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English spelling codes uses in the Sabre system, Airlines, and Travel Agency

A	Alpha/Apple	J	Japan	S	Singapore
B	Babies	K	Kilo	T	Thailand
C	Charlie	L	London	U	Uniform
D	Delta/December	M	Mama/Mother	V	Victor
E	Echo/England	N	Nancy/November	W	Whisky
F	Father/Foxtrot	O	Osaka/Orange	X	X-Ray
G	Germany/Golf	P	Papa	Y	Yellow/Y class
H	Hotel/Holland	Q	Queen/Quebec	Z	Zulu/Zoo
I	India/Information	R	Royal/Romeo		

The symbols are used in the Sabre system

+ → * A display/an asterisk symbol

=

{ → ☉ A change symbol

[

" → ¥ A cross of Lorraine symbol

,

! → § A dollar/an end item symbol

\

? → / A slash symbol

/

=

- → =

A dash / a hyphen symbol is same
Control + Backspace clear letter on screen

1- SIGN IN AND SIGN OUT

1.1-Sign in to one and all working area

Agents will be able to access the flight availability, create and work on reservation in Sabre system.

Entry: SI5555 < PNH8080 > Sign in to 1 work area to access system.
SI*5555 < PNH8080 > Sign in to 6 work areas to access system.

1.2-Check for current PCC and area

This is check for current PCC and area that u signed in.

Entry: *S Display to see the PCC (Pseudo City Code).
S Display to see the PCC and all areas.

1.3-Sign out one and all area

Any time you leave a terminal, the system should be sign out for security reasons to prevent someone to modify data or your booked PNRs.

Entry: SO Sign out from system for one area.
SO* Sign out from system for all areas.

1.4-Check for LNIATA and terminal address

Each CRT has its own set address/LNIATA that communicates to the host system.

Entry: ¥J Display Line IATA/Terminaladdress.
PE*W8M8 Display all Line IATA/Terminaladdress.

* * * * *

* * * * *

3- FLIGHT AVAILABILITY

3.1-General information

The system stores over a million-city pair availability. Availability for airlines can be requested for today and 331days into the future, you know the 3 letters Airport/City codes and 2- letters airline codes and country codes.

3.2-Encoding: Find from Full word to short word

W/-CCPHNOM PENH	Encode CC City code for full city name.
W/-APCHANGI	Encode AP Airport code for full Airport name.
W/-ALSINGAPORE	Encode AL Airline code for full Airline name.
HCCC/CAMBODIA	Encode country name KH.
HCCTEXAS	Encode for US state.
W/EQ-BOEING	Encode Boeing Aircraft equipment type.
W/EQ-AIRBUS	Encode Airbus Aircraft equipment type.
W/EQ-ATR	Encode ATR Aircraft equipment type.
W/EQ*777	Display to see the number of seats.

3.3-Decoding: Find from short word to Full word

W/*BKK	Decode City code name.
W/*TG	Decode Airline code name.
HCCC/KH	Decode for short country code in KH.
HCCTX	Decode for short US state code TEXAS.
W/*829	Display ticketing codes for PG airline.

3.4-Display city pair availability (C.P.A)

The SABRE reservation system is a non-discriminative system. It is to display for all participating carriers, the function "1" must be entered first and followed by the requesting date, city pair and optional fields. The entry may be made up to 331 days in advance.

Entry: 110JULPNHBKK	Request for full availability display.
120DECPNHLHR¥PG	Request for full availability display by PG.
120DECPNHFRAR¥SQ	Request for full availability display by SQ.
129OCTPNHSIN/D	Request availability for direct flight from PNH SIN.
125DECPNHKYG-Y	Request for specific the class of service Y class.
115AUGPNHBKK¥TGPGLO	Request for specific the Carriers (Max 3 Carriers).

3.5- Display shortcut entries

Entry: 1*	Display more availability.
1¥1	Request availability for the 1 day after.
1-1	Request availability for the 1 day before.
1BKK	Change connecting city in BKK.
1*DREP	Change the departure city in REP.
1*ASIN	Change the arrival city in SIN.
1¥SQ	Change to SQ Airline.
1R	Return CPA for the same date.
1R15FEB	Return CPA for the different date.
1R¥5	Return CPA for 5 days after.

3.6- Display flight schedule

The SABRE flight schedule system it provides the users the detailed information but excepted seats for sale cannot view it.

Entry: S20JULPNHBKK¥PG/ES Schedules display for specific Carrier PG.

3.7- Display shortcut entries

Entry: S*	Display more schedules.
SR	Display reverse/return schedule.
S20JUN	Change the schedule date on 20 June.
S¥CX	Show selecting CX Carrier.
SR¥1	Request return schedule for 1 day later.

3.8-Display flight information

Passengers may like to find out from travel agent information such as flight time and flying distance.

Entry: VA*1	Verify flight from line 1.
VI*1	Verify flight from segment 1.
V*PG829/24JAN	Verify flight by a specific flight number and date.

3.9-Display connection cities

User to display any possible connection points along the specified city pair.

Entry: T*CP-PNHLAX	Display connection cities before departure.
DU*/CLS	Display all classes of service for each airline.

3.10-Levels of participation

There are basically three levels of participation for the airlines, which have agreements with Sabre to display their availability in the system.

- 1- Answer Back (AB)
- 2- Direct Connect Sell (DC)
- 3- Direct Connect Availability (DCA)

1- Direct Connect Sell (DC)

Direct Connect Sell carriers are not necessary on Direct Access as well. However, all Direct Connect Sell carriers are also on Answer back.

120DEC PNHBKKVPG																					
20DEC TUE PNH/ZY7 BKK/Y0																					
1	PG	932	Y9	M9	K9	N9	T9	L9	H9	Q9	V9	A4	PNH	BKK	10:55	12:10	320	0	1H 15MIN	▼	
2	PG	934	Y9	M9	K9	N9	T9	L9	H9	Q9	V9	G9	A4	PNH	BKK	15:35	16:50	320	0	1H 15MIN	▼

2- Direct Connect Availability (DCA)

This is the highest level of participation for airlines. All Direct Connect Availability Carriers are also Direct Access and Answer Back Carriers.

120JANPNHICN¥KE«																				
20JAN FRI PNH/Z¥7 ICN/¥2																				
1	KE	690	J9	C9	D9	I0	R0	Z0	Y9	B9	M9	S9	PNH	ICN	00:10	07:10	333	0	5H 00MIN	▼
			H9	E9	K9	L9	U9	Q0	T0	G0										

3-Direct Access Availability

Direct access provides the agent access to and viewership of the airline’s reservation system while they remain in the sabre system when they sell a segment. Allows the agent to leave the sabre system and work in the airline’s reservation system.

Entry: 120SEPPNHLHR↔SQ Display Direct Access Availability.

4- Shortcut entries for direct access

- 1↔* Display more availability in direct access.
- 1↔CZ Change to a Direct Access CPA to CZ Carrier.
- 1↔R Display return for Direct Access on the same day.
- 1↔R21MAR Display return availability for specific date 21 March.
- 1↔R¥5 Display return CPA for 5 days after.
- 1↔¥1 Request availability for 1 day after.
- 1↔-2 Request availability for 2 days before.

Notice: The line number on Direct Access Availability begins with **13**, and the Direct Connect Availability begins line with **1**.

*** ***** **

4-PASSENGER NAME RECORD (PNR) (5 Mandatory Fields)

4.1-General information:

The Passenger Name Record (PNR) is the reservation stores all the details of the client's itinerary. A PNR is stored **48 hours** after the last segment is flown. After that the PNR is archived. The creation of a completed PNR requires 5 mandatory fields.

The 5 elements are completed Mandatory fields:

Description fields	Identifier codes field
P PHONE	9 Input the phone, agency and name of booking
R RECEIVED FROM	6 Input the received from
I ITINERARY	0 Sell a seat for passenger
N NAME	- Input the name of passenger
T TICKETING	7 Ticketing Deadline for issuing Ticket number

4.2-All steps to create the completed PNR

- Step 1: Display City pair Availability 120NOVPNHBKK¥TG
- Step 2: Sell entry for 2seats 02M1
- Step 3: Enter the Passengers Names -CHAN/DAVUTH MR\$-SOK/DARY MS
- Step 4: Enter the detailed Phone field 9855-23 722 194 FANTASTIC Travel/TRA-A
- Step 5: Input the Ticketing Date 7TAW/
- Step 6: Input the ticket Number 7T-TK2171234567894¥N1.1
- Step 7: Display all fields to combined *A
- Step 8: Input the Received from 6TRA

Step 9: Enter End Transaction & Redisplay ER

Step 10: Enter Ignore and Receive a PNR IR

Here is an example of a completed PNR

```
1.1 CHAN/DAVUTH MR 2.1SOK/DARY MS
1 MH 755 M 16 JUN M PNHKUL HK2 1100 1525 /DCMH*JOCKP7 /E
2 MH 008 M 17 JUN M KULLAX HK2 200 0650/DCMH*JOCKP7 /E
TKT/TIME LIMIT
  1. T-TK2322345678994-95¥N1-2
PHONES
  1. PNH 855-23722194 FANSTASTICTRAVEL/TRA-A
  ASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
  TICKET RECORD - NOT PRICED
GENERAL FACTS
  1. OSI MH TKNM 2321234567894
  2. OSI MH TKNM 2322345678995
RECEIVED FROM - TRA
W8M8.W8M8*ANU 0247/17JUN05 EZTPCH H
```

4.3-Sell seats

Air segment booking is very simple. Once city pair availability has been displayed, the agents can sell the seats from displayed.

Entry: 01M1	Normal sell seat.
01B1LL	Waitlist sell seat.
01Y1*	Sell connection flights (same classes of service).
01Y1Y2	Sell connection flights (same classes of service).
01Y1M2	Sell connection flights (different classes).
OPG932B10SEPPNHBKKN1	Sell seat for long entry.

4.4-Arrival unknown (ARNK) segment

Sometimes passengers in the middle of their itinerary may choose to use other means of transportation, such as train, bus or boat, cruise to travel between two cities.

Format: / < Segment no > A
Entry: /2A Add the ARNK segment.
/1A Insert Surface Sector after flight segment 1

Note: An infant input name must be separated from adult, a child name. An infant name must be entered “-I/ “ before the surname and /Given name. The infant has no sell seat but has one ticket. The ticket for an infant will be charged 10-15%

4.10-Modify name

Format: -<Name No. > ⌘ <New Family name>/<Give Name>spacing<Title>

1- Modify Surname or Full name:

Entry: -1⌘JUN/PETER MR Change the Surname name or Full name.

2- Modify given name:

Format: - <Full Name No.> ⌘ < New Given name>spacing<Title>

Entry: -1.1⌘PETERY MS Change the Given name only.

3- To enter single Character Surname for adult and a child:

-USOKPHAL/MR Means U is the Surname and SOKPHAL is the Given name.

-SOKPHAL/U MR Means U is the Surname and SOKPHAL is the Given name.

-SOKPHAL/MR Means Given name is SOKPHAL, PSGR has no surname.

Entry: 3OSI TG PAX NAME SHOULD BE READ AS U/SOKPHAL MR

4.11-Delete pax name

Format: - <name field> ⌘

Entry: -1.1⌘ or -1⌘ Delete the first name field number 1.1

-2.1⌘ or -2⌘ Delete name item number 2.1

4.12-Input phone number of travel agency

Format: 9 <Phone No.> <Agency name> CTC <Agent name> -A

Entry: 9855-023-216773/216748 ABC TRAVEL AND TOURS/TRA-A

Format: 9<phone field line> ⌘ <new information>

Entry: 91⌘855-063-991373 ABC TRAVEL AND TOURS/TRA-A

91⌘ Delete phone number from line 1

*P9 Redisplay phone number.

4.13-Input the ticketing date

Format: 7TAW<Date>/

Entry: 7TAW09NOV/	Advise Future ticketing date.
7TAW/	Advise ticketing deadline.
7✘	Delete the ticketing date.
*T	Display ticketing fields issued, void, and refund.

4.14-How to input paper ticket number

Entry: 7T-TK2171234567890¥N1.1	Input ticket number for onepax.
7T-TK2171234567890-92¥N1-3	Input 3 tickets number for consecutive.
7T-TK2171234567890¥N1.1¥S1-3	Input ticket number for onepaxandsegment1 to 3
7T-TK2171234567890,93¥N1-2	Input 2 tickets number for non-consecutive.
3OSI TG TKNO2171234567890¥N3.1	Input infant ticket number for onepax.

31✘ Delete the ticket number from line 1

71✘ Delete the ticket number from line 1

4.15-End Transaction

The end transactions have 2 ways:

Entry: E	End the creation or change to the PNR and filed it.
ER	End transaction and redisplay the PNR at the same time.
IR	Ignore and redisplay the PNR at the same time.

4.16-Change the row of segments

Itinerary segments can be moved or reordered after a specified segment. These entries can be made to an itinerary before or after a PNR has been ended.

Entry: /3/2	Change segment number 3 to stand up segment 2
/4/3	Change segment number 4 to stand up segment 3

4.17-Retrieval of a PNR

When the creations or modifications the specific PNRs, there are basically 2 ways to pull out the PNR that need to be worked on.

Entry: *- LENG	Retrieved PNR by surname is LENG.
*BFQSUB	Retrieved PNR by Sabre or PNR code.
✘QSQ/*JOCKP7	Display queue of airline SQ.

4.18-The PNR booking status codes

No.	Explanation the segment status codes which may be present in the PNR	Status codes
1	Sold Seat (Sabre response when sell message is being sent to carrier).	SS
2	Holds confirmed status code.	HK
3	Carrier confirming request (change segment status code to HK).	KK
4	Confirmed from waitlist (change segment status to "HK" within 72 hours if not, the segment will be automatically cancelled).	KL
5	Schedule change timing on flight for confirmed segment showing new schedule change segment status to "HK").	TK
6	Schedule change timing on flight for confirmed segment showing new schedule (Advise passenger and change segment status to "HK").	SC
7	Reconfirmed through Carrier (Used primarily on International Travel).	RR
8	Hold waitlist status code.	HL
9	Schedule change timing on flight for waitlisted segment (Advise passenger and change segment status to "HL").	TL
10	Waitlisted segment (Waitlist message sent to carrier).	LL
11	Pending Need, (Message previously sent to carrier, and now awaiting reply. Sabre will automatically resend the request if no reply has been received within 24 hours).	PN
12	Requesting segment (Sabre requests and send a need message to other carriers).	NN
13	Now Cancelled (Indicates segment was cancelled through carrier).	HX
14	Unable to confirm or unable to waitlist (Cancelled segment and request for an alternate).	UC
15	No action taken (Cancelled segment and request an alternate segment).	NO
16	Unable, flight not operating (cancelled segment).	UN

4.19-Update the segment status codes

Entry: .1HL Update segment 1 to HL.
 .1/2HK Update segment 1 & 2 to HK.
 .1-3HK Update segment 1 through 3 to HK.
 .1RR Reconfirm segment 1 to RR (After entered ticket number).

5-PASSENGER NAME RECORD (PNR) (Optional Fields)

5.1-The General Facts (GFAX)

The information in the general facts (GFAX) has 2 categories **OSI** and **SSR** items.

1-Other Service Information (OSI)

An OSI item consists mainly of service information, and An OSI item does not require a reply from the airline. The field Identifier for GFAX is "3"

Entry: 3OSI TG A PSGR IS ELDERLY-1.1
3OSI SQ PAX IS A BIT DEAF-2.1
3OSI PG A PSGR IS A BLIND-3.1
3OSI YY A PAX IS SPOKEN KHMER ONLY-1.1

a) Modify and delete OSI item

31✕ OSI YY A PSGR CAN NOT SPEAK ENGLISH-1.1
32✕ Delete line number 2
31-3✕ Delete line number 1-3
*P3 Display the GFAX information.

2-Special Service Requests (SSR)

A SSR item is a special service to provide to the passenger and reply from the airlines.

a)-Meal request for the passenger

Entry: 3SPML1/NO PORK AND HOT MEAL-1.1 Request for special Meal for one Pax.
3CHML1/DOES NOT LIKE CARROTS-2.1 Request for child Meal segment 1 Pax 2.1
3BBML2-2.1 Request infant Meal for Seg 2 and ADT 2.1

3)- Request the vegetarian meal

3VGML1-2.1,3.1	Request meal for Multiple names.
3VGML1,2,3-2.1	Request meal for Multiple segments.
3VGMLA-2.1	Request meal for all segments.

4)-Display meal codes

DU*/MLS	
DU*/SPM	Display special meal code for all airlines.
DU*/SPM¥TG	Display special meal code for TG carriers.

5)-Wheelchair requests for the passenger

WCHR	A passenger able to walk upstairs.
WCHS	A Pax can't walk upstairs, but can walk to seat.
WCHC	A passenger must be carried/assisted to seat.

Entry: 3WCHR1-1.1	Request for a wheel-chair for a disabled Pax 1.1
3WCHR1/ELDERLY-1.1	Request for a wheel-chair for an oldest Pax 1.1
3WCHRA-2.1	Display a wheel-chair all segments for a Pax 2.1

6)-Update and delete SSR items

31.HK	Update SSR item number 1 to action code of HK.
31¤	Delete SSR item number 1 in the general facts.
32-5¤	Delete SSR item number 2-5 in the general facts.
*P3	Display the general facts information (GFAX).

7)-Passenger Emergency Contact Information by the airline

3CTCM/012 333 444-1.1	Passenger phone contact.
3CTCE/CHAN.DARA//GMAIL.COM-1.1	Passenger Email contact.
6TRA	Received from TRA.
ER	End transaction & redisplay.
IR	Ignore and & redisplay.
PE¥SOCHETTRA==KIM@CDS.COM.KH¥OFC ADR-1.1	Passenger Email contact.
6TRA	Received from TRA.
EMXP OR EMX	End transaction for email.
*PE	Display email.
PE1¤	Delete email.

5.2-How to input the passport information

1- Input the passport information:

3DOCSA/P/KH/N0585704/KH/17JAN1942/F/10SEP2009/LEE/ALICE-1.1

3FOID/PPKH05857045-1.1 Input passport information.

3DOCAA/D/US/82 MAIN ST/DALLAS/TX/99999-1.1 Input address information.

3OTHSA/D/US/82MAINST/DALLAS/TX/99999-1.1 Input address information.

3DOCOA/US/V/789789/HOUSTON/14JUN04/USA-1.1 Input visa information.

5.3-Frequent flyer number

Entering the Frequent Traveler number in a PNR sends a Teletype message to participating carriers so that passengers may get mileage credit for bookings made through the system "FF"

1- Input frequent traveler number:

To advise the frequent traveler number to the carrier who owns the frequent traveler Program.

Entry: FFTG247900-1.1	Input frequent traveler number by name 1.1
PT*TG	Display the Frequent Flyer exchange agreements.
*FF	Display the Frequent Flyer information in a PNR.
FF1✕TG84398315-1.1	Change the Frequent Flyer number line 1
FF1✕	Delete the Frequent Flyer number line 1
FF✕ALL	Delete all Frequent Flyer lines.

Note: When receiving cancellation of Air segment from carrier for status codes: HX, UC, UN, and NO.

5.4-Seat Map display

Entry: 4G1* Display seat map by segment number 1

1- Request for specific seat entry:

Entry: 4G1/50A-1.1 Request for seat 50A for segment 1
4G3,5/20A-3.1 Request for seat 20A for segments 3 and 5
4G2/14A15A-1.1,2.1 Request for 2 seats 14A &15A for different row.

a. Cancel and update PRS:

4GX1 Cancel Pre-reserved seat for segment 1
4GXALL Cancel all seats requests.
4G1HK Update status code of PRS for segment 1
*B Display PRS after end Transaction.

5.5-Divide/Split PNR

A PNR should be divided when one or more passengers in the PNR wish to change their reservation in a different date in Itinerary from the remaining members in the party.

Format: D < Name number> Divide passengers in particular name field.

Entry: D1.1 or D1 Divide the first passenger in name field.
D1.1*2.1 Divide 2 passengers 1.1 and 2.1
6THEA Enter a received from field.
F Enter the file the PNR.
E End transaction.

5.6-Add/Reduce a seat

A PNR should be reduced when one or more passengers in the PNR wish to completely cancel their reservations and the Remaining Passenger.

*-<Surname> or *ABCDEG Retrieve the PNR you wanted to reduce
Format: < new No in the party> Reduce the number of Pax in the Party.

Entry: ,2 Decrease number in PNH Party (Remained 2 Pax).
,4 Reduce number in PNR Party (Remained 4 Pax).

*** ** ***** ** **

6- QUEUES

6.1-Display queues

Queue is electronic filing cabinets that Maintains the PNRs and Messages in the Sabre Host.

Entry: **QC/** Display queue count for all PNRs and Messages.

Total Messages:11 Messages Total PNR:72 PNRs

Entry: Q/S	Display queue supervisory Message.
Q/1	Display specific queue 1 has the PNRs.
I	Ignore the current PNR/Megs display next PNR.
QXI	Exit queue and ignore from current PNR.
QXE	Exit queue and end transaction in current PNR.
QR	Clear PNRs in the Queues accessed.
QP/100/11	Create and Place PNR in Queue.

6.2-PNR in queues

PNR in queues are numbered from 0- 511 and Message queues. Queues 0- 49 are system defined queues, there use are as follows:

QUEUE No	QUEUE NAME
0	Basic PNR- Urgent (Departure within 24 hours).
1	Basic PNR- Non- urgent PNR.
4	Recheck PNRs successful processing.
5	Airline schedule changes for travel within 72 hours.
6	Airline schedule changes for travel beyond 72 hours.
7	HX Status code received.
9	TAW -Tickets to print.
17	Waitlist confirmation-Urgent (departure within 24 hours.).
18	Waitlist confirmation- non-Urgent.
20	Double booking queue (Dupe booking queue).
22	Corporate Travel Policy modified by airline.
24	Pre-reserved seat/ Boarding Pass confirmations.
25	Pre-reserved seat/ Boarding Pass-unable to confirm.

7- PRICING

7.1-PNR Pricing

PNR Pricing also known as Itinerary pricing, allows you to price on the completed or incomplete PNR. It is allowed on itineraries up to 24 segments, including surface segments when the board point and off point are the same and up to 99 passengers in a PNR.

7.2-Display fare quote

FQPNHBKK	Basic Fare quotes display.
FQPNHBKK10SEP-WE-PG	Fare quotes display with specific 2 Carriers.
FQPNHBKK10JUN-PG	Fare quotes display with date and Carrier.
FQPNHBKK15MAY-TG¥BW	Fare quotes display with booking Wclass.

7.3-PNR Pricing

WPA¥AMH	Price fares with validating carrier.
WPATG	Price for lowest fares with a validating carrier.
WPAPG¥S1-2	Price with specific segments.
WPASQ¥N1.1/2.1	Price with specific names select.
WPAPG¥PCNN	Price for a child.
WPATG¥QWMYEKH	Price with specific carrier and fare basis.

7.4-Display PNR Pricing

The Continuation entries listed below may only be used after retrieving the pricing list with WPA command.

WP1	Display fare calculation from line 1
WPDF1	Display fare description from line 1

7.5- Display fare rule

RDPNHBKK20MAYB1MNKH-PG	Display Fare Rule.
WPRD*	Display Fare Rule.
WPRD*S1	Display Fare Rule for segment 1

7.6-Bargain Finder

Bargain Finder allows the user to search for the lowest/ cheapest fares for the existing itinerary and/or alternate itinerary.

WPNC	Search for seats availability before returning lower fare same cabin class.
WPNC\$	Return lower fare within same cabin class regardless of seats availability.
WPNCB	Search for seats availability, return lower fare within same cabin class and book applicable booking code automatically.

7.7-Optional qualifiers

WPNC¥ASQ¥S1/2	Search pricing for lowest available for segment 1 and 2
WPNC¥APG¥N2.1	Search pricing for lowest available by pax name 2.1
WPNC¥ATG¥PCNN	Search pricing for lowest available for passenger type of child.
WPNC¥AKE¥MUSD	Search pricing for lowest available for specific currency USD.

