



Air Niugini

VCR- VIRTUAL COUPON RECORD

Training Handbook

Sabre

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1.1 Introduction to Electronic Ticketing

Electronic Ticketing eliminates the need for paper tickets on the host airline. You can create an electronic entitlement from the traveler's Passenger Name Record (PNR). The entitlement contains several codes which assist you in establishing the status of the ticket.

Another name for an electronic ticket is Virtual Coupon Record (VCR). A VCR contains the same information as a paper ticket; the main difference is that the ticket information is stored electronically, which makes printing a paper ticket no longer necessary. Electronic ticketing is available for both ATB and TAT stock.

Electronic Ticketing offers your airline these advantages:

- ▮ The option to eliminate paper documents to board an aircraft
- ▮ An electronic record of the transaction stored in the PNR and a ticketing database
- ▮ Reduces costs associated with processing passenger ticket coupons from the ticket stock supplier through to ticket reconciliation.
- ▮ Reduces fraud in ticket processing.
- ▮ Decreases check-in and post departure processing time by eliminating/minimizing the handling of paper ticket documents.
 - Electronic Ticketing
 - GDS (Travel Agent) Electronic Ticketing
 - Interline Electronic Ticketing (IET)
 - 3RD Party Ground Handling

The Sabre Electronic Ticketing solution is used today around the world; carriers can also be connected for purposes of GDS Electronic Ticketing via Sabre, Abacus, INFINI, Apollo, Amadeus, Galileo, Worldspan, Travelsky, Topas and Axess.

1.1.1 Features

The features of Electronic Ticketing are:

- ▮ A Virtual Coupon Record (VCR) is created using a ticketing entry to generate an electronic:
 - Auditor's coupon
 - Itinerary coupons
 - Passenger Receipt

1.1.2 VCR Content

Once created, the VCR contains all of the data stored on a standard ATB/TAT ticket.

Nbr	Cx	AI	Flt	CI	Dep	Frm	To	Time	Bk St	Fb	Stat	FF	bags
1		PX	208	Y	15FEB	POM	LAE	0850	OK	YYF1	OK	500030801	16K
2	O	PX	103	T	20FEB	LAE	POM	1025	OK	TVV2	OK	500030801	16K

The major parts of the display are explained in the following section.

1.1.2.1 Header

The header of the VCR display contains the following:

Virtual Coupon Record
Number: 6562150492334 Name: TAU/GOA
Nbr of Cpn: 2 Created: 11FEB19 Issued: 12FEB19 PNR: DLDAKR Type: FFY

1 Ticket number

The number consists of the three digit airline accounting code followed by the 11 digit ticket number. The Sabre system generates ticket numbers for VCRs in the same method used to assign ticket numbers for paper tickets. The VCR does not carry a unique form number.

1 Name – Passenger name

1 Number of coupons

There is one coupon per flight in the itinerary. Each VCR contains up to a maximum of 16 coupons including a check digit for each virtual coupon, the same as paper coupons.

1 Created/Issued date

Created displays the date the PNR was created, while the Issued date displays the date ticketed.

1 PNR

Reference letters associated with this Passenger Name Record (PNR)

Type

This is the type of passenger the VCR is assigned to (ADT signifies adult).

1.1.2.2 Itinerary

Nbr	Cx	AI	Flt	CI	Dep	Frm_	To_	Time	Bk St	Fb	Stat	FF	bags
1		PX	208	Y	15FEB	POM	LAE	0850	OK	YYF1	OK	500030801	16K
2	O	PX	103	T	20FEB	LAE	POM	1025	OK	TYV2	OK	500030801	16K

The itinerary section provides information present in the PNR at the time the VCR was issued. In addition, it lists each coupon status. The VCR contains one of 12 coupon status indicators. When the status is changed, the previous status is moved to a VCR History and a new status indicator is shown in the VCR Coupon Data Display for the current coupon. Status codes are discussed later in this module.

1.1.2.3 Fare Information

Fare Info
Base: PGK 855.00 22.80 GC 22.80 GC 190.40 XT **FCMI: 0** Tax Info EXPANDED VCR
Total: PGK 1091.00

Fare Calc
POM PX LAE508.00PX POM347.00PGK855.00END

Fare Info reflects the base, tax and total fare charged for an itinerary. It is reflected in the currency where travel originates, and will sometimes contain an Equivalent Amount Paid, if paid in a different currency from where travel originates. Some countries currencies reflect a larger size number and decimal place, therefore some circumstance the taxes may not appear in this area. The Tax Info or Expanded VCR buttons can be used to obtain more detail Fare Information. This can be seen later in the lesson.

Fare Calculation displays the fare break point for each fare segment in the itinerary. It can also provide tax breakdown information that cannot fit within the Fare Info, although the Tax Info and Expanded VCR buttons will be more valuable to find this information.

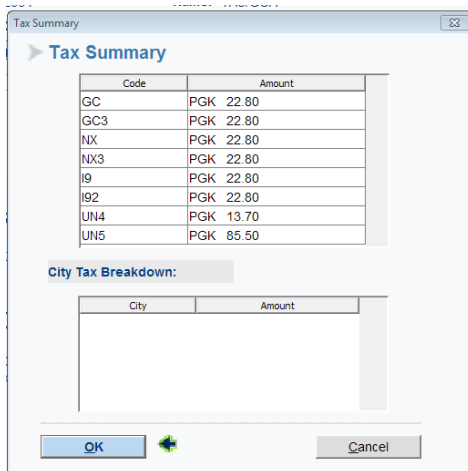
FCMI is the Fare Calculation Mode Indicator. This number indicator, from 0 to 8 distinguishes between manually priced itineraries and system priced itineraries.

Note There are other indicators that do not follow the 0-8 rule such as those from another GDS systems or travel agents. If you see a code, possibly a letter, that you do not recognize, follow up with the agency or other GDS system in order to determine the meaning of their FCMI indicators.

FCMI Indicators

Code	Description	Form of Payment used
0	System auto priced	Cash or check
1	Agent priced	Cash or check
2	System auto priced	Credit card with manual approval code
3	Agent priced	Credit card with manual approval code
4	No fare option	Cash or check; Same as agent priced
5	No fare option	Credit card; Same as agent priced
6	System auto priced	Credit card with approval through ECCP*
7	Agent priced	Credit card with approval through ECCP*
8	Agent priced	Cash, check or credit card with manual approval

Tax Info - There are times when there are more taxes than tax boxes available on a paper or electronic ticket. As you know, taxes are grouped together and lumped into a XT category with a breakdown usually in the fare calculation area. Interacts display of the VCR has a simple and easy **Tax Info** button that allows you to view the clear breakdown in taxes. (See below)



Once you have the information needed, select **OK** or **Cancel** to remove the pop up window in your work area.

1.1.2.4 Expanded VCR - (TFE - Ticket Field Expansion)

The Expanded VCR button allows for the enhancement of TFE - Ticket Field Expansion. Current limitations have an 8 character limit on base, equivalent and total amounts with 7 character limits on tax amounts within the fare area of the VCR.

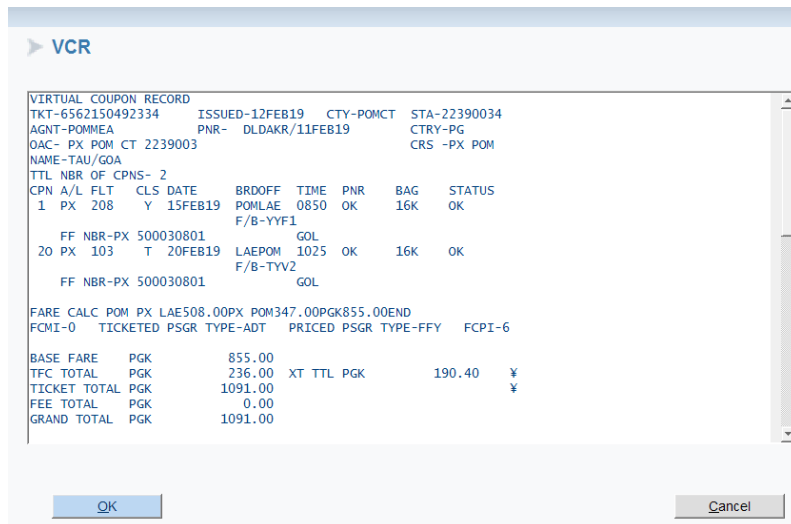
The Ticket Field Expansion project, increase those values to:

- ▮ New Maximum Length of 10 digits with no decimal
- ▮ New Maximum Length of 11 digits with 2 or 3 decimals
- ▮ Maximal Value not to exceed the amount of 2147483647 in any currency.

Because of the expansion of the base tax and total areas, the Expanded VCR button exists to deliver a better explanation of all pricing fields.



Expanded VCR - Once selected, the re-organization of information was required within the VCR. When the Expanded VCR is depressed, more detailed information can be seen about the VCR. Let's break it down below.



When you first view the Expanded VCR, you'll notice the formatting is from Native Sabre. The expansion allows for more information to be shown.

The Header will include:

- ▮ The Ticket Number
- ▮ Issue Date
- ▮ City of Issuance
- ▮ Station Code
- ▮ Agent City and Sign
- ▮ PNR Locator and Date
- ▮ Two letter Country Code
- ▮ Airline and AAA City and Station Numeric
- ▮ CRS Location

The Itinerary will include:

- | Airline / Flight / Class / Date
- | Board Point and Off Point
- | Departure Time
- | Reservation Status
- | Baggage Info
- | VCR Coupon Status.

The Addition of a 2nd line after each coupon will provide the Fare Basis and Ticket Designator Information.

Note Use the arrow down on the right side to review the rest of the data.

The screenshot shows a window titled 'VCR' with the following content:

```

GRAND TOTAL  PGK  1091.00

TAXES/FEES/CARRIER-IMPOSED CHARGES-TFC
PGK  22.80 GC      PGK  22.80 GC3
PGK  22.80 NX      PGK  22.80 NX3
PGK  22.80 I9      PGK  22.80 I92
PGK  13.70 UN4     PGK  85.50 UN5

FORM OF PAYMENT
FOP-TPXXXXXXXXXXXX0361 0221 9776      PGK  1091.00
ENDORSEMENTS/RESTRICTIONS-
VALID ON PX SVCS/SAVER
TOUR CODE-
REMARKS-

CPN DETAILS
CPN  1 OF 2  DATE OF ISSUE-12FEB19      ¥
CPN  A/L FLT  CLS DATE  BRDOFF  TIME  PNR  BAG  STATUS  ¥
1  PX  208  Y  15FEB19  POMLAE  0850  OK  16K  OK

BRND-
FF  NBR-PX  500030801      GOL
NVB-
NVA-15FEB20
  
```

Buttons for 'OK' and 'Cancel' are visible at the bottom of the window.

Fare Calculation Line and will reflect the full F/C including the breakdown of all XT taxes.

The Fare Information, broken down by:

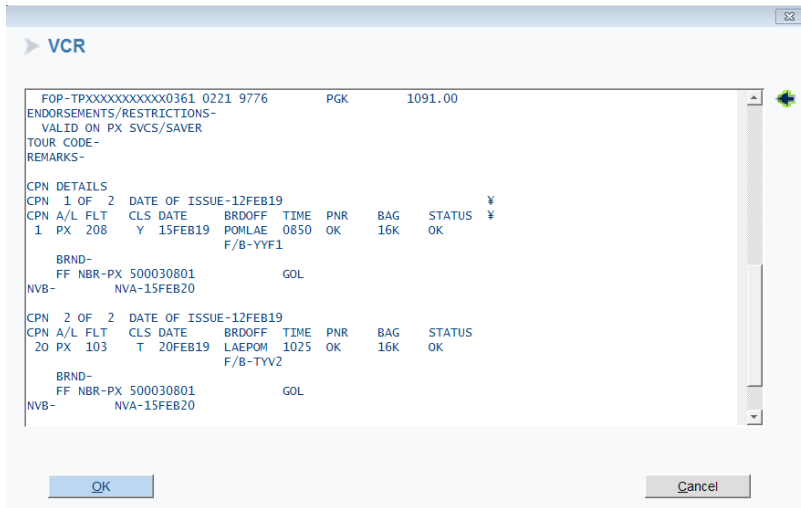
- | Base Fare,
- | TFCs (Taxes, Fees and Carrier imposed Charges)
- | Non Refundable Portion
- | XT Total
- | Ticket Total
- | Fee Total
- | Grand Total

Taxes, Fees and Carrier Imposed Charges (TFC) has been broken down.

Form of Payment

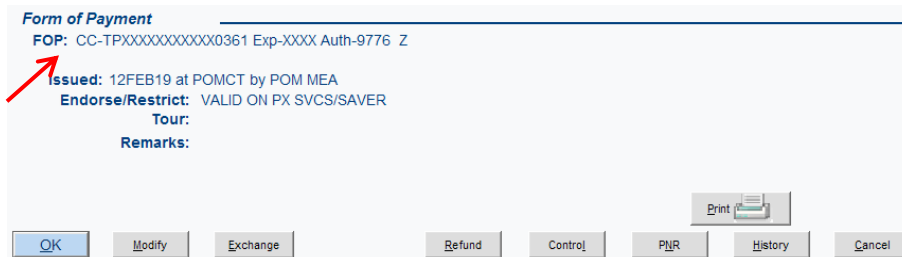
Endorsements / Restrictions

Note Use the arrow down on the right side to review the rest of the data.



The Final display reveals the Tour Code area, VCR Remarks and the CPN Details for each flight coupon. As you can see the Expanded VCR contains a great deal of information. Back to the VCR again.

1.1.2.5 Form of Payment



The Form of Payment section provides the FOP (Form(s) of Payment) as well as the total amount for that specific form of payment. All credit card numbers in the VCR display are masked (except for the last four digits) unless you possess the EPR keyword CCVIEW. When you have CCVIEW in your EPR, the complete credit card number displays.

1.1.3 VCR Purge

There are three ways a VCR can be purged from the Sabre system:

- Seven days after the last coupon date if all coupons are used.

The following coupon status codes are considered used: USED, RFND, VOID, EXCH, RTND, PRT, PRTX, FIM

Note The system checks for usage on ALL coupons for each flight date. The system purges the VCR seven days after the first flight date when ALL coupon(s) show USED or in final status.

If any flight coupon is not in final status seven days after the last flight date when the system performs the final check, the VCR purges 396 days after the first coupon date regardless of coupon status.

1.1.4 Used and Unused Status

A VCR is considered used when coupons have one of the following status codes: USED, RFND, VOID, EXCH, RTND, PRT, PRTX, and FIM.

A VCR is considered unused when coupons have one of these status codes: OK, OSO, PRT, NOGO, or CKIN.

When a VCR coupon contains the LFTD status, you must either continue with Airport (PDC) processing, or remove the passenger from the flight via an Airport entry.

- LFTD is never a status used in the VCR purging process
- Sabre SSCI users never see LFTD status

How long the VCR stays active in the Sabre system is based upon usage only. If a VCR is revalidated or re-associated, the purge date does not change.

Your carrier may request the **Historical Database** be activated. When active, all VCRs purged from the Sabre system are stored in the Historical Database for a year. From there, historical VCRs can be displayed and when necessary, reinstated into production.

After a VCR is totally purged it is captured to an offline tape to be determined by your carrier.

1.2 VCR Status Codes

The system updates a VCR as a result of a ticketing transaction or airport transaction. Below are the status codes you may see in a VCR:

Status Code	Description
OK	OK for travel; this status code appears when the VCR is first created. Other status codes take its place as each VCR coupon is used, printed, refunded, exchanged, voided, etc.
NS	No Seat; indicates an infant not occupying a seat.
CKIN	Checked-in / boarding pass issued; as a boarding pass is issued for each coupon, this status is turned on. This status turns off if the seat / boarding pass is returned. When this indicator is active, it replaces the OK indicator.
CTRL	Control of coupon; with Interline Electronic Ticketing, you may occasionally see this status. This indicates that the OA carrier has control of the coupon.
LFTD	Ticket lifted / ON'd. For <i>SabreSonic Check-in</i> (SSCI) users, as each coupon is electronically lifted, this status is turned on. If an XON entry is made, the ticket lifted / ON'd status is turned off. Also, the CKIN status indicator turns off when this indicator is turned on.
USED	Used / Flown: When post departure processing takes place in the <i>SabreSonic Check-in</i> system, this indicator is turned on. For <i>SabreSonic Check-in</i> (SSCI) users, this status turns off the LFTD indicator. With Interline Electronic Ticketing (IET), the system transmits the USED / Flown coupons to the offline system after 24 hours and no later than 48 hours after flight close-out (PDC)

VOID	Voided: If the VCR is voided, this indicator turns on, which turns off the OK indicator for all coupons.
EXCH	Exchanged: For every coupon exchanged, this indicator turns on. The OK indicator or the CKIN indicator turns off.
PRT	Printed: The PRT indicator turns on for every coupon which is printed to paper. If this indicator is turned on, the OK indicator or CKIN indicator is turned off.
PRTX	Printed by OA carrier: With Interline Electronic Ticketing, the PRTX indicator appears when the other carrier prints a coupon and you display the OA VCR
NOGO	Revoked: This indicator turns on for every coupon that is no longer valid for travel. If this indicator is turned, the OK indicator or the CKIN indicator turn off.
RPRT	Reprinted: If a previous printed VCR is reprinted, this indicator turns on. (There is no functional entry in the Sabre system to reprint the VCR. Simply use the PRINT function).
OK	OK / OSO This indicator only turns on because of the Reinstate VCR entry options. The previous coupons coupon status would have been used after Post Departure Processing but due to Off Schedule Operations, you must reinstate the coupon. The VCR history displays the transaction as OSO.
RFND	Refunded: This is turned on for each refunded coupon. Once this indicator is turned on, the OK indicator or the CKIN indicator turns off.
PRFD	Partial refund: This indicator turns on when the ticketing agent indicates a partial refund will be issued.
IROP	Irregular Operations Other Airline: With Interline Electronic Ticketing, this indicator shows when you display a VCR from your interline partner's database. They have updated the coupon for irregular operations. Depending on your agreement, you may or may not be able to gain control of the coupon.

Virtual Coupon Record

Number: 6562150492334 Name: TAU/GOA

Nbr of Cpns: 2 Created: 11FEB19 Issued: 12FEB19 PNR: DLDAKR Type: FFY

Nbr	Cx	AI	Fit	Cl	Dep	Frm_	To_	Time	Bk St	Fb	Stat	FF	bags
1		PX	208	Y	15FEB	POM	LAE	0850	OK	YYF1	OK	500030801	16K
2	O	PX	103	T	20FEB	LAE	POM	1025	OK	TYV2	OK	500030801	16K

Fare Info FCM: 0 Tax Info EXPANDED VCR

Base: PGK 855.00 22.80 GC 22.80 GC 190.40 XT Total: PGK 1091.00

Fare Calc
POM PX LAE508.00PX POM347.00PGK855.00END

Form of Payment
FOP: CC-TPXXXXXXXXXX0361 Exp-XXXX Auth-9776 Z

Issued: 12FEB19 at POMCT by POM MEA
Endorse/Restrict: VALID ON PX SVCS/SAVER
Tour:
Remarks:

Print

OK Modify Exchange Refund Control PNR History Cancel

1.3.1.1 VCR Field Explanation

VCR Field	Description
Number	Ticket Number
Name	Passenger name on the ticket
Nbr of Cpns	The number of VCR coupons, including ARNK segments
Created	Create date of the PNR
Issued	Issued date of the VCR
PNR	Record locator of the PNR
Nbr	Number of Coupons
CX	Connection indicator for fare construction purposes <ul style="list-style-type: none"> ▪ X = Connection ▪ O = Stopover
AL	Operating airline code
FLT	Flight Number
C	Class of Service
Dep	Departure date
Frm	Origin city for the coupon
To	Destination city for the coupon
Time	Departure Time If you exchange a VCR through Automated Exchange and Refund (AER) and you hold the 24TIME keyword, the resulting VCR displays in the 24- Hour time format. All Interline electronic (IET) VCRs are stored in the 12-Hour time format.

VCR Field	Description
BK St	Booking stats: an HK status in the itinerary would show here as OK
FB	Fare basis code
Stat	VCR coupon status
FF	Frequent Flyer number
Fare Info	Base, tax and total amount of the ticket
Tax Info	Select this button to view the breakdown of the XT tax. The XT tax total is reflected in the Fare Info
Fare Calc	Fare calculation line of the VCR. This includes the routing, point to point fares, fees, and rate of exchange information
Form of Payment	Includes the form of payment and any approval code information
Issued	Provides date of issue, station, and issuing agent information. Shows pseudo city and agent sine when not issued by a Sabre hosted system. If issued by a travel agency this field includes the agency IATA number.
Endorse / Restrict	Lists the fare endorsements and restrictions
Tour	Tour code or IT number if applicable
Remarks	Lists any present VCR remarks
Exchange	<p>If the VCR was issued in an exchange transaction, the exchange documents and original form of payment display below the remarks.</p> <p style="text-align: center;"> Exchange: 6562150491765/12 Orig FOP: EFTPXXXXXXXXXXXX0361 Orig Issued: 07FEB19 at POM </p>
Other VCRs	Provides a list of other VCRs associated to the same PNR. You can select the View button to display the other VCR.