



**Air Niugini Ltd**

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**SABRE RESERVATIONS & TICKETING  
TRAINING HANDBOOK**

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**SABRE INTERACT AIRPORT**

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Sales Training

8/3/2020

## **TABLE OF CONTENTS**

<b>1</b>	<b>INTRODUCTION - RES AND TICKETING HANDBOOK - AIRPORT .....</b>	<b>4</b>
	<b>OBJECTIVE .....</b>	<b>5</b>
<b>2</b>	<b>RESERVATIONS .....</b>	<b>6</b>
<b>2.1</b>	<b>Navigation.....</b>	<b>6</b>
<b>2.2</b>	<b>Sine In / Sign Out .....</b>	<b>7</b>
<b>2.3</b>	<b>SIGN-IN AND SIGN-OUT.....</b>	<b>9</b>
<b>2.4</b>	<b>PASSCODE GUIDELINES .....</b>	<b>9</b>
<b>2.5</b>	<b>SET UP A PIN NUMBER .....</b>	<b>13</b>
<b>2.6</b>	<b>DISPLAY SIGN-IN MESSAGE.....</b>	<b>14</b>
<b>2.7</b>	<b>Encode / Decode .....</b>	<b>14</b>
<b>2.8</b>	<b>TAXES .....</b>	<b>16</b>
<b>3</b>	<b>TIMATIC.....</b>	<b>16</b>
<b>4</b>	<b>TOOLS.....</b>	<b>17</b>
<b>4.1</b>	<b>CITY TIME/ELAPSED TIME.....</b>	<b>18</b>
<b>4.2</b>	<b>MINIMUM CONNECT TIMES.....</b>	<b>19</b>
<b>4.3</b>	<b>HELP.....</b>	<b>20</b>
<b>5</b>	<b>ACCESS THE HELP MENU .....</b>	<b>20</b>
<b>6</b>	<b>PASSENGER NAME RECORD (PNR) .....</b>	<b>22</b>
<b>7</b>	<b>BASIC RESERVATION .....</b>	<b>22</b>
<b>7.1</b>	<b>NEW RESERVATION – WORK FLOW EXAMPLE.....</b>	<b>23</b>
<b>7.2</b>	<b>RESERVATION WITH MULTIPLE PASSENGER TYPES .....</b>	<b>28</b>

<b>8</b>	<b>PRICE QUOTE RECORDS .....</b>	<b>36</b>
<b>8.1</b>	<b>Price Options: Passenger Type .....</b>	<b>40</b>
<b>8.2</b>	<b>Additional Options.....</b>	<b>40</b>
<b>8.3</b>	<b>MORE OPTIONS radio button.....</b>	<b>41</b>
	<b>MORE PRICING OPTIONS.....</b>	<b>41</b>
<b>8.4</b>	<b>DISPLAYING A PRICE QUOTE.....</b>	<b>43</b>
<b>9</b>	<b>TICKETING .....</b>	<b>44</b>
	<b>Interact Airport - Ticketing Tabs &amp; Labels.....</b>	<b>44</b>
<b>9.1</b>	<b>ISSUING AN ELECTRONIC TICKET .....</b>	<b>44</b>
<b>10</b>	<b>PROCESS FLOW - CREDIT CARD- .....</b>	<b>45</b>
<b>11</b>	<b>VOID TRANSACTION.....</b>	<b>47</b>
<b>12</b>	<b>ISSUE TICKET BY TYPE .....</b>	<b>49</b>
<b>13</b>	<b>VCR - VIRTUAL COUPON RECORD.....</b>	<b>50</b>
<b>13.1</b>	<b>DISPLAY VCR .....</b>	<b>51</b>
<b>13.2</b>	<b>SEARCH FOR A VCR.....</b>	<b>52</b>
<b>13.3</b>	<b>MODIFY VCR.....</b>	<b>53</b>
<b>14</b>	<b>REASSOCIATE - VCR TO PNR.....</b>	<b>57</b>
<b>15</b>	<b>DISPLAY HISTORY - PNR/VCR/EMD.....</b>	<b>59</b>
<b>15.1</b>	<b>PNR History .....</b>	<b>59</b>
<b>15.2</b>	<b>VCR HISTORY .....</b>	<b>60</b>
<b>16</b>	<b>ELECTRONIC MISCELLANEOUS DOCUMENT – EMD.....</b>	<b>62</b>
<b>16.1</b>	<b>ANCILLARIES: ASSOCIATE TICKET.....</b>	<b>66</b>

<b>FORM OF PAYMENT SCREEN .....</b>	<b>67</b>
<b>1.1. TICKETING / PRICING FIELD.....</b>	<b>69</b>
<b>17 EMD-S STANDALONE.....</b>	<b>70</b>
<b>18 CONDITIONS OF EMD TO EMD EXCHANGES.....</b>	<b>73</b>
<b>19 EMD PURGE .....</b>	<b>74</b>
<b>20 PNR HISTORY – ANCILLARIES .....</b>	<b>74</b>
<b>20.1 The Action.....</b>	<b>76</b>
<b>21 SELLING ANCILLARIES AT CHECK-IN SCENARIOS.....</b>	<b>77</b>
<b>21.1 SCENARIO 1: CHECK-IN WITH FIRE ARM CHARGE – PURCHASED ANCILLARY .....</b>	<b>77</b>
<b>21.2 SCENARIO 2: CHECK-IN WITH EXCESS BAGGAGE AIRPORT CHARGE (EMD-S) – PURCHASED ANCILLARY AT CHECK-IN.....</b>	<b>86</b>
<b>21.3 SCENARIO 3: CHECK-IN WITH INFANT .....</b>	<b>104</b>
<b>22 EMD DISASSOCIATION.....</b>	<b>115</b>
<b>WHEN DO I DISASSOCIATE AN EMD-A COUPON FROM AN E-TICKET FLIGHT COUPON? .....</b>	<b>115</b>
<b>23 APPENDIX I - AIR NIUGINI CENTRAL RESERVATIONS CONTROL (CRC) CONTACTS .....</b>	<b>124</b>
<b>24 APPENDIX II- QUICK REFERENCE GUIDE – SABRE INTERACT RESERVATION/PNR (PASSENGER NAME RECORD) HISTORY CODES.....</b>	<b>125</b>

## 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 does not 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

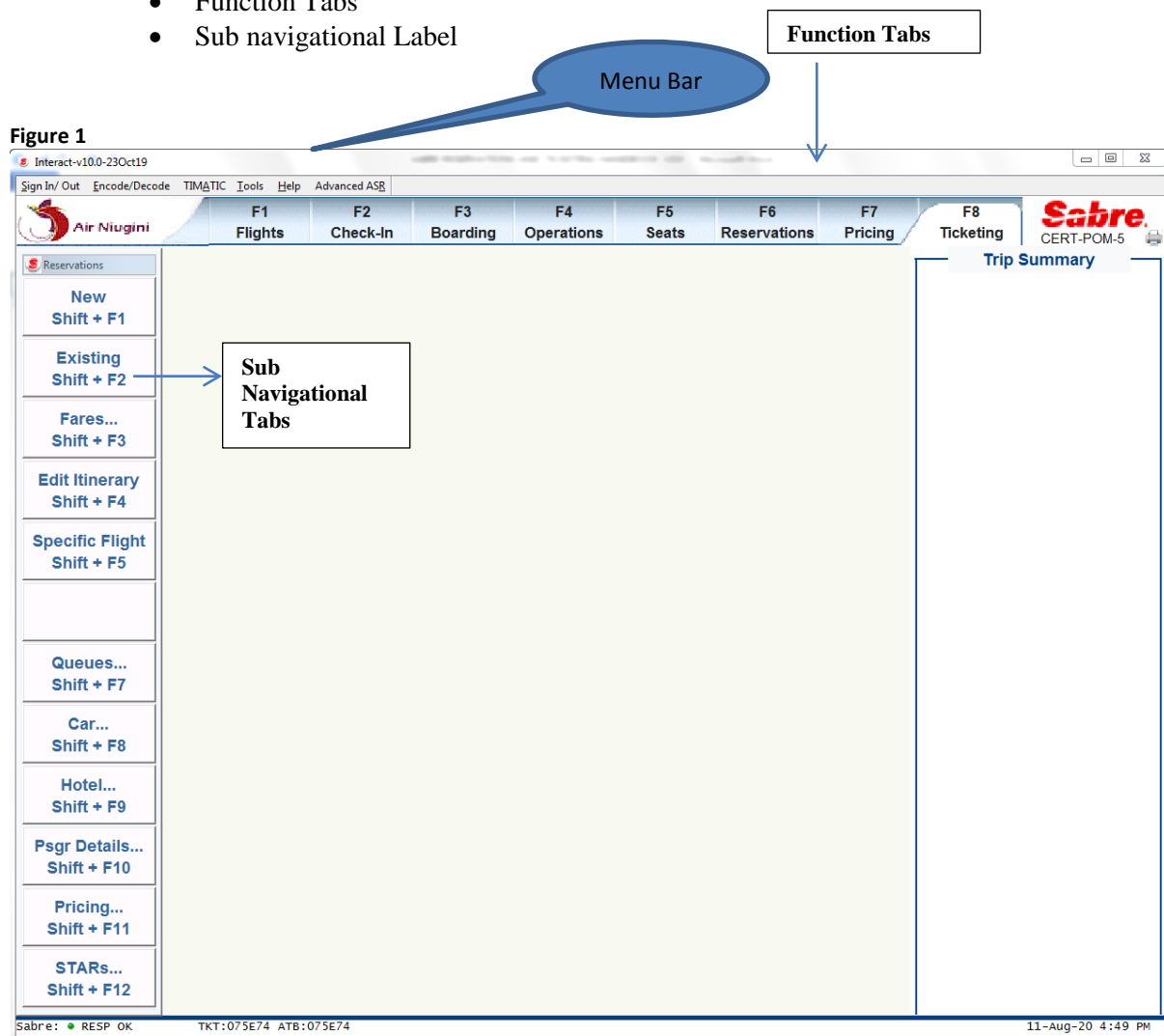
## 2 RESERVATIONS

### 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



- **Menu Bar**

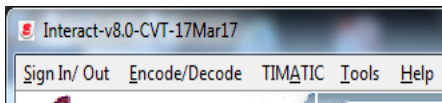


Figure 2

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.

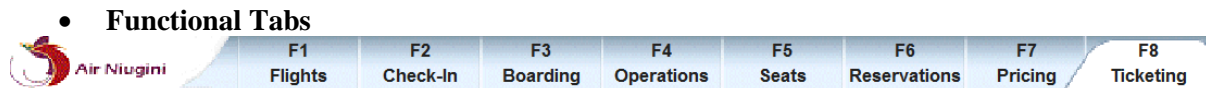


Figure 3

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

## 2.2 Sign In / Sign Out

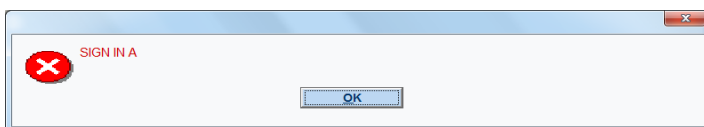


Figure 5

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



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

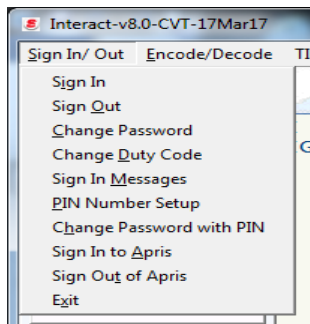


Figure 6

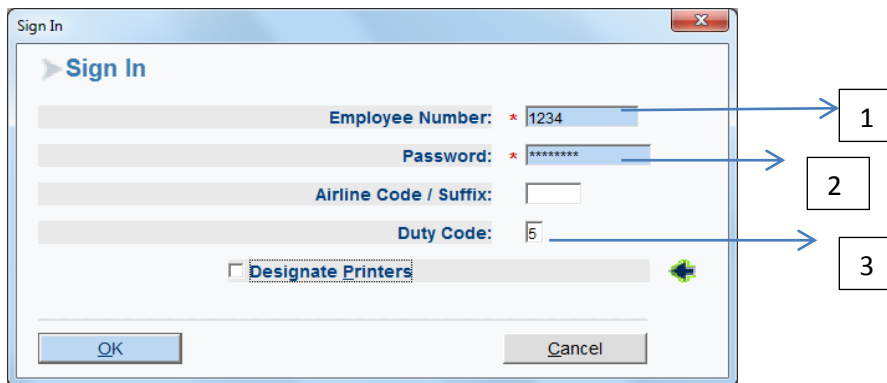


Figure 7

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.

<b>STEPS</b>	<b>EXPLANATION</b>
1	<b>RES</b> – Production Environment
2	<b>POM</b> – City
3	<b>8</b> – Duty Code

### **2.3 SIGN-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:

The screenshot shows a 'Sign In' dialog box with the following fields and callouts:

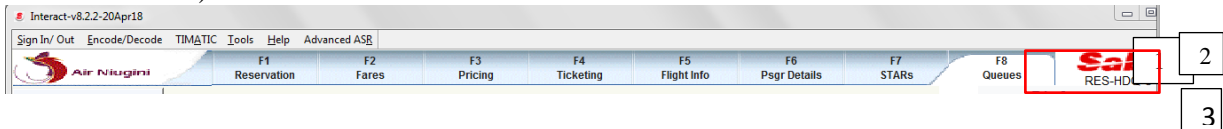
- Employee Number:** \* 1234 (Callout 1)
- Password:** \* \*\*\*\*\* (Callout 2)
- Airline Code / Suffix:** (Empty field)
- Duty Code:** 5 (Callout 3)
- Designate Printers** (with a green plus icon)
- OK** and **Cancel** buttons at the bottom.

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, ( <b>duty code-5</b> ) for reservations and ticketing
4	Designate Printers – you can only designate a printer by signing in with a <b>duty code 5</b>

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	<p><b>RES</b> – Current Environment</p> <p>Current environment</p> <ul style="list-style-type: none"> <li>• <b>RES</b> indicates the Production environment, the live system</li> <li>• <b>CERT</b> indicates the Certification environment, used for training purposes</li> <li>• <b>TSTS</b> indicates the Testing environment</li> </ul>
2	<p><b>HDQ</b> – City Currently assigned to city code</p> <p>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</p>
3	<p><b>8</b> – Duty Code</p> <p>Currently assigned duty code</p> <p>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</p>

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.

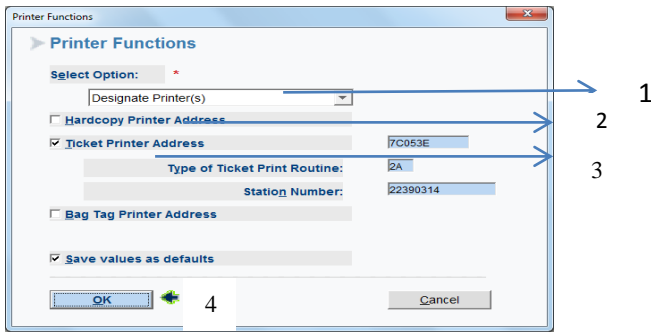


Figure 10

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.

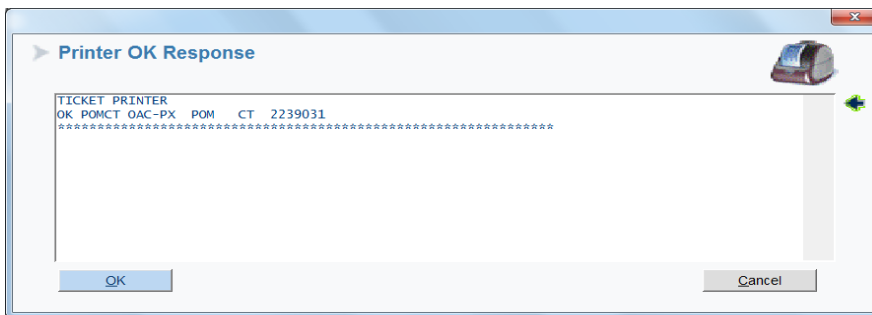


Figure 11

### 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 window displays;

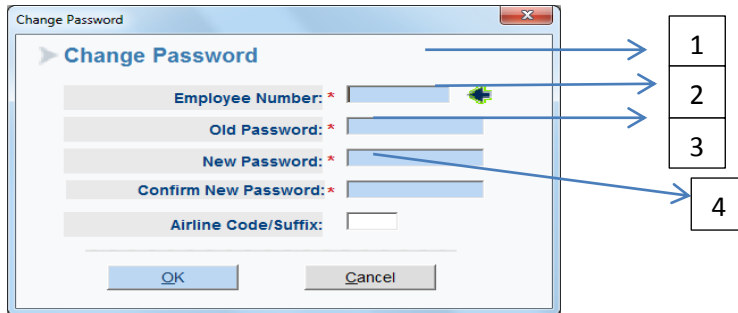


Figure 12

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;

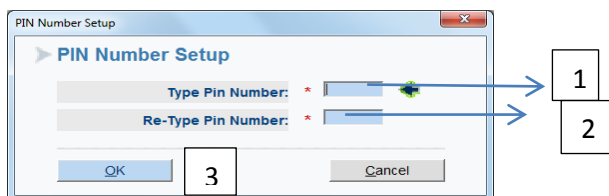


Figure 13

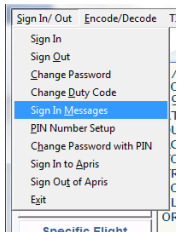
STEPS	EXPLANATION
1	Input your 4-digit pin number
2	Re-type your 4-digit pin number
3	Select OK – A message window appears telling you your PIN has been established

## 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 sign-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  
 ACCOMMODATE 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

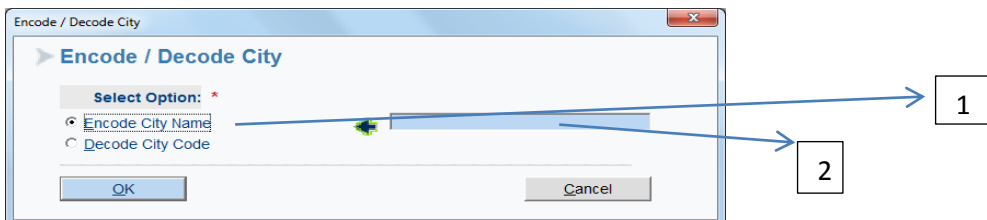


Figure 14

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

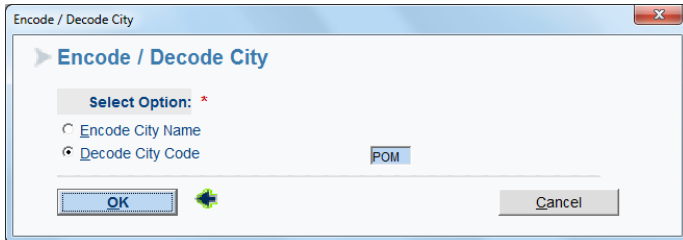


Figure 15

### 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:

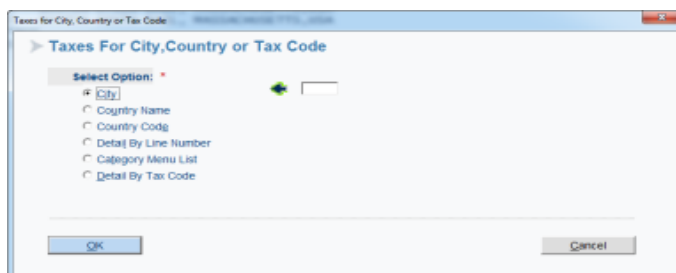


Figure 17

## 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.

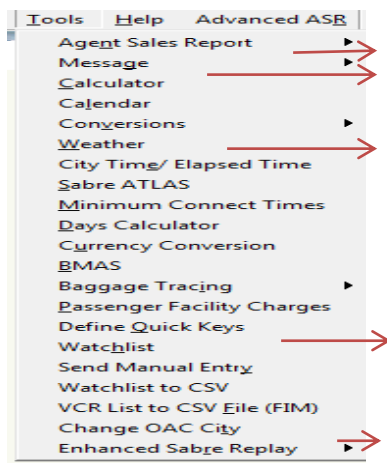


Figure 18

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

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

<b>Calendar</b>	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.
<b>City Time/Elapse Time</b>	Options that displays city time, difference between time and a two cities, elapsed time and destination time based on origin.
<b>Sabre Atlas</b>	This option displays the closest airport by city name, as well as finding the distance between two points.
<b>Minimal Connect Time</b>	Display the minimum connecting time at a given airport by airline
<b>Days Calculator</b>	Calculates new dates based on the number of days forward or back
<b>Currency Conversion</b>	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
<b>Define Quick Keys</b>	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
<b>Enhance Sabre Replay</b>	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 cities or the elapsed time during a flight.

##### To access the City Time/Elapsed Time option

1. Select **Tools** or <ALT + T>
2. Select **City Time/Elapsed Time** option <ALT + E>  
The City Time/Elapsed Time Window appears

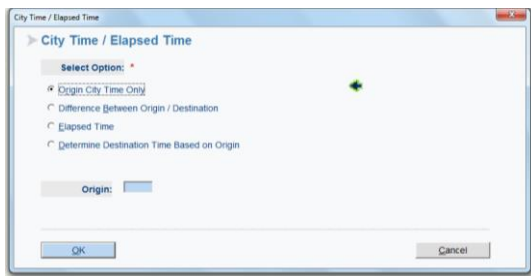


Figure 19

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

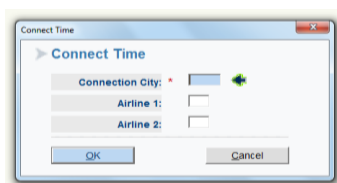


Figure 20

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

Example response:

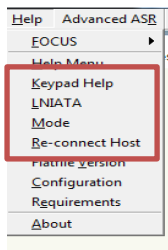
	F1 Reservation	F2 Fares	F3 Pricing	F4 Ticketing
T*CT-MIA/AQAY				
STANDARD.D/D...D/I...I/D...I/I.				
ONLINE	.55	1.00	1.30	1.30
OFFLINE	.55	1.00	1.30	1.30
** OR * ARE ALL				
**_** DD	1.15	INTER	MIA - MPB	
**_** DD	1.15	INTER	MPB - MIA	
**_** DI	1.35	INTER	MPB - MIA	
**_** ID	1.50	INTER	MIA - MPB	

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;

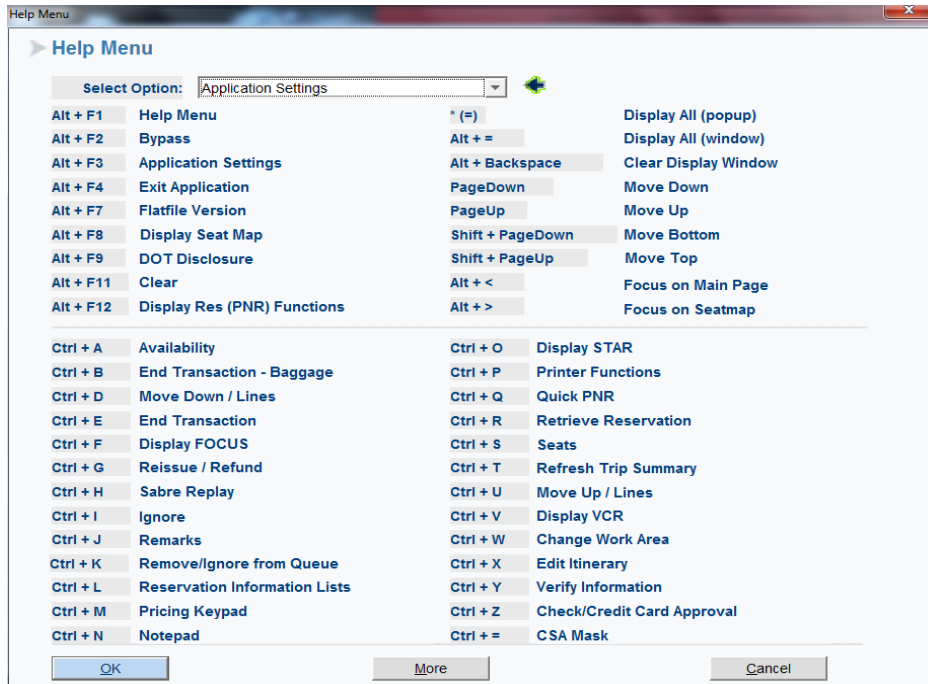
1. **LNIATA**- The option will allow you to acquire your set address. This is required when your airlines communications team needs to resolve a technical issue on your set.
2. **MODE**- The mode option will display what Sabre partition you are in. Partitions such as **CERT** and **TSTS** which is used 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.

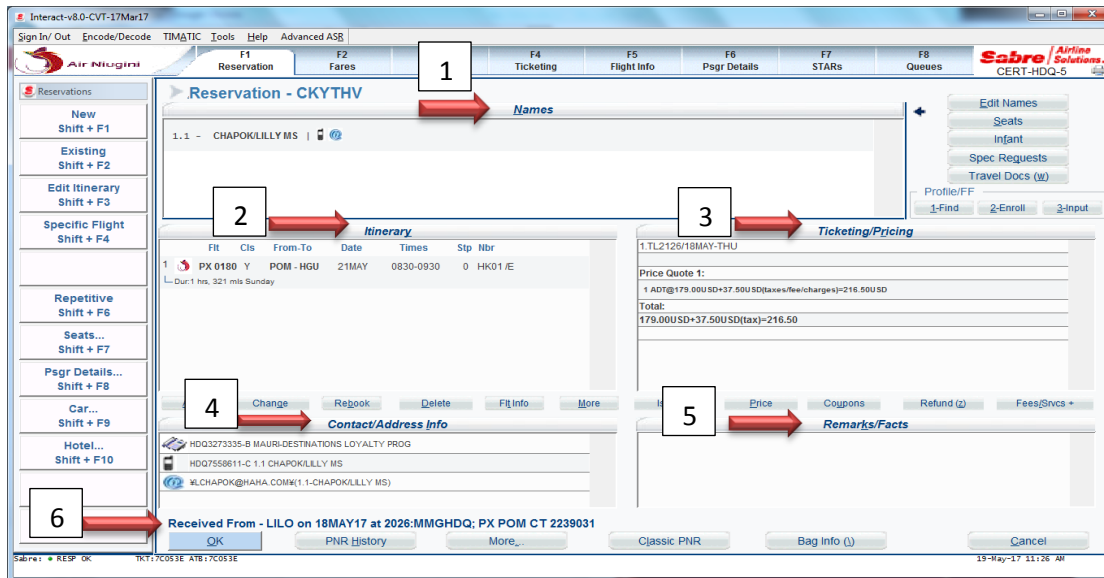


Figure 23

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

The screenshot shows the 'New Reservation' window with the following details:

- Customer Type:** New (selected), Repeat Traveller (radio button)
- From:** LAE (LAE NADZAB, PAPUA NEW GUINEA)
- To:** POM (PORT MORESBY, PAPUA NEW GUINEA)
- Departure Date:** 16 August (Sunday), Time: Departure (radio button)
- Return Date:** (empty), Time: Departure (radio button)
- Number in Party:** 1
- Classes:** Y, J (highlighted with a red box)
- Carrier Code:** (empty)
- Non Stop/Direct:** (checkbox)
- Connection:** (checkbox)
- Passenger Types:** (checkbox)
- Minimum Connect Time:** (checkbox, Minutes (ie. 045, 060))
- Search By:** Shopping, Specific Flight, Availability (radio button), Schedules (radio button)
- Buttons:** OK, Multi Dest, Clear, Cancel

Figure 24

6. Select a Search by Availability
7. Select OK



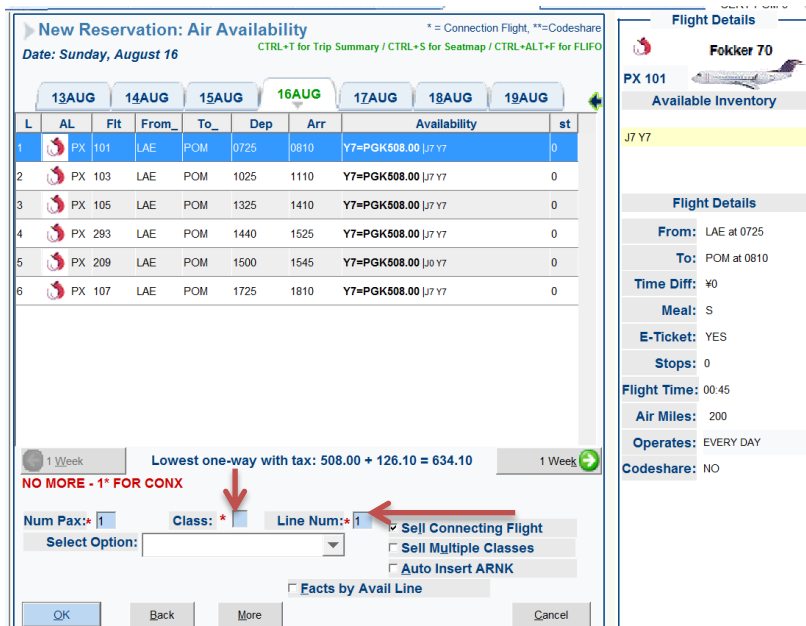


Figure 25

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



NOTE: Where there are different passenger type(s) travelling, you will be required to select Passenger Types options (Go to page 26-Reservation with Multiple passengers)

Figure 26

11. Select PRICE CURRENTY ITINERARY
12. Select OK

Price Quote Option window displays (next page)

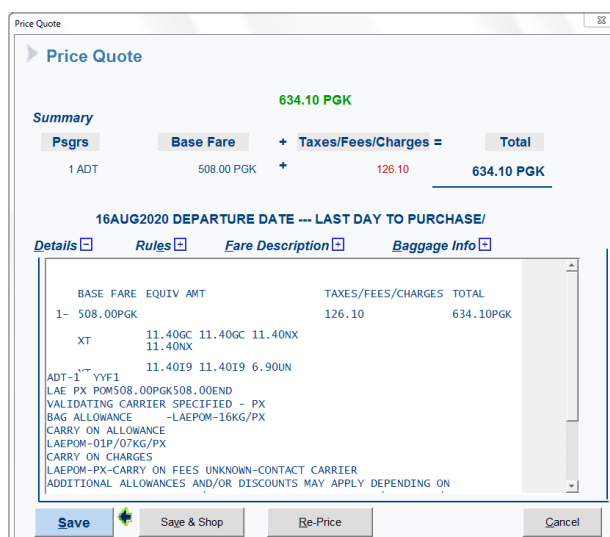


Figure 27

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

**New Reservation - Passenger Details**  Reservation Ticketing

**Names**  Group

	Last	First	Title		Last	First	Title
1.	LAE	POM	MR	6.			
2.				7.			
3.				8.			
4.				9.			
5.				10.			

**Phones**

Number	Type	City	Remarks
1. 3273319	Agent		LAE AIRPORT ESTHER
2. 87575468791	Mobile		1.1 LAE/POM MR

**Email**

Address	Name #	Free Text
SI@AIRNIUGINI.COM.PG		

**Frequent Traveler**

Carrier	Number	Name #	Receiving Carrier(s)	Segments

**Remarks**

- CHECK VALID ID
- PAX TO COMPLETE APTF**

**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)

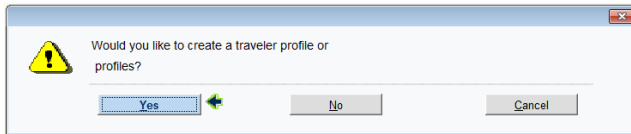
**Assign Seat(s)**

Elight: PX 207 Y RAB POM 06AUG

Seat Number(s):

Passengers: LIMA/JULIET MS

**Figure 29**



Select **NO**

### **PURCHASE DETAILS** window displays

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

BASE FARE:	598.00 PGK
TAXES/FEES/CHARGES:	126.10 PGK
<b>TOTAL:</b>	<b>634.10 PGK</b>

**Endorsements:** \JLD PX SVC ONLY/NOSHW FEE APPLIE

Purchase Now (1)  
 Purchase Now with Advanced Options (2)  
 Hold, Purchase Later (3)

**Received From:** \_\_\_\_\_

**Form of Payment**

Type: \* CREDIT CARD

CC Type: ANZ

Number: \* 801023112223334 Exp: \* 02 / 22

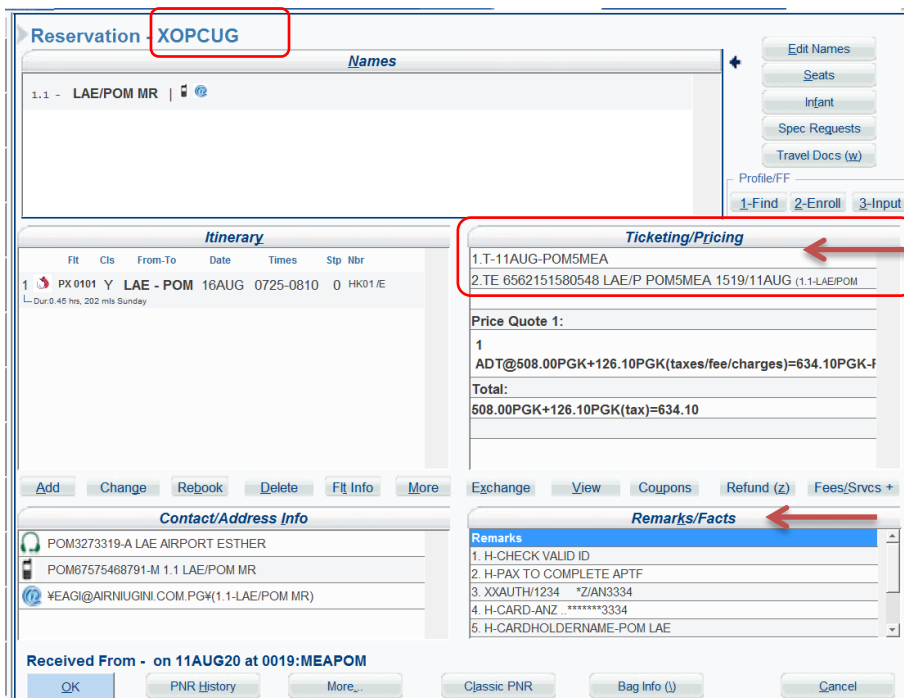
Name: \* POM LAE

Approval (j): 1234 CSC (4): \_\_\_\_\_

**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**

**New Reservation: Air Availability** \* = Connection Flight, \*\* = Codeshare  
 Date: Sunday, August 16  
 CTRL+T for Trip Summary / CTRL+S for Seatmap / CTRL+ALT+F for FLIFO

L	AL	Fit	From_	To_	Dep	Arr	Availability	st
1	PX 275	RAB	POM	0655	0815	Y7=PGK814.00 [J7 Y7	0	
2	PX 207	RAB	POM	1110	1230	Y7=PGK814.00 [J7 Y7	0	
3	PX 209	RAB	POM	1235	1545	Y7=PGK814.00 [J7 Y7	2	

Flight Details for Fokker 70 PX 209:  
 Available Inventory: J7 Y7  
 Flight Details:  
 From: RAB at 1235  
 To: POM at 1545  
 Time Diff: 00  
 Meal: S  
 E-Ticket: YES  
 Stops: 2  
 Flight Time: 02:10  
 Air Miles: 615  
 Operates: SU TU WE TH FR SA  
 Codeshare: NO

Lowest one-way with tax: 814.00 + 156.70 = 970.70  
 NO MORE - 1\* FOR CONX  
 Num Pax: 2, Class: Y, Line Num: 3  
 Select Option: [Dropdown]  
 Sell Connecting Flight  
 Sell Multiple Classes  
 Auto Insert ARNK  
 Facts by Avail Line

**CTRL+ALT+F for FLIFO**  
 Displays routing via connecting point/s.

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 and 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.

**New Reservation: Air Availability** \* = Connection Flight, \*\* = Codeshare  
 Date: Thursday, August 20  
 CTRL+T for Trip Summary / CTRL+S for Seatmap / CTRL+ALT+F for FLIFO  
 HAPPY SELLING PX!!

L	AL	Fit	From_	To_	Dep	Arr	Availability	st
1	PX 204	POM	RAB	1055	1220	Y7=PGK814.00 [J7 Y7	0	
2	PX 208	POM	RAB	1040	1350	Y7=PGK814.00 [J7 Y7	2	
3	PX 274	POM	RAB	1505	1630	Y7=PGK814.00 [J7 Y7	0	

Lowest one-way with tax: 814.00 + 156.70 = 970.70  
 Num Pax: 2, Class: Y, Line Num: 2  
 Select Option: [Dropdown]  
 Sell Connecting Flight  
 Sell Multiple Classes  
 Auto Insert ARNK  
 Facts by Avail Line

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

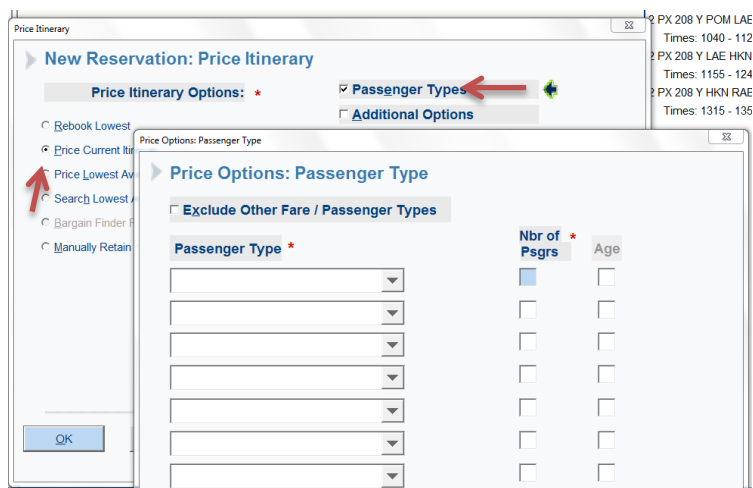


Figure 35

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

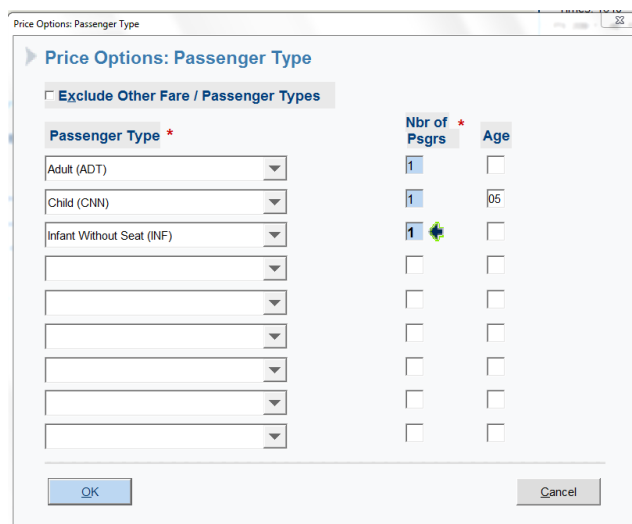


Figure 36



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

The screenshot shows a 'Price Quote' window with a red border. The summary section displays a total price of 3457.00 PGK. Below the summary is a table with columns: Psgrs, Base Fare, Taxes/Fees/Charges, and Total. The details section shows a breakdown of fares and taxes for two passenger types, including a 'MIXED PASSENGER TYPES - VERIFY RESTRICTIONS' section. At the bottom are buttons for Save, Save & Shop, Re-Price, and Cancel.

**Price Quote**

**Summary**

3457.00 PGK

Psgrs	Base Fare	+ Taxes/Fees/Charges =	Total
1 ADT, 1 C05, 1 INF	2884.00 PGK	573.00	3457.00 PGK

16AUG2020 DEPARTURE DATE --- LAST DAY TO PURCHASE/

**Details** | **Rules** | **Fare Description** | **Baggage Info**

	BASE FARE	EQUIV AMT	TAXES/FEES/CHARGES	TOTAL
1-	1628.00PGK		313.30	1941.30PGK
XT	22.80GC	22.80GC		
	22.80NX	22.80NX		
XT	22.80I9	22.80I9		
	13.70UN	162.80UN		
MIXED PASSENGER TYPES - VERIFY RESTRICTIONS				
1-	1092.00PGK		259.70	1351.70PGK
XT	22.80GC	22.80GC		
	22.80NX	22.80NX		
XT	22.80I9	22.80I9		
	13.70UN	109.20UN		

**Save** | **Save & Shop** | **Re-Price** | **Cancel**

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)

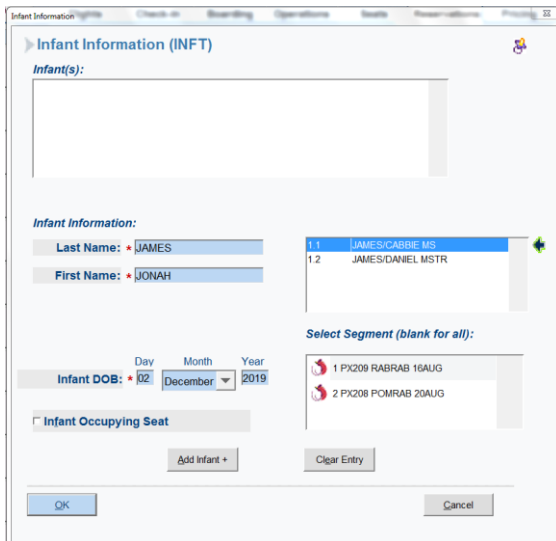


Figure 39

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.

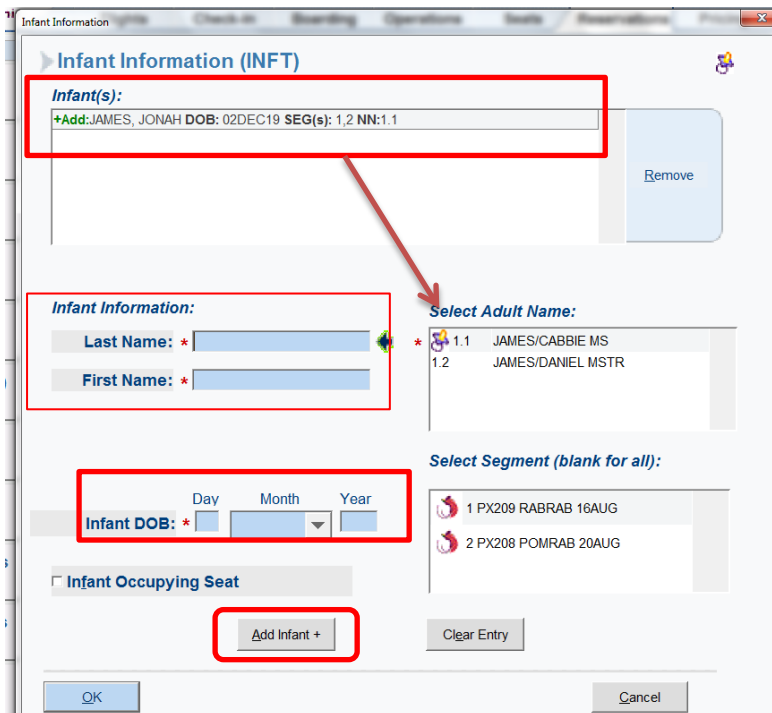


Figure 40

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

The screenshot shows a 'Purchase Details' window with the following sections:

- Cost Breakdown:**

BASE FARE:	2884.00 PGK
TAXES/FEES/CHARGES:	573.00 PGK
<b>TOTAL:</b>	<b>3457.00 PGK</b>
- Endorsements:** VLD PX SVC ONLY/NOSHW FEE APPLIE
- Received From:** JOHN
- Form of Payment:**
  - Type: \* CREDIT CARD
  - CC Type: BANK SOUTH PACIFIC
  - Number: \* 6013021111222233
  - Exp: \* 02 / 22
  - Name: \* JOHN JAMES
  - Approval (j): 1234
  - CSC (4):

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.

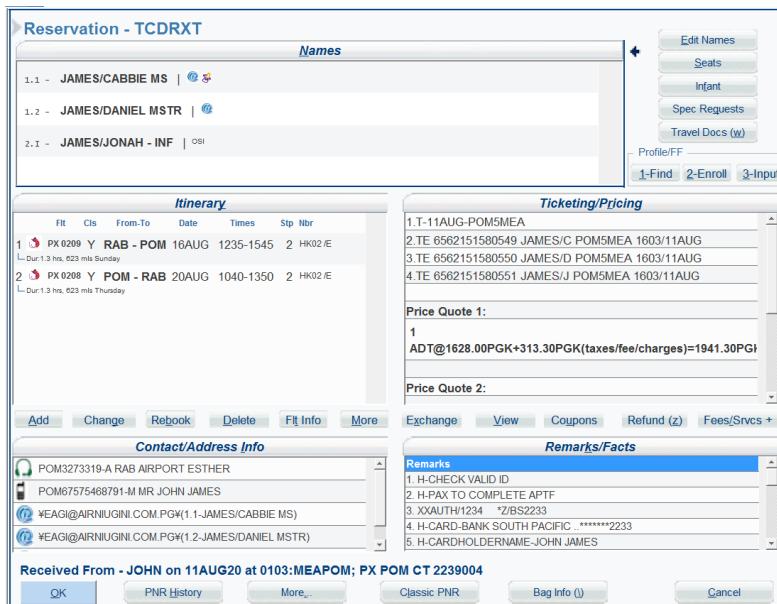


Figure 42

## 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.

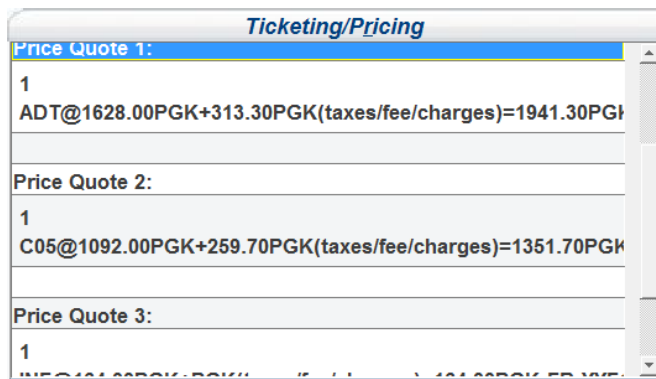


Figure 43

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

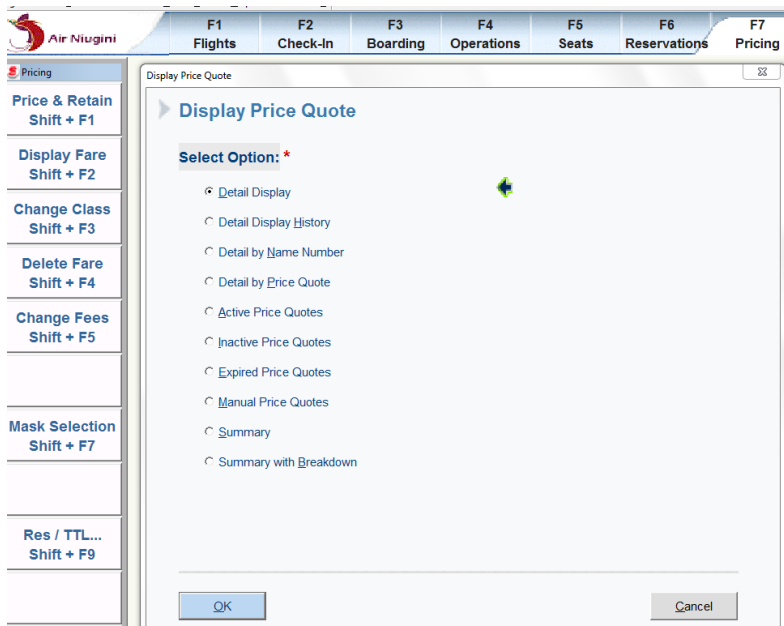


Figure 44

*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
  
```

keyboard

} depress page down on the

```

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

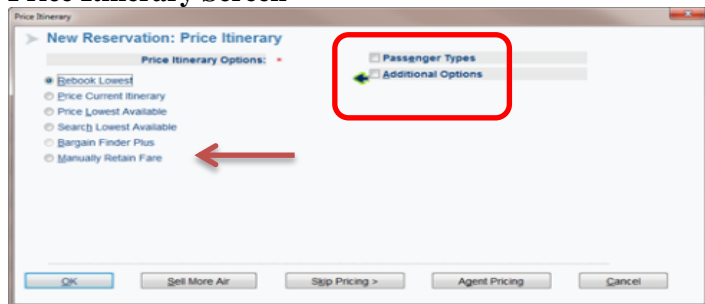


Figure 45

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

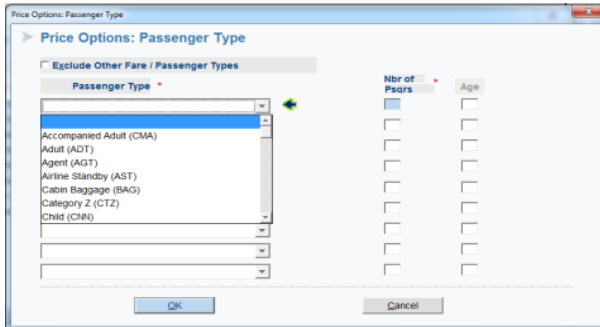


Figure 46

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

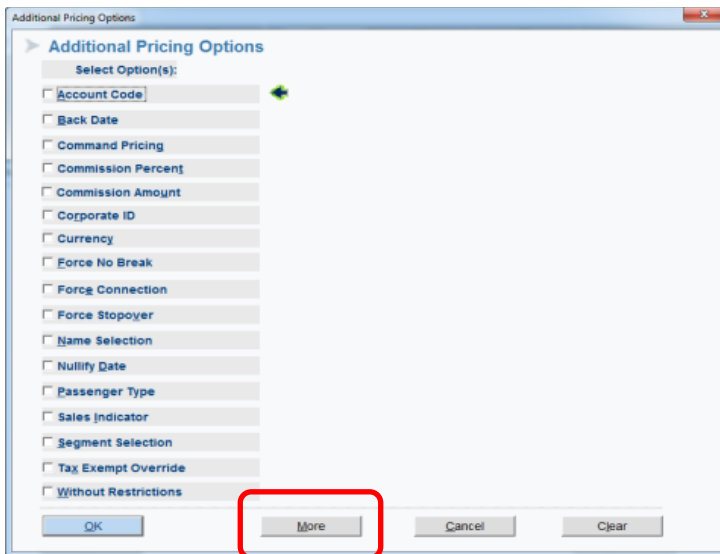


Figure 47

Take a moment to review the description of each options.

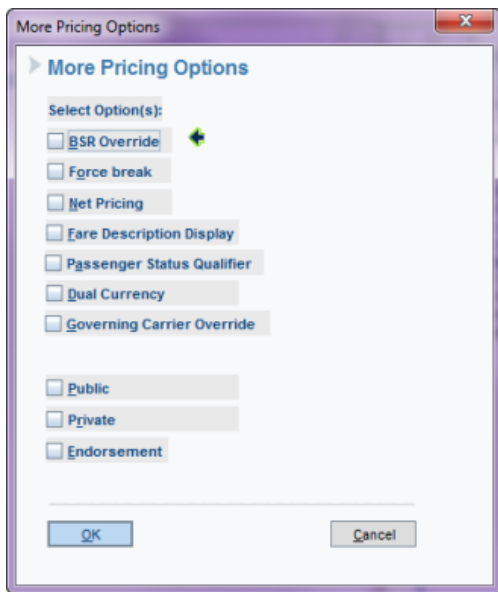
<b>Option</b>	<b>Description</b>
Account Code	Identifies a specific contract with an agency or corporate customer
Back Date	Price the itinerary based on a past date
Command Pricing	Price an itinerary with a specific fare and then override fare rules
Commission Percent	Use this option only if your carrier 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.

<b>Option</b>	<b>Description</b>
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 redisplay 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.

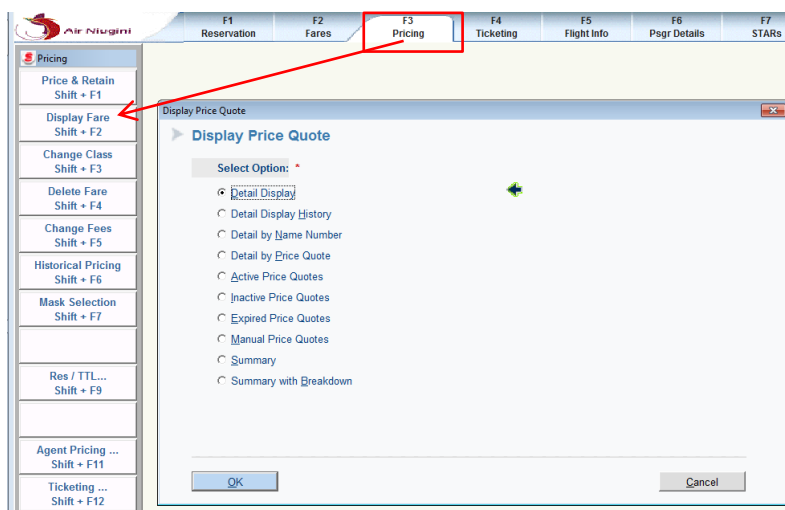
## 8.4 DISPLAYING A PRICE QUOTE

Once a PQ is saved it is tagged with an **A** for Active Status. During its 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 issued 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.

<b>Display Fare Option</b>	<b>Description</b>
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

<b>Display Fare Option</b>	<b>Description</b>
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

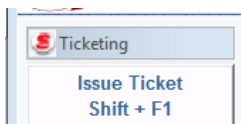
---

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.

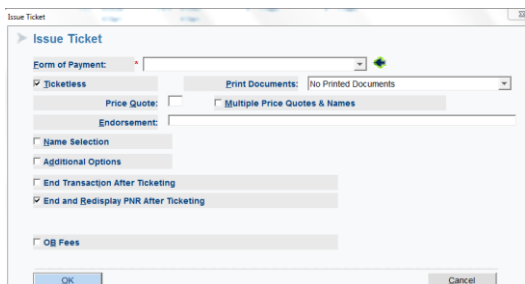
**Note** You must have a PNR in your work area.



**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

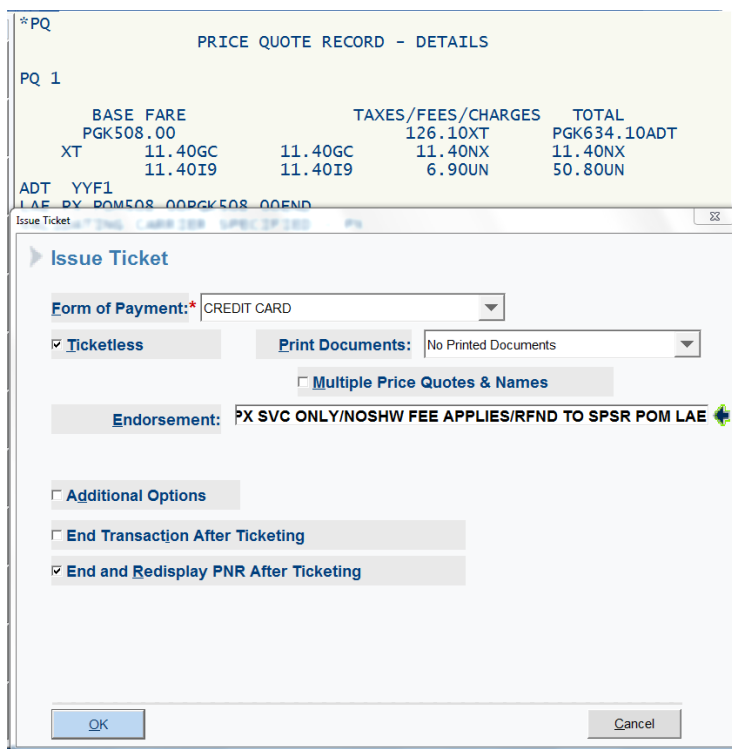


**Figure 50**

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.

Ticketing/Pricing	
1.T-26MAY-POM5MEA	
2.TE 6562100011534 WHISK/M POM5MEA 1020/26MAY (1.1-WHISKEY/MIKE MR)	

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

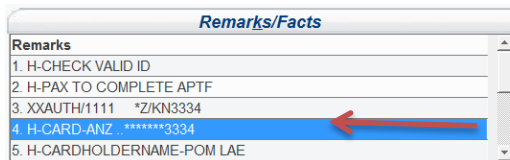


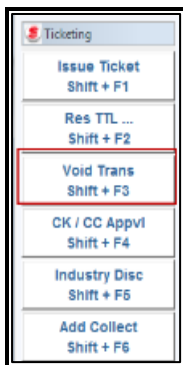
Figure 54

## 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.

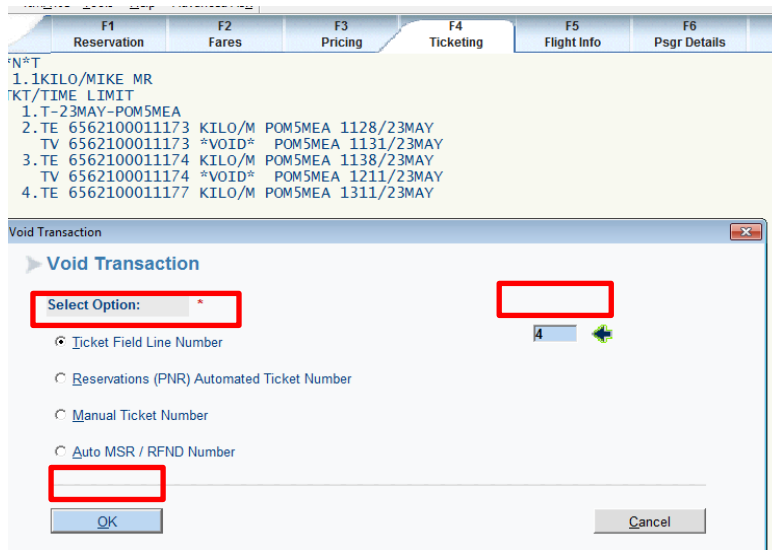


Figure 55

**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)

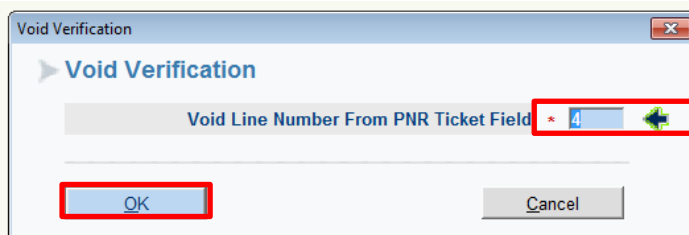


Figure 56

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**.

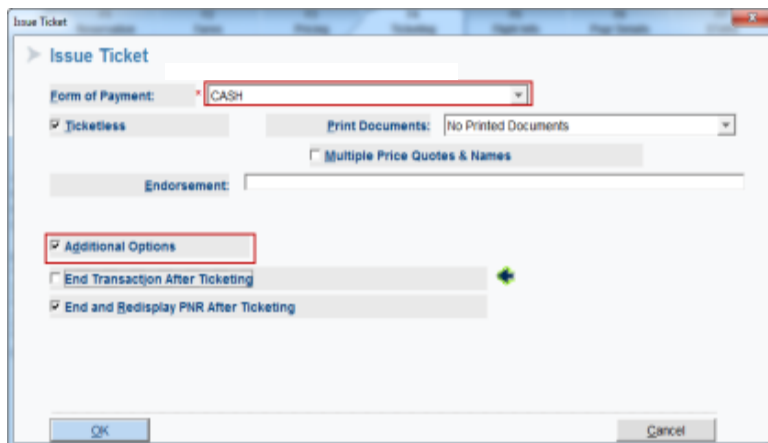


Figure 57

The Additional Ticketing Options window displays.

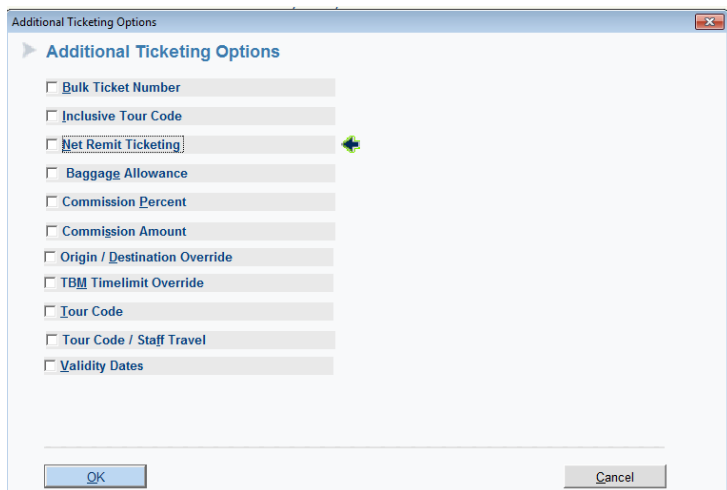


Figure 58

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.



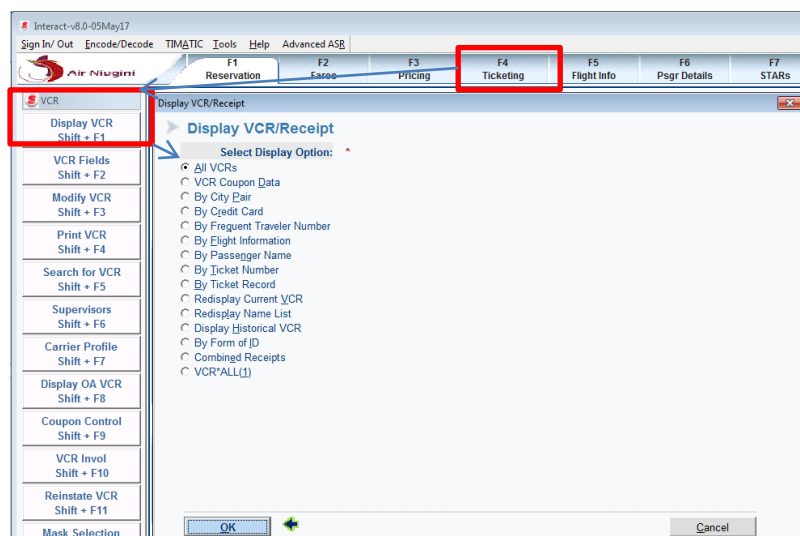
Figure 59

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.*

The screenshot shows a software window titled "VCR Search" with a sidebar on the left containing a list of menu items. The "Search for VCR" item, labeled "Shift + F5", is highlighted with a red rectangular box. The main area of the window is a form with the following sections and fields:

- Passenger Info:** Last Name: SMITH, First Name: RACHAEL, Freq Trav Nbr: [empty], Airline: [empty].
- Ticketed Flight Info:** (Last name required) Airlne Code: FX, Flight Number: 3, Open Segment: [checkbox], Departure Date: 03 July 17, Origin: POM, Destination: [empty]. (Last name required for Date Range)
- Other Info:** Date Range: [empty] thru [empty], VCR-Ticket Nbr: 656, Issued by Carrier: [empty], Credit Card FOP: [empty].
- FOID Info:** FOID Type: [empty].

At the bottom of the form are three buttons: "OK", "Prev List", and "Cancel".

**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.

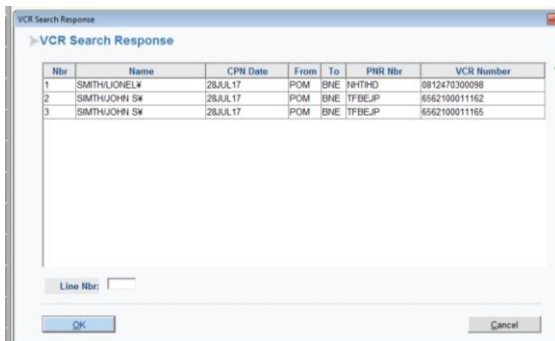
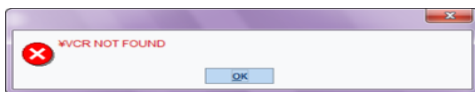


Figure 62

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 options 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

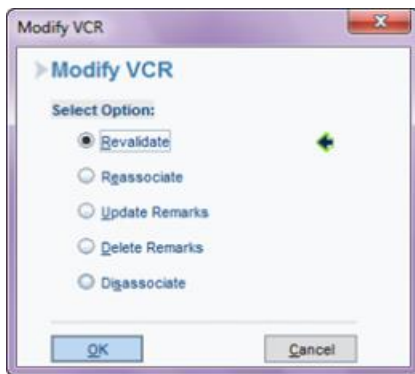


Figure 64

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**.

Itinerary						
	Flt	Cls	From-To	Date	Times	Stp Nbr
1	PX 0452	Y	POM - RAB	16JUN	0800-0900	0 SS01/E
L Dur:1 hrs, 500 mls Friday						

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.

**Virtual Coupon Record**

Number: 6562100011534      Name: WHISKEY/MIKE MR  
Nbr of Cpn: 1      Created: 25MAY17      Issued: 26MAY17      PNR: UMWVPP      Type: ADT

Nbr	Cx	AI	Fit	CI	Dep	Frm	To	Time	Bk St	Fb	Stat	FF	bags
1		PX	452	Y	15JUN	POM	RAB	0800	OK	Y	OK		

**Fare Info**      FCM: 0      Tag Info      EXPANDED VCR  
Base: PGK 734.00 73.40 UN 10.00 GC 51.40 XT      Total: PGK 868.80

**Fare Calc**  
POM PX RAB734.00PGK734.00END

**Form of Payment**  
FOP: CASH 868.80

Issued: 26MAY17 at POMCT by POM MEA  
Endorse/Restrict: VALID PX SVC ONLY  
Tour:  
Remarks:

OK      **Modify**      Exchange      Refund      Control      PNR      History      Cancel

Figure 65

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

The Modify VCR window appears.



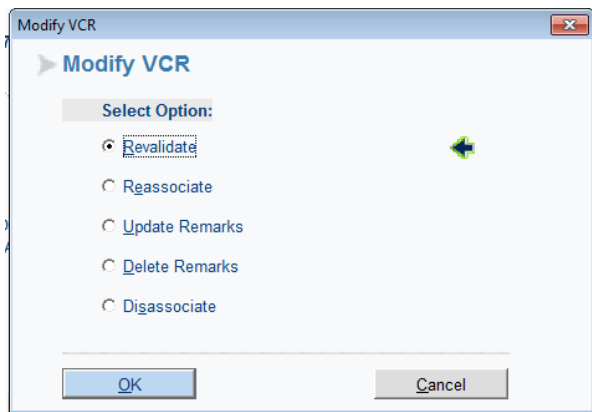


Figure 66

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

The Revalidate VCR window appears.

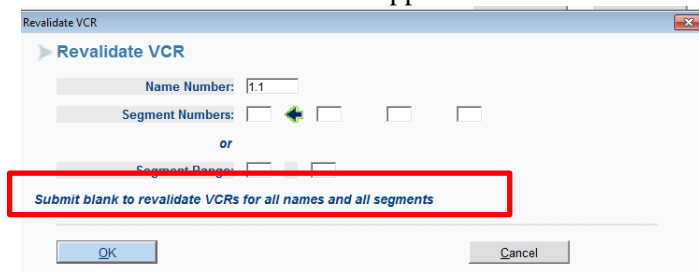


Figure 67

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.

**Virtual Coupon Record**

Number: 6562100011534      Name: WHISKEY/MIKE MR  
 Nbr of Cpns: 1      Created: 25MAY17      Issued: 26MAY17      PNR: UMWVWP      Type: ADT

Nbr	CX	AI	Ht	Cl	Dep	Frm	To	Time	Bk St	Fb	Stat	Hf	bags
1	PX	452	Y	16JUN	POM	RAB		0800	OK	Y	OK		

**Fare Info**  
 Base: PGK 734.00 73.40 UN 10.00 GC 51.40 XT      FCM: 0      Total: PGK 868.80

**Fare Calc**  
 POM PX RAB734.00PGK734.00END

**Form of Payment**  
 FOP: CASH 868.80

Issued: 26MAY17 at POMCT by POM MEA  
 Endorse/Restrict: VALID PX SVC ONLY  
 Tour:  
 Remarks:

Print

OK    Modify    Exchange    Refund    Control    PNR    History    Cancel

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.

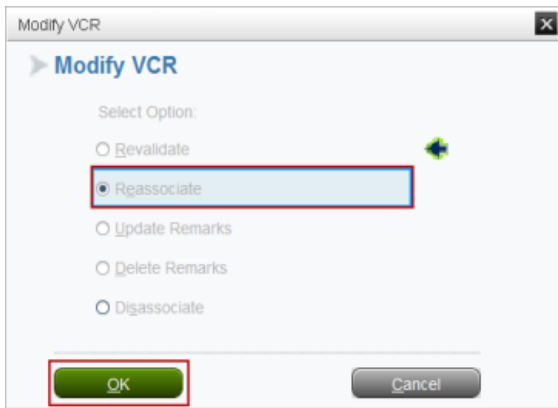


Figure 69

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

The Associate VCR window appears.

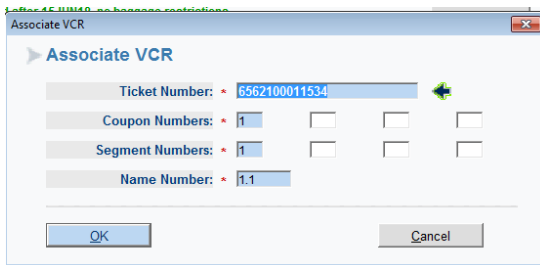
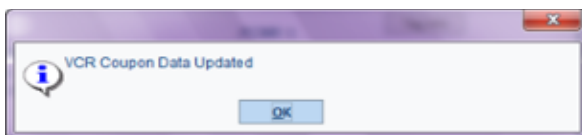


Figure 70

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.

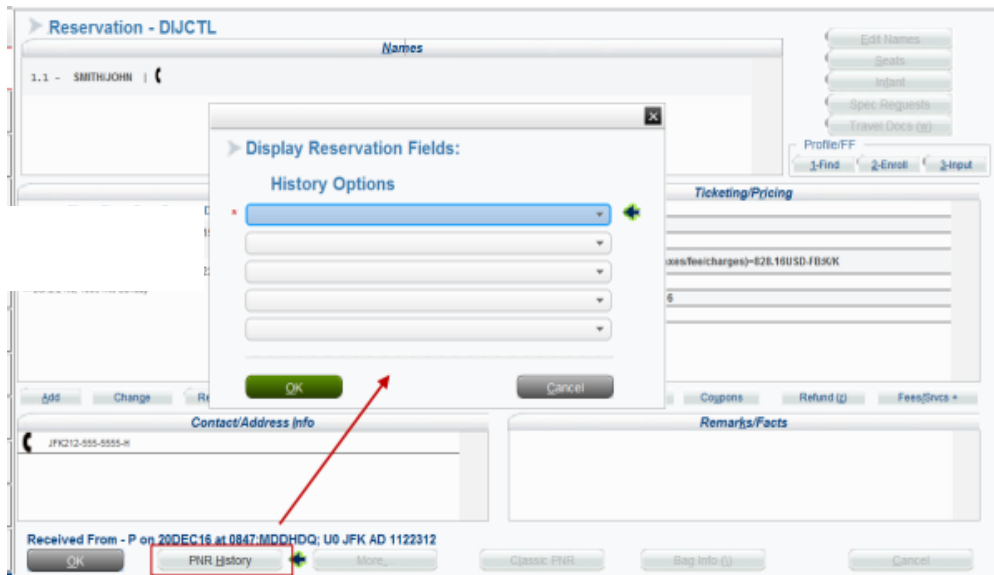
You can display historical information for a:

- 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.

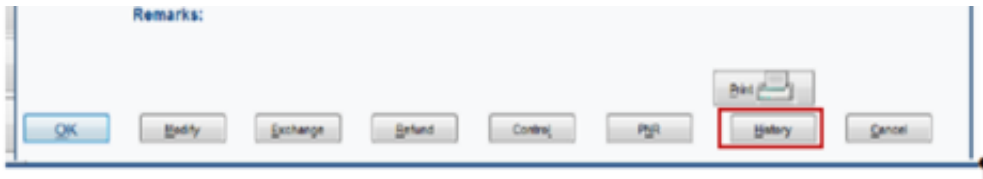


Figure 72

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*BSXXXXXXXXXXXX1776/0120*z742223¥EDREFER TO CARD
HOLDER
FROM-** TO-OK
OAC- PX MAS CT 2239092
SMP SMP53TT 06MAR19/0005 BDR0UA
```

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.

<b>VCR Data</b>	<b>Explanation</b>
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 **Associated** 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 **Standalone** 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**.

Shopping List

Available items | Pending

Items: Route Group: All

Description	Route	Base	Equiv	Taxes	Total	Points
15DAYS FAMILY INSURANCE		745.00PGK			745.00PGK	
15DAYS INDIVIDUAL INSURANCE		395.00PGK			395.00PGK	
ASSISTIVE DEVICES	LAEPOM	No Charge - Info Only			0.00PGK	
ASSISTIVE DEVICES	POMBNE	No Charge - Info Only			0.00PGK	
ASSISTIVE DEVICES	BNEPOM	No Charge - Info Only			0.00PGK	
ASSISTIVE DEVICES	POMLAE	No Charge - Info Only			0.00PGK	
BUSINESS LOUNGE ACCESS	LAEPOM	150.00PGK			150.00PGK	14200
BUSINESS LOUNGE ACCESS	POMLAE	150.00PGK			150.00PGK	14200
CARGO FREIGHT		0.00PGK			0.00PGK	
CHARTER	LAEPOM	Not Available				
CHARTER	POMLAE	Not Available				
CVT AIR TRAVEL TEST		0.00PGK			0.00PGK	
CVT FURTHER AIR TRAVEL		0.00PGK			0.00PGK	
DEPOSITS DOWN PAYMENTS		No Charge - Non Bookable			0.00PGK	
DLP BULKHEAD PREPAID SEAT	LAEPOM	0.00PGK			0.00PGK	

Passengers:

Nbr	Name	Tier	Base	Equiv	Tax	Total	Points
1.1	TANGO/LIMA MR						
2.1	ROMEO/JULIET MS						

Add Update

OK Pending Items: 0 Cancel

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)

The screenshot shows the 'Ancillary Cart' window. At the top, there is a 'Names' section with two items: '1.1 - TANGO/LIMA MR' and '2.1 - ROMEO/JULIET MS'. Below this is the 'Ancillaries' table. A red arrow points to the 'Names' header, and another points to the 'Total' column in the table. The table contains the following data:

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	6	BUSINESS LOUNGE ACCESS 04 : PX 0106 Y 16MAR POMLAE	POMLAE	HD 2	150.00PGK	0.00	300.00PGK
1.1	8	EXECUTIVE LOUNGE 01 : PX 0101 Y 09MAR LAEPOM	LAEPOM	HD 1	250.00PGK	0.00	250.00PGK
2.1	7	UPTO55LB 25KG BAGGAGE 04 : PX 0106 Y 16MAR POMLAE	POMLAE	HD 1	297.00PGK	0.00	297.00PGK
1.1	1	UPTO100LB/45KG - BAGGAGE 01 : PX 0101 Y 09MAR LAEPOM	LAEPOM	HI 1	535.00PGK	0.00	535.00PGK ✓
1.1	3	CARGO FREIGHT		HI 1	1000.00PGK	0.00	1000.00PGK ✓
1.1	4	LAND SERVICE		HI 1	300.00PGK	0.00	300.00PGK ✓
1.1	5	TRANSPORTATION CREDIT VOUCHER		HI 1	2214.00PGK	0.00	2214.00PGK ✓

At the bottom right of the table, it says 'Total Amount: PGK847.00'. Below the table are buttons for 'Add', 'Delete', 'Waive', 'Select VCR', 'Assoc EMD', 'Details', and 'Move'. At the very bottom are 'OK' and 'Cancel' buttons.

**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: <ul style="list-style-type: none"> <li>• HD - Payment Required</li> <li>• HI - Fulfilled (Paid)</li> <li>• HK - Confirmed - AE waived, no EMD issued</li> <li>• HN - Need Requested.</li> </ul> <p>Note HN status will only be seen by those GDS systems that will request service from the carrier direct.</p>
Base	The price without tax
Tax	Tax applicable to the ancillary
Total	Total price with tax

### Ancillary Cart - Action Items

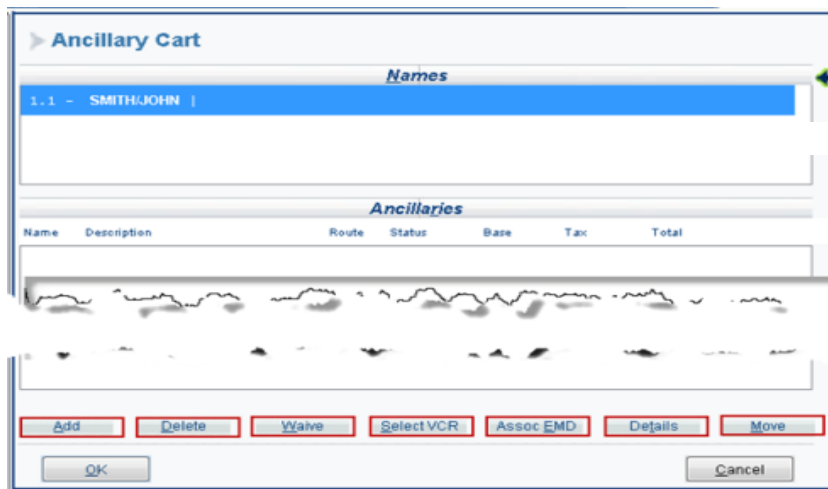


Figure 76

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. <b>Note</b> 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**

**Ancillary Cart**

*Names*

- 1.1 - TANGO/LIMA MR
- 2.1 - ROMEO/JULIET MS

*Ancillaries*

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	6	BUSINESS LOUNGE ACCESS 04 : PX 0106 Y 16MAR POMLAE	POMLAE	HD 2	150.00PGK	0.00	300.00PGK
1.1	8	EXECUTIVE LOUNGE 01 : PX 0101 Y 09MAR LAEPOM	LAEPOM	HD 1	250.00PGK	0.00	250.00PGK
2.1	7	UPTO55LB 25KG BAGGAGE 04 : PX 0106 Y 16MAR POMLAE	POMLAE	HD 1	297.00PGK	0.00	297.00PGK
1.1	1	UPTO100LB/45KG - BAGGAGE 01 : PX 0101 Y 09MAR LAEPOM	LAEPOM	HI 1	535.00PGK	0.00	535.00PGK ✓
1.1	3	CARGO FREIGHT	HI	1	1000.00PGK	0.00	1000.00PGK ✓
1.1	4	LAND SERVICE	HI	1	300.00PGK	0.00	300.00PGK ✓
1.1	5	TRANSPORTATION CREDIT VOUCHER	HI	1	2214.00PGK	0.00	2214.00PGK ✓

Total Amount: PGK300.00

Buttons: Add, Delete, Waive, Select VCR, **Assoc EMD**, Details, Move, OK, Cancel

Figure 77

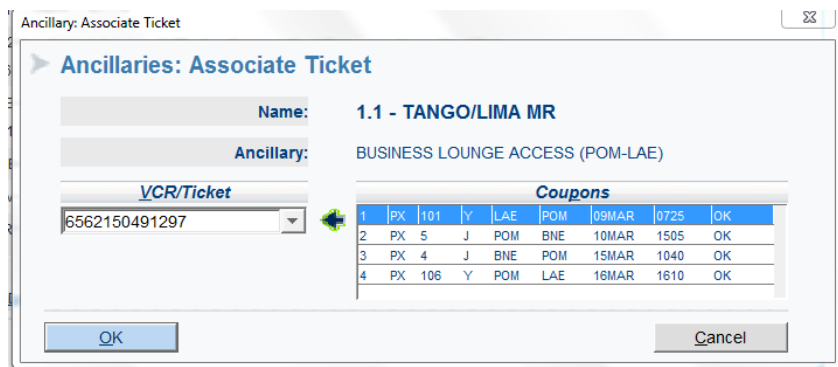


Figure 78

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**

Form of Payment: Credit Card

**Form of Payment: Credit Card**

**Credit Card Type:** \* KINA BANK

**Credit Card Number:** \* 5076001112223334

**Expiration Date:** \* (MM / YY) 02 / 22

**Approval Code:** 1111      **CSC Number:**

**Cardholders name:** \* POM LAE

OK      Approval      Cancel

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”

Credit Verification

**Verify Billing Information: TP\*\*\*\*\*0361**      PGK300.00  
FOP1

**Cardholder Status:** \*  Cardholder is a Passenger in this Reservation  
 Cardholder is NOT a Passenger in this Reservation

**Cardholder Name**

**Name on Card:** \* POST PNG LTD

**Cardholder Billing Address**

**Country Code:** \* PG Papua New Guinea

**Street Address:** \* PXHQ 7MILE

**City:** \* POM

**State or Province:**

**Postal Code / Zip:**

**Phone Type:**      **Phone Nbr:**

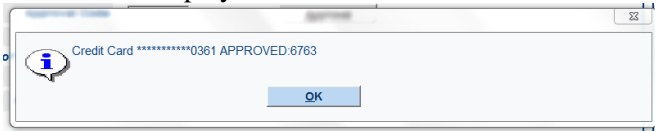
**Email Address:**

OK      Cancel

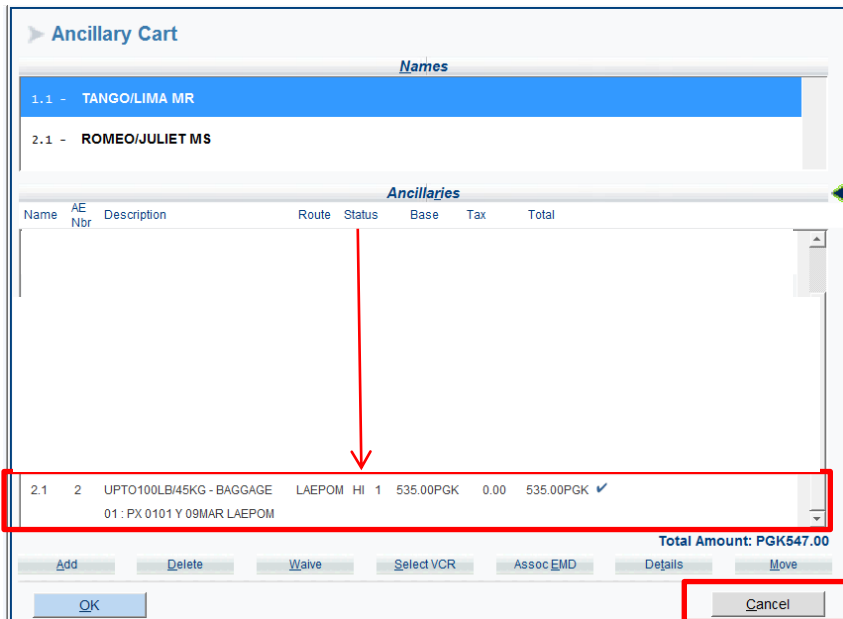
Figure 80

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

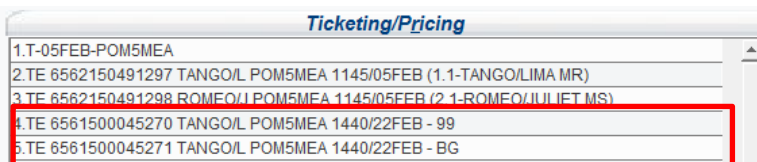


**Figure 81**

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 Code	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.

**Ancillary Cart**

*Names*

1.1 - TANGO/LIMA MR

2.1 - ROMEO/JULIET MS

*Ancillaries*

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	8	EXECUTIVE LOUNGE 01: PX 0101 Y 09MAR LAEPOM	LAEPOM	HD 1	250.00PGK	0.00	250.00PGK
2.1	7	UPTO55LB 25KG BAGGAGE 04: PX 0106 Y 16MAR POMLAE	POMLAE	HD 1	297.00PGK	0.00	297.00PGK
1.1	1	UPTO100LB/45KG - BAGGAGE 01: PX 0101 Y 09MAR LAEPOM	LAEPOM	HI 1	535.00PGK	0.00	535.00PGK ✓
1.1	3	CARGO FREIGHT		HI 1	1000.00PGK	0.00	1000.00PGK ✓
1.1	4	LAND SERVICE		HI 1	300.00PGK	0.00	300.00PGK ✓
1.1	5	TRANSPORTATION CREDIT VOUCHER		HI 1	2214.00PGK	0.00	2214.00PGK ✓
1.1	6	BUSINESS LOUNGE ACCESS 04: PX 0106 Y 16MAR POMLAE	POMLAE	HI 2	150.00PGK	0.00	300.00PGK ✓

Total Amount: PGK547.00

Buttons: Add, Delete, Waive, Select VCR, Assoc EMD, **Details**, Move, OK, Cancel

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.

The screenshot shows a window titled "Ancillary: Details" with a scrollable list of fields. The fields and their values are as follows:

Name:	T. T - TANGO/LIMA MK
Ancillary:	TRANSPORTATION CREDIT VOUCHER (99) - ADT
Status:	HI1/FULFILLED
Fee Owner:	PX
EMD Type:	1
Ancillary Item Number:	5
Amounts:	Base: 2214.00PGK Total: 2214.00PGK
Tax Exempt:	N
Refund Ind:	Y
Consumed At Issuance Ind:	
Reason for Issuance:	Code:D Sub Code:98B

An "OK" button is visible at the bottom left of the 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	<ul style="list-style-type: none"> <li>•HD - Payment Required</li> <li>•HI - Fulfilled (Paid)</li> <li>•HK - Confirmed - AE waived, no EMD issued</li> <li>•HN - Need - Requested (HN is a status used when an ancillary is requested from another GDS system)</li> </ul>
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

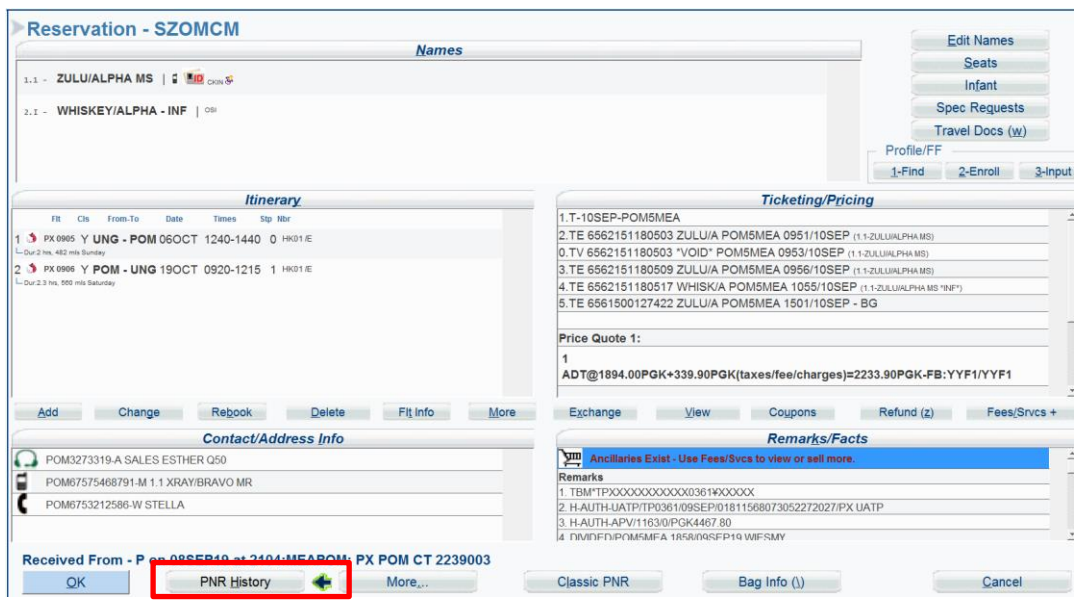
PNR History will contain the action taken on the PNR, the person who authorized the action and the signature line identifying the location, agent, date and time.

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.

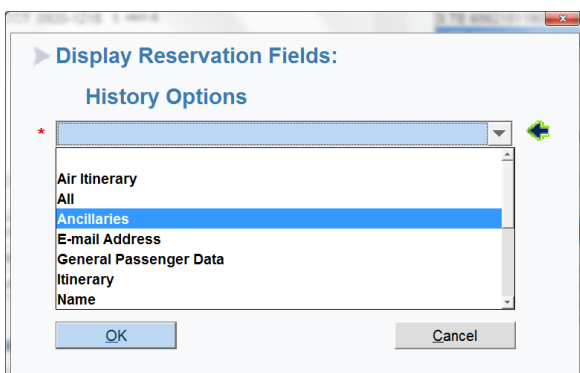
If the agent were to Ignore the transaction, the PNR would return to its previous state and no history would be recorded for that transaction.

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 screen
2. Highlight the line number
3. Select Passenger details

See Figure 85 & Figure 86

The screenshot displays the 'Passenger List' interface. At the top, it shows '121 DEP FROM WWK ON 13AUG'. Below this, there are several buttons: 'Check-In', 'Passenger Details' (highlighted with a red box), 'Name Not on List', 'Group Check-In', 'Bag Tags', 'Board Pass', 'Offload', 'Chg Seat', 'Freg Flyer', and 'Travel Docs'. A 'Sort By' dropdown menu is also visible. Below the buttons, there is a 'Similar Name List' section with a table containing one entry: '1 TEN BEN MR POM Y 0 CKIN METI F'. At the bottom of the interface, there are buttons for 'Reservation', 'Add/Rm Edits', 'VCR', 'New List', 'Print/Email/Expt', and 'Cancel'.

Figure 85

Passenger Detail for **TEN BEN MR** Bagtags: 0

Add FQTV

Number: 
 Carrier:

Refuse CC
  Modify CC (1)

Mobile Number: 
 Email Address:

Mobile Carrier: 
 SMS Consent:

Add Comment

Comment: \*

SEGMENT	1 PX 121 Y 13AUG WWK POM F 0 M CM ETI <b>CKIN</b> FOID
Comment	FOID DL11111
CKIN	CHK VALID ID AND APTF

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

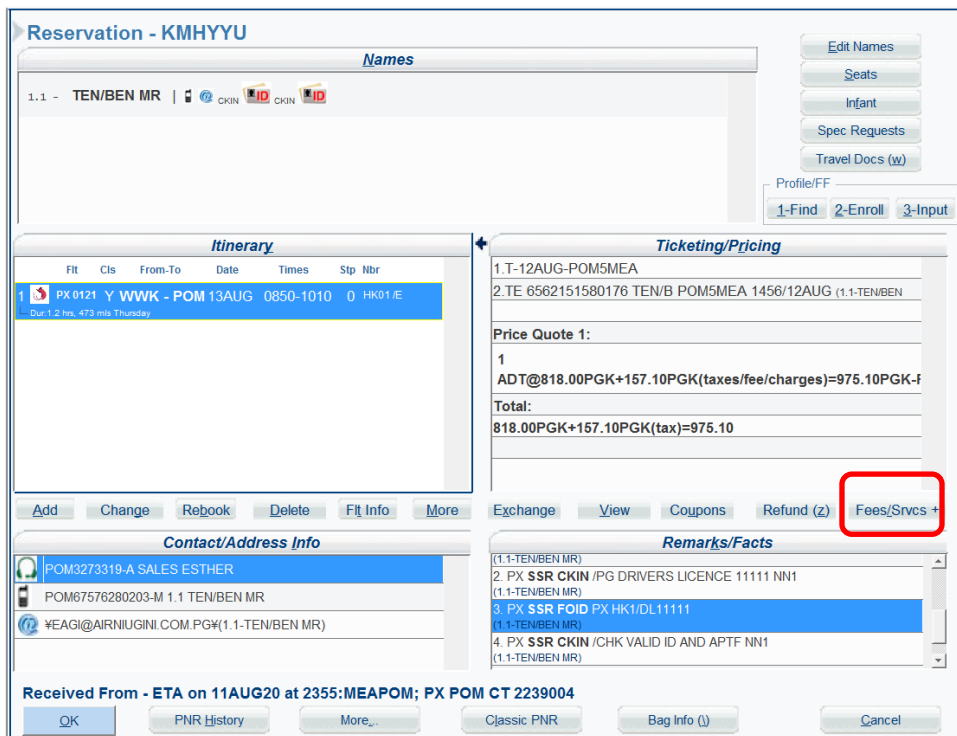


Figure 87

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



Shopping List

Available items | Pending

Items: Passenger Type Route Group: Miscellaneous Fee: ▼

Description	Route	Base	Equiv	Taxes	T
ECM GOLD UPGRADE		0.00PGK			0.00P
EXCESS BAGGAGE APT CHARGE		0.00PGK			0.00P
EXECUTIVE GOLD CLUB MEMBER		2299.00PGK			2299.0
EXECUTIVE MINOR CLUB MEMBER		1000.00PGK			1000.0
EXECUTIVE SILVER CLUB MEMBER		1599.00PGK			1599.0
EXPIRED DOCUMENT		110.00PGK			110.00
<b>FIRE ARM FEE</b>		<b>165.00PGK</b>			<b>165.00</b>
FOR REFUND ONLY		0.00PGK			0.00P
FREIGHT CARGO		0.00PGK			0.00P
FSM TRANSIT LOUNGE ACCESS FEE		75.00PGK			75.00F
FURTHER AIR TRANSPORTATION		0.00PGK			0.00P
GROUP DEPOSIT		0.00PGK			0.00P
INDUSTRY REFUND FEE		55.00PGK			55.00F
INDUSTRY TICKET FEE		22.00PGK			22.00F
INTERLINE PASS CHANGE FEE		22.00PGK			22.00F

Passengers:

Nbr	Name	Base	Equiv	Tax	Total	Points
1.1	TAU/GRAINGER MR	165.00P...			165.00P...	

Add Update

OK Pending Items: 0 Cancel

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

<b>FIRE ARM FEE</b>		<b>165.00PGK</b>			<b>165.00</b>
FOR REFUND ONLY		0.00PGK			0.00P
FREIGHT CARGO		0.00PGK			0.00P
FSM TRANSIT LOUNGE ACCESS FEE		75.00PGK			75.00F
FURTHER AIR TRANSPORTATION		0.00PGK			0.00P
GROUP DEPOSIT		0.00PGK			0.00P
INDUSTRY REFUND FEE		55.00PGK			55.00F
INDUSTRY TICKET FEE		22.00PGK			22.00F
INTERLINE PASS CHANGE FEE		22.00PGK			22.00F

Passengers:

Nbr	Name	Base	Equiv	Tax	Total	Points
1.1	TAU/GRAINGER MR	165.00P...			165.00P...	

Add Update

OK Pending Items: 1 Cancel

Figure 88

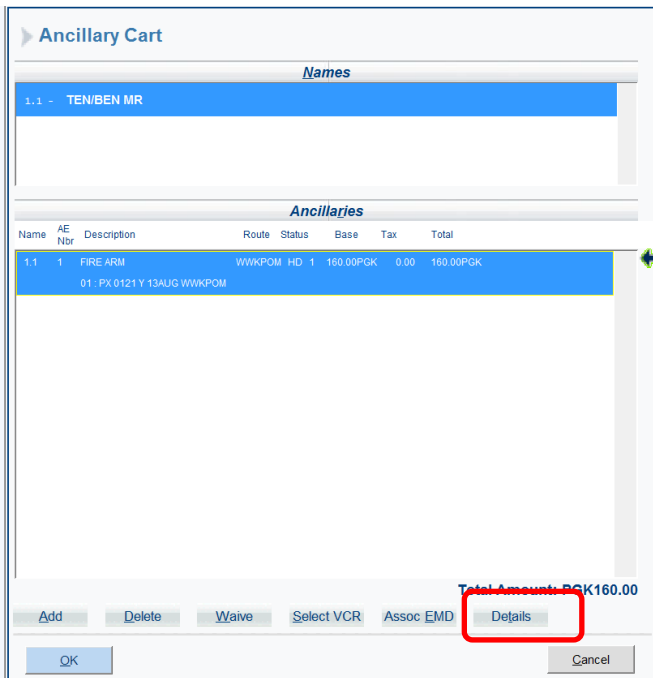
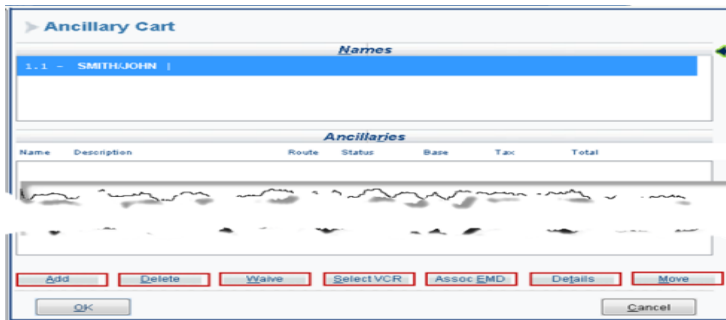


Figure 89

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	<p>Status refers to payment status. They include:</p> <ul style="list-style-type: none"> <li>• <b>HD - Payment Required</b></li> <li>• <b>HI - Fulfilled (Paid)</b></li> <li>• <b>HK - Confirmed - AE waived, no EMD issued</b></li> <li>• <b>HN - Need Requested.</b></li> </ul> <p>Note HN status will only be seen by those GDS systems that will request service from the carrier direct.</p>
Base	The price without tax
Tax	Tax applicable to the ancillary
Total	Total price with tax

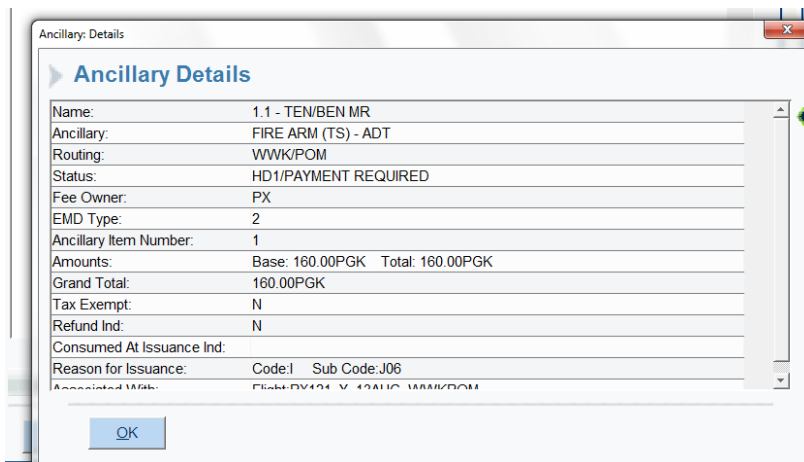
## ANCILLARY CART - ACTION ITEMS



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.  <b>Note</b> 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.

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

Figure 90 Ancillary Details screen displays



- Select OK

Takes you back to ancillary cart



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

See Figure 91

Form(s) of Payment

Total Cost: 160.00 PGK

Form of Payment 1

Amount: \* 160.00

Form of Payment: \* CREDIT CARD

Number: \* 6010231111222233

Exp: \* 0222

CC Type: \* ANZ

CSC:

Approval Code: 12345 Approval

Endorsements: ANSPORTATION/NONRFND/NONTRNSF

Form of Payment 2

Amount:

Form of Payment:

OK Cancel

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

Ticketing/Pricing

1 T-12AUG-POM5MEA

2 TE 6562151580176 TENB POM5MEA 1456/12AUG (1) TEN6EN

3 TE 6561500175972 TENB POM5MEA 1505/12AUG - TS

Price Quote 1:

1

ADT@818.00PGK+157.10PGK(taxes/fee/charges)=975.10PGK-1

Total:

818.00PGK+157.10PGK(tax)=975.10

Exchange View Coupons Refund (2) Fees/Svcs +

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

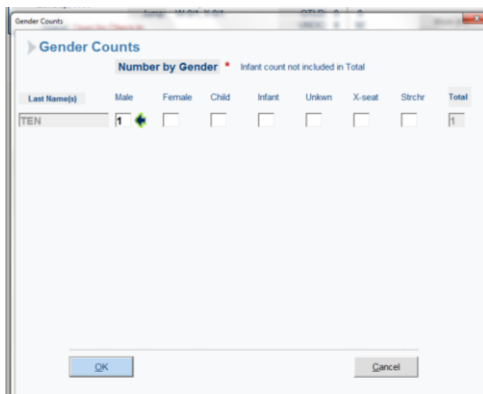
Figure 93 Check In screen

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



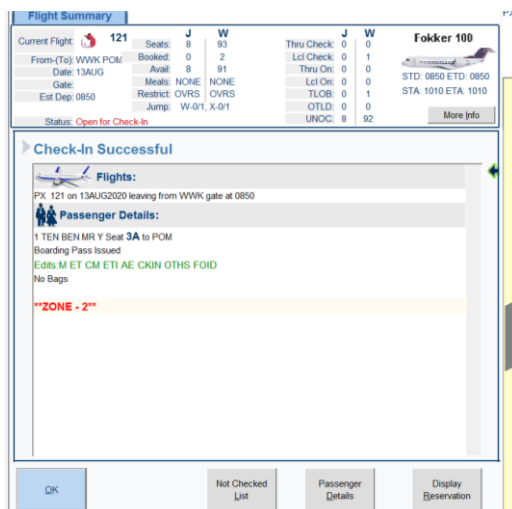
Figure 94

*Gender Counts screen displays*



- 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

The screenshot shows the Sabre reservation software interface. At the top, there is a menu bar with function keys F1 through F8: F1 Flights, F2 Check-In, F3 Boarding, F4 Operations, F5 Seats, F6 Reservations, F7 Pricing, and F8 Ticketing. The Sabre logo and 'CERT-POM-5' are visible in the top right corner.

The main window is titled 'Passenger List' and displays flight information: 'PX 101 DEP FROM LAE ON 14AUG AT 725'. Below this, there are several buttons: 'Check-In', 'Passenger Details', 'Name Not on List', 'Group Check-In', 'Bag Tags', 'Board Pass', 'Offload', 'Chg Seat', 'Freq Flyer', and 'Travel Docs'. A 'Sort By' dropdown menu is also present.

The 'Passenger List' table has the following columns: Nbr, Last Name, First Name, Grp, To, C, Seat, Bgs, CKIN, ETI, and F. The data rows are:

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	CKIN	ETI	F
1	TEA	JASMINE MRS	AB2	POM	Y		0	CKIN	ETI	F
2	TEA	GINGER MISS	AB2	POM	Y		0		CHD ETI	F

A red arrow points to the 'CKIN' button in the 'CKIN' column of the first row. Below the 'Passenger List' table is a 'Similar Name List' table with the same columns as the 'Passenger List' table. At the bottom of the window are buttons for 'Reservation', 'Add/Rm Edits', 'VCR', 'New List', 'Print/Email/Expt', and 'Cancel'.

To the right of the 'Passenger List' window is a seat map for the aircraft. The seat map shows rows 1 through 15 and columns A through G. Row 10 is highlighted in red, and the seats in row 10 are marked with '\$' symbols, indicating an excess baggage charge. The seat map also shows the cabin layout with aisle and window seats.

Figure 95



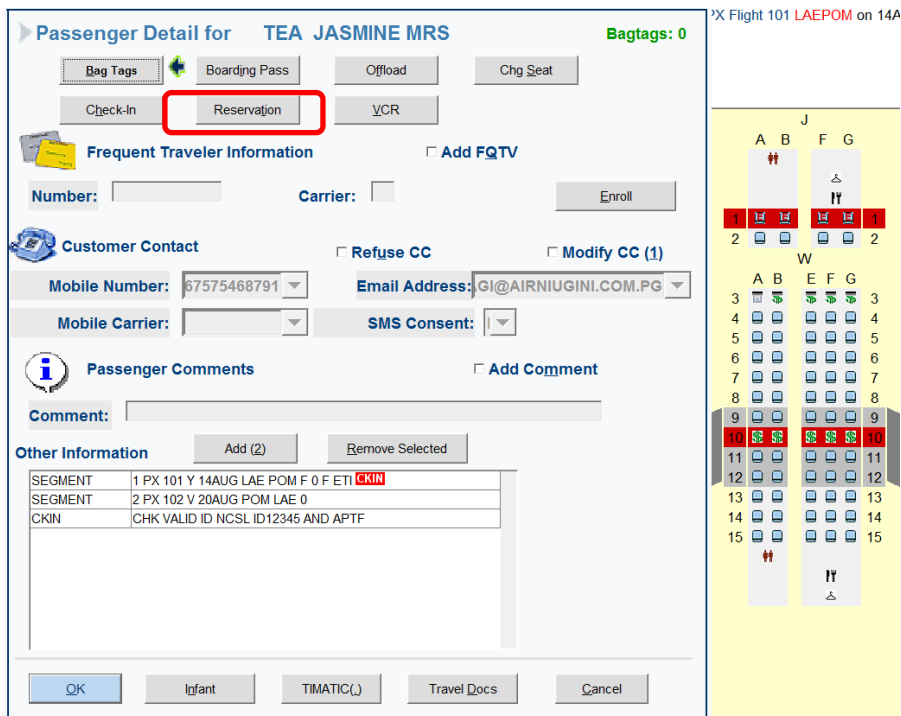
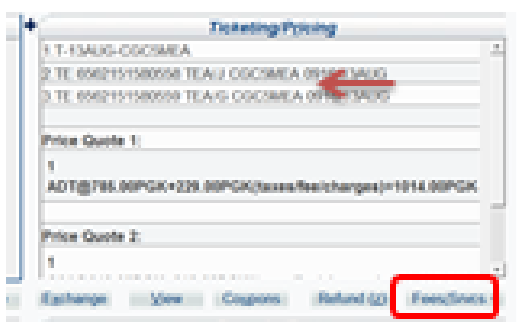


Figure 96

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*



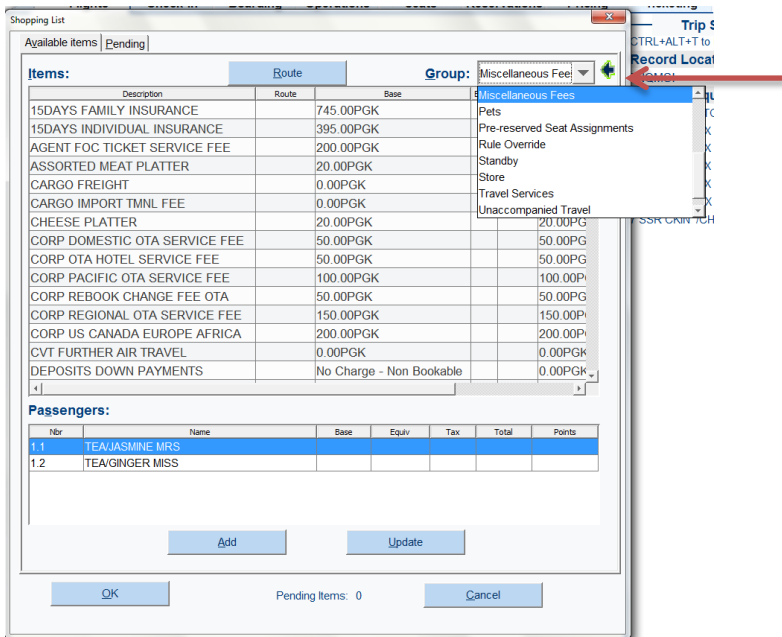
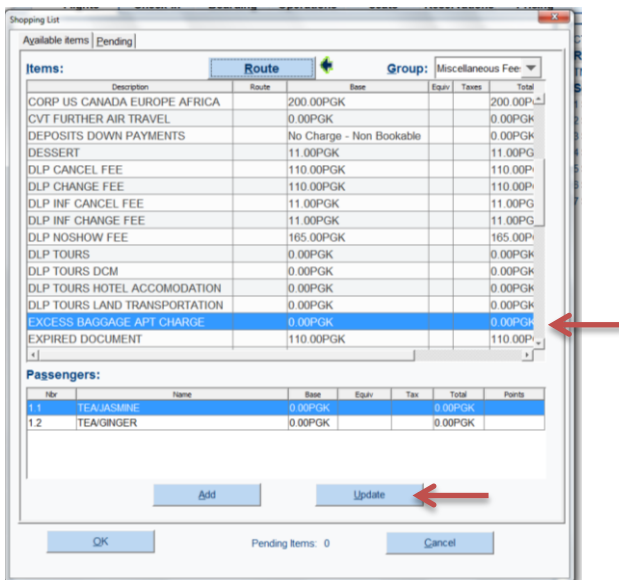


Figure 97

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***

Ancillary: Amounts

Ancillary:Amounts Select 'OK' to apply change

Description: EXCESS BAGGAGE APT CHARGE

Base Equivalent

PGK 54.55

Taxes Taxes

Amount	Code	Amount	Code
		5.45	UN

Add Update Delete

Total: 54.55 PGK

OK Cancel

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

Ancillary: Amounts Select 'OK' to apply change

Description: EXCESS BAGGAGE APT CHARGE

**Base**                      **Equivalent**

PGK 54.55                     

**Taxes**                      **Taxes**

Amount	Code	Amount	Code
5.45	UN	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Total: 60.00 PGK**

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)

Shopping List

Available items | Pending

Items:

Description	Route	Base	Equiv	Taxes	Total
CORP US CANADA EUROPE AFRICA		200.00PGK			200.00PGK
CVT FURTHER AIR TRAVEL		0.00PGK			0.00PGK
DEPOSITS DOWN PAYMENTS		No Charge - Non Bookable			0.00PGK
DESSERT		11.00PGK			11.00PGK
DLP CANCEL FEE		110.00PGK			110.00PGK
DLP CHANGE FEE		110.00PGK			110.00PGK
DLP INF CANCEL FEE		11.00PGK			11.00PGK
DLP INF CHANGE FEE		11.00PGK			11.00PGK
DLP NOSHOW FEE		165.00PGK			165.00PGK
DLP TOURS		0.00PGK			0.00PGK
DLP TOURS DCM		0.00PGK			0.00PGK
DLP TOURS HOTEL ACCOMODATION		0.00PGK			0.00PGK
DLP TOURS LAND TRANSPORTATION		0.00PGK			0.00PGK
EXCESS BAGGAGE APT CHARGE		0.00PGK		0.00PGK	0.00PGK
EXPIRED DOCUMENT		110.00PGK			110.00PGK

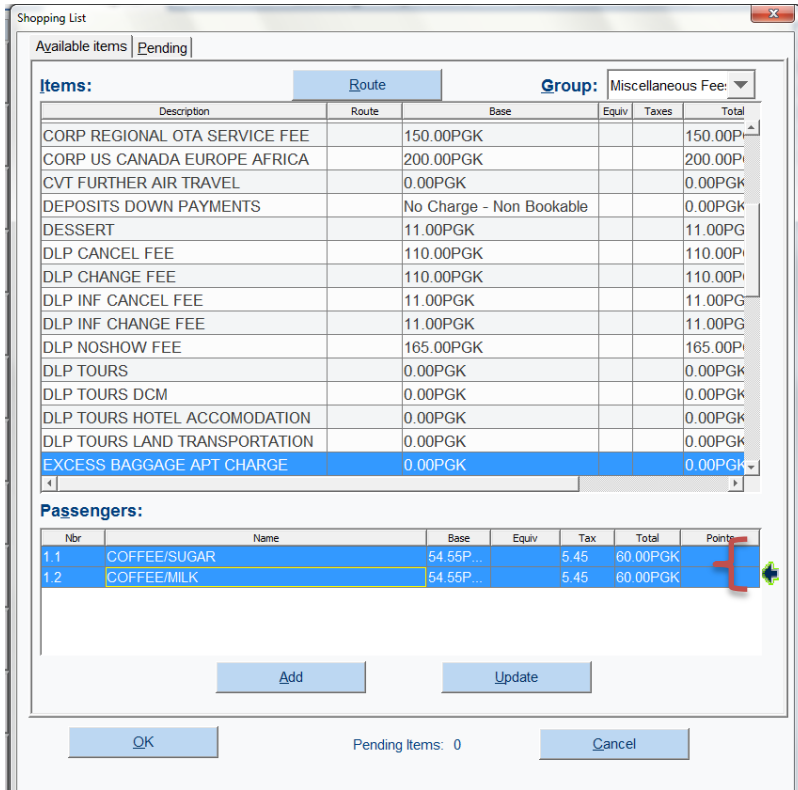
Passengers:

Nbr	Name	Base	Equiv	Tax	Total	Points
1.1	TEA/JASMINE	54.55PGK		5.45	60.00PGK	
1.2	TEA/SINGER	0.00PGK			0.00PGK	

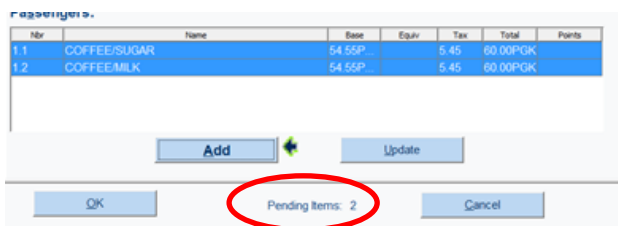
Pending Items: 0

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

The screenshot shows the 'Ancillary Cart' window. At the top, there is a 'Names' section with two entries: '1.1 - TEAJASMINE MRS' and '1.2 - TEA/GINGER MISS'. Below this is the 'Ancillaries' section, which is a table with the following data:

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	1	EXCESS BAGGAGE APT CHARGE	HD	1	54.55PGK	5.45	60.00PGK
1.2	2	EXCESS BAGGAGE APT CHARGE	HD	1	54.55PGK	5.45	60.00PGK

At the bottom right of the table, it says 'Total Amount: PGK60.00'. Below the table are several buttons: 'Add', 'Delete', 'Waive', 'Select VCR', 'Assoc EMD', and 'Details'. The 'Details' button is highlighted with a red box. At the very bottom are 'OK' and 'Cancel' buttons.

Select DETAILS to view more detailed information about the ancillary

The screenshot shows the 'Ancillary Details' dialog box. It contains the following information:

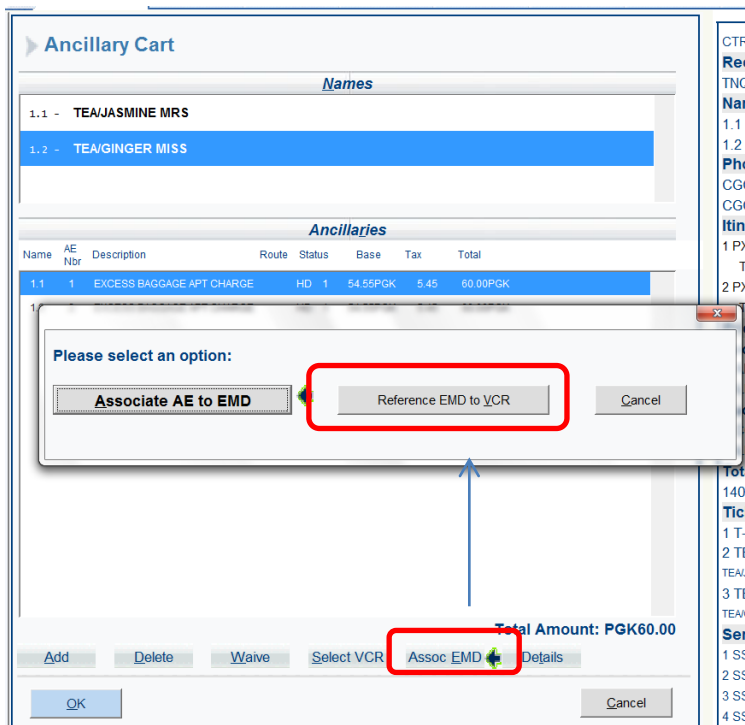
Name: 1.1 - TEAJASMINE MRS  
Ancillary: EXCESS BAGGAGE APT CHARGE (99) - ADT  
Status: HD1/PAYMENT REQUIRED  
Fee Owner: PX  
EMD Type: 1  
Ancillary Item Number: 1  
Amounts: Base: 54.55PGK Tax: 5.45 Total: 60.00PGK  
Grand Total: 60.00PGK  
Tax Exempt: N  
Tax Details: 5.45UN  
Refund Ind: N  
Consumed At Issuance Ind: Y  
Reason for Issuance: Code:D Sub Code:A51  
Associated Mark: Flight

At the bottom of the dialog box is an 'OK' button.

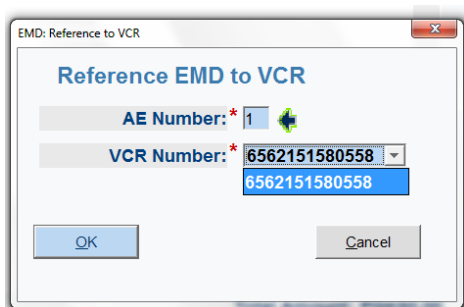
## ASSOCIATE EMD TO VCR

16. Select **ASSOC EMD**

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



***EMD Reference to VCR displays***



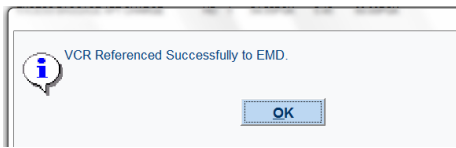
Select drop down menu from VCR Number:

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 assoication.

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

19. Select OK



**Figure 98 VCR REFERENCE SUCCESSFUL RESPONSE**

**Ancillary Cart**

*Names*

1.1 - TEAJASMINE MRS  
1.2 - TEA/GINGER MISS

*Ancillaries*

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	1	EXCESS BAGGAGE APT CHARGE VCR: 6562151580558	HD	1	54.55PGK	5.45	60.00PGK
1.2	2	EXCESS BAGGAGE APT CHARGE	HD	1	54.55PGK	5.45	60.00PGK

**Total Amount: PGK60.00**

Add Delete Waive Select VCR Assoc EMD Details

OK Cancel

20. Now select passenger number 2 (1.2)

**Ancillary Cart**

**Names**

1.1 - TEA/JASMINE MRS  
 1.2 - TEA/GINGER MISS

**Ancillaries**

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	1	EXCESS BAGGAGE APT CHARGE VCR: 6562151580558	HD 1		54.55PGK	5.45	60.00PGK
1.2	2	EXCESS BAGGAGE APT CHARGE	HD 1		54.55PGK	5.45	60.00PGK

Total Amount: PGK60.00

Buttons: Add, Delete, Waive, Select VCR, **Assoc EMD**, Details, OK, Cancel

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

Please select an option:

Buttons: Associate AE to EMD, **Reference EMD to VCR**, Cancel

EMD: Reference to VCR

**Reference EMD to VCR**

AE Number: \* 2

VCR Number: \* 6562151580559

Buttons: OK, Cancel

VCR Referenced Successfully to EMD.

Button: OK



23. Select/highlight both ancillaries

► Ancillary Cart

**Names**

1.1 - TEAJASMINE MRS  
1.2 - TEAJINGER MISS

**Ancillaries**

Name	AE Nbr	Description	Route	Status	Base	Tax	Total
1.1	1	EXCESS BAGGAGE APT CHARGE VCR: 6592151580558	HD	1	54.55PGK	5.45	60.00PGK
1.2	2	EXCESS BAGGAGE APT CHARGE VCR: 6592151580559	HD	1	54.55PGK	5.45	60.00PGK

Total Amount: PGK120.00

Add Delete Waive Select VCR Assoc EMD Details

OK Cancel

24. Select OK

*Form of Payment window displays*

► Form(s) of Payment

Total Cost: 120.00 PGK

**Form of Payment 1**

Amount: \* 120.00

Form of Payment: \* CREDIT CARD

Number: \* 601040112223334 Exp: \* 0522

CC Type: \* WESTPAC CSC:

Approval Code: 12345

Endorsements: FR XBAG/LAEPOM15.00PGK 2PC@4KG

**Form of Payment 2**

Amount:

Form of Payment:

OK Cancel

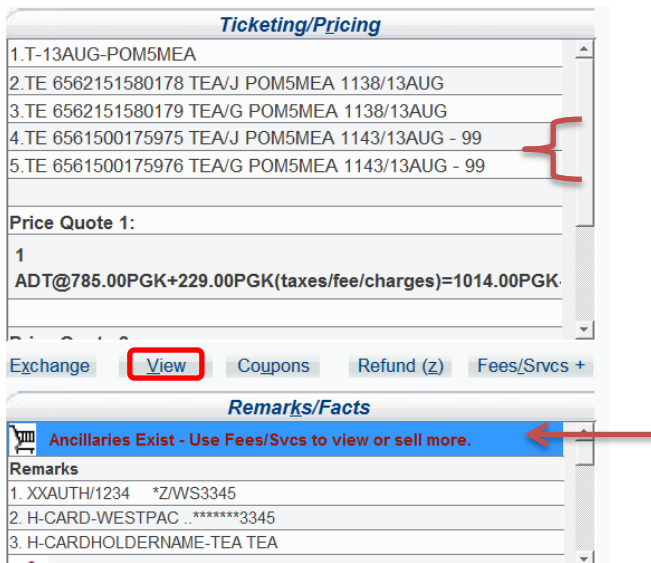
25. In the Endorsement field enter:

**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)

**Electronic Miscellaneous Document (EMD)**

EMD Number: 6561500175973      Name: TEA/JASMINE MRS      PNR: TNQMSI

Nbr of Cops: 1      EMD Type: S      Issued: Issued on 13AUG at POM

NBR	AL	ROUTE	DESC	ASSOCIATE...	ASS...	QTY	STAT
1	PX	-	EXCESS BAGGAGE APT CH...			1	USED

**Fare Info:**  
 Base: PGK 54.55      Equiv: --      Taxes: PGK 5.45      Total: PGK 60.00

**Value Calc:**

**Form of Payment:**  
 FOP: CC-WS XXXXXXXXXXXX3334 PGK 60.00 Auth-12345

Issued: Issued on 13AUG at POM

**Miscellaneous Info:**  
 Fee Override: N      Consumed: Y      Tax Exempt: N      Refundable: N

Remarks:  
 Endorse/Restrict: VLD PX SVC/GOOD ONLY FR XBAG/LAEPOM15.00PGK 2PC@4KG/NONREFND

Referenced to Document: TE 6562151580558

Print

OK    Modify    Refund    History    PNR    Cancel

**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)

**Passenger List**

PX 106 DEP FROM POM ON 13AUG AT 1610

Line(s): 1,2 **Check-In** Passenger Details Name Not on List Group Check-In  
 or Rloc: Bag Tags Board Pass Offload Chg Seat  
 Freq Flyer Travel Docs

Sort By

**Similar Name List**

Ubr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	COFFEE	SUGAR MRS	AB2	LAE	L	0	F ETI			F
2	COFFEE	MILK MSTR	AB2	LAE	L	0	CHD ETI			F

Reservation Add/Rm Edits VCR New Ljst Print/Email/Expt Cancel

Figure 100 Passenger list

3. Select required fields >Select OK

Day of Travel Contact Information

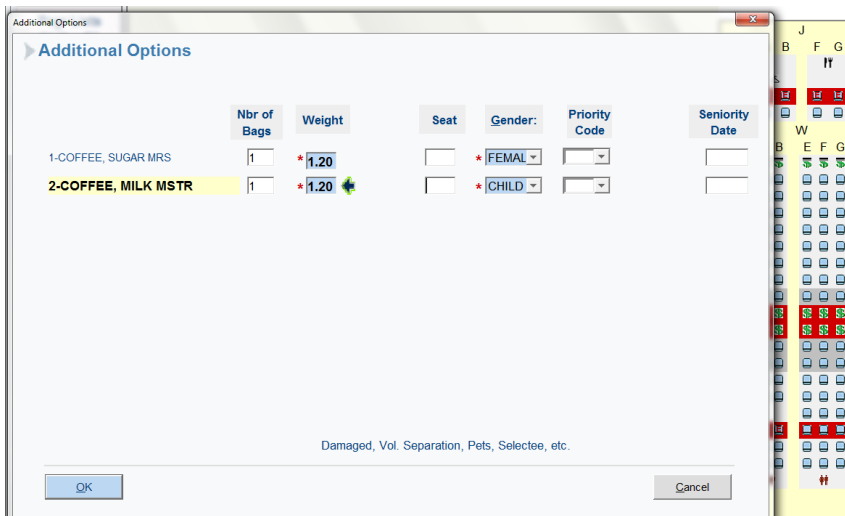
**Day of Travel Contact Information**

Passenger Name	Contact Refusal	Apply To All	Mobile Number	Mobile Carrier	SMS Consent	Email Address
COFFEE/SUGAR MRS LVTWMM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	+75468791	BMOBILE	<input type="checkbox"/>	
COFFEE/MILK MSTR LVTWMM	<input type="checkbox"/>	<input type="checkbox"/>	75468791	BMOBILE	<input type="checkbox"/>	

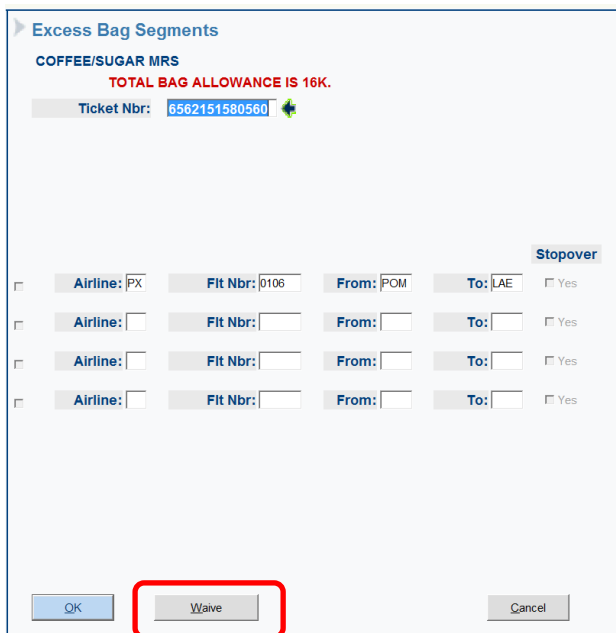
OK Cancel

4. Enter Nbr of Bags > Enter Weight

5. Select OK

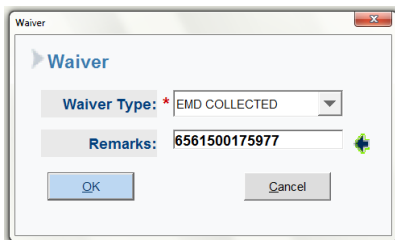


*Excess Bag Segment screen displays*



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:*

**Flight Summary** PX FI

Current Flight: <b>106</b>	Seats: J 8 W 93	Thru Check: J 0 W 0	<b>Fokker 100</b>
From-(To): POM LAE	Booked: 0 2	Lcl Check: 0 2	
Date: 13AUG	Avail: 8 91	Thru On: 0 0	STD: 1610 ETD: 1610
Gate:	Meals: NONE NONE	Lcl On: 0 0	STA: 1655 ETA: 1655
Est Dep: 1610	Restrict: OVRS OVRS	TLOB: 0 2	
	Jump: W-0/1, X-0/1	OTLD: 0 0	
		UNOC: 8 91	<a href="#">More Info</a>

Status: Open for Check-In

---

**Check-In Successful**

**Flights:**  
PX 106 on 13AUG2020 leaving from POM gate at 1610

**Passenger Details:**

1 COFFEE SUGAR MRS L Seat **4A** to LAE  
Boarding Pass Issued  
Edits: F ET ETI  
Bags: 1 Tag(s) Printed ←

**\*\*ZONE - 2\*\***

2 COFFEE MILK MSTR L Seat **4B** to LAE  
Boarding Pass Issued  
Edits: CHD ET ETI  
Bags: 1 Tag(s) Printed ←

**\*\*ZONE - 2\*\***

Bag tags: 3656912073 ←  
**20 KG**  
Checked By: POM5MEA

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21

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

Sabre response:

**Passenger List**  
**PX 106 DEP FROM POM ON 13AUG AT 1610**

Line(s): 1  
 or Rloc:

Buttons: Check-In, Passenger Details, Name Not on List, Group Check-In, Bag Tags, Board Pass, Offload, Chg Seat, Freq Flyer, Travel Docs

Sort By: [Dropdown]

**Similar Name List**

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	COFFEE	SUGAR MRS	AB2	LAE	L	4A * 1	F ET ET1		F	1
2	COFFEE	MILK MSTR	AB2	LAE	L	4B * 1	CHD ET ET1		F	2

View the PASSENGER DETAILS for each passenger

Adult passenge 1.1

**Passenger Detail for COFFEE SUGAR MRS** Bagtags: 1

Buttons: Bag Tags, Boarding Pass, Offload, Chg Seat, Check-In, Reservation, VCR, Seat(s): 4A

**Frequent Traveler Information**  Add FQTV

Number: [Input] Carrier: [Input]

**Customer Contact**  Refuse CC  Modify CC (1)

Mobile Number: 67575468791 Email Address: [Input]  
 Mobile Carrier: [Input] SMS Consent: [Input]

**Passenger Comments**  Add Comment

Comment: [Input]

**Other Information**

SEGMENT	1 PX 106 L 13AUG POM LAE 4A * F 1 F ET ET1
SEGMENT	2 PX 103 V 20AUG LAE POM 0
Bag Tags	PX LAE 3656912073.20
Bag Tags	1 / 20 KG
ET	8562151580560 C01 13AUG L POMLAE CKIN
Seq	001 , ***
Status	Checked-In

Buttons: OK, Infant, TIMATIC(), Travel Docs, Cancel

## Child passenger 1.2

**Passenger List**

**PX 106 DEP FROM POM ON 13AUG AT 1610**

Line(s):       
 or Rloc:

Sort By:

**Similar Name List**

Line	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	COFFEE	SUGAR MRS	AB2	LAE	L	4A * 1	FET ETI		F	1
2	COFFEE	MILK MSTR	AB2	LAE	L	4B * 1	CHD ET ETI		F	2

**Passenger Detail for COFFEE MILK MSTR** Bagtags: 1

**Seat(s): 4B**

**Frequent Traveler Information**  Add FQTV  
 Number:  Carrier:

**Customer Contact**  Refuse CC  Modify CC (1)  
 Mobile Number:  Email Address:   
 Mobile Carrier:  SMS Consent:

**Passenger Comments**  Add Comment  
 Comment:

**Other Information**

SEGMENT	1 PX 106 L 13AUG POM LAE 4B * F 1 CHD ET ETI
SEGMENT	2 PX 103 V 20AUG LAE POM 0
Bag Tags	PX LAE 3656912074.20
Bag Tags	1 / 20 KG
ET	6562151580561 C01 13AUG L POMLAE CKIN
Seq	002 , ***
Status	Checked-In



### 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

Passenger Detail for TAUREKA EMMA MRS Bagtags: 0

Buttons: Bag Tags, Boarding Pass, Offload, Chg Seat, Check-In, Reservation, VCR

Frequency: Frequent Traveler Information  Add FQTV

Number:  Carrier:

Customer Contact  Refuse CC  Modify CC (1)

Mobile Number:  Email Address: GI@AIRNIUGINI.COM.PG

Mobile Carrier:  SMS Consent:

Passenger Comments  Add Comment

Comment:

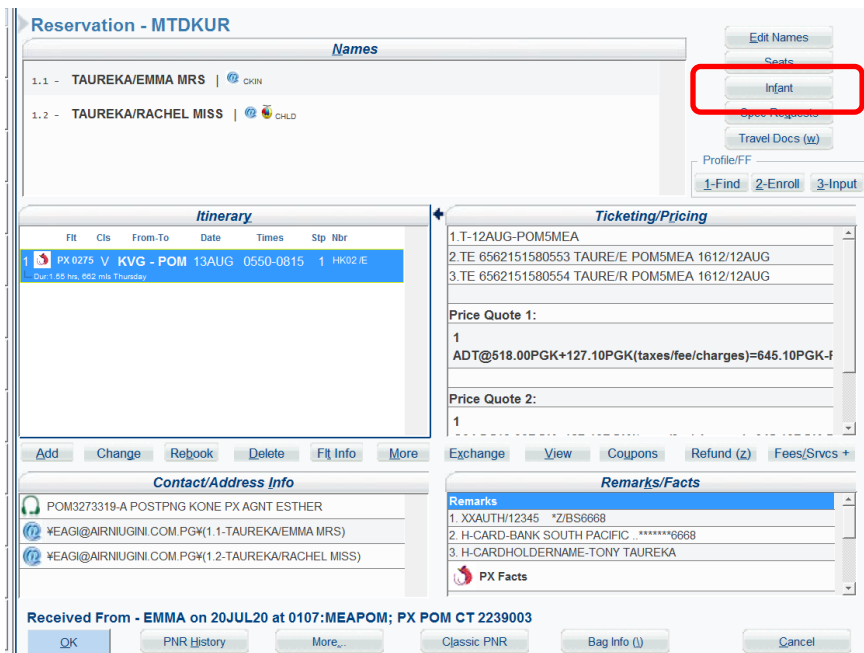
Other Information

SEGMENT	1 PX 275 V 13AUG KVG RAB F 0 F ETI <b>CKIN</b>
SEGMENT	V RAB POM F 0 F ETI <b>CKIN</b>
CKIN	CHK VALID ID AND APTF

Buttons: OK, Infant, TIMATIC(), Travel Docs, Cancel

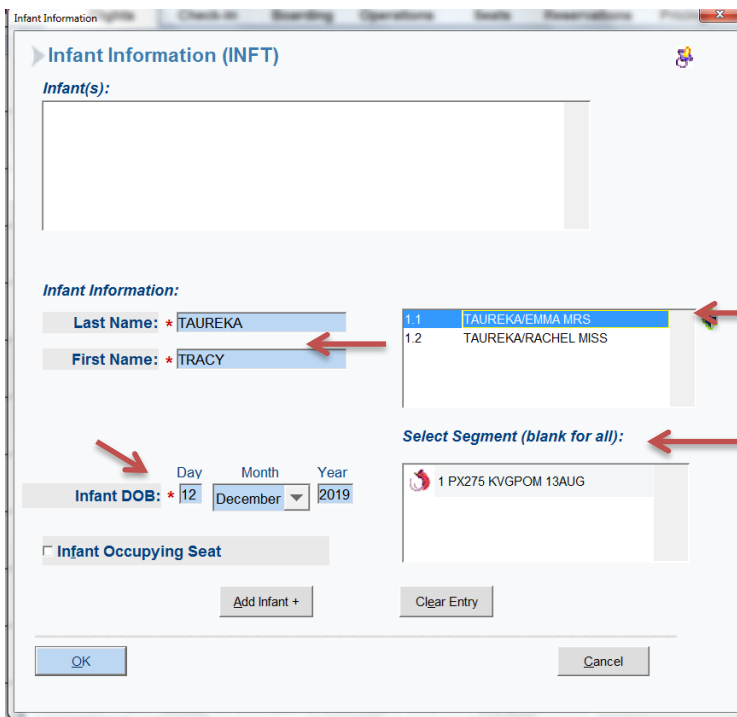
The reservation displays

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

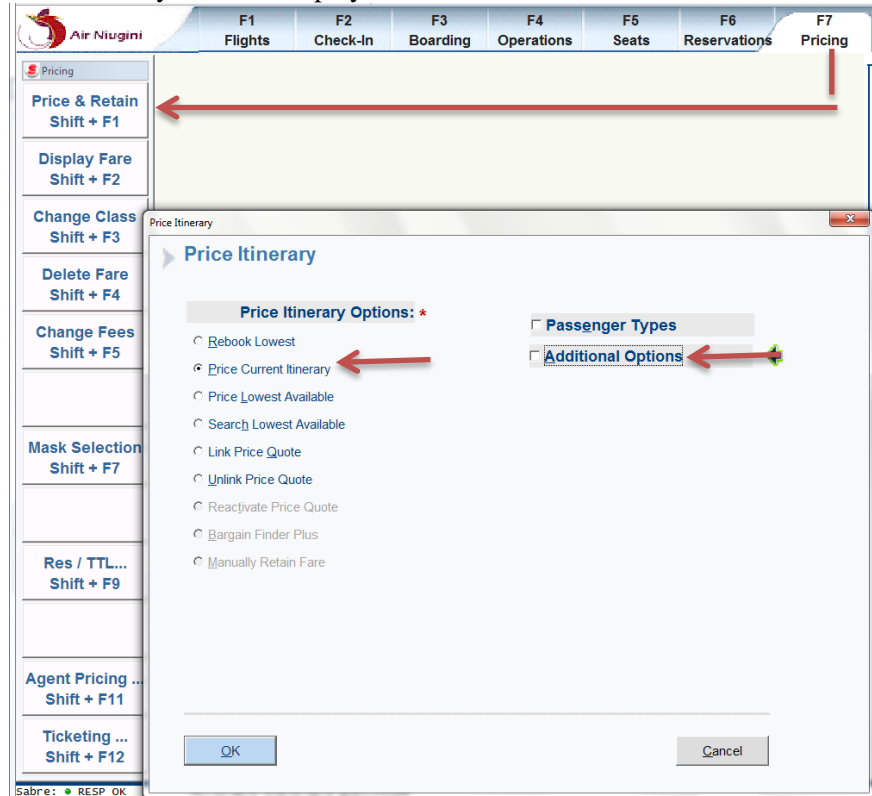
Infant information is updated at the top of the pop up window

**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)

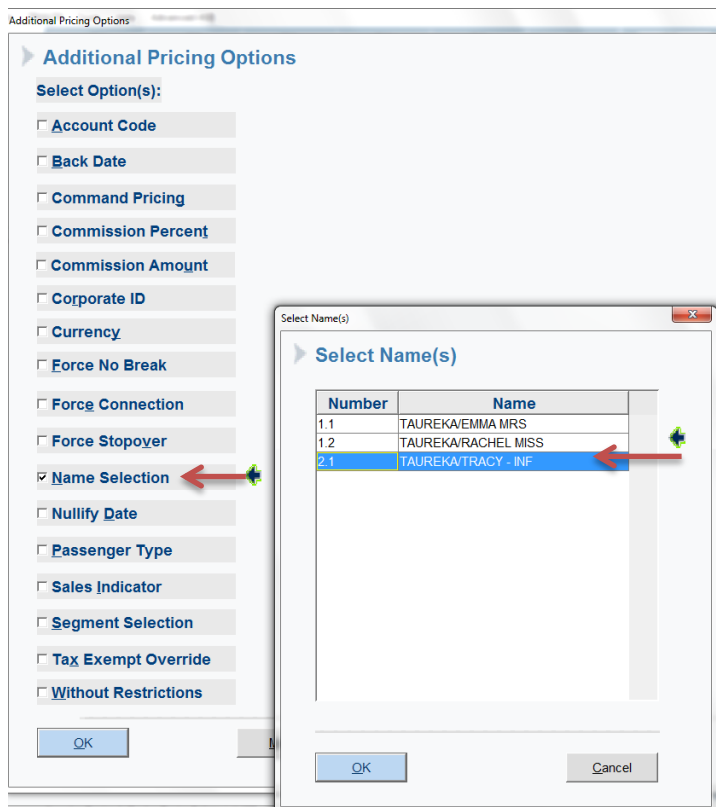


Figure 101

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

Price Quote

VALID ON PX SVCS/SAVER

**52.00 PGK**

**Summary**

Psgrs	Base Fare	+ Taxes/Fees/Charges =	Total
1 INF	52.00 PGK	+ 0.00	<u>52.00 PGK</u>

13AUG2020 DEPARTURE DATE LAST DAY TO PURCHASE/

**Details** | **Rules** | **Fare Description** | **Baggage Info**

BASE FARE	EQUIV AMT	TAXES/FEES/CHARGES	TOTAL
1- 52.00PGK		0.00	52.00PGK

XT  
VALID ON PX SVCS/SAVER

INF-1 VV3/IN90  
KVG PX POM52.00PGK52.00END  
REQUIRES ACCOMPANYING ADT PASSENGER  
EACH INF REQUIRES ACCOMPANYING ADT PASSENGER  
VALIDATING CARRIER SPECIFIED - PX  
BAG ALLOWANCE -KVGPM-10KG/PX  
CARRY ON ALLOWANCE  
KVGPM-NIL/PX  
CARRY ON CHARGES

Save | Save & Shop | Re-Price | Cancel

15. Select SAVE

*Sabre response:*

Flights	Check-in	Boarding	Opt
PQ			
PRICE QUOTE RECORD RETAINED			

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

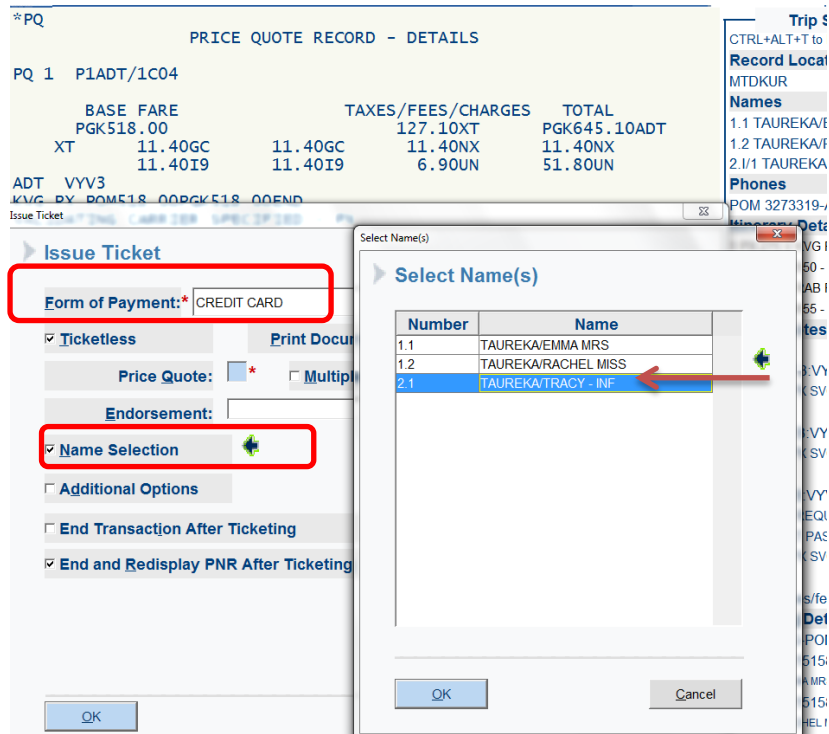
F1	F2	F3	F4	F5	F6	F7	F8
Flights	Check-In	Boarding	Operations	Seats	Reservations	Pricing	Ticketing
<p>Ticketing</p> <p>Issue Ticket Shift + F1</p>							<p>Trip Sur</p> <p>CTRL+ALT+T to Exp</p> <p>Record Locator</p> <p>MTDKUR</p>

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

Issue Ticket

Issue Ticket

Form of Payment: \* CREDIT CARD

Ticketless      Print Documents: No Printed Documents

Price Quote: 3 \*      Multiple Price Quotes & Names

Endorsement: /TVLN WTH 1TAUREKA/EMMAMRS TE6562151580553

Name Selection

Additional Options

End Transaction After Ticketing

End and Redisplay PNR After Ticketing

OK      Cancel

Noted: Price quote for the infant auto populates

27. Enter card details

Form of Payment: Credit Card

Form of Payment: Credit Card

Credit Card Type: \* BANK SOUTH PACIFIC

Credit Card Number: \* 6013025556664447

Expiration Date: \* 03 / 22  
(MM / YY)

Approval Code: 1212      CSC Number:

Cardholders name: \* TONY TAUREKA

OK      Approval      Cancel

28. Select OK

*Reservation displays*



**Reservation - MTDKUR**

**Names**

- 1.1 - TAUREKA/EMMA MRS | CKIN CKIN
- 1.2 - TAUREKA/RACHEL MISS | CHLD
- 2.1 - TAUREKA/TRACY - INF | OSI

**Itinerary**

Flt	Cls	From-To	Date	Times	Stp	Nbr
1	PX 0275 V	KVG - POM	13AUG	0550-0815	1	HK02 IE

Dur: 1.55 hrs, 662 mls Thursday

**Ticketing/Pricing**

- 1.T-12AUG-POM5MEA
- 2.TE 6562151580553 TAURE/E POM5MEA 1612/12AUG
- 3.TE 6562151580554 TAURE/R POM5MEA 1612/12AUG
- 4.TE 6562151580555 TAURE/T POM5MEA 1631/12AUG

**Price Quote 1:**

1  
ADT@518.00PGK+127.10PGK(taxes/fee/charges)=645.10PGK-I

**Price Quote 2:**

**Contact/Address Info**

- POM3273319-A POSTPNG KONE PX AGNT ESTHER
- WEAGI@AIRNIUGINI.COM.PG\$(1.1-TAUREKA/EMMA MRS)
- WEAGI@AIRNIUGINI.COM.PG\$(1.2-TAUREKA/RACHEL MISS)
- WEAGI@AIRNIUGINI.COM.PG\$(2.1-TAUREKA/TRACY)

**Remarks/Facts**

- 2. H-CARD-BANK SOUTH PACIFIC ..\*\*\*\*\*6668
- 3. H-CARDHOLDERNAME-TONY TAUREKA
- 4. H-CARD-BANK SOUTH PACIFIC ..\*\*\*\*\*4447
- 5. H-CARDHOLDERNAME-TONY TAUREKA

**PX Facts**

Received From - EMMA on 20JUL20 at 0107:MEAPOM; PX POM CT 2239003

OK PNR History More... Classic PNR Bag Info (I) Cancel

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

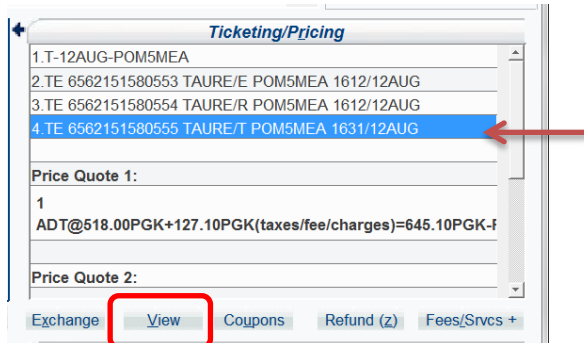
**Remarks/Facts**

**PX Facts**

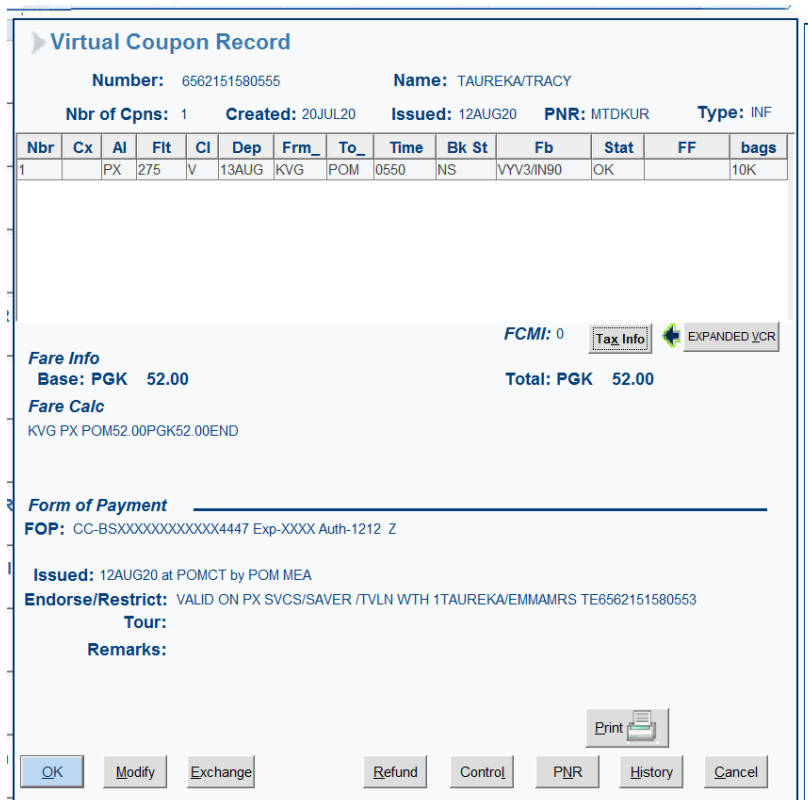
- 1. PX **SSR CHLD** PX HK1/09FEB17  
(1.2-TAUREKA/RACHEL MISS)
- 2. PX **SSR ADTK** /TO PX BY 14AUG20 1700 POM 14AUG20 1700 POM OR WI
- 3. PX **SSR TKNE** PX HK1 KVGPOM0275V13AUG/6562151580553C1  
(1.1-TAUREKA/EMMA MRS)
- 4. PX **SSR TKNE** PX HK1 KVGPOM0275V13AUG/6562151580554C1  
(1.2-TAUREKA/RACHEL MISS)
- 5. PX **SSR CKIN** /NSCL ID7894 NN1  
(1.1-TAUREKA/EMMA MRS)
- 3. PX **SSR CKIN** /CHK VALID ID AND APTF NN1  
(1.1-TAUREKA/EMMA MRS)
- 7. PX **SSR INFT** PX 275V13AUG/TAUREKA/TRACY/12DEC19 NN1  
(1.1-TAUREKA/EMMA MRS)
- 3. PX **OSI** PX INF  
(2.1-TAUREKA/TRACY)
- 9. PX **SSR TKNE** PX HK1 KVGPOM0275V13AUG/INF6562151580555C1  
(1.1-TAUREKA/EMMA MRS)

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

Navigation: F1 Flights, F2 Check-In, F3 Boarding, F4 Operations, F5 Seats, F6 Reservations, F7 Pricing, Tick

PX Flight

### Passenger List


146 DEP FROM POM ON 18AUG

Line(s): 1 or Rloc:


Buttons: Check-In, Bag Tags, Passenger Details, Board Pass, Name Not on List, Offload, Freq Flyer, Group Check-In, Chg Seat, Travel Docs

Sort By:

#### Similar Name List

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	LINDSAY	NANCY MS	AB2	LAE	T		0	 F IFET ETI		F
AE - PX 0146/POMLAE/TS/HD/QTY-1										

Buttons: Reservation, Add/Rm Edits, VCR, New List, Print/Email/Expt, Cancel

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	LINDSAY	NANCY MS	AB2	LAE	T		0	 F IFET ETI		F
AE - PX 0146/POMLAE/TS/HD/QTY-1										

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 whether 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

**Passenger List**  
PX 100 DEP FROM POM ON 13FEB AT 610

Line(s) or Rloc: 2

Check-in

Passenger Details

Name Not on List

Group Check-in

Bag Tags

Board Pass

Offload

Chg Seat

Sort By

Freq Flyer

Travel Docs

All Passengers: Count=J, W-4

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	GOLD	GINGER	LAE	W-X			0	FF GLD ETO DAA FQTR		F
2	TANGO	JULIET MS	LAE	W-V			0	YV F ETI		F
AE - PX 0100/POMLAE/BG/HI/QTY-1/USED-0/EMD-6561500045019/C01										
3	GOLZLBHTUIM	GOLZLBHTUI	LAE	W-V		3A	0	YV PRCH ETI		F
AE - PX 0100/POMLAE/SA/HI/QTY-1/SEAT ASSIGNMENT/EMD-6561500042976/C01										
4	TAAVMUJZCGS	TAAVMUJZCG	LAE	W-V		3B	0	YV PRCH ETI		F
AE - PX 0100/POMLAE/SA/HI/QTY-1/SEAT ASSIGNMENT/EMD-6561500043645/C01										

EMD Issued 6561500045019C01

AE=Ancillary

BG=BAGGAGE

Reservation

Add/Rm Edits

VCR

New List

Print/Email/Expt

Cancel

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

**Reservation - NBYRCD**

**Names**

1.1 - TANGO/JULIET MS | @

**Itinerary**

FLT	Cls	From-To	Date	Times	Stp	Nbr
1	PX 0100 V	POM - LAE	13FEB	0610-0655	0	HK01/E
L-Dur: 0.45 hrs, 202 mls Wednesday						
2	PX 0901 T	LAE - POM	20FEB	1630-1730	0	HK01/E
L-Dur: 1 hrs, 202 mls Wednesday						

**Ticketing/Pricing**

1.T-12FEB-POM5MEA  
 2.TE 6562150492335 TANGO/J POM5MEA 1434/12FEB (1.1-TANGO/JULIET MS)  
 3.TE 6561500045019 TANGO/J POM5MEA 1436/12FEB - BG  
 4.TE 6561500045020 TANGO/J POM5MEA 1436/12FEB - BG

**Price Quote 1:**

1 ADT@659.00PGK+2 6.40PGK(taxes/fee/charges)=875.40PGK-FB:VYV2/TYV2

**Total:**  
 659.00PGK+216.40PGK(tax)=875.40

**Remarks/Facts**

Ancillaries Exist - Use Fees/Svcs to view or sell more.

PX Facts

1. PX SSR TKMF PX HK1 POMLAE0100V13FEB/6562150492335C1 (1.1-TANGO/JULIET MS)  
 2. PX KSB TKMF PX HK1 1 AFPOM0901720FFR/656150482335C2

**Received From - P on 11FEB19 at 2221:MEAPOM; PX POM CT 2239003**

OK PNR History More... Classic PNR Bag Info (I) Cancel

**Ticketing/Pricing**

1.T-12FEB-POM5MEA  
 2.TE 6562150492335 TANGO/J POM5MEA 1434/12FEB (1.1-TANGO/JULIET MS)  
 3.TE 6561500045019 TANGO/J POM5MEA 1436/12FEB - BG  
 4.TE 6561500045020 TANGO/J POM5MEA 1436/12FEB - BG

**Price Quote 1:**

1 ADT@659.00PGK+216.40PGK(taxes/fee/charges)=875.40PGK-FB:VYV2/TYV2

**Total:**  
 659.00PGK+216.40PGK(tax)=875.40

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

**EMD receipt is displays**

**Electronic Miscellaneous Document (EMD)**

EMD Number: 6561500045019      Name: TANGO/JULIET MS      PNR: NBYRCD

Nbr of Cpns: 1      EMD Type: A      Issued: Issued on 12FEB at POM

NBR	AL	ROUTE	DESC	ASSOCIATED VCR	ASSOC	QTY	STAT
1	PX	POM-LAE	UPT0100LB/45KG - BAGGAGE	6562150492335 / 1	A	1	OK

**Fare Info:**  
 Base: PGK 486.30      Equiv: --      Taxes: PGK 48.70      Total: PGK 535.00

**Value Calc:**  
 POM PX LAE486.30PGK486.30END

**Form of Payment:**  
 FOP: CASH PGK 535.00

**Issued:** Issued on 12FEB at POM

**Miscellaneous Info:**  
 Fee Override: N      Consumed:      Tax Exempt: N      Refundable: N

**Remarks:**  
 Endorse/Restrict: VALID PX SVC ONLY/NONREFUNDABLE/NONEXCHANGABLE

Referenced to Document: TE 6562150492335

Buttons: OK, **Modify**, Refund, History, PNR, Cancel, Print

The Association status displays A and associated to a VCR

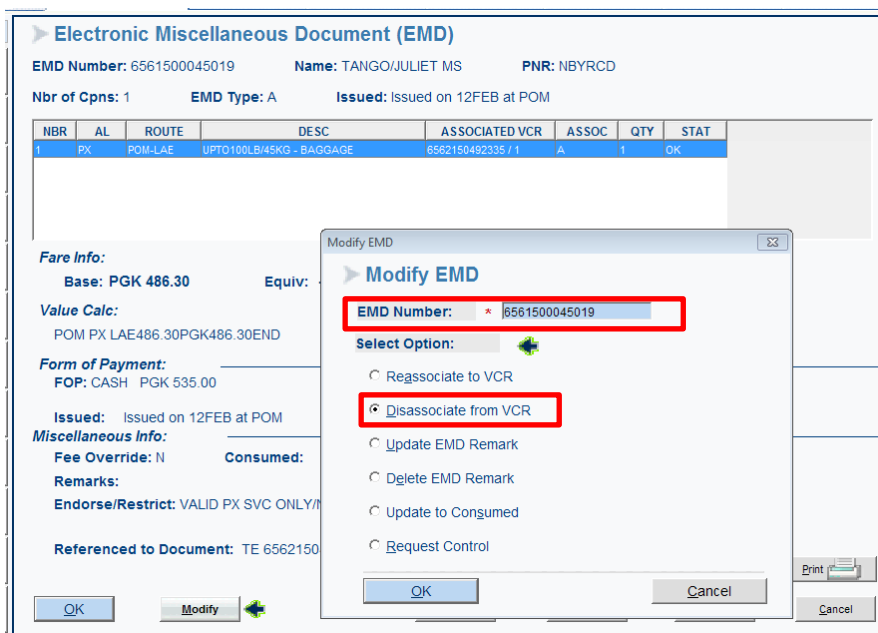
You will now disassociate the EMD coupon 1 POMLAE from the VCR coupon 1 POMLAE

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

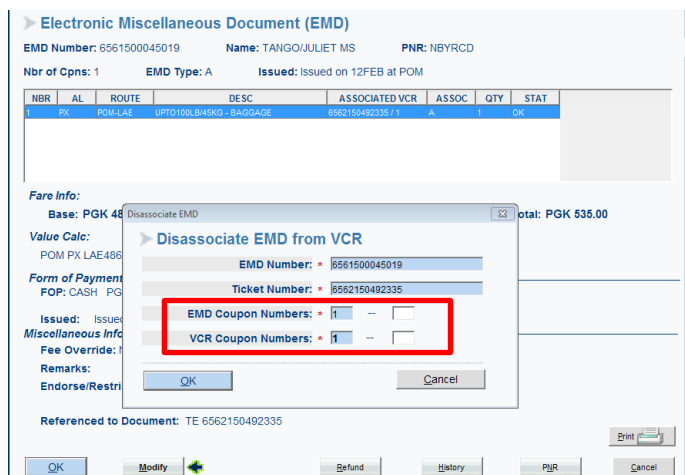


Disassociate EMD FROM VCR window displays

EMD Number and Ticket number auto populate

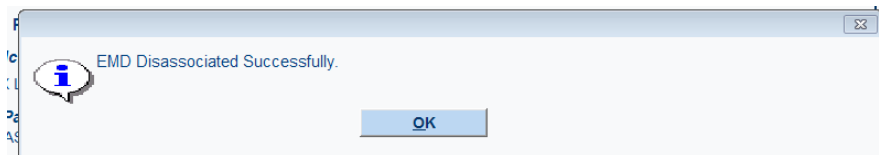
Enter EMD Coupon number/s and VCR Coupon number/s

Select OK



Sabre response with below message;- Select OK





**Electronic Miscellaneous Document (EMD)**

EMD Number: 6561500045019      Name: TANGO/JULIET MS      PNR: NBYRCD

Nbr of Cpn: 1      EMD Type: A      Issued: Issued on 12FEB at POM

NBR	AL	ROUTE	DESC	ASSOCIATED VCR	ASSOC	QTY	STAT
1	PX	POM-LAE	UPTO100LB/45KG - BAGGAGE	6562150492335 / 1	D	1	OK

**Fare Info:**  
 Base: PGK 486.30      Equiv: --      Taxes: PGK 48.70      Total: PGK 535.00

Value Calc:

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.

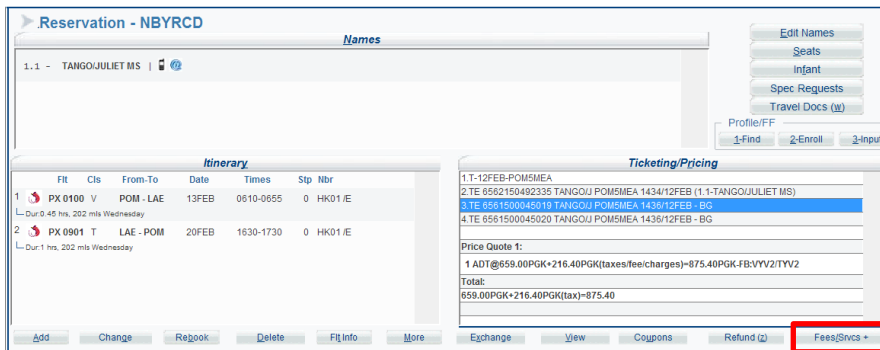
**EMD Display**

```

WEMD*6561500045019*H
EMDA 6561500045019          CPN 1
                          ICW DOC-6562150492335
WEMDD#6561500045019#EC1#VC1
OAC- PX POM CT 2239003
POM  POM5MEA 11FEB19/2243  NBYRCD

OC  6561500045019          CPN 1
    ASSOCIATED            ICW DOC-6562150492335
    VIA MISC WEBSERVICES
    FROM-**                TO-OK
OAC- PX POM CT 2239003
POM  POM5MEA 11FEB19/2236  NBYRCD
WEMD*6561500045019
  
```

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



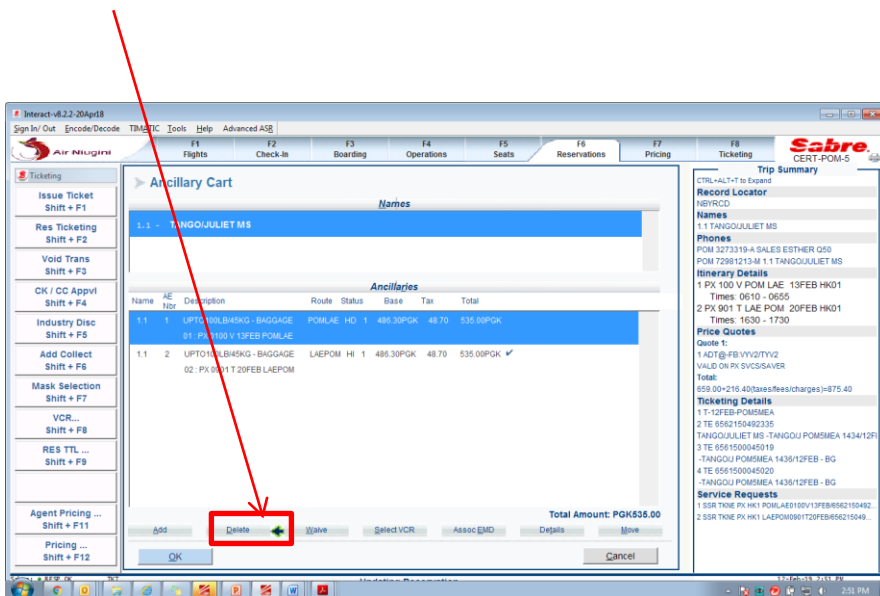
Select FEES/SVCS on the TICKETING/PRICING field

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.

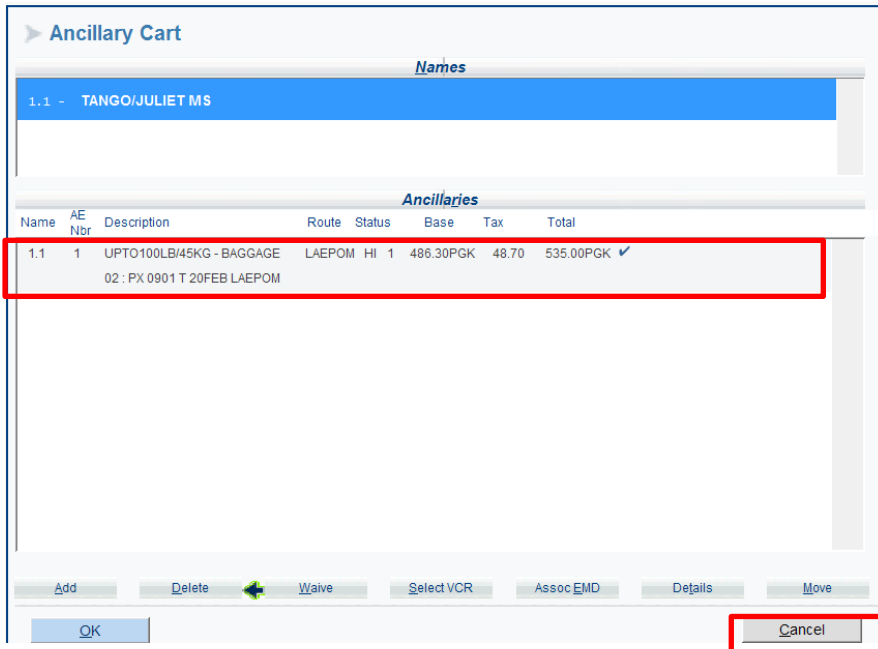
As this ancillary is not required by the passenger, we will now delete the said ancillary from the cart.

Select DELETE



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

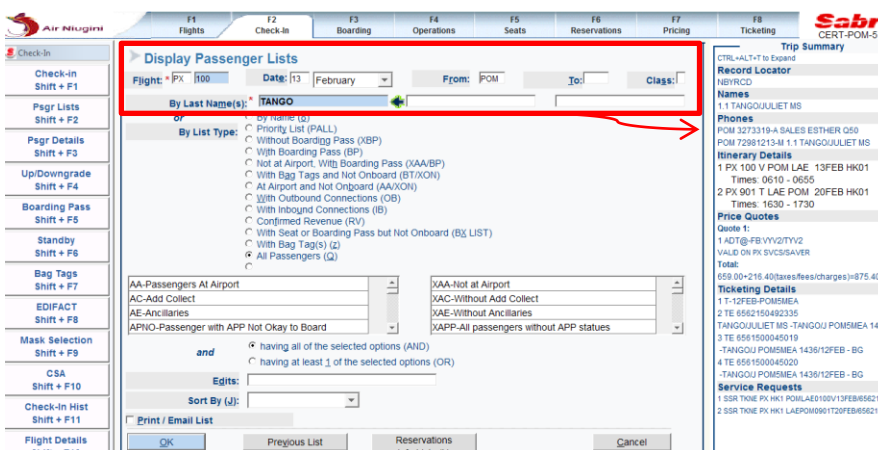
Select CANCEL



Select CHECK-IN tab, sub tab – PSGR LISTS

Enter required information and enter BY LAST NAME(S)

Select OK



## AFTER YOU DISASSOCIATED

Passenger List  
100 DEP FROM POM ON 13FEB

Line(s): 1 or Rloc:

Sort By:

Similar Name List

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	TANGO	JULIET MS		LAE	V		0	FETI		F
AE - PX 0100/POM/LAE/BG/HDI/ITY-1/USED-0										

EMD has being Disassociated

## BEFORE YOU DISASSOCIATED

Passenger List  
PX 100 DEP FROM POM ON 13FEB AT 610

Line(s): 1 or Rloc:

Sort By:

All Passengers: Count=J, W-4

Nbr	Last Name	First Name	Grp	To	C	Seat	Bgs	Edits	T	S
1	GOLD	GINGER		LAE	W		0	FF OLD ETO DAA PQTR		F
1	TANGO	JULIET MS		LAE	V		0	F (S)		F
AE - PX 0100/POM/LAE/BG/HDI/ITY-1/USED-0 EMD-6561500045019/C0										

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.

Additional Options

1-TANGO, JULIET MS

Nbr of Bags:  Weight:  Seat:  Gender:  Priority Code:  Seniority Date:

Need Special Bag Tags Damaged, Vol. Separation, Pets, Selectee, etc.

## 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 (1 <sup>st</sup> Level Helpdesk)	0400-2100 daily	Internal	3628	<b>IROPS (Irregular OPS)</b> <b>Adhoc Schedules</b> <b>Charter Schedules</b> <b>Passenger reaccomodation</b> <b>Queue Management</b> <b>GDS Support</b> <b>Codeshare support</b>
		Direct	3273 628	
		International	(+675) 3273 628	
		E-Mail	<a href="mailto:psshelphelpdesk@airniugini.com.pg">psshelphelpdesk@airniugini.com.pg</a>	
CRC Operations (1 <sup>st</sup> Level Helpdesk)	0400-2100 daily	Internal	3780	<b>E-Ticket Queries</b> <b>IET Queries</b> <b>IBE Queries</b> <b>Queue Management</b> <b>EMD Queries</b>
		Direct	3273 780	
		International	(+675) 3273 780	
		E-Mail	<a href="mailto:psshelphelpdesk@airniugini.com.pg">psshelphelpdesk@airniugini.com.pg</a>	
Traffic Systems and Compliance (Departure Control Systems)	0800-1700 (Mon-Fri)	Internal	3846	<b>SSCI (Check-in System)</b> <b>Load Manager</b>
		Direct	3273 846	
		International	(+675) 3273 846	
		E-Mail	<a href="mailto:POMTSPX@airniugini.com.pg">POMTSPX@airniugini.com.pg</a> <a href="mailto:POMTZPX@airniugini.com.pg">POMTZPX@airniugini.com.pg</a>	

**IMPORTANT NOTICE:** CRC group mail address ([crc@airniugini.com.pg](mailto: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