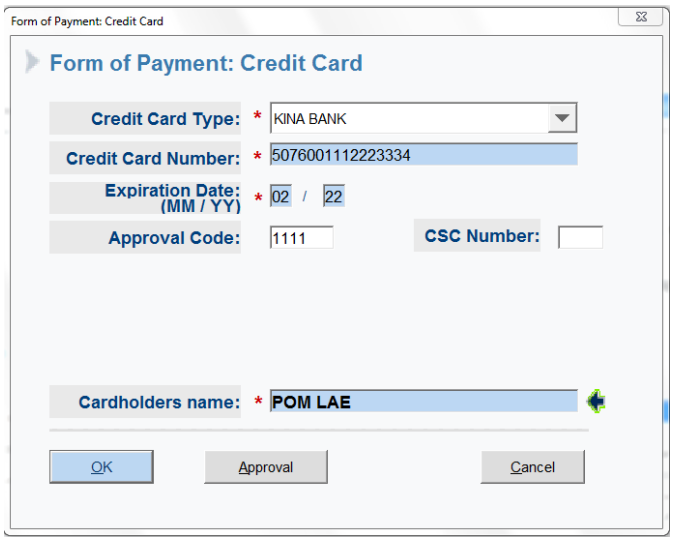


Figure 79

Select **OK**.

Where Credit Card type is VISA/AMERICAN EXPRESS/MASTER CARD/
The pop window below will display

Sabre response: "VERIFY BILLING INFORMATION FOR Credit card"

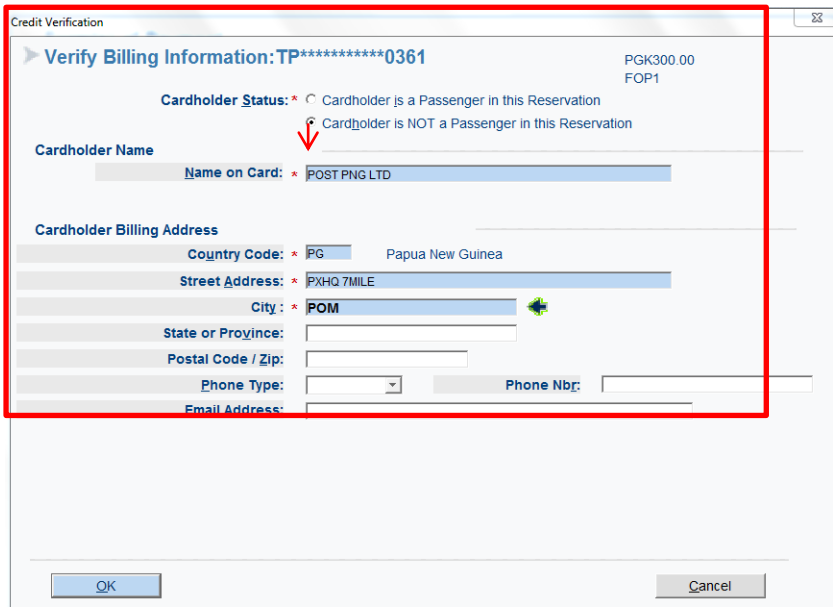
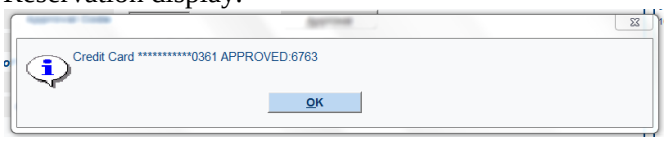


Figure 80

2. Select OK- Sabre response " Credit card approval code"

Note: the approval code will also be auto populated in the REMARKS/FACTS field of the Reservation display.



Sabre redisplays the Ancillary Cart. The ancillary cart indicates the status HI , EMD is fulfilled or paid for.

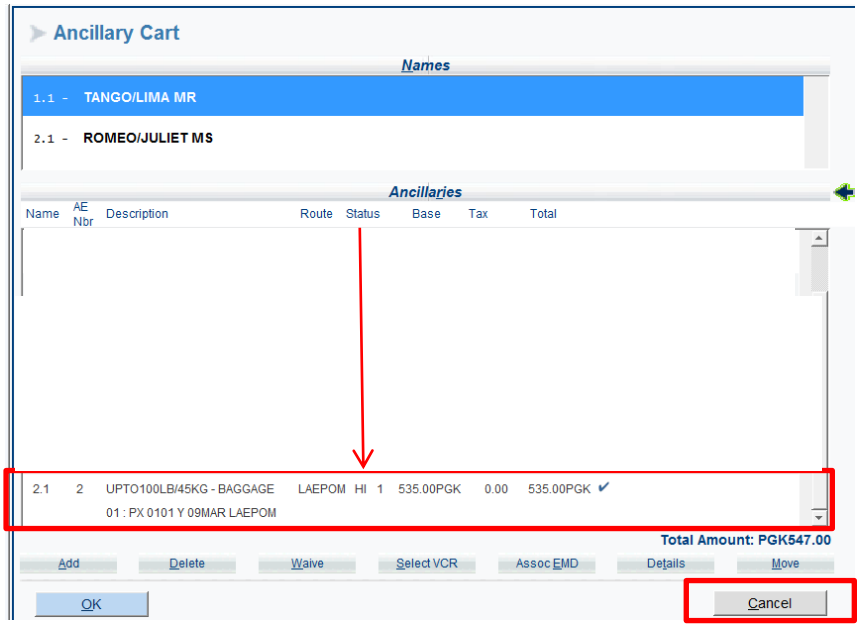


Figure 81

Select **CANCEL** to return to the Reservation display

1.1. TICKETING / PRICING FIELD

Once the EMD is issued, the Ticketing / Pricing field of the PNR is updated with the EMD document number.

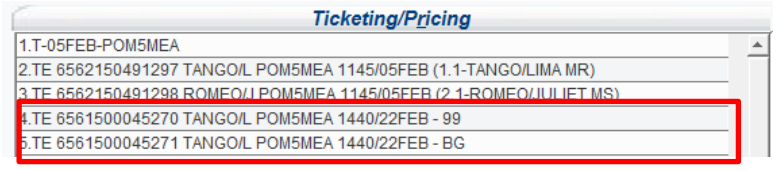


Figure 82

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 and the **99** tells us that this ancillary is for Miscellaneous Sales

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

17 EMD-S STANDALONE

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
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*6561500045274
ELECTRONIC MISCELLANEOUS DOCUMENT - S/STANDALONE
6561500045274          NAME-TANGO/LIMA MR
TTL NBR OF CPNS-01 DATE OF ISSUE-22FEB19 PNR-UPEFAB EXP-23FEB20
REASON FOR ISSUANCE CODE-D/FINANCIAL IMPACT
```

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.

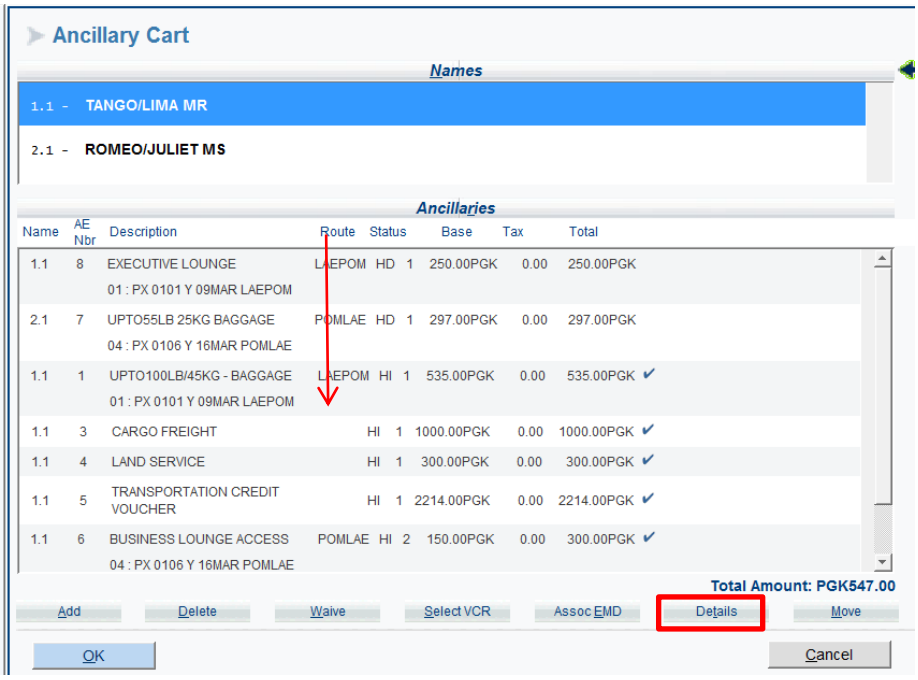


Figure 83

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.

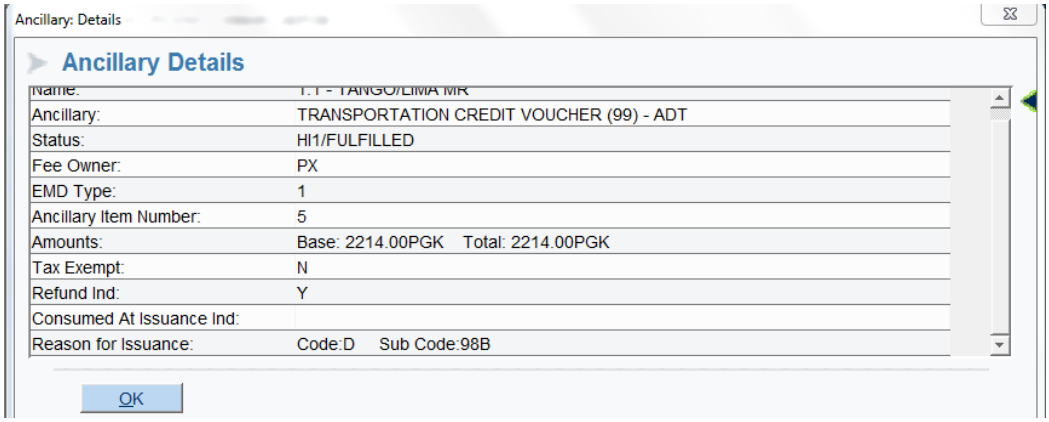


Figure 84

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

18 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.

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.

  The following conditions apply when utilizing EMD to EMD Exchanges

19 EMD Purge

EMDs will be purged from the database according to IATA guidelines. There is no warning that an EMD will be purged from the database but once purged, the carrier will not be able to display or take action (exchange, refund, etc) with a Purged EMD.
The Purged Electronic Miscellaneous Document (EMD) File will be available for carriers to use as a means to track purged EMDs.

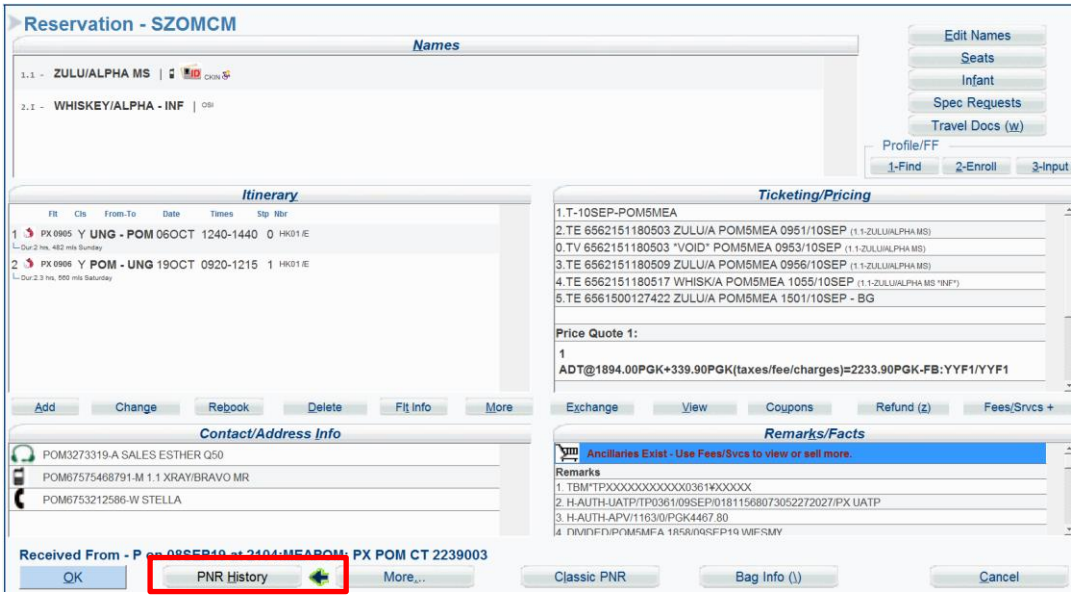
The Purged Electronic Miscellaneous Document (EMD) File is a daily capture of ancillary sales information for all EMD's that have been purged from the database. The following rules apply to either purge or mark an EMD for purge:

- Seven days after all coupons are set to FINAL status. The following coupon status codes are considered used: USED, RFND, VOID, EXCH.
- EMD will be marked for purge 396 days after the original date of issue if ALL coupons remain in any non- final coupon status.
- EMD will be marked for purge 396 days after the first coupon date of usage if at least one coupon remains in any non-final coupon status.

20 PNR HISTORY – ANCILLARIES

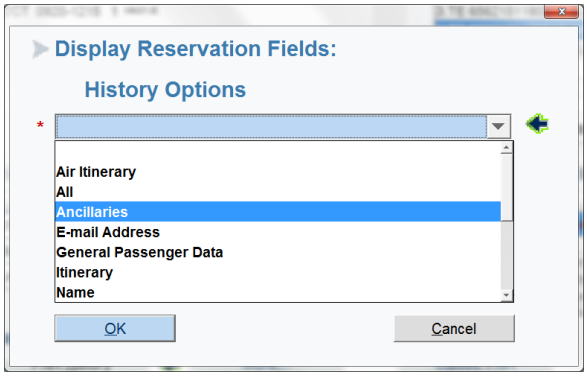
PNR History will contain the action taken on the PNR, the person who authorized the action and the signature line identifying the location, agent, date and time.
The user will not be able to see the modification in History until the END Transaction has taken place. The system will update the record with the history of changes or modifications. Then the agent may retrieve and display the PNR and view the History.
If the agent were to Ignore the transaction, the PNR would return to its previous state and no history would be recorded for that transaction.

Let's look at a PNR.



To view ancillary history, it is stored with all other historical items in PNR History.

1. Click on the PNR History tab at the bottom of the PNR.



The PNR History Options appear. From the drop down menu, you can see the different categories of history that are stored within a PNR. In order to view Ancillary History by itself.

2. Click to highlight Ancillaries
3. Select OK to view.

20.1 The Action

When an AE field is added, canceled or updated, all information associated with the AE will be saved to PNR History.

When displaying history, the 1st item you will see is the action code. There are 3 action codes for the AE field. They include:

- **AAX** - Added EMD item
- **UAX** - Updated EMD item
- **XAX** - Deleted EMD item.

21 SELLING ANCILLARIES AT CHECK-IN SCENARIOS

21.1 SCENARIO 1: CHECK-IN WITH FIRE ARM CHARGE – PURCHASED ANCILLARY

This scenario will demonstrate passenger carrying a firm arm and will purchase upon checking in.

Mr Ben Ten is carrying a firm are and is required to declare the fire arm.

1. Display the passenger list screeen
2. Highlight the line number
3. Select Passenger details

See Figure 85 **&** Figure 86

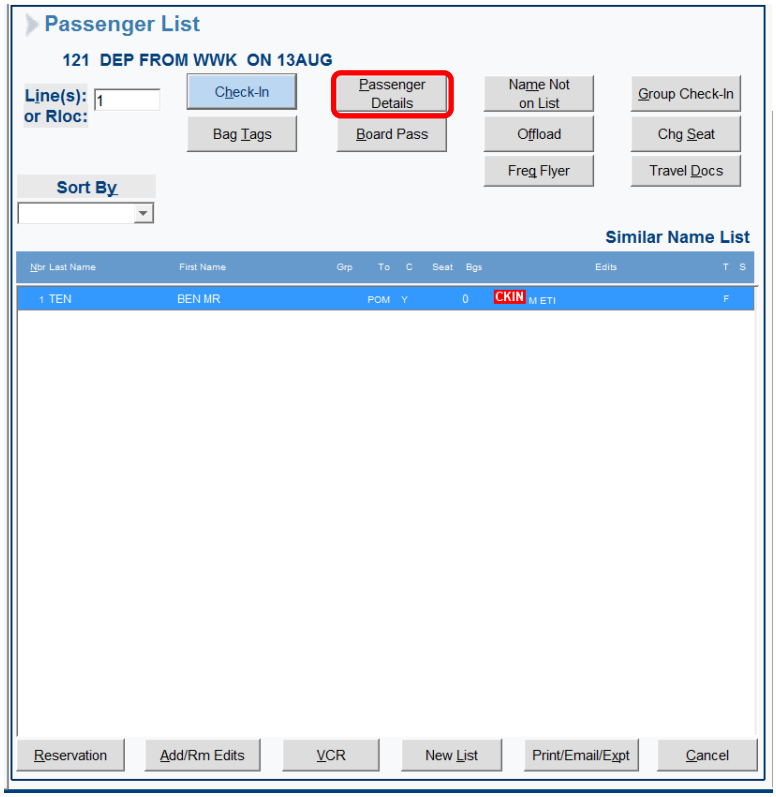


Figure 85

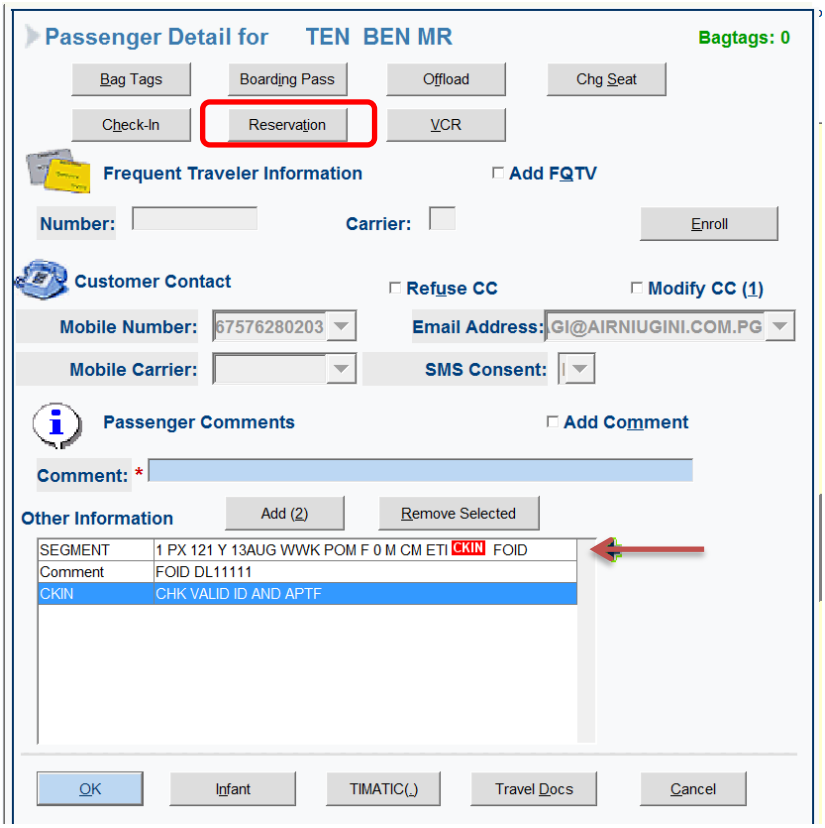


Figure 86

Take note of Other Information field

4. Select RESERVATION > sabre displays the existing reservation

Take note of the relevant information on the reservation

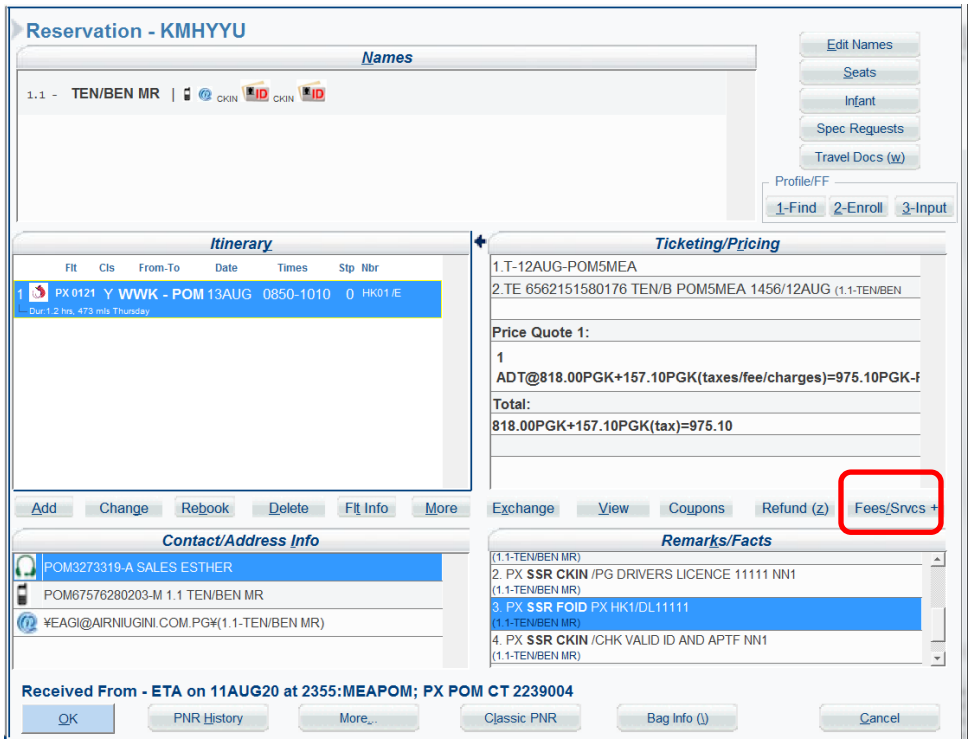


Figure 87

Sabre displays the Shopping List

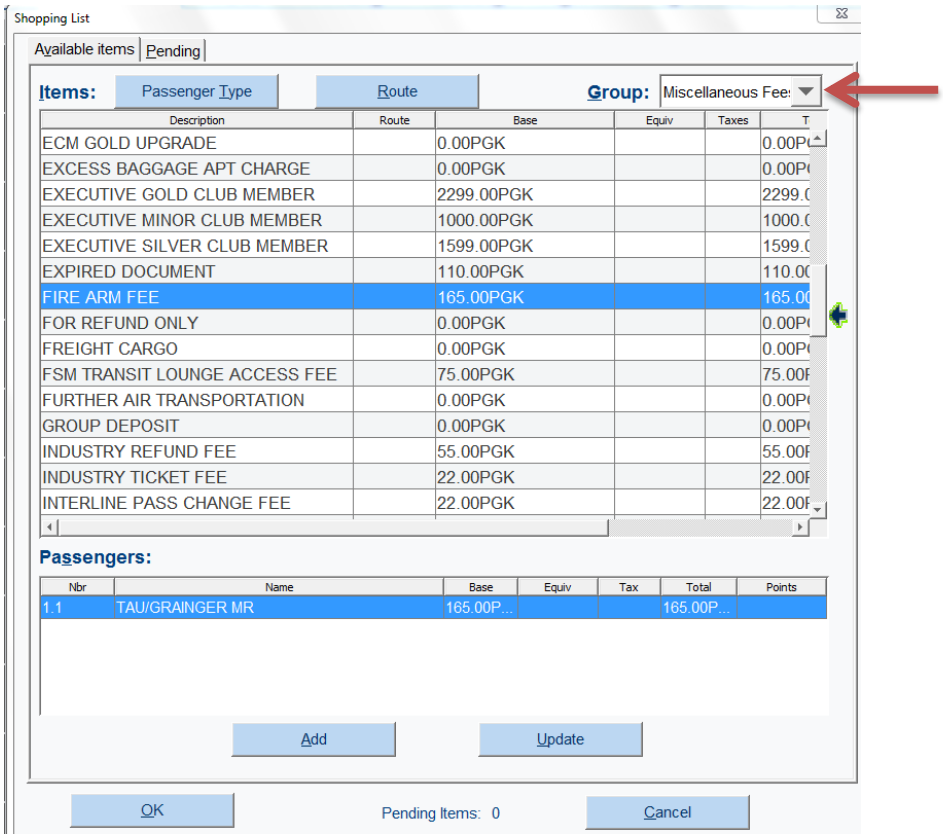
SHOPPING LIST

If no ancillaries have been previously reserved or purchased, the Shopping List will appear.

The initial display of the Shopping List will highlight all ancillaries available to sell within PX partition. The table on the next page, will define some of the features of this screen.

To shorten the search, select Group drop down menu.

1. Select MISCELLANEOUS
2. Scroll down, select FIRM AIR



3. Select ADD > Pending item indicates 1
4. Select OK .>Ancillary cart displays

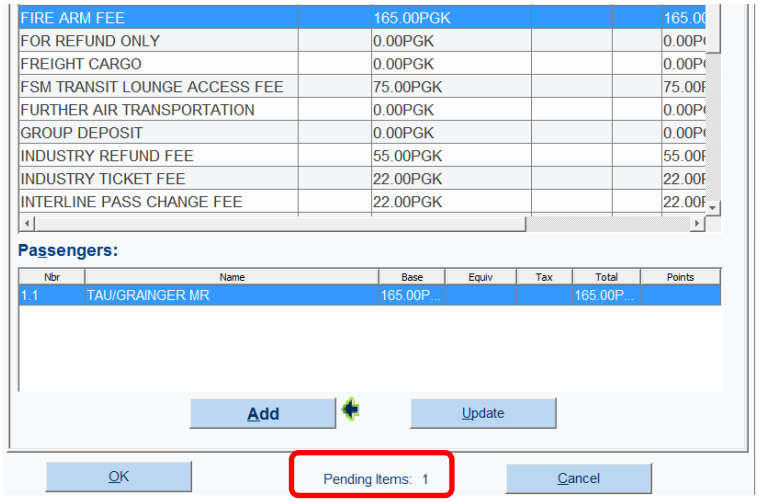


Figure 88

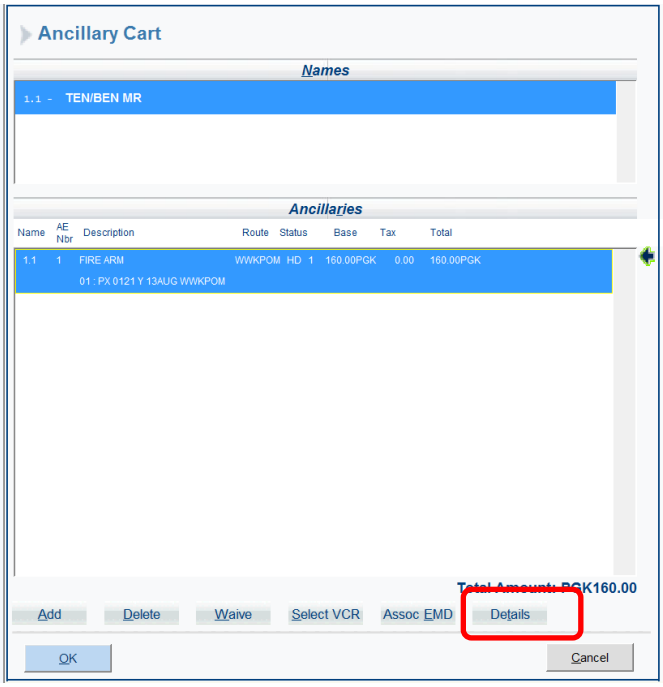
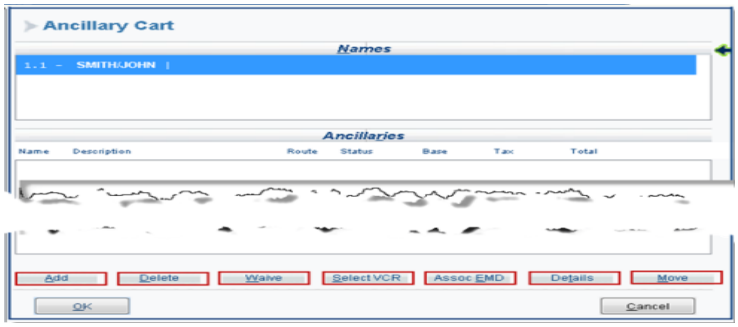


Figure 89

Item	Description
Name	The passenger's name number
AE Nbr	Ancillary 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

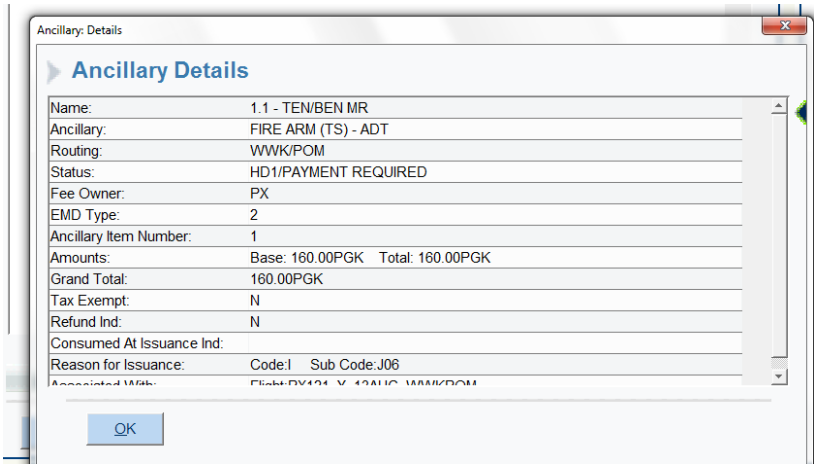
ANCILLARY CART - ACTION ITEMS



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.

5. Option to view more detail information about the ancillary, select DETAILS radio button

Figure 90 Ancillary Details screen displays



6. Select OK

Takes you back to ancillary cart

7. On the Ancillary Cart select **OK** > Form of Payment window displays

See Figure 91

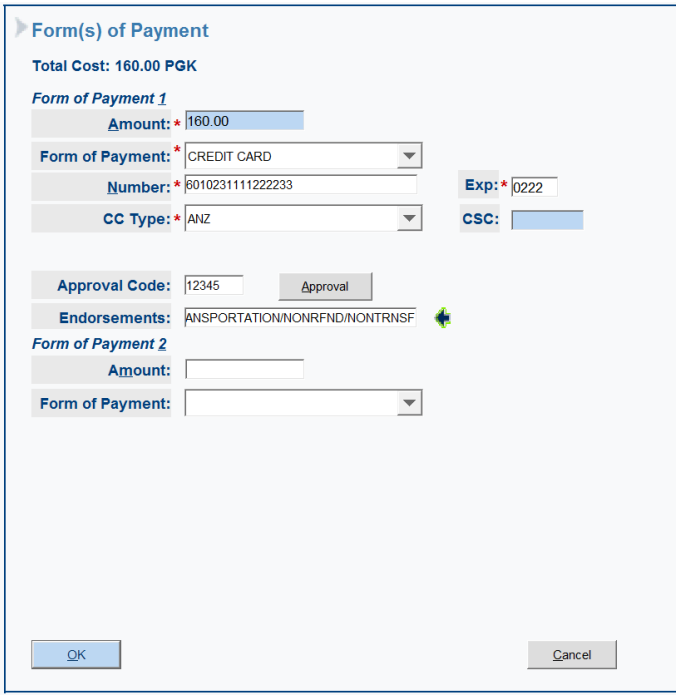
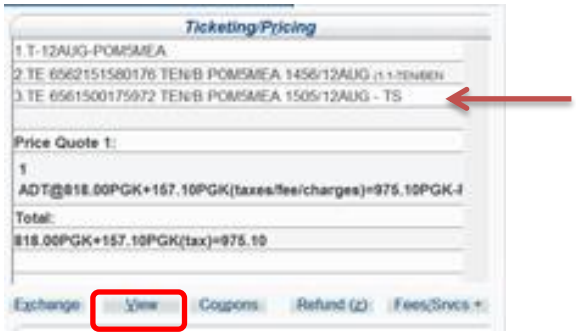


Figure 91 Form (s) of Payment window

ENDORSEMENT: **VLD PX SVC ONLY/NOT GOOD FOR TRANSPORTATION/NONRFND/NONTRNSF**

8. Select OK

Sabre returns to the Reservation display
The EMD number is indicated on the Ticketing/Pricing Field



9. Select VIEW radio button

EMD displays > take note of the relevant information

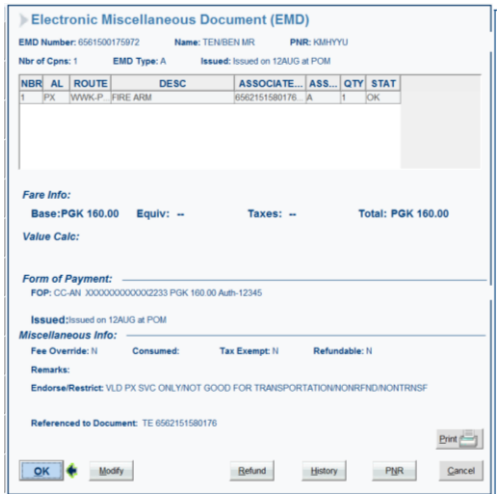


Figure 92

10. Select OK/PNR/CANCEL to return to the reservation display
    Now you can Check-In the passenger(s).

In this scenario the passenger has no bag(s).

11. Select Check-In tab > sub tab Check-in *Check In screen displays* *Figure 93 Check In screen*

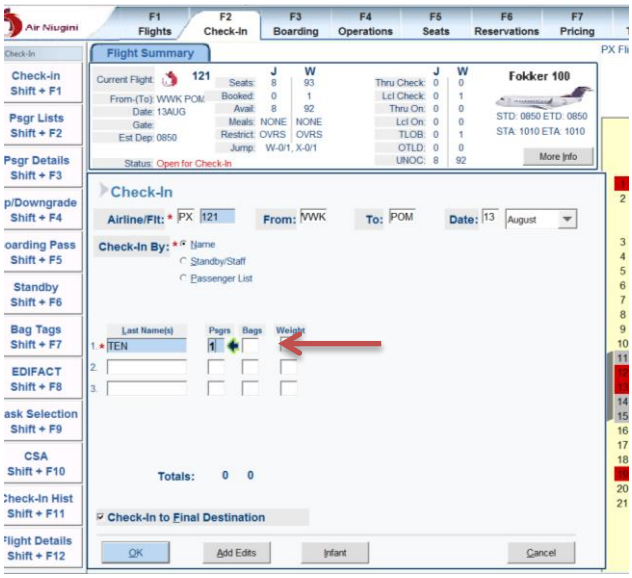
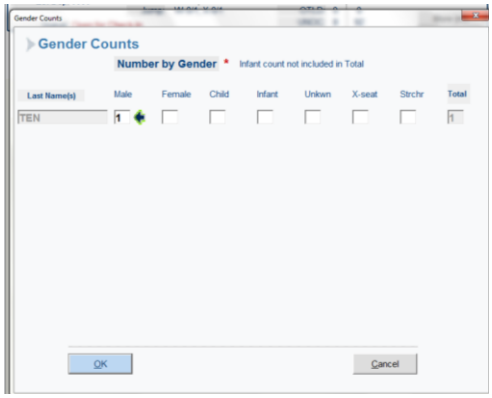


Figure 93 Check In screen

12. Enter Last Name> Psgrs > Select OK
    Day of Travel Contact Information screen displays

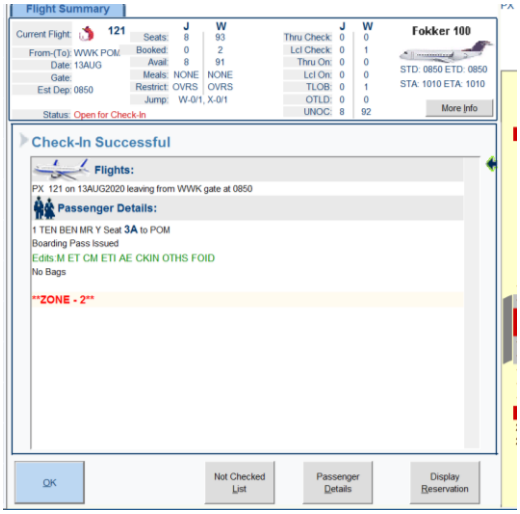
Figure 94

Gender Counts screen displays



13. Enter Number of Gender > Select OK

Sabre response: Check-in Successful



21.2 SCENARIO 2: CHECK-IN WITH EXCESS BAGGAGE AIRPORT CHARGE (EMD-S) – PURCHASED ANCILLARY AT CHECK-IN

Mrs Jasmine Tea & child, present themselves at the check-in counter. They check in with 2 bags, each weighing at 20kg.

Weight of bag 1 one is 20kg
Weight of bag 2 two is 20kg

This ancillary Excess Baggage Airport Charge (EMD-S) is used when Weight system charge is not available in the Ancillary shopping list for the following reason:

1. Tariffs filing policy does not allow Original point of departure to transfer point ancillary pricing within 24 hours
2. Lack of internet connectivity

1. On the passenger list window, select the passenger line number and Passenger Details

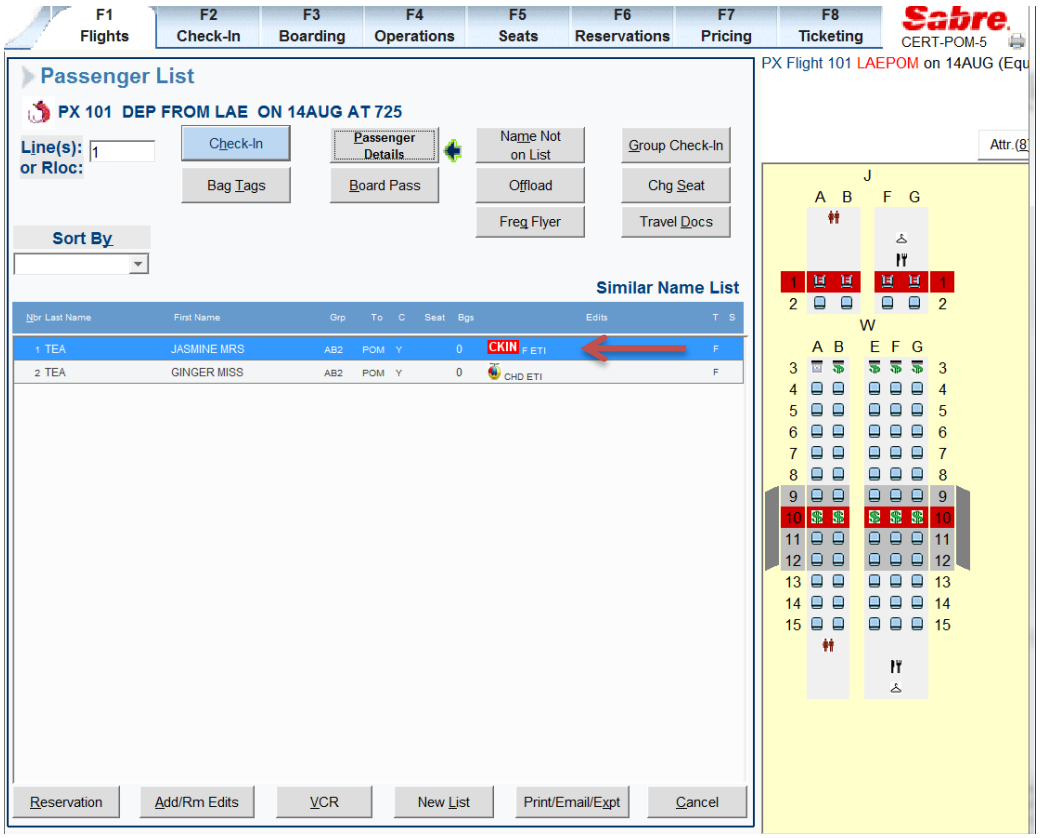


Figure 95

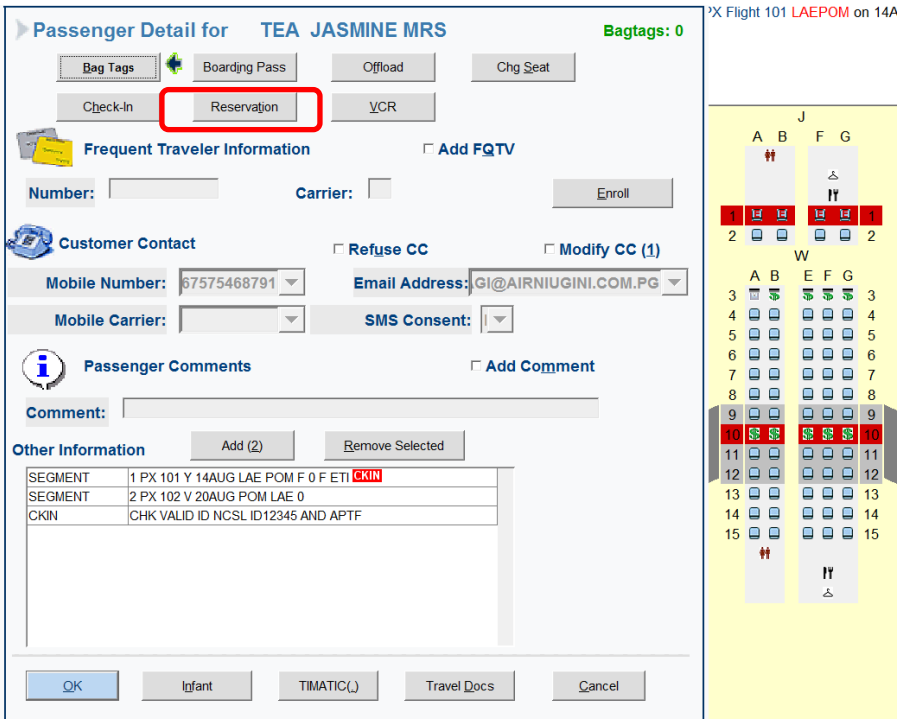
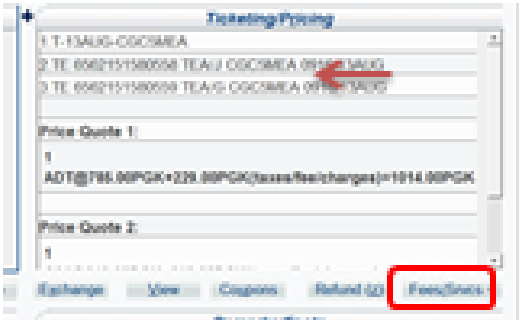


Figure 96

2. **Select Reservations** > Reservation displays

Note: Ensure to take note of the details entered in the reservation

3. Select **FEES/SVC** button on the Ticketing/Pricing Field



Shopping list displays

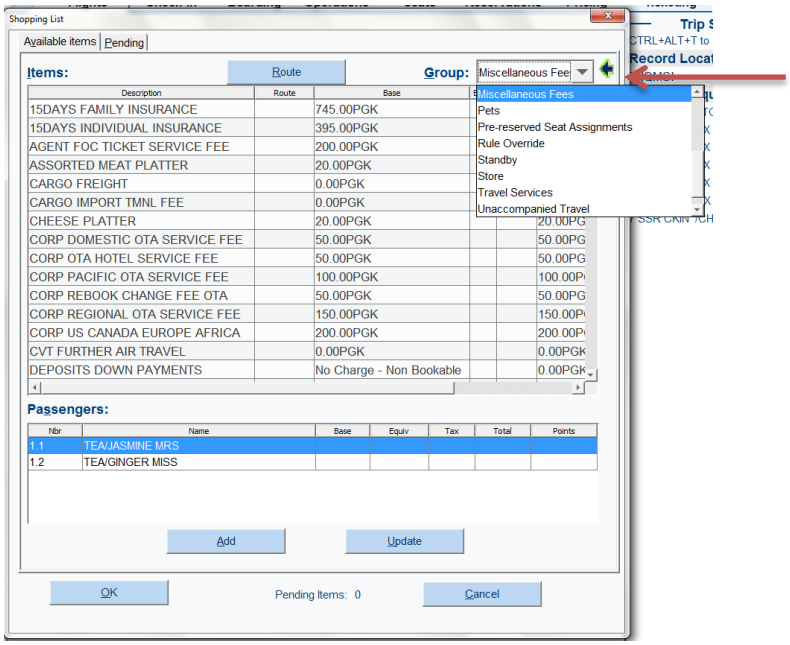
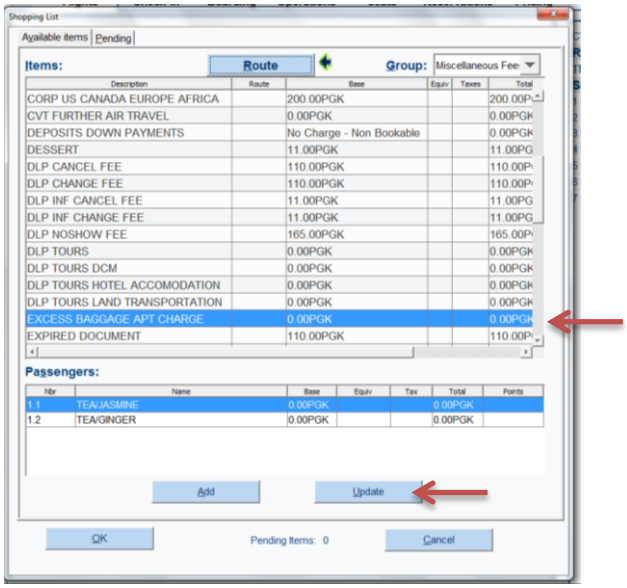


Figure 97

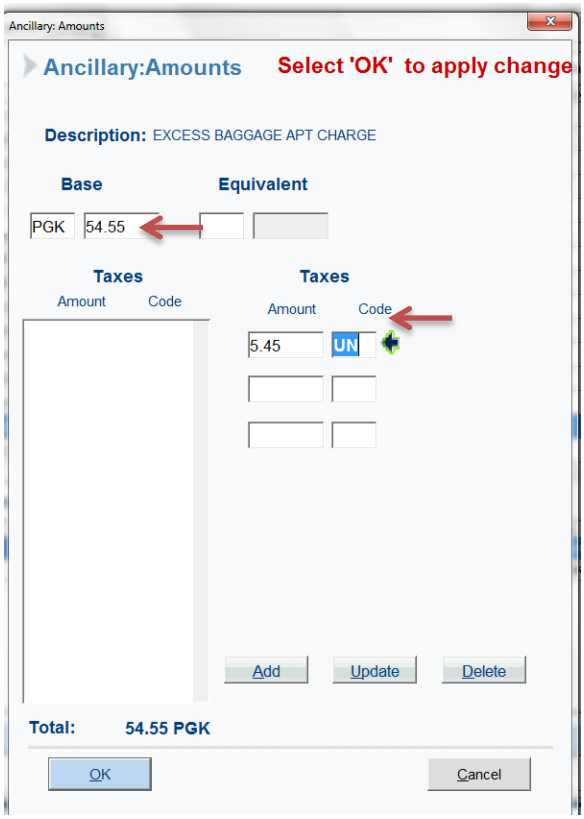
Search by Group to shorten the search.

4. Select GROUP drop down menu
5. Select MISCELLANEOUS
6. Select EXCESS BAGGAGE APT CHARGE



7. Select UPDATE for adult passenger (N1.1)

Ancillary: Amounts window displays

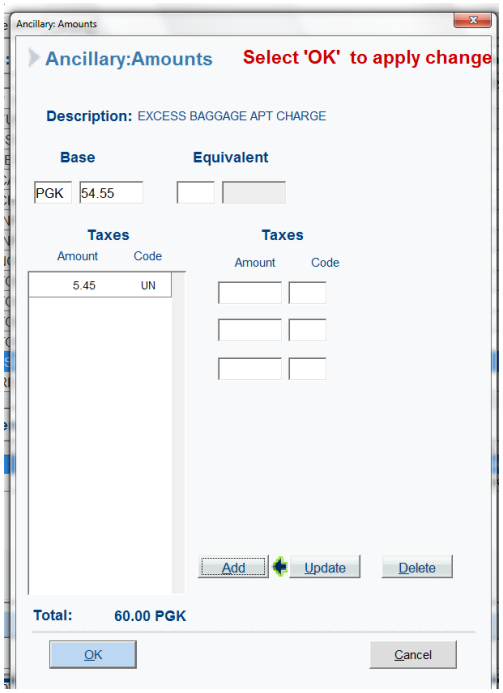


8. Enter Base amount and currency
9. Enter GST 10%

In this scenario excess baggage rate POMLAE is PGK15.00. Excess weight for each passenger is 4 KG. Calculate total xbag amount by multiplying PGK15.00 (excess rate) by 4KG = PGK60.00 p/person

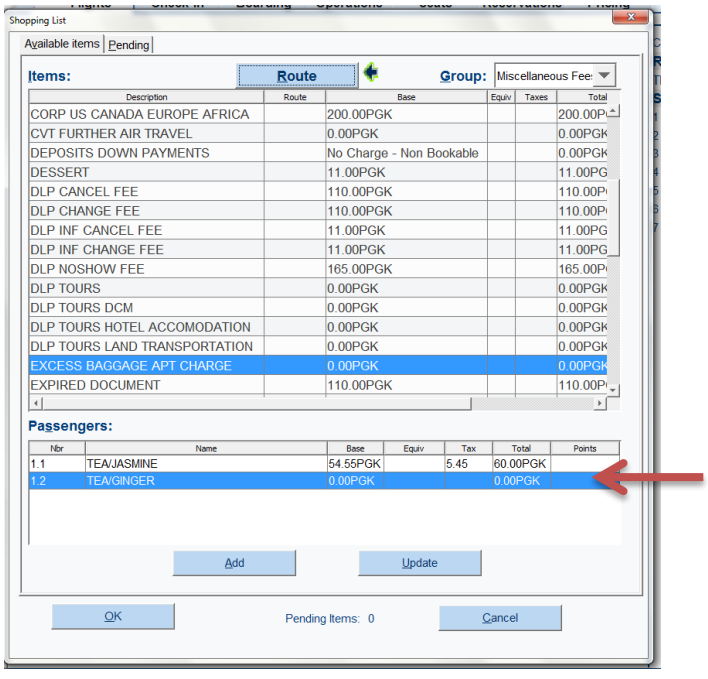
60 divided by 1.1 (10%) = PGK54.55 (round to nearest 1)
Enter PGK54.55 in the Base box
Then find 10% of 54.55 to ensure it adds to PGK60.00
Enter GST 10%: Amount is 10% of the base rate, which is PGK5.45 plus tax code for GST is **UN**
Then find 10% of 54.55 to ensure it adds to PGK60.00

10. Select ADD > Select OK



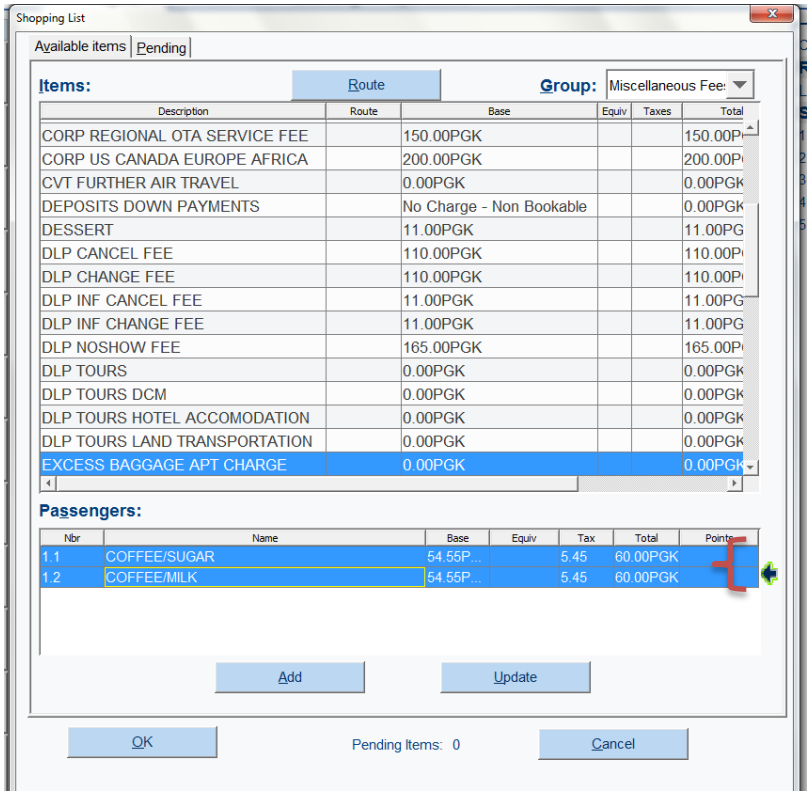
This scenario has 2 passengers, therefore repeat same step from 7 to complete Ancillary amount

11. Repeat the same steps for passenger 2 (N1.2)

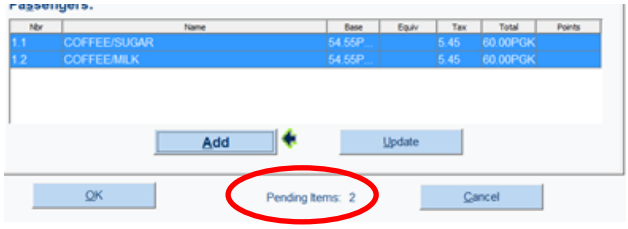


12. Highlight/select passenger 2
13. Select OK

Shopping list displays



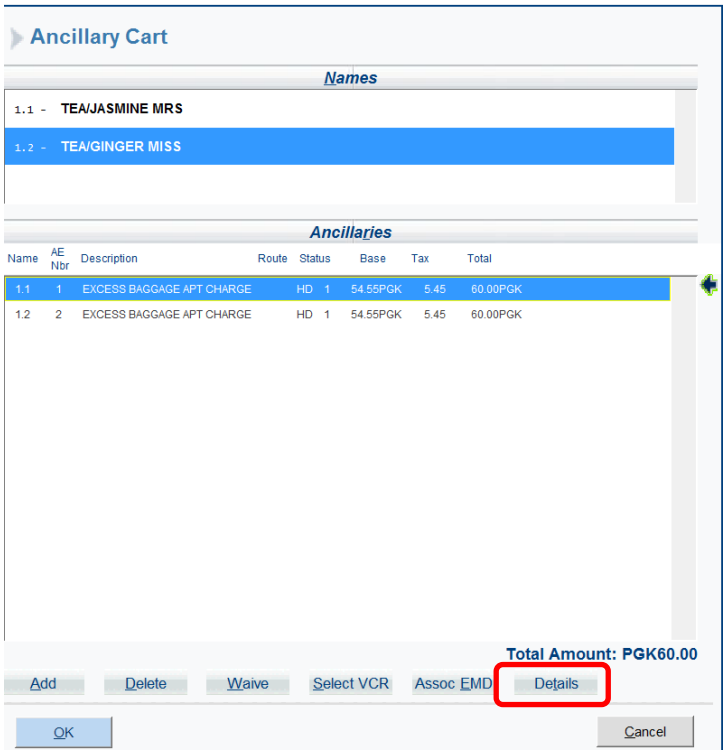
14. Highlight both passengers > Select ADD > Select OK



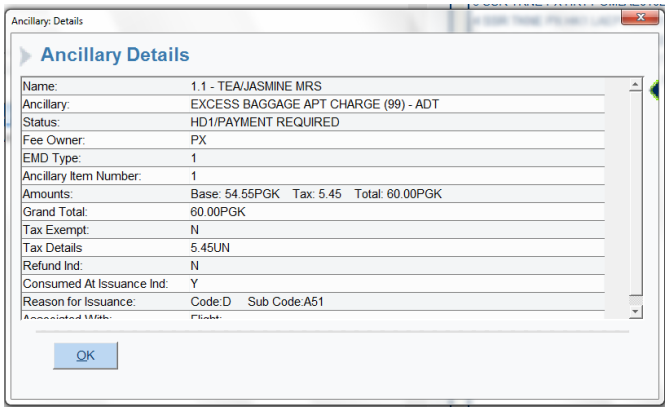
Pending items indicates: **2**

15. Select OK

Ancillary cart displays

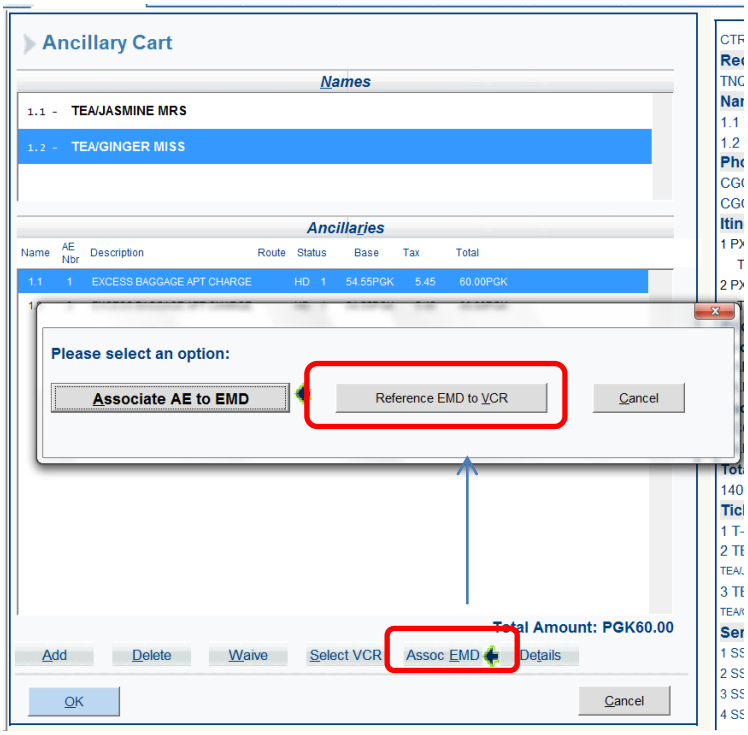


Select DETAILS to view more detailed information about the ancillary

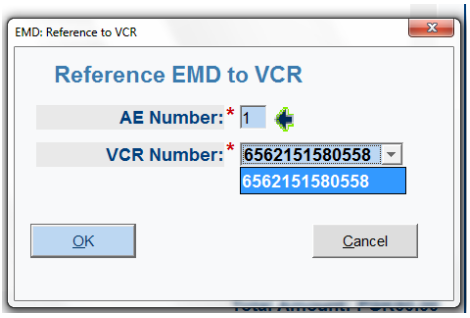


ASSOCIATE EMD TO VCR

16. Select **ASSOC EMD**
17. Pop up displays > select **REFERENCE EMD TO VCR**



EMD Reference to VCR displays



Select drop down menu from VCR Number:
If there are multiple VCRs (due exchanges involved) in the drop down menu ensure to select the correct VCR with coupon status OK
In this scenario there is only one ticket for asscoication.

18. Highlight VCR > Select OK (Sabre response) See Figure 98 VCR REFERENCE SUCCESSFUL RESPONSE
19. Select OK

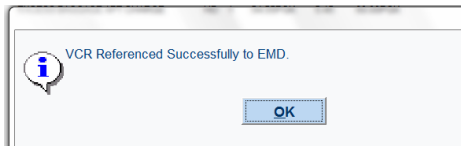
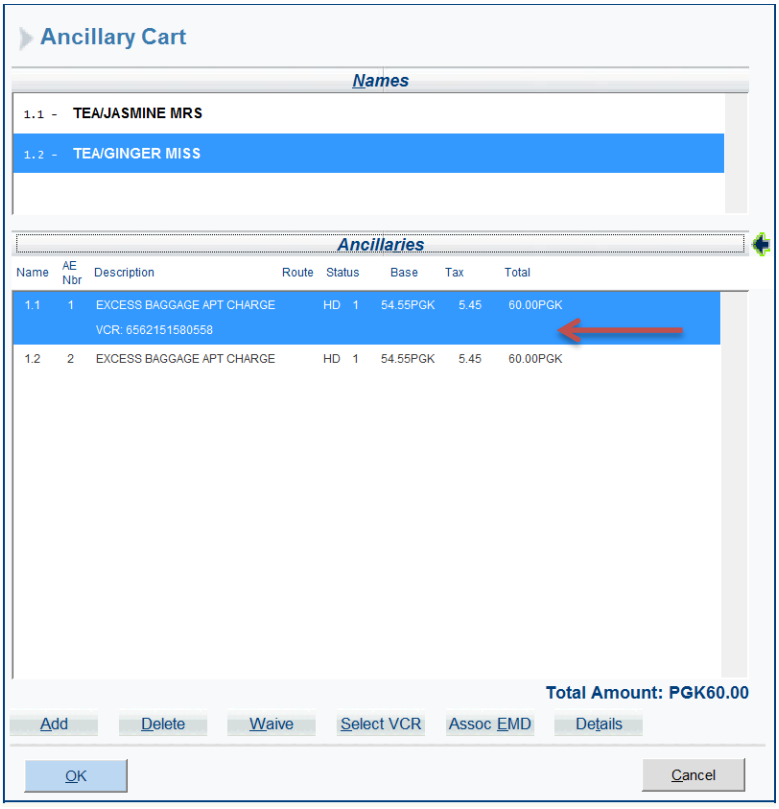
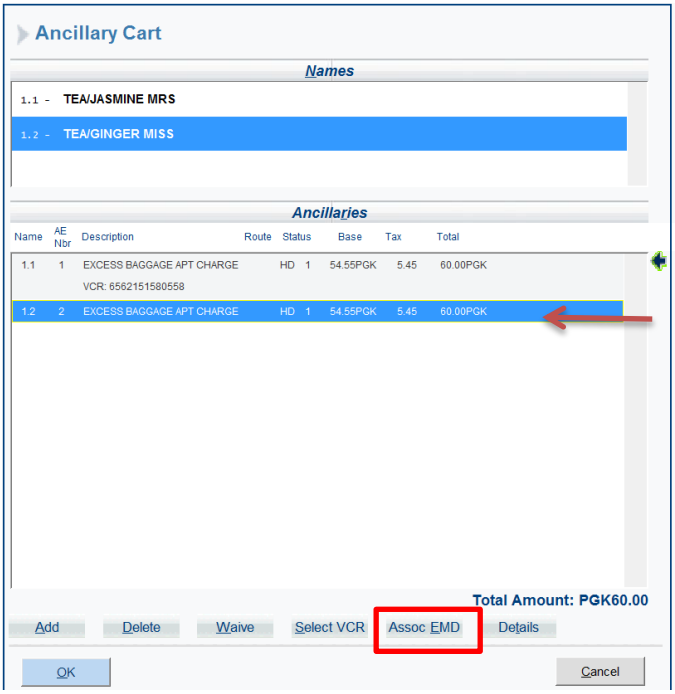


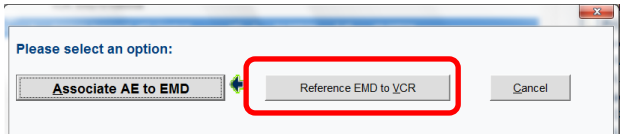
Figure 98 VCR REFERENCE SUCCESSFUL RESPONSE

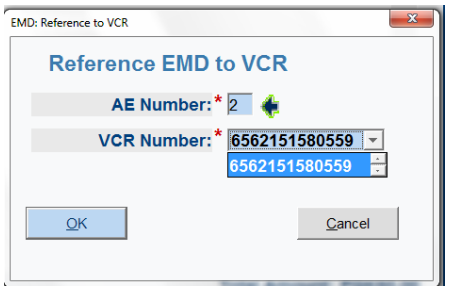


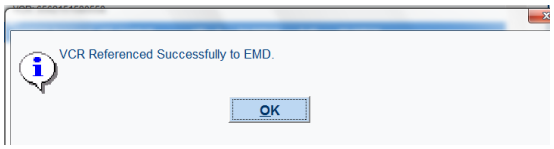
20. Now select passenger number 2 (1.2)



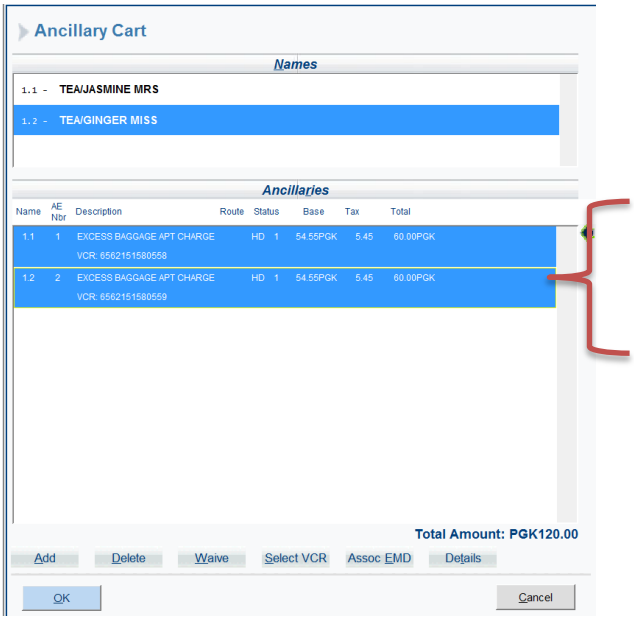
21. Select ASSOC EMD
22. Repeat same steps as passenger 1





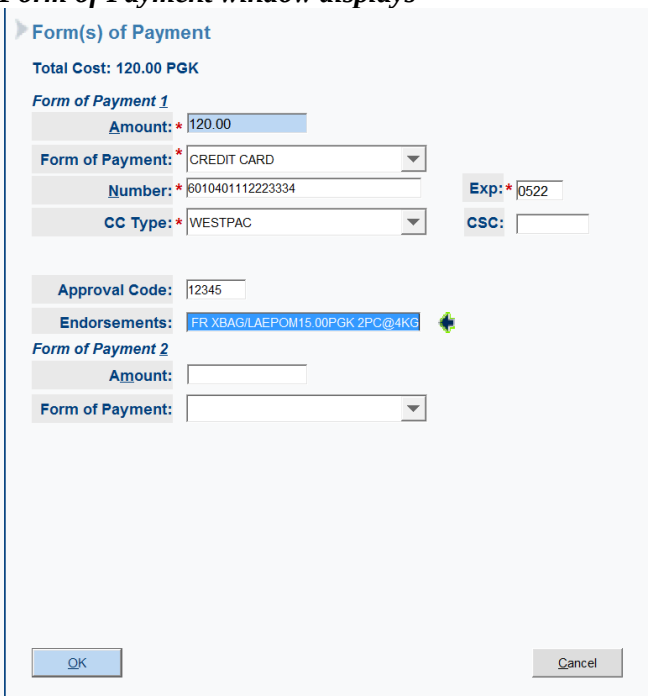


23. Select/highlight both ancillaries



24. Select OK

Form of Payment window displays

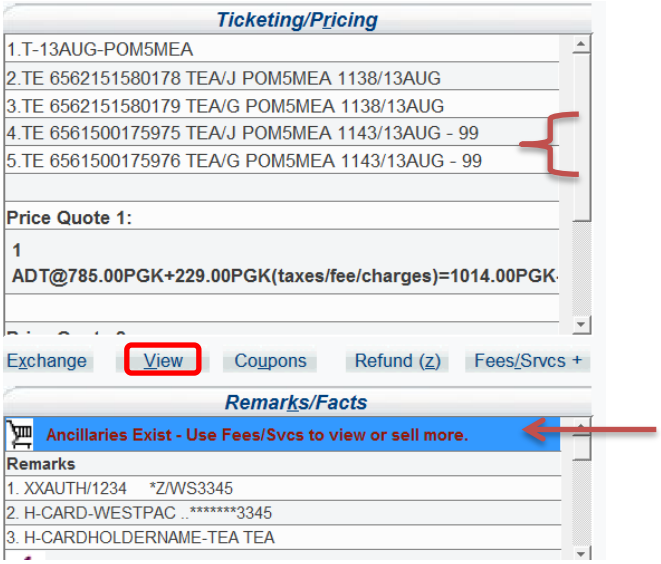


25. In the Endorsement field enter:
VLD PX SVC/GOOD ONLY FR XBAG/LAEPOM15.00PGK 2PC@4KG/NONREFND

26. Select **OK**

Sabre re-displays the reservation. On the Ticketing/Pricing field the EMDs are indicated

Also note on the Remarks/Facts field the Ancillary cart icon ..Ancillaries exist-Use FEE/SVCS to view or sell more



27. Highlight per EMD issued.
28. Select VIEW

EMD displays

See Figure 99 (next page)

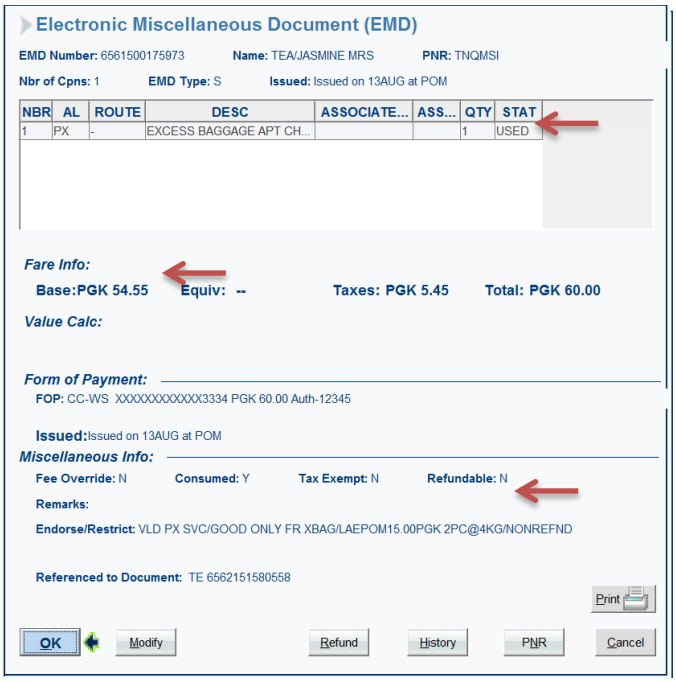


Figure 99

Note:

- The Coupon status indicates USED.
- Miscellaneous Info: Refundable: **N** (indicates NONREFUNDABLE/NON EXCHANGEABLE)
- Ensure you note down the EMD for each passenger (s) after issuing the EMD (s) You will need the EMD number(s) for when you check-in the passenger(s).

29. Select: **OK/PNR/CANCEL** to re-display the reservation (Reservation displays)
30. Enter **CTRL E (completely End the booking)**

CHECK-IN THE PASSENGER(S)

1. SELECT FLIGHTS> PSGR LIST: Search by Name (Last name)

On the Passenger details window

1. Select line 1 of the Passenger List
2. Select CHECK IN

see Figure 100 Passenger list (next page)

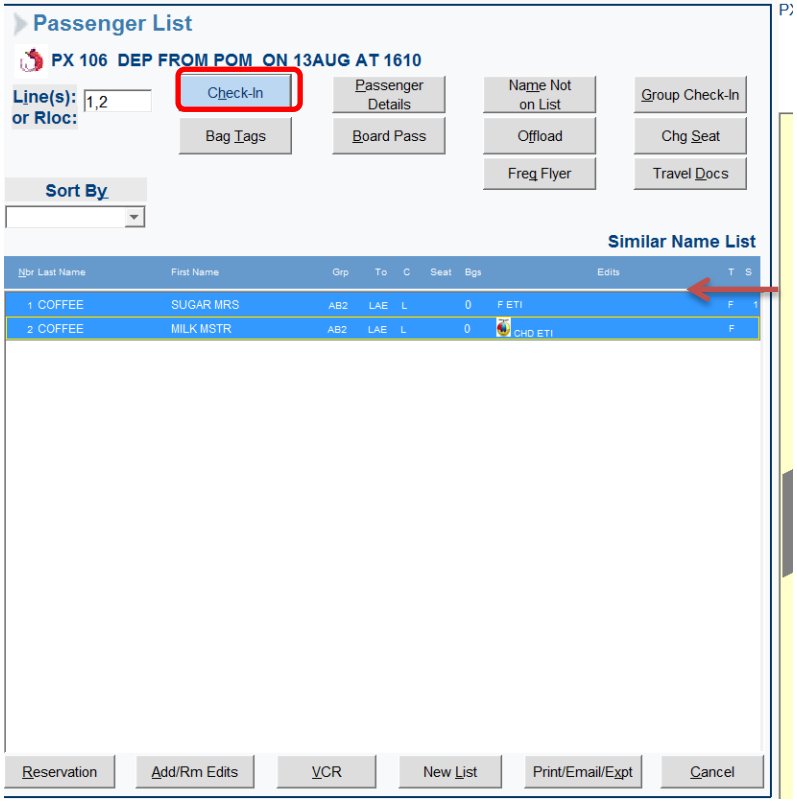
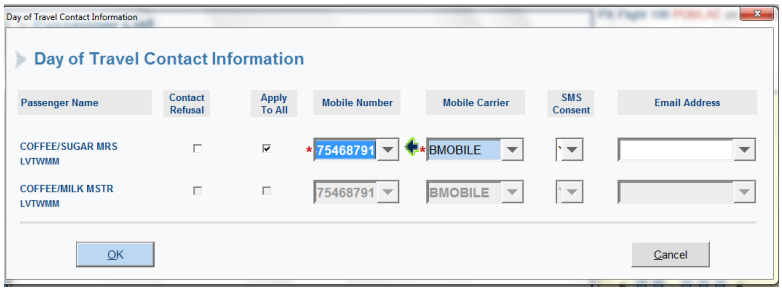
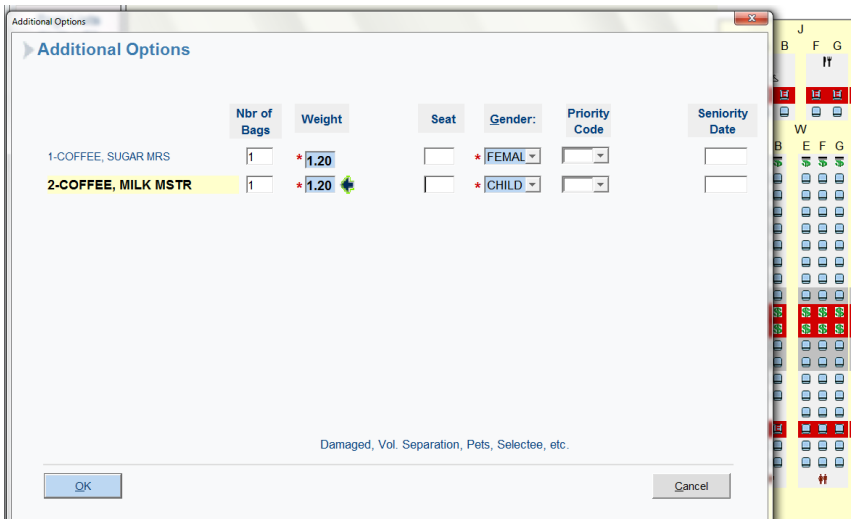


Figure 100 Passenger list

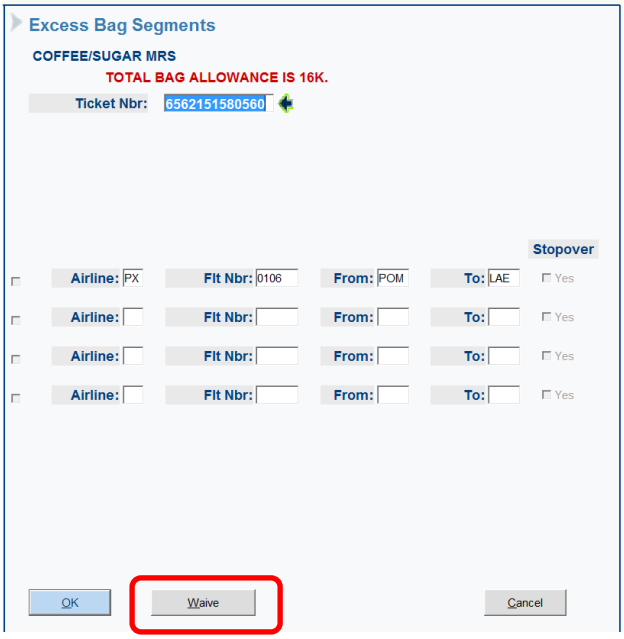
3. Select required fields >Select OK



4. Enter Nbr of Bags > Enter Weight
5. Select OK

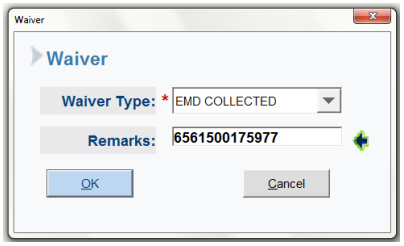


Excess Bag Segment screen displays



6. Select WAIVE

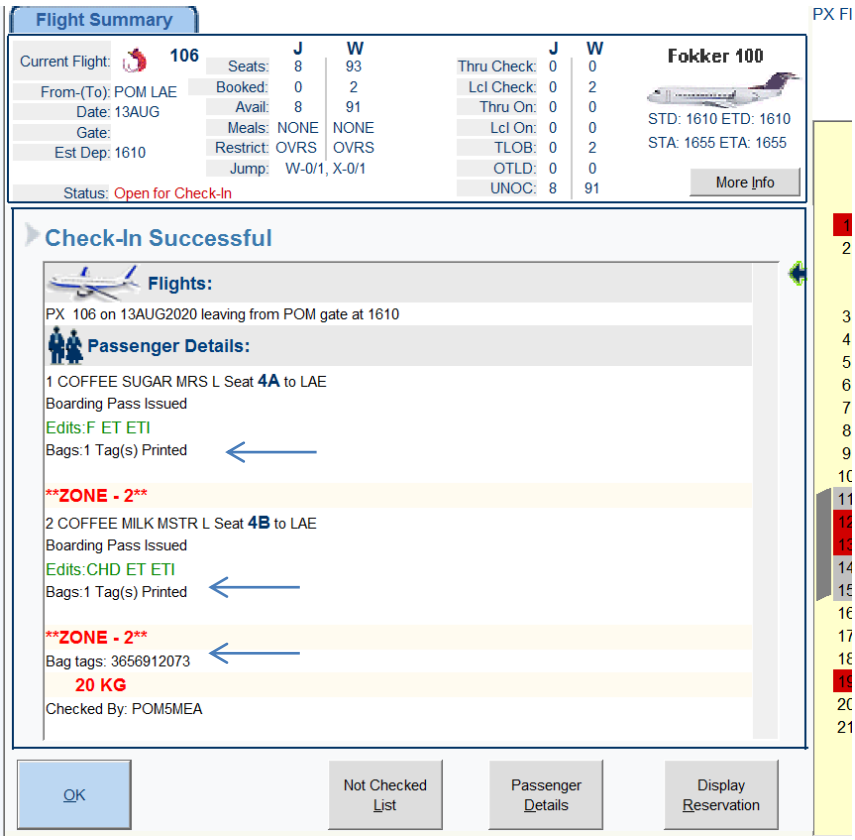
Waive screen displays



7. Select **Waiver Type**: drop down menu > Select **EMD collected**
8. **Remarks**: Enter EMD number referenced to the correct E-ticket number

Note: Ensure you note down the EMD for each passenger (s) after issuing the EMD (s)

Sabre response:

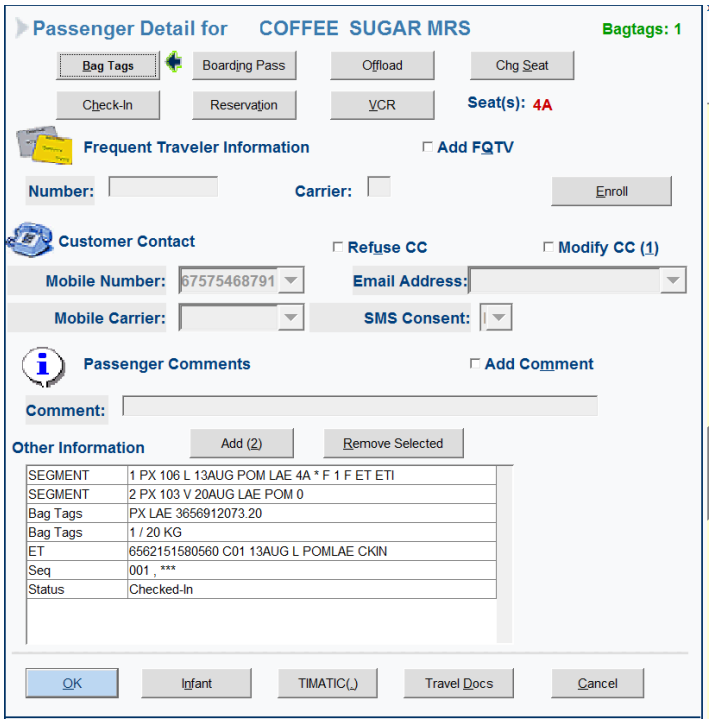


9. Select OK
    - Take note of the bag tag numbers

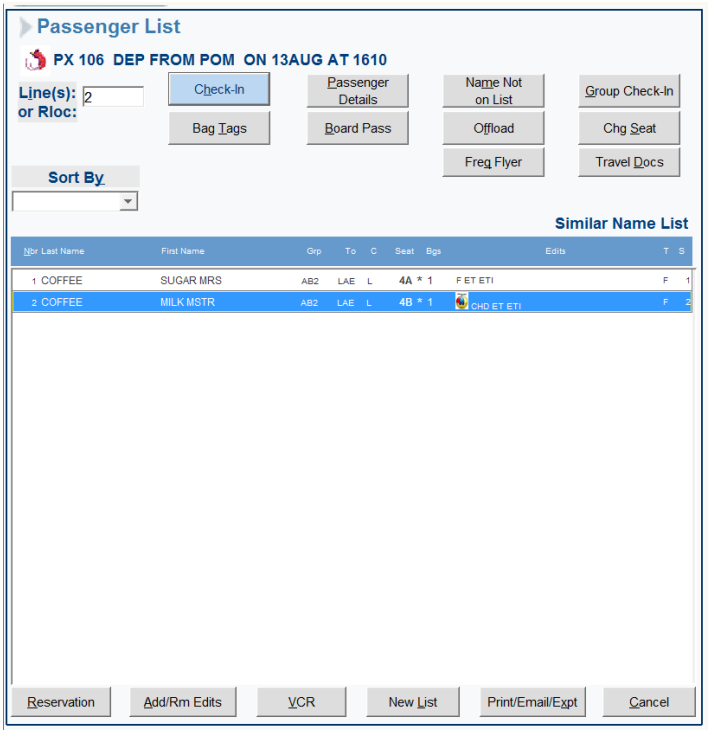
Sabre response:

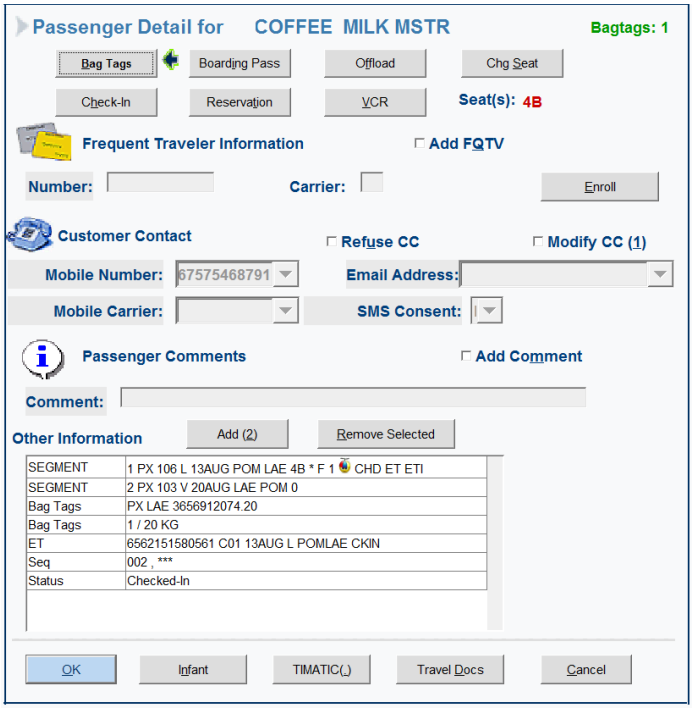
View the PASSENGER DETAILS for each passenger

Adult passenge 1.1



Child passenger 1.2



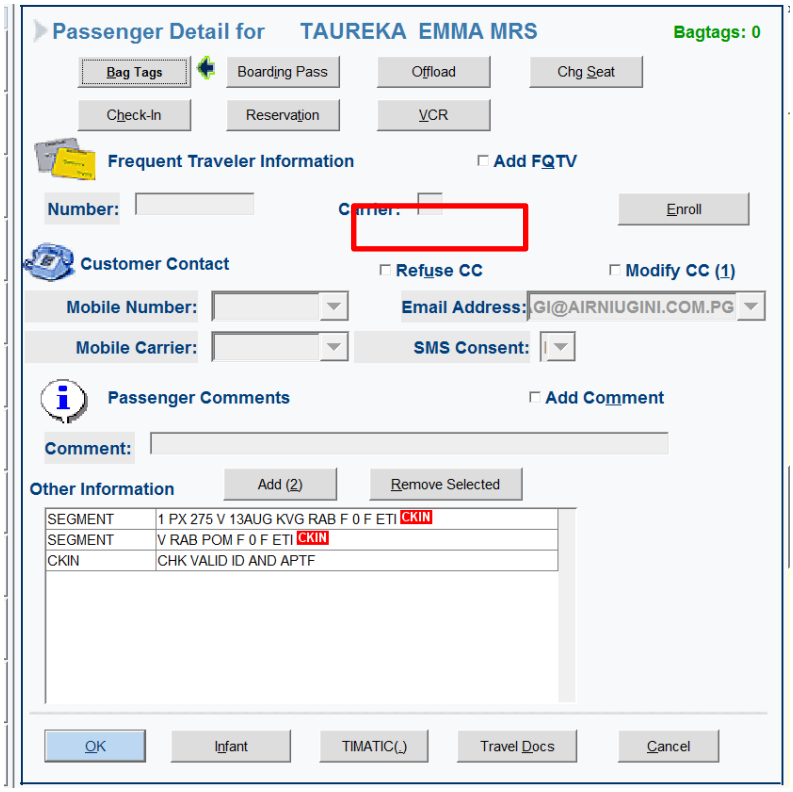


21.3 SCENARIO 3: CHECK-IN WITH INFANT

This scenario will demonstrate passenger check-in with infant.

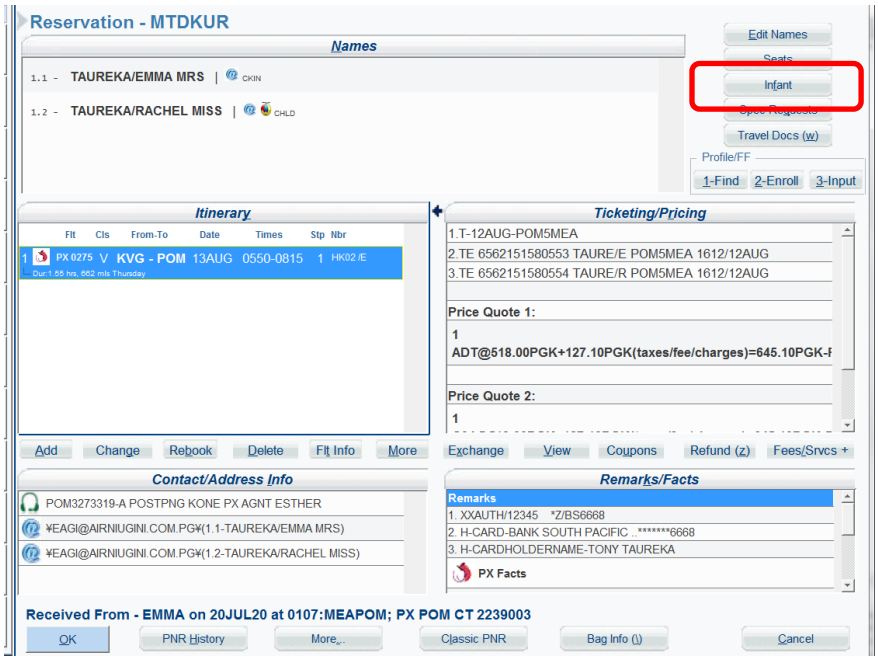
Passenger Mrs. Emma Taureka & child check in however is now travelling with an Infant. Infant ticket has not being purchased at Point of Sale.

1. On the Passenger Detail for Taureka Emma Mrs select RESERVATION



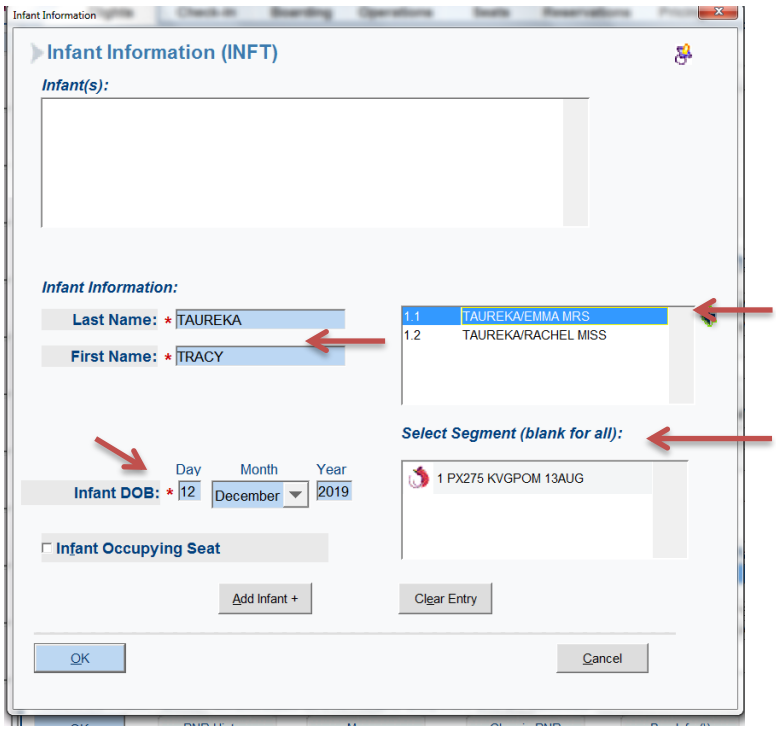
The reservation displays

Note: ensure to view all information on the reservation



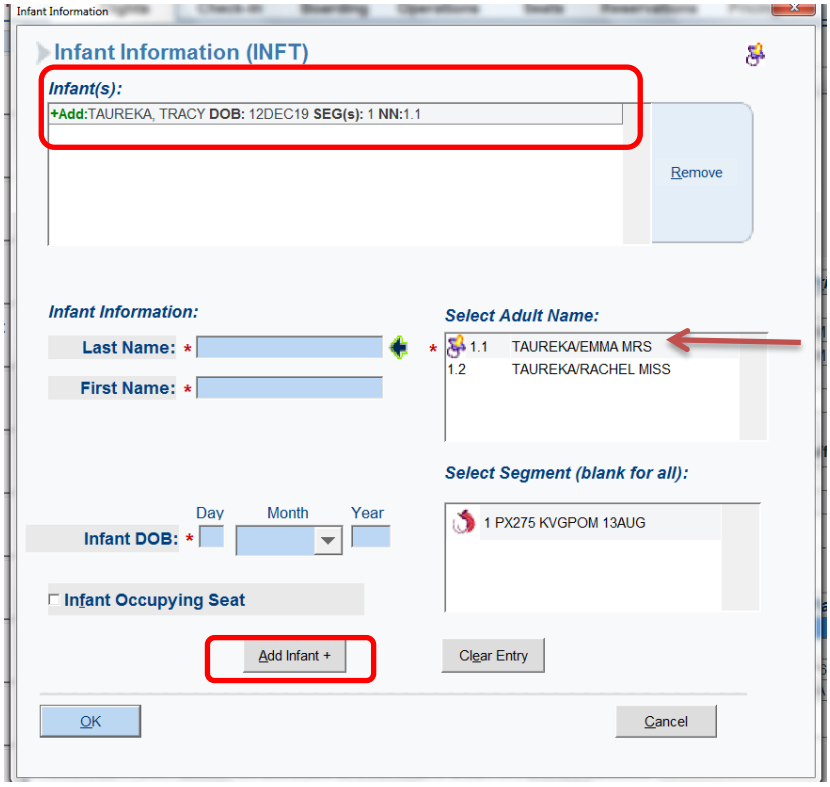
2. On the reservation display select the INFANT button

Infant pop up window displays



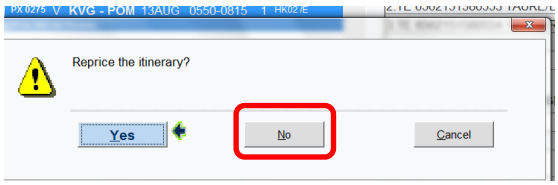
3. Enter the Infant information
    - Last name
    - First name
    - Associate to adult
    - Data of birth (DD/MM/YYYY)

Select segment (if all segments leave blank)



4. Select Add Infant > select OK

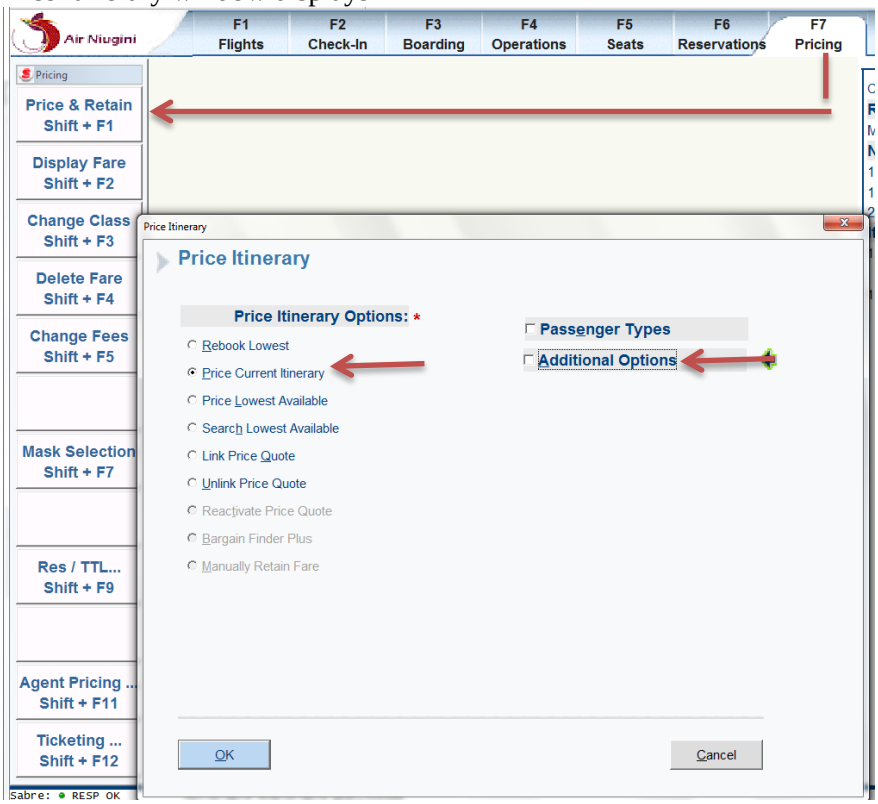
Infant information is updated at the top of the pop up window
Notes: Infant's pacifier indicates the infant is associated to the adult passenger



Reprice the itinerary popup window displays

5. Select NO
6. Select PRICING main tab
7. Select PRICE & RETAIN

Price Itinerary window displays



8. Select PRICE CURRENT ITINERARY
9. Select ADDITIONAL OPTIONS

Additional Pricing Options screen displays

10. Select NAME SELECTION
    Select NAME(S) screen displays
11. Highlight Infant name See Figure 101 (Next page)

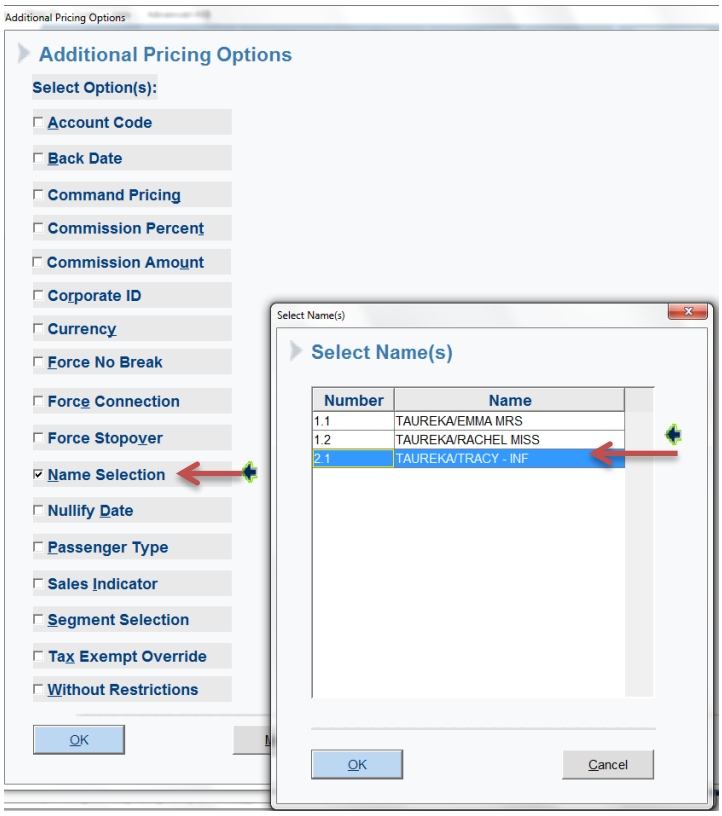


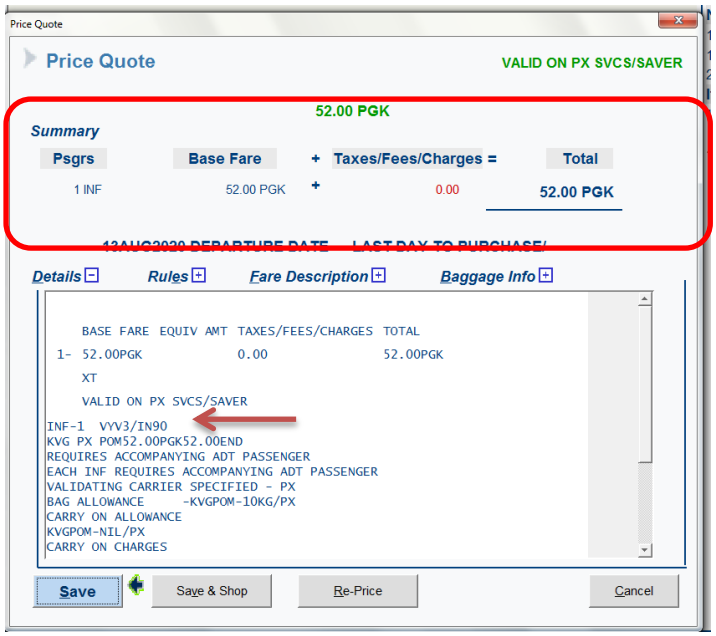
Figure 101

12. Select OK on the Select Name(s) screen
13. Select OK on the Additional Pricing Options screen

Sabre displays the **PRICE ITINERARY** window

14. Select OK

PRICE QUOTE window displays



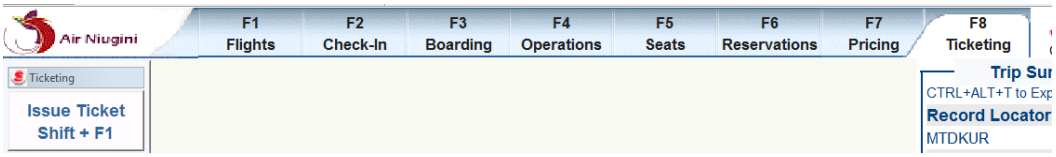
15. Select SAVE

Sabre response:

16. Depress **CTRL E** on the keyboard
17. Enter Received from box (Name of the passenger adding the infant)
18. Select Redisplay PNR
19. Select OK

Reservation redisplays with infant Price quote in the TICKETING/PRICING field of the reservation

TICKET ISSUANCE FOR INFANT

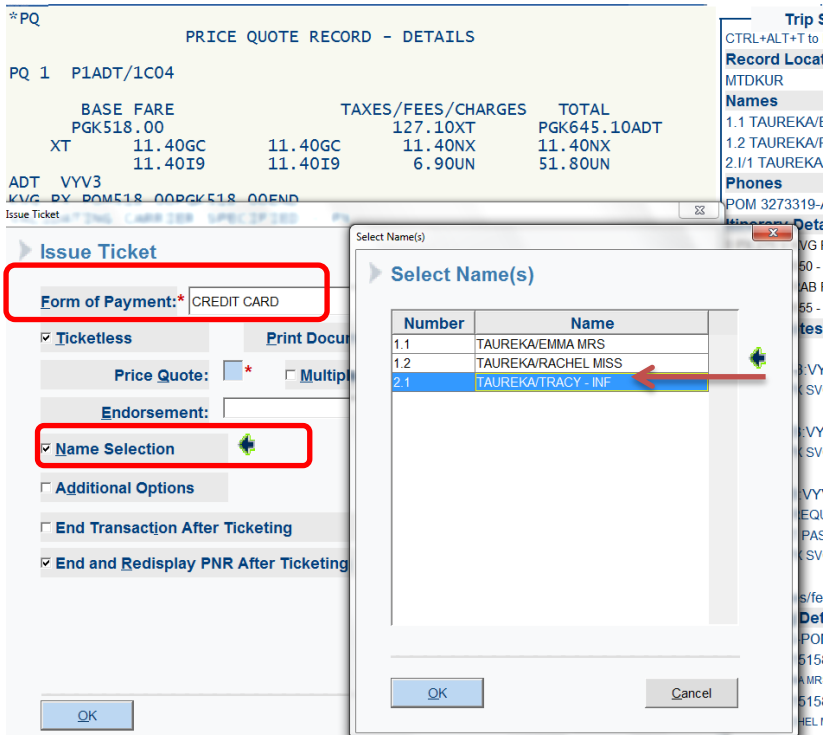


20. Select TICKETING (main tab)
21. Select ISSUE TICKET (sub tab)

Ticketing Options window displays

22. Select ISSUE TICKETS

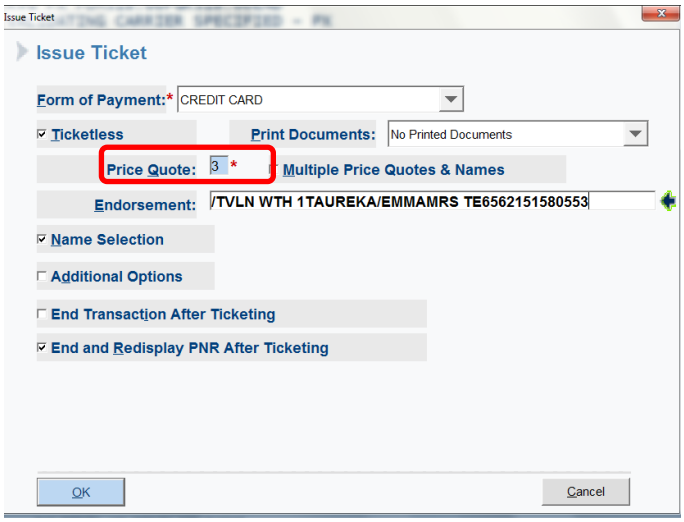
Issue Ticketin window displays



23. Select FORM OF PAYMENT dropdown menu > Select CREDIT CARD
24. Select NAME SELECTION option

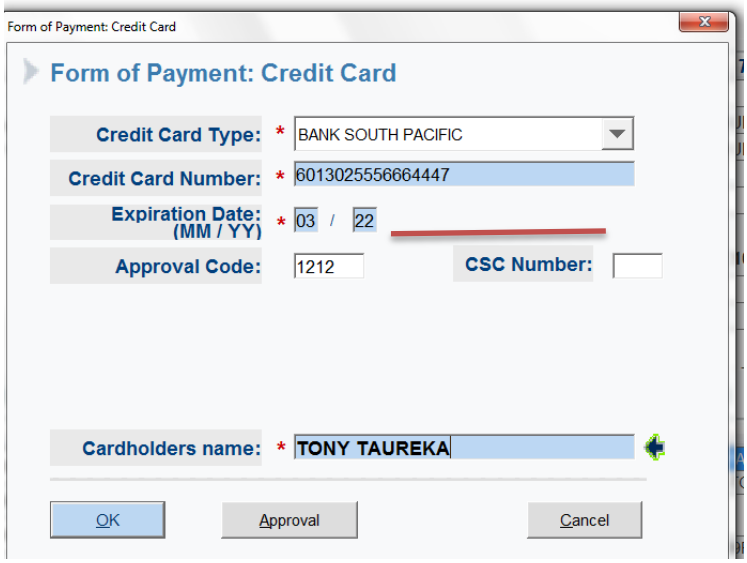
Select Name(s) window displays

25. Highlight infants name > Select OK
26. Select OK on the ISSUE TICKET window



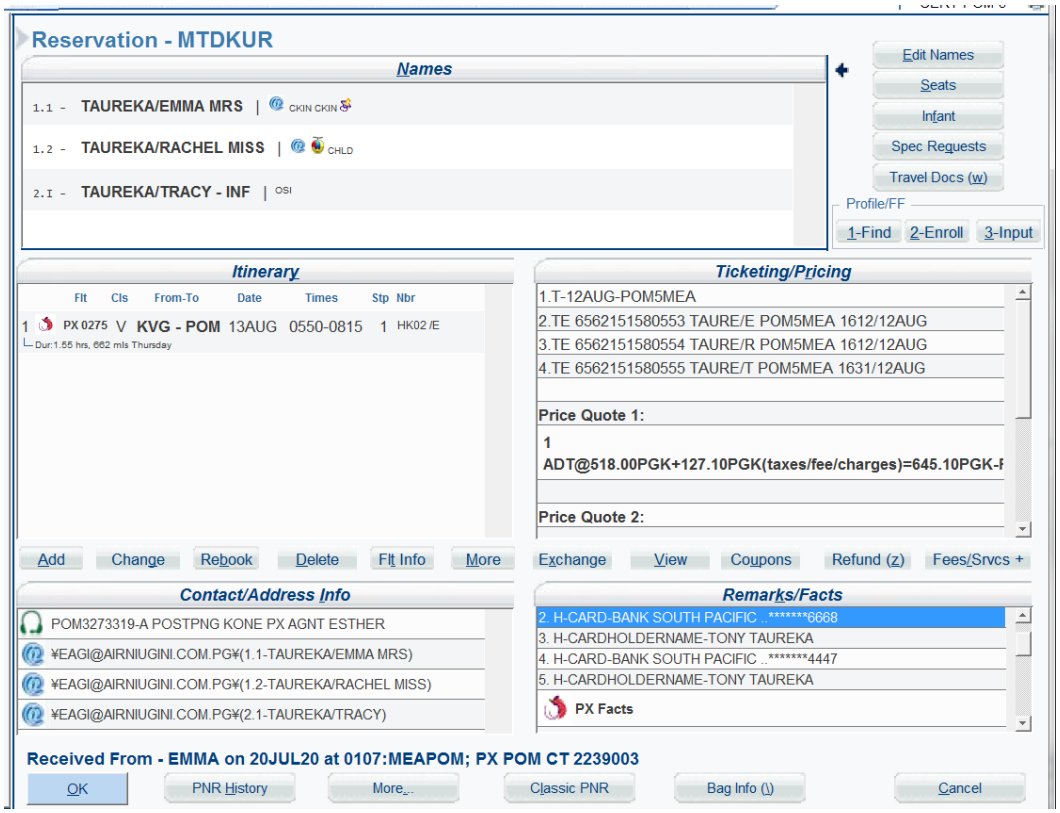
Noted: Price quote for the infant auto populates

27. Enter card details

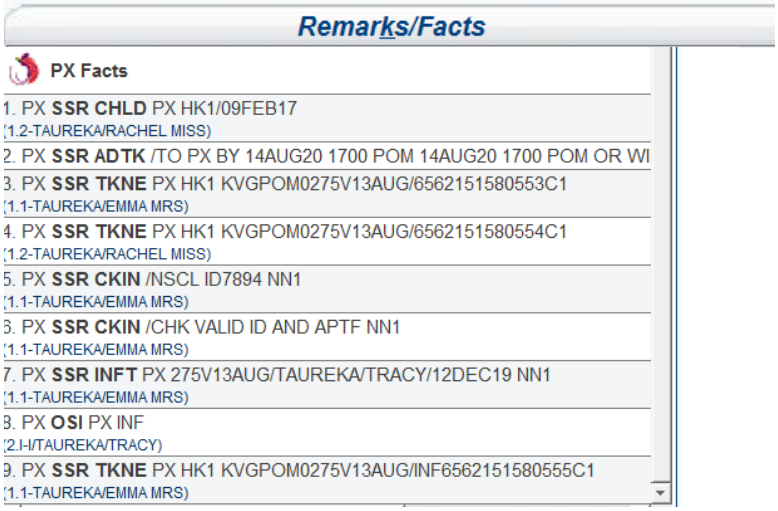


28. Select OK

Reservation displays

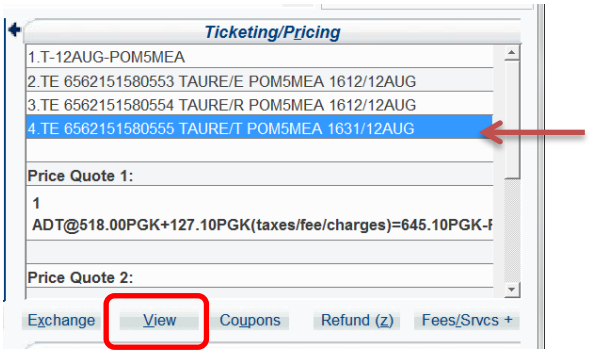


Take note of the card approval and SSR/OSI infant information in the Remarks/Facts field of the reservation

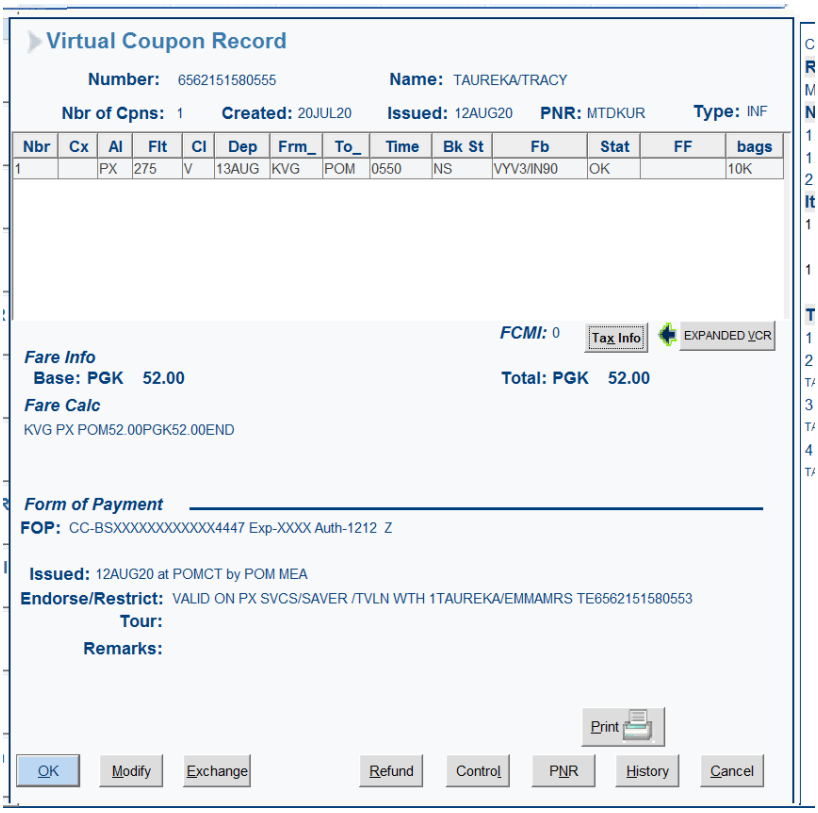


View the infant E-ticket

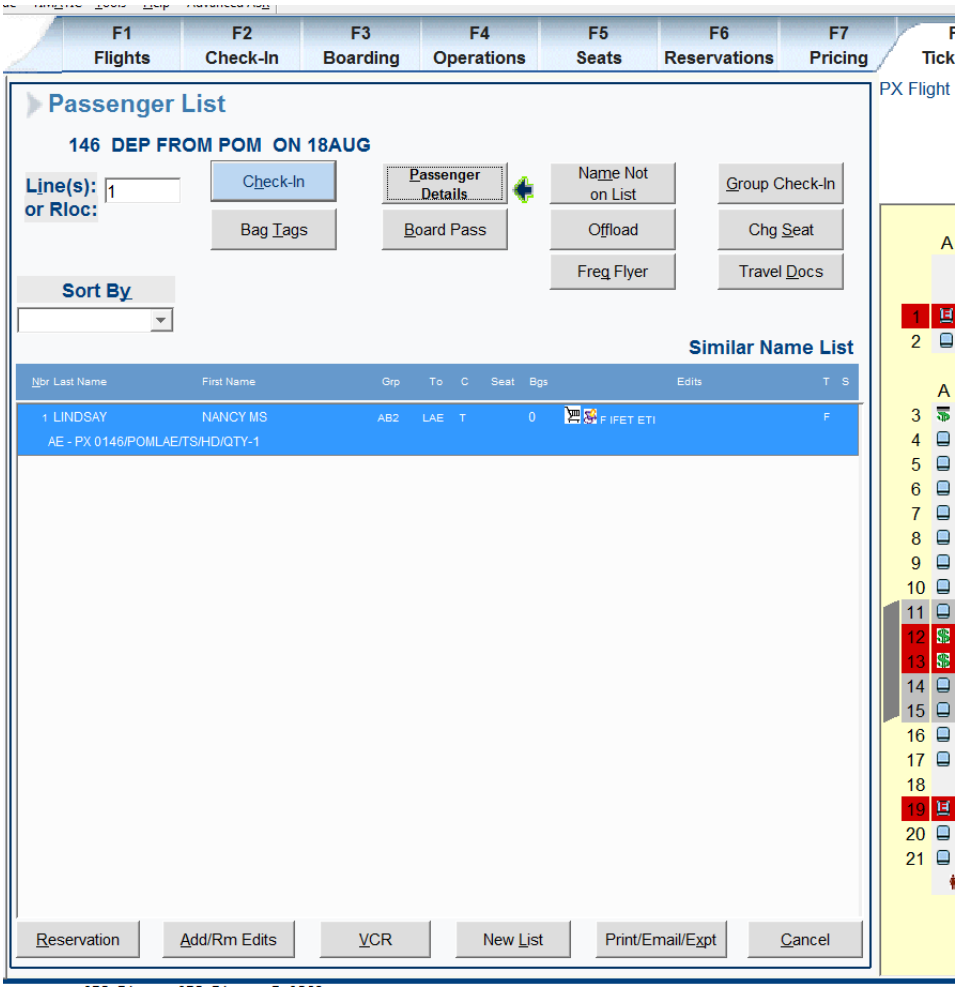
29. Highlight infant ticket and Select VIEW

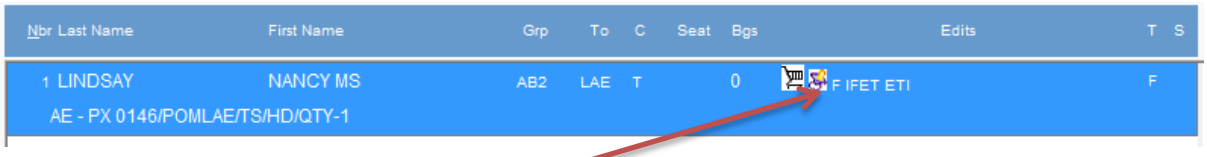


INFANT VCR is displayed



30. Select CANCEL to return to the Check in Passenge List window





On the Passenger List notice the infant pacifier

Now you can complete the Check in process

22 EMD DISASSOCIATION

When do I disassociate an EMD-A coupon from an E-ticket flight coupon?

Before you check in the passenger and at the time when the passenger requests that he/she will no longer be travelling with the associated ancillary.
E.G. Prepaid seats, prepaid baggage
Ensure to adv the customer, EMD is valid for 1 year from the date of issue and the ancillary is non-refundable and non-exchangeable.
Refer customer back to concerned Sales office, so that passenger is able to use for the same route.

Steps on how to disassociate, see below

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

CHECK LIST

Before checking in a passenger:

- Check if an EMD has being issued for the passenger/s at Point of Sale
- Is there an Electronic ticket issued for the itinerary?
- Can you find the required ancillary from the PNR?
- Check the type of EMD issued whether it is a Standalone or Associated EMD
- Is the ancillary item confirmed and with a fully paid status (HI)?
- Ensure FOID is valid and presented

SCENARIO – EMD AND VCR DISASSOCIATION AT COUPON LEVEL

Passenger checks-in PX100 POMLAE 13FEB and passenger list indicates that he/she has purchased ancillary for baggage. EMD-A issued at Point of Sale.

Re-confirm with passenger wether he/she will be travelling with excess baggage paid at the Sales office.

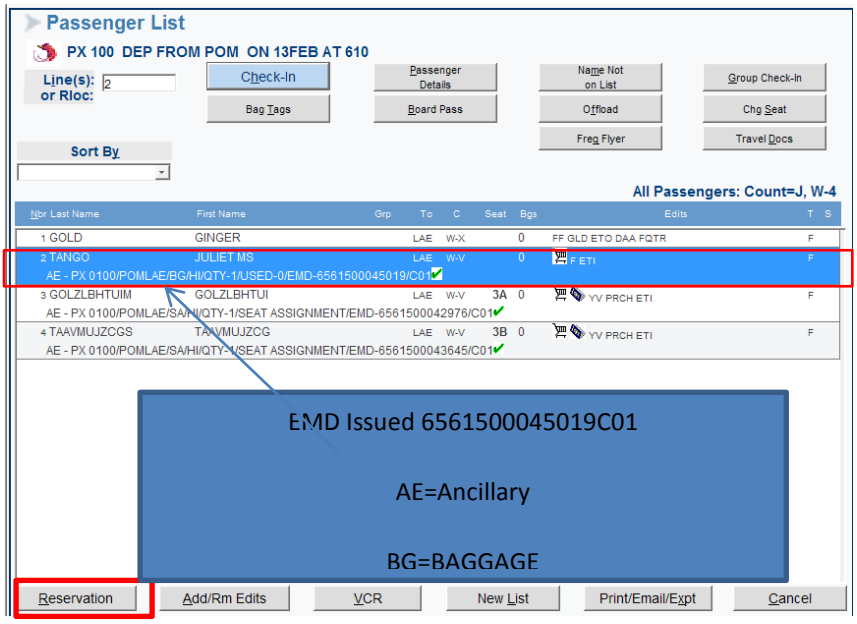
Where passenger decides he/she will NOT carry any excess baggage (Prepaid baggage) and will cancel, do the needful in order to disassociate the required EMD coupon from the valid E-ticket coupon.

Retrieve **PASSENGER LIST**

Identify passenger name and any relevant information, such as SSR, EMD, OSI, REMARKS

Passenger list displays.

Since passenger has purchased prepaid baggage at Point of Sale, you will now dissociate the EMD coupon 1 from the VCR coupon 1

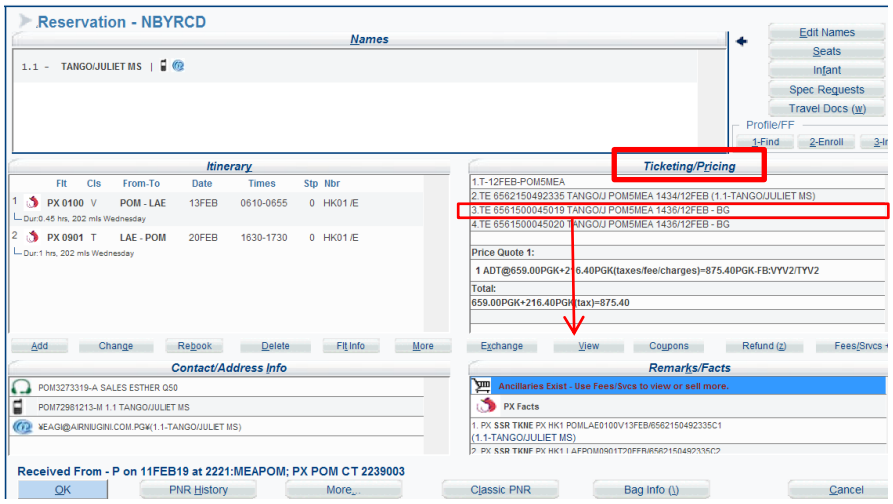


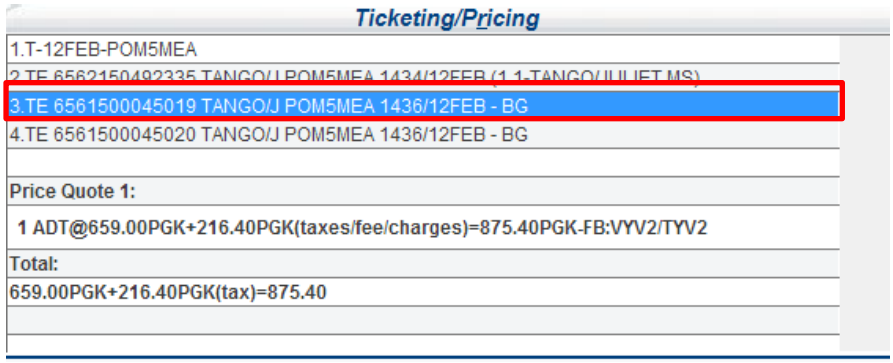
Select **RESERVATIONS** button

Sabre takes you to the Reservation display

On the reservation display, the **TICKETING/PRICING** field will indicate the E-ticket and EMD issued.

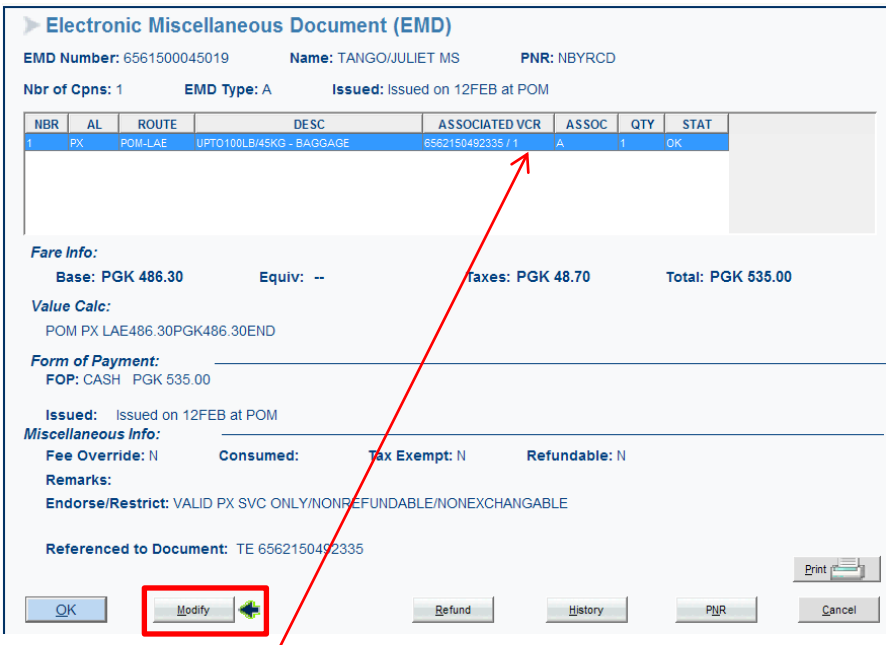
Since passenger is travelling POMLAE select line number 3. See below





Select **VIEW** on the **PRICING/TICKETING** tab

EMD receipt is displays



The Association status displays A and associated to a VCR

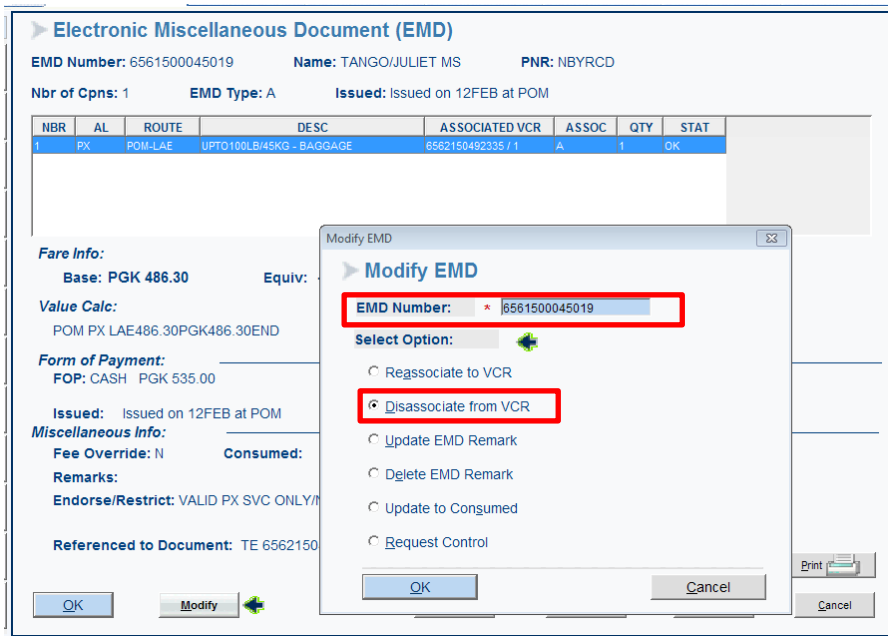
You will now disassociate the EMD coupon 1 POMLAE from the VCR coupon 1 POMLAE

Select MODIFY button at the bottom of the EMD display

Modify EMD window displays

EMD number is auto populated- Select Disassociate from VCR

Select OK

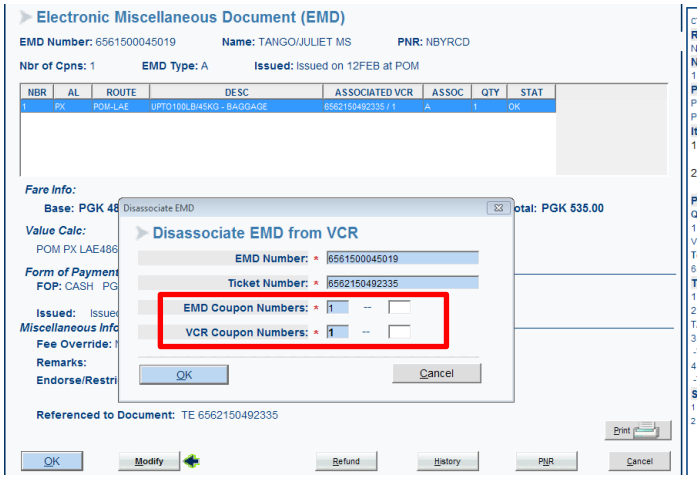


Disassociate EMD FROM VCR window displays

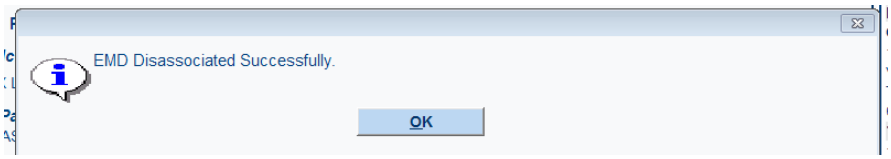
EMD Number and Ticket number auto populate

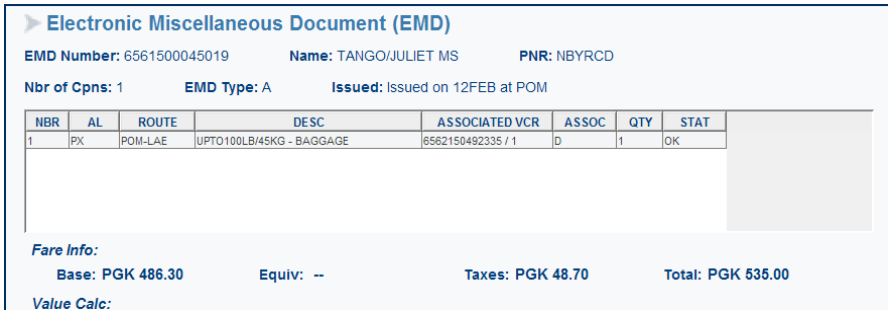
Enter EMD Coupon number/s and VCR Coupon number/s

Select OK



Sabre response with below message;- Select OK



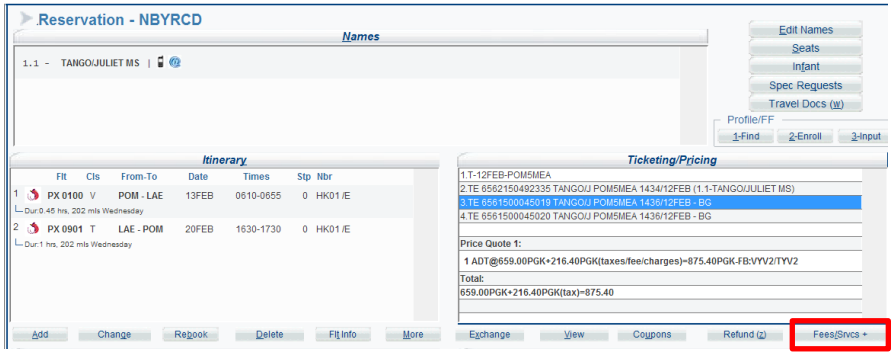


Select HISTORY button at the bottom of the EMD display

EMD display window displays

See the history with the entry of disassociating the EMD coupon and VCR coupon and the OAC,time/date the transaction took place.

On the EMD display, select PNR/OK to return to the reservation display



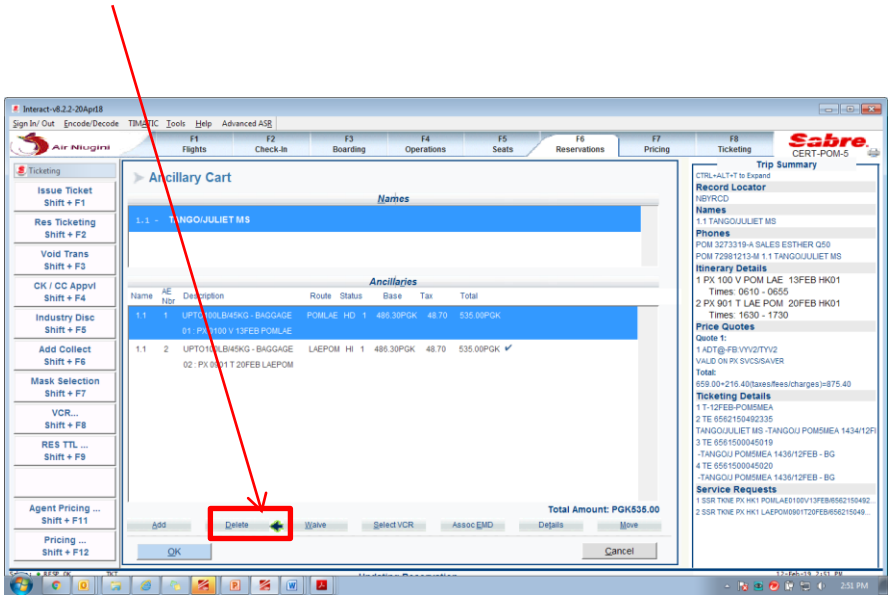
Select FEES/SVCS on the TICKETING/PRICING field

Sabre takes you to the Ancillary Cart.

Ancillary cart is displayed. You will notice the ancillary (AE 1) prepaid baggage POMLAE has status indicated at HD. This is because the EMD cpn1 and VCR cpn1 have being disassociated.

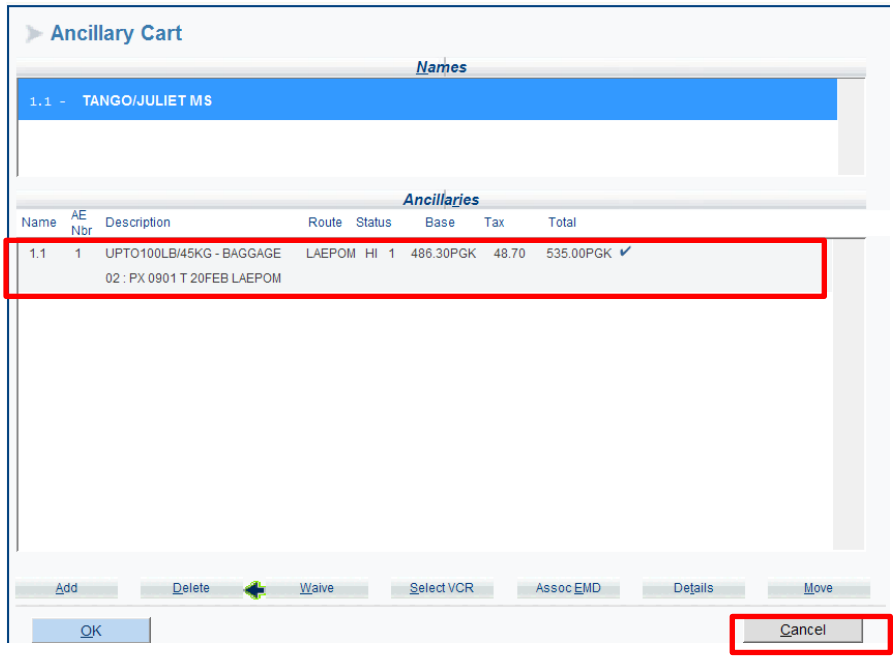
As this ancillary is not required by the passenger, we will now delete the said ancillary from the cart.

Select DELETE



You will now notice that AE 1 (Ancillary 1) has been removed from the cart. Only coupon 2 of the EMD remains.

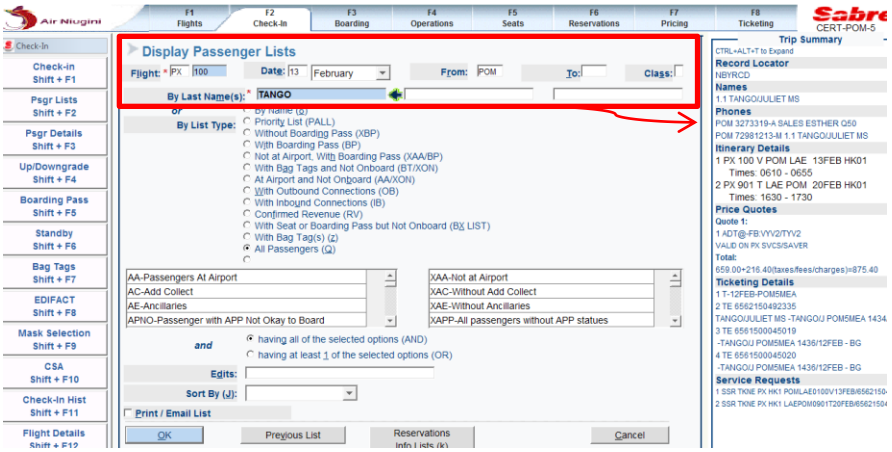
Select CANCEL



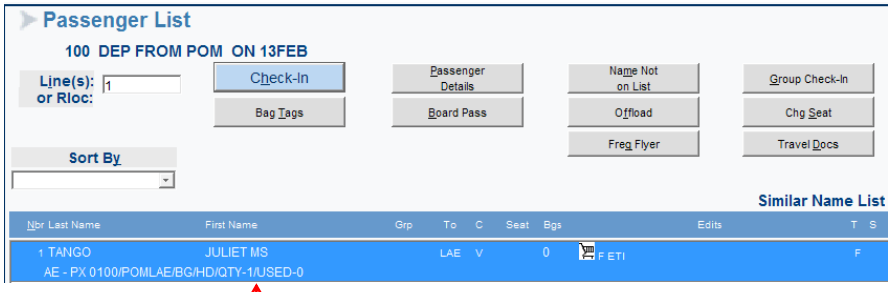
Select CHECK-IN tab, sub tab – PSGR LISTS

Enter required information and enter BY LAST NAME(S)

Select OK



AFTER YOU DISASSOCIATED



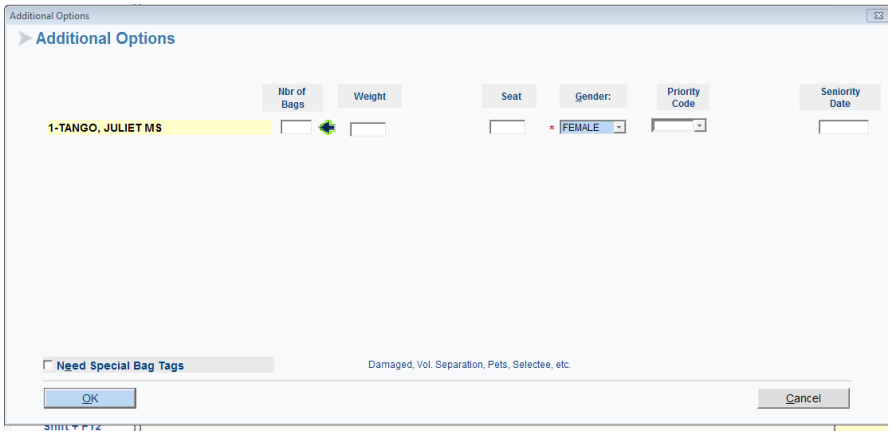
EMD has being Disassociated

BEFORE YOU DISASSOCIATED

EMD Associated

Notice the difference at the time you displayed the passenger list and after you have disassociated.

You can now check in the passenger and complete process.



23 APPENDIX I - AIR NIUGINI CENTRAL RESERVATIONS CONTROL (CRC) CONTACTS

The information grid below will guide you to contact the team responsible on issues pertaining to operational disruptions and Sabre PSS (Passenger Services Systems) applications.

Support Group	Operating Hours	Contact Details		Business Nature
CRC Commercial (1st Level Helpdesk)	0400-2100 daily	Internal	3628	IROPS (Irregular OPS)
		Direct	3273 628	Adhoc Schedules
		International	(+675) 3273 628	Charter Schedules
				Passenger reaccomodation
				Queue Management
				GDS Support
		E-Mail	psshelpdesk@airniugini.com.pg	Codeshare support
CRC Operations (1st Level Helpdesk)	0400-2100 daily	Internal	3780	E-Ticket Queries
		Direct	3273 780	IET Queries
				IBE Queries
		International	(+675) 3273 780	Queue Management
		E-Mail	psshelpdesk@airniugini.com.pg	EMD Queries
Traffic Systems and Compliance (Departure Control Systems)	0800-1700 (Mon-Fri)	Internal	3846	SSCI (Check-in System)
		Direct	3273 846	Load Manager
		International	(+675) 3273 846	
		E-Mail	POMTSPX@airniugini.com.pg POMTZPX@airniugini.com.pg	

IMPORTANT NOTICE: CRC group mail address (crc@airniugini.com.pg) includes both RES and DCS specialist team and will only respond to you after the issue is logged with PSS Helpdesk.

24 APPENDIX II- QUICK REFERENCE GUIDE – SABRE INTERACT RESERVATION/PNR (PASSENGER NAME RECORD) HISTORY CODES

THE FOLLOWING IS A PARTIAL LIST OF ACTION CODES AND THEIR MEANINGS AS THEY APPEAR IN THE PNR HISTORY:

XS - CANCELLED SEGMENT
AS - ADDED SEGMENT
MS - MODIFIED SEGMENT
SC - SCHEDULE CHANGE/SEGMENT CHANGE

X8 - CANCELLED TIME LIMIT
A8 - ADDED TIME LIMIT ¥
X7 - CANCELLED TICKETING FIELD
A7 - ADDED TICKETING FIELD
AT - ACTUAL TICKET

XW - CANCELLED PASSENGER ADDRESS
AW - ADD PASSENGER ADDRESS

X4O - CANCELLED HOST OSI
A4O - ADDED HOST OSI

X4S - CANCELLED HOST SSR
A4S - ADDED HOST SSR

X3S - CANCELLED OA SSR
A3S - ADDED OA SSR

X3O - CANCELLED OA OSI
A3O - ADDED OA OSI ¥
XN - CANCELLED NAME
AN - ADDED NAME

X4G* - CANCELLED PRE-RESERVED SEATS
(BOARDING PASS ISSUED)
X4G - CANCELLED PRE-RESERVED SEATS
(NO BOARDING PASS ISSUED)
A4G - ADDED PRE-RESERVED SEATS
M4G - MODIFIED PRE-RESERVED SEATS

AFF - ADDED FREQUENT TRAVELER FIELD NUMBER
XFF - CANCELLED/CHANGED FREQUENT TRAVELER NUMBER FIELD

AFT - ADDED FREQUENT TRAVELER UPGRADE FIELD
INFORMATION
XFT - CANCELLED/CHANGED FREQUENT TRAVELER
UPGRADE FIELD INFORMATION ¥
X5H - CANCELLED HISTORICAL REMARK

A5H - ADDED HISTORICAL REMARK

X5F - CANCELLED FORM-OF-PAYMENT REMARK
A5F - ADDED FORM-OF-PAYMENT REMARK

X9 - CANCELLED/CHANGE PHONE NUMBER
A9 - ADDED PHONE NUMBER

R- - RECEIVED FROM FIELD

ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) FIELDS:

AAX - ADDED EMD ITEM
UAX - UPDATED EMD ITEM
XAX - DELETED EMD ITEM

NOTES:

*- IF A PNR HAS HISTORY, AN ..H.. WILL APPEAR IMMEDIATELY FOLLOWING THE PNR RECORD LOCATOR IN THE SIGNATURE LINE OF THE PNR.

*- PNR HISTORY IS STORED WITH THE MOST CURRENT CHANGES APPEARING AT THE TOP OF THE DISPLAY.

*- THE TIME/DATE STAMP (SIGNATURE LINE) FOR EACH ITEM IN PNR HISTORY REFLECTS SABRE ¥
CENTRAL PROCESSING TIME (IN THE U.S. ¥
CENTRAL TIME ZONE).

*- WHEN AN * (ASTERISK) DISPLAYS NEXT TO A CANCELLED FACTS ITEM, THIS INDICATES THAT THE FACTS ITEM WAS CANCELLED INDIRECTLY - BECAUSE THE ASSOCIATED PASSENGER NAME WAS DELETED.

*- PNR ITINERARY HISTORY REFLECTS BOTH THE EFFECTIVE DATE OF A SCHEDULE CHANGE AND THE DATE THAT THE SCHEDULE CHANGE WAS RUN.
EXAMPLE:
R-SC.REAC.E01AUG12 22JUL12

01AUG12 = THE DATE THE SCHEDULE CHANGE
BECAME EFFECTIVE
22JUL12 = THE DATE THE SCHEDULE CHANGE
WAS RUN