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English spelling letter codes from A to Z in Sabre system, Airlines, and Agencies

|          |                           |          |                        |          |                          |
|----------|---------------------------|----------|------------------------|----------|--------------------------|
| <b>A</b> | <b>Alpha/</b> Apple       | <b>J</b> | <b>Japan/</b> Juliet   | <b>S</b> | <b>Singapore/</b> Sierra |
| <b>B</b> | <b>Babies/</b> Bravo      | <b>K</b> | <b>Kilo/</b> King      | <b>T</b> | <b>Thailand/</b> Tango   |
| <b>C</b> | <b>Charlie/</b> Child     | <b>L</b> | <b>Lima/</b> London    | <b>U</b> | <b>Uniform/</b> Unit     |
| <b>D</b> | <b>Delta/</b> Daddy       | <b>M</b> | <b>Mama/</b> Mother    | <b>V</b> | <b>Victor/</b> Vegetable |
| <b>E</b> | <b>Echo/</b> England      | <b>N</b> | <b>Nancy/</b> November | <b>W</b> | <b>Whisky/</b> Weekday   |
| <b>F</b> | <b>Father/</b> Foxtrot    | <b>O</b> | <b>Osaka/</b> Oscar    | <b>X</b> | <b>X-Ray/</b> X Mas      |
| <b>G</b> | <b>Germany/</b> Golf      | <b>P</b> | <b>Papa/</b> People    | <b>Y</b> | <b>Yankee/</b> Y class   |
| <b>H</b> | <b>Hotel/</b> Holland     | <b>Q</b> | <b>Queen/</b> Quebec   | <b>Z</b> | <b>Zulu/</b> Zoo         |
| <b>I</b> | <b>India/</b> Information | <b>R</b> | <b>Royal/</b> Romeo    |          |                          |

**MAIN KEY MAPPING**

|             |        |        |         |        |               |              |         |            |           |           |                 |            |             |
|-------------|--------|--------|---------|--------|---------------|--------------|---------|------------|-----------|-----------|-----------------|------------|-------------|
| 1           | 2<br>@ | 3<br># | 4<br>\$ | 5<br>% | 6<br>Rec<br>d | 7<br>tk<br>t | 8<br>TL | 9<br>Phone | 0<br>Sell | -<br>Name | *<br>dspy       | Back space |             |
| Tab         | Q      | W      | E       | R      | T             | Y            | U       | I          | O         | P         | {<br>x          | }          | <br>\<br>\$ |
| Cap<br>lock | A      | S      | D       | F      | G             | H            | J       | K          | L         | L         | :<br>:<br>Erase | "<br>¥     | ENTER       |
| Shif<br>†   |        |        | Z       | X      | C             | V            | B       | N          | M         | <<br>,    | ><br>.          | /?<br>/    | SHIFT       |

- \* (asterisk): display symbol
- ⌘, @: change symbol
- ¥: cross of Lorraine symbol
- §: End item symbol
- / : Slash symbol
- : Dash symbol

Note: \*\*\* Clear all letters on the screen type **Control or ALT + Backspace**,  
 \*\*\* Recall formats typed use **Alt +Arrow up/Down**

# 3 - SIGN IN AND SIGN OUT

## 3.1-Sign in to one and all working area:

Agent can be able to display flight availability, and work on reservation create PNRs in Sabre system they need to sign in and when users stop to use system need to sign out for good secure.

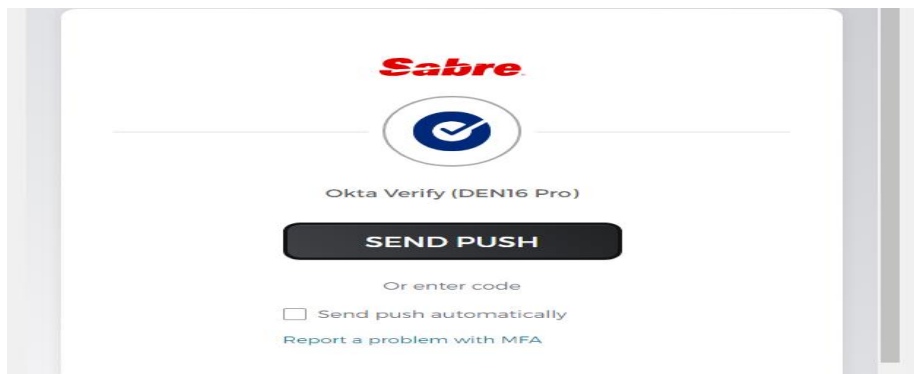
There are 2 platforms to sign-in:

1. Sabre red 360 desktop application
2. Sabre red web application <https://srw.sabre.com/login/index.html>

Entry: SI5555 < KTISAI11 > Sign in to system for one work area.  
SI\*5555 < KTISAI11 > Sign in to system for 6 work area.

\*\*\* Multi-factor authentication (MFA) is a multi-factor authentication used to add an extra layer of security to Sabre EPRs. At the time of sign-in to SR360/web, Sabre Central, Sabre Marketplace, etc (any other Sabre platform that requires credentials); customers will be asked to enter EPR-Passcode-PCC and after a 6-digit token to be able to successfully sign in.

\*\*\* **MFA (OKTA Verify required activate in Sabre central) [Joint Venture - MFA - How to Activate Multi-Factor Authenticator.pdf](#)**



SAMPLE:

## 3.2-Check for PCC and signed in working area and Printer

This is used to check whether you are currently signed in and active in which work area.

Entry: \*S Display the PCC and one work area (Pseudo City Code).  
\*S\* Display the PCC and all work areas.  
\*S\*p Check of status all signed in areas & Printer designated.

## 3.3-Agent sign out from system:

Any time you leave 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 work area.  
SO\* Sign out from system for all work areas.

## 3.4-Check Terminal address:

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

Entry: ¥J Display line IATA/Terminal address.

# 4-MISCELLANEOUS INFORMATION

Sabre system can display the Calendar function, Currency conversion, Airport tax information, Multiple Airport, Times verification.

## 4.1-Calendar function:

Entry: T✕OCT  
T✕OCT/24

Display calendar for OCT in current year.  
Display calendar for specific month, year.

## 4.2-Currency conversion:

Entry: DC\*CUR  
DC\*CUR/C  
DC¥KHR20000/USD

Display all currency names by country codes.  
Display all KH currency name with KH value.  
Convert from KHR 2000 to USD.

## 4.3-Airport tax information:

Entry: TX\*KTI  
TX\*\*KX  
TX\*\*5

Display with Country name, code, and City codes.  
Display detail tax code KX.  
Display KX tax see tax amount.

## 4.4- Multiple airports:

PXM\*BKK

Display multiple Airport in BKK

## 4.5-Times verification:

Entry: T\*KTI  
T✕ETKTI/SIN  
T✕ET1400KTI/SIN

Display specific time and date for PNH city.  
View time different between PNH and SIN cities.  
Display time 14:00 at PNH compare to SIN time.

# 5- FLIGHT AVAILABILITY

## 5.1-General information:

The system stores over million city pairs availability, Availability for airlines can be requested from today to 331 days into the future, you should know the 3- letters for City Code, Airport Codes and 2- Letters for Country Codes, Airline Codes.

## 5.2-Encoding: Find from full name code to short name code:

|                       |  |
|-----------------------|--|
| W/-CCPHNOM PENH TECHO | Encode CC- city code enter full city name.       |
| W/-APCHANGI           | Encode AP- airport code input full airport name. |
| W/-ALSINGAPORE        | Encode AL- airline code input full airline name. |
| HCCC/CAMBODIA         | Encode country name KH.                          |
| HCCFLORIDA            | Encode for the US state name is FLORIDA.         |
| W/EQ-BOEING           | Encode Boeing aircraft equipment (W/EQ- AIRBUS)  |
| W/EQ-ATR              | Encode ATR Aircraft equipment type.              |
| W/EQ*777              | Display number of seats from Equipment Aircraft. |

## 5.3-Decoding: Find from short name code to Full name code:

|         |  |
|---------|--|
| W/*SIN  | Decode city code/Airport code name.      |
| W/*EK   | Decode airline code name.                |
| HCCC/KH | Decode for short country code in KH.     |
| HCCTX   | Decode for short US state name is TEXAS. |
| W/*829  | Display ticketing codes for PG airline.  |

## 5.4-Display city pair availability (C.P.A)

The Sabre system to display for all participating Airlines worldwide with function "1" must be entered first then followed by date, city pair, carriers, and optional fields, can display to 331 days in future.

Format: 1 <DATE><CITY PAIRS>¥<AIRLINE>

|                       |  |
|-----------------------|--|
| Entry: 110JUNKTIBKK   | Request for full availability display.               |
| 120MAYKTIKUL¥MH       | Request for full availability display by MH.         |
| 120JULKTISIN¤SQ       | Request for full availability display by SQ.         |
| 115AUGKTIBKK¥PGTG     | Request for specific more airlines.                  |
| 125MAYKTIHKG-Y        | Request for specific Y class.                        |
| 123SEPKTINRT8A        | Request for departure Morning time Group.            |
| 120AUGKTISYD7PBKK     | Request for departure Evening time with transit BKK. |
| 123JUNKTILAX/2PSGN    | Request for Arrival Evening time with transfer SGN.  |
| 122JULKTISFO7ASIN/TPE | Request for Departure 2 connections at SIN and TPE.  |

### 5.5-Continuation entries/Shortcut entries:

The short cut continuation entry can display after the long full availability has been entry.

|           |                                    |
|-----------|------------------------------------|
| Entry: 1* | Display more flight availability.  |
| 1¥1       | Plus 1 day.                        |
| 1-2       | Minus 2 days.                      |
| 1SIN      | Change connecting city in SIN.     |
| 1*DSAI    | Change departure city in SAI.      |
| 1*ASIN    | Change arrival city in SIN.        |
| 1¥SQ      | Change to SQ Airline.              |
| 1R        | Return CPA for the same date.      |
| 1R15FEB   | Return in specific date.           |
| 1R¥5      | Return plus 5 days.                |
| 1R-2      | Return minus 2 days.               |
| 120JUN    | Change to other date availability. |
| 1*OA      | Return to original availability.   |

### 5.6-Schedule display:

The flight schedule display can display see detailed information but cannot sell seats.

|                        |  |
|------------------------|--|
| Entry: S20JULKTISIN¥SQ | Schedules display for specific Carrier SQ. |
| S20JUNKTISIN¥SQ/ES     | Display the extended schedule for 14 days. |

### 5.7-Continuation entries/shortcut entries:

|           |  |
|-----------|--|
| Entry: S* | Display more schedules.                |
| SR        | Display reverse/return schedule.       |
| S20JUN    | Change schedule date on 20 June.       |
| S¥KE      | Change to KE Carrier.                  |
| SR¥1      | Request return schedule 1 day later.   |
| SR-2      | Request return schedule 2 day earlier. |

### 5.8-Verify flight information:

Passengers want to find out for travel information such as terminal, flight time and flying distance.

|               |  |
|---------------|--|
| Entry: VA*1   | Verify flight information from line 1      |
| VI*1          | Verify flight information from itinerary 1 |
| V*SQ601/24JAN | Verify flight for detailed information.    |

### 5.9-Display connection cities and classes of services:

Agents can display single, double connection points city pairs and all class of services in Sabre.

|                    |   |
|--------------------|---|
| Entry: T*CP-KTILAX | Display connection cities.                    |
| DU*/CLS            | Display all classes of services for airlines. |
| W/RBD*SQ           | Display all classes for specific SQ airlines. |

## 5.10-Level of Connectivity with the Airlines:

Connectivity tags indicate the method of communication between Sabre and an airline. These codes appear at the end of the line in CPA displays and itinerary segments.

| Indicator                          | Definition  | Example  |
|------------------------------------|---|--|
| /E (Electronic Ticketing)          | Indicates Electronic Ticketing is available for this flight/carrier.  | PG 932P 20NOV 4 PNHBKK SS1<br>1055 1210 /DCPG/E    |
| /AB (Answer Back)                  | The tag AB in the itinerary segment indicates that the booking is transmitted by basic teletype, and the airline should respond with their record locator generally within 24 - 48 hours, but usually within minutes of booking.  | MZ6605Y 20JAN 5 AMIDPS HK1<br>200P 230P /ABRQ      |
| /DC (Direct connect Sell)          | Using Direct Connect allows you to sell segments and receive responses interactively (including record locators) from the airline's reservation system while remaining in the Sabre system and using system entries.              | PG 932P 20NOV 4 PNHBKK SS1<br>1055 1210 /DCPG/E    |
| /DCA (Direct Connect Availability) | The sales tag, DCA, indicates that the airline participates in direct connect availability. It allows you to receive true availability in the city pair availability display as if you were in that airline/s reservation system. | TG 585V 29NOV 6 PNHBKK SS1<br>2055 2200 /DCA TG /E |
| /TA (Direct Access)                | Direct access participants, agents can access the airlines' database directly to make booking in order to ensure that their seats are guaranteed, direct connect participants are also Direct Access participants.                | KX 107Y 20JAN 7 MIACYB HK1<br>1915 2155 /TAKX      |

## 5.11-Direct access Availability:

Direct Access participants, agents can access the airlines' database directly to make booking in order to ensure that their seats are guaranteed.

120SEPKTILHR✕BA

Display direct access availability.

125DECKTILAX7ASIN✕SQ

Display direct access departure 7AM transit at SIN.

Continuation entries/Shortcut entries:

|          |                                     |
|----------|-------------------------------------|
| 1✕*      | Display more flights availability.  |
| 1✕¥1     | Plus 1 day.                         |
| 1✕-2     | Minus 2 days.                       |
| 1✕15JUN  | Change to other date.               |
| 1✕SQ     | Change to SQ airline.               |
| 1✕*8A    | Change to departure time at Morning |
| 1✕R      | Return with same date.              |
| 1✕R¥1    | Return plus 1 day.                  |
| 1✕R-1    | Return minus 1 day.                 |
| 1✕R21MAR | Return in specific date.            |

**Notice:**

The line number on Direct Access Availability begins line 13, and the Direct Connect availability begins line 1.

**5.10-Married Segments:**

Carriers have the ability to control inventory by treating two or more segments as a single unit. Married segments are segments that a carrier returns to an itinerary as joined.

This is the symbol (\*) after the city pair indicate that the segments are married, find below:

```
1 SQ 155W 20NOV 4 KTISIN*SS1 1440 1800 /DCSQ /E
2 SQ 38W 20NOV 4 SINLAX*SS1 2045 1955 /DCSQ /E
```

Note: Breaking married segment is prohibited by carrier policy. Breaking married segment will be charged an ADM.

## 6-PASSENGER NAME RECORD (PNR) (5 Mandatory Fields)

### 6.1-General information:

The Passenger Name Record (PNR) is the reservation stores all the details of the passengers itinerary. The PNR is stored 48 hours after the last segment is flown. After that the PNR is drop into archived.

### The creation of a completed PNR requires 5 Mandatory fields.

There is no requirement in order for PNR booking for all these fields, called (PRINT)

- 1- Phone – Format function (9)
- 2- Receive from – Format function (6)
- 3- Itinerary – Format function (0)
- 4- Passenger Name – Format function (-)
- 5- Ticketing time limit – Format function (7TAW/)

| Command Identifiers | Description   | Example   |
|---------------------|---|---|
| 9                   | The phone field stores all phones numbers in the PNR. It is recommended that travel agents use industry standard phone field formats.<br>Identifiers: A = Agency B = Business<br>H = Home M = Mobile F = Fax C = Cell   | 9(Area code)- (Phone number)-<br>(Agency name) (Booking name) |
| 6                   | The Received from Field is used to identify the person who made or requested the change to the PNR  | 6(Authorized Name)  |
| 0                   | The itinerary segments are created when you sell a segment.   | 0<Number of seats><Class of service code><Line number>        |
| -                   | The name field holds the passengers name(s). The number of names must match the number of seats booked in the itinerary.  | - (Last name)/(First name) (Title)                            |
| 7                   | The ticketing field allows information to be entered to store a date and queue information prior to ticketing, depending on the agency needs. After ticketing, this field is automatically updated with ticket numbers. | 7TAW/ or 7TAW<Ticket Date>/                                   |

## 6.2- There are all steps to create/book a completed PNR:

|         |   |       |                                |
|---------|---|-------|--------------------------------|
| Step 1: | Display city pair availability  | Entry | 116JUNKTIKUL¥MH and 1R19JUN    |
| Step 2: | for sell 2 seats  |       | 02M1                           |
| Step 3: | Link passenger name   |       | -CHAN/DAVUTH MR\$-SOK/DARY MS  |
| Step 4: | Enter detailed phone field  |       | 9855-23 722 194 HAPPY TRAVEL-A |
| Step 5: | Ticketing Field (Automatically place PNR on Queue 9, ticketing queue. |       | 7TAW/ OR 7TAW10DEC/            |
| Step 6: | Input ticket numbers manually   |       | 7T-TK2171234567894-95¥N1-2     |
| Step 7: | Display all fields in a PNR   |       | *A                             |
| Step 8: | Input receive from  |       | 6TRA                           |
| Step 9: | End Transaction and Redisplay a PNR                                   |       | ER and IR                      |

### Here is an example on booking 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 19 JUN W KULPNH HK2 2000 0650/DCMH\***JOCKP7** /E

TKT/TIME LIMIT

1. T-TK2322345678994-95¥N1-2

PHONES

2. PNH 855-23722194 HAPPY TRAVEL-TRA -A

PASSENGER DETAIL FIELD EXISTS USE PD TO DISPLAY

PRICE QUOTE RECORD -**AUTOPRICED/ MODIFIED. (Auto priced Fare guarantee)**

GENERAL FACTS

1.SSR OTHS 1B MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR  
CTCR NON-CONSENT FOR MH

2.SSR ADTK 1B TO MH BY **08JAN 0800 ZZZ TIME ZONE** OTHERWISE WILL  
BE XLD

3. OSI MH TKNM 2322345678994

4. OSI MH TKNM 2322345678995

RECEIVED FROM - TRA

**W8M8.W8M8\*ANU 0247/13JUN22 EZTPCH H**

## 6.3-Air segment sell seats from availability:

Booking air segment is very simple. Once a city pair availability has been displayed, the agents can sell seats from displayed.

Format: 0 < No of seat >< Class of service code>< Line number>

|                 |   |
|-----------------|---|
| Entry: 01M1     | Sell seat (Zero-Format, Seat no-1, Class-M, with Line 1).               |
| 02B1LL          | Sell seat for waitlist (Zero-Format, Seat no-2, Class-B, LL- waitlist). |
| 03Y1*= 03Y1Y2   | Sell seat for 2 connection flights with same classes.                   |
| 03K1M2          | Sell seat for 2 connection flights with different classes.              |
| 04Y1*= 04Y1Y2Y3 | Sell seat for 3 connection flights with same classes.                   |

#### 6.4-Arrival unknown (ARNK) segment:

Sometimes, passengers in the middle of their travel they can choose transportation such as train, bus, boat, cruise for their traveling, in order to complete itinerary, and end transaction Surface (ARNK) segment fill up the gap.

|           |  |
|-----------|--|
| Entry: 0A | Booking surface segment (Zero A, ARNK segment) |
| /1A       | Insert surface sector after flight segment 1   |

#### 6.5-Changing booking class:

Format: WC<Segment No.> <new class of service>

|             |   |
|-------------|---|
| Entry: WC1H | Change segment 1 to H class.                          |
| WC2C/3J     | Change segment 2 to C class and segment 3 to J class. |
| WCAY        | Change all segments to Y class.                       |

#### 6.6-Cancellation of segments and rebook new class and date:

|            |  |
|------------|--|
| Entry: X1  | Cancel segment number 1                                      |
| X2/4       | Cancel multiple segments 2 and 4                             |
| XI         | Cancel whole PNR or itineraries.                             |
| X1¥02Y1    | Cancel segment 1, Rebook 2 seats from class Y from line 1    |
| X1¥0020JUN | Cancel seg 1, Rebook new date on 20JUN with the same flight. |

#### 6.7-Enter adult PSGR name:

Format: -<Surname>/<Given name>spacing<Title>

Entry: -TAN/JANE MSS-KIM/LEE MR Input 2 passengers name for single entry.

#### 6.8-Enter child name: (Age 2 years until 11 years)

Format: -<Surname>/<Given name>spacing<Title>\*C<Age>

|                           |  |
|---------------------------|--|
| Entry: -TAN/MARY MSTR*C09 | Enter a child age 09 years old.<br>(MSTR=BOY, MISS=GIRL) |
| 3CHLD/21JUN13-3.1         | Enter date of birth for a child.                         |
| -3.1✕*C10                 | Modify a child's age.                                    |

#### Unaccompanied child Minor (Child Passenger traveling alone):

|                    |  |
|--------------------|--|
| -TA/BROOK MSTR*C09 | Enter a child age 09 years old.                  |
| 3UMNR/UM09-1.1     | Request assistance for child Pax traveling alone |
| -1.1✕*UM10         | Change a UM child PSGR to 10 years               |

Note: NRA= All Segments, 09= Age of UM child PSGR.



### 6.12-Delete PSGR name:

Deleting name items when numbers of seats in the party is not equal to number of PSGR are sold seats.

Format: - <Name No.> ✕

Entry: -1.1 ✕ -1 ✕ Delete PSGR name number 1.1

-2.1 ✕ -2 ✕ Delete pax name number 2.1

### 6.13-Enter phone number for travel agency:

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

Entry: 9855-23-216773/216748 HAPPY TRAVEL AND TOURS TRA-A

91 ✕ 855-63-991373 ABC TRAVEL AND TOURS TRA-A

91 ✕ Delete phone number from line 1

\*P9 Display phone field.

### 6.14-Ticketing at Will and future ticketing date

Entry: 7TAW/ Automatically place PNR on Queue 9 (ticketing queue).

7TAW09DEC/ Advise future ticketing date.

71 ✕ Delete ticketing field

\*P7 Display ticketing field

### 6.15-How to input ticket number 7T-TK:

Entry: 7T-TK2171234567890 ¥N1.1 Manually ticket numbers for pax 1.1

7T-TK2171234567890 ¥N1.1 ¥S1-3 Manually ticket number for pax 1.1, Seg 1-3

7T-TK2171234567890-92 ¥N1-3 Manually consecutive ticket number.

7T-TK2171234567890,93 ¥N1-2 Manually ticket nonconsecutive ticket number.

31 ✕ Delete ticket number 1

71 ✕ Delete ticket number 1

### 6.16-Display short cut entry from whole parts of a PNR:

\*A Display all fields of whole a PNR.

\*N/PD Display PSGR name fields.

\*I Display itineraries.

\*T/\*P7 Display ticketing number (Void, Refund)/Ticket time limit

\*P9 Display phone field.

\*P6 Display received from.

\*P3D Display APIS/3DOCS (Passport, Visa, Address.)

\*P3 Display all fields for OSI/SSR.

\*B Display PRS/seat assignment/ boarding pass.

\*PE Display email address.

\*FF Display frequent flyer information.

\*H Display a PNR history.

\*PQ Display all price quote record (PQ).

## 6.17-End Transaction:

End transactions when users made all creation and modification the PNRs in order to be stored filed a PNR and send updated a PNR file to airlines:

|                     |                                      |
|---------------------|--------------------------------------|
| Entry: 6 name and E | End transaction of a PNR.            |
| ER                  | End transaction and redisplay a PNR. |
| IR                  | Ignore and redisplay a PNR.          |

## 6.18-Insert and Cancel Segments: (Insert/Reorder 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: /2/1 | Insert after segment 2 and insert segment 1 |
| /3/2        | Insert after segment 3 and insert segment 2 |

## 6.19-The retrieval of a PNR:

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

|                |  |
|----------------|--|
| Entry: *BFQSUB | Retrieve PNR via record locator (RLOC).  |
| *- LENG        | Retrieve PNR by PSGR surname/ full name. |
| *2             | Display PNR from name list from line 2   |
| *L             | Redisplay PSGR name list.                |
| ✕QSQ/*JOCKP7   | Display queue of SQ airline.             |

## 6.20-The PNR booking status codes:

| No. | Explanation on PNR segment status codes   | Codes |
|-----|---|-------|
| 1   | Sold Seat (Sabre response when sell message is being sent to carrier).  | SS    |
| 2   | Reconfirmed through carrier (Used primarily on international travel).   | RR    |
| 3   | Holding confirmed status code.  | HK    |
| 4   | Carrier confirming requested (Change/update segment status from KK to HK).  | KK    |
| 5   | Confirmed from waitlist (Change segment status from KL code to HK within 72 hours if not, the segment will be cancelled).                             | KL    |
| 6   | Schedule change on flight time for confirming to new schedule, agent to update segment status from TK code to HK, and inform to pax before updating). | TK    |
| 7   | Schedule change on flight time for confirming to new schedule, agent change segment status from SC to HK, and inform to pax before updating).         | SC    |
| 8   | Holding waitlist status code.   | HL    |
| 9   | Schedule change on flight time for waitlisted segment (Agent to change segment status to HL and inform to pax before updating segment).               | TL    |
| 10  | Waitlisted segment (Waitlist message sent to carrier).  | LL    |
| 11  | Pending need, (Message send to airline/carrier, and now a waiting reply).   | PN    |



## A)-Meal request for the passenger:

Entry: 3SPML1/NO PORK AND HOT MEAL-1.1 Request for special meal for seg1 of pax 1.1  
3CHML1/DOES NOT LIKE CARROTS-2.1 Request for a child meal for seg1 of pax 2.1  
3BBMLA-2.1 Request an infant meal for all segs of ADT no 2.1  
3BSCT-1.1 Request for baby bassinet of ADT no 1.1

Display Meal codes:

DU\*/MLS Display meal codes table.  
DU\*/SPM Display special meal table for multiple airlines.  
DU\*/SPM¥MH Display specific special meal table for MH airline.

## B)-Other SSR Meal request entry:

3VGML1-2.1, 3.1 Request meal for segment 1 with pax names 2.1 and 3.1  
3VGML2,3-2.1 Request meal for segment 2 and 3 and pax name 2.1  
3VGMLA-2.1 Request meal for all segments with name 2.1

## C)-Wheelchair requests for the passenger types:

WCHR Code for a passenger able to walk upstairs.  
WCHS Code for pax can't walk upstairs, but can walk to seat.  
WCHC Code for passenger must be carried/assisted to seat.

Entry: 3WCHR1-1.1 Request a wheel-chair for Seg1 of pax 1.1  
3WCHS1/ELDERLY-2.1 Request a wheel-chair for seg1 of pax 2.1  
3WCHCA-3.1 Request a wheel-chair for all segments of pax 3.1

## 7.2-Update and delete SSR items:

31.HK Manually update SSR item 1 to HK.  
EWR Automatic update status code from (KK, KL, TK, SC to HK).  
31✕ Delete SSR item 1 after/ before end transaction.  
32-5✕ Delete SSR item 2 to 5 after/ before ER.  
31.XX Delete SSR item 1 in Sabre and airline system after ER.  
\*P3 Display the SSR information.

## 7.3-Passenger Emergency Contact Information for the airlines:

3PCTC/SOPHEA/KH 855 12254566-1.1 Passenger phone contact  
3OSI EK CTCM PNH 85512 246 876 HONG DARA-1.1 Passenger phone contact  
3CTCM/85512 333 444/KH-1.1 Passenger phone contact  
31✕ Delete SSR from item 1  
\*P3 Display SSR and OSI.

## 7.4-Passenger Email address field:

|                                      |                         |
|--------------------------------------|-------------------------|
| 3CTCE/CHAN..DARA//GMAIL.COM/KH-1.1   | Passenger Email contact |
| 3CTCE/ METREI..HEANG//CDS.COM.KH-1.1 | Passenger Email contact |
| PE¥ANN==SMITH@GMAIL.COM¥-1.1         | Passenger Email contact |
| EM                                   | Send email to the PSGR. |
| *PE                                  | Display email address.  |

**Note:** Email address symbols are .. is underscore,  
// is @ and == Underscore is typed Shift + Dash == (Shift + dash).

**\*\*\* Note:** Another way, is to send message via Graphic mode  
Can go to Workflows -> Documents and Messaging

## 7.5-How to enter the Passport, Visa, and Address information (APIS):

### A- Adding the passport information for the PSGR travel to USA:

3DOCSSEG/Pass type/County code/Pass number/Nationality/DOB/Gender  
/Pass expiry date/Last name/First name – Pax name number  
**3DOCSA/P/KH/N0585704/KH/17JAN1962/F/10SEP2025/LEE/ALICE-1.1**  
**3FOID/PPKH05857045-1.1** Adding passport by form of Identification.

### B- Adding the visa information for the PSGR travel to USA:

3DOCSEEG/County code/Doc type/Doc number/Place of issue/Visa issue date/  
Visa applicable country//Visa expiry date – Pax name number  
**3DOCOA/KH/V/789789/HOUSTON/14JUN19/USA//20SEP2025-1.1**

### C- Adding the address information for the PSGR travel to USA:

3DOCASEG/Add type/Country code/Street No/City code/Zip code- Nam  
item  
**3DOCAA/D/US/82 MAIN STREET/DALLAS/TX/99999-1.1** Input address information.  
**3OTHSA/D/US/82 MAIN STREET/DALLAS/TX/99999-1.1** Input address information.  
31x Delete Passport, Visa, Address information before/ after ER.  
31.XX Delete Passport, Visa, Address information after ER.  
\*P3D Display Passport, Visa, Address Information.

**Note:** D-Destination, R- Residence, Gender: MI-Male Infant, FI-Female Infant.  
Enter VISA for ADT PSGR //and /I/-Infant PSGR.

## 7.6-Frequent flyer number (FQTV):

The Frequent traveler number for a PNR sends millage number to participating carriers, so that passengers may get mileage credit for PNR bookings, Format" FF".

|                       |  |
|-----------------------|--|
| Entry: FFTG247900-1.1 | Enter frequent traveler number for pax name 1.1                    |
| FFDL123456/AA-1.1     | Enter delta FF miles to AA airline, when flying with AA.           |
| PT*TG                 | Display frequent flyer number for exchange/ partnership agreement. |
| *FF                   | Display frequent flyer information in PNR.                         |
| FF1✕                  | Delete frequent flyer number 1                                     |
| FF✕ALL                | Delete all lines of frequent flyer number.                         |

## 7.7-Display the PRS seat map:

Entry: 4G1\*                      Display PRS seat map for segment 1

## 7.8-Booking PRS for specific seat entry:

|                    |   |
|--------------------|---|
| Entry: 4G1/50A-1.1 | Request seat 50A for Segment 1 of pax 1.1   |
| 4G3,5/20A-3.1      | Request seat 20A for Seg 3 and 5 of pax 3.1 |
| 3NSST1-4/AISLE-1.1 | No smoking aisle seat seg 1 to 4 of pax 1.1 |
| 3NSSTA/WINDOW-2.1  | No smoking window seat all segs of Pax 2.1  |

A)-Cancel and update Pre-reserve seat/seat Assignment (PRS):

|        |  |
|--------|--|
| 4GX1   | Cancel pre-reserved seat from segment 1        |
| 4GXALL | Cancel all PRS seats.                          |
| 4G1HK  | Update PRS status code from segment 1 to HK.   |
| *B     | Display seats/ boarding pass before/ after ET. |

## 7.9-Divide/Split PNR:

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

Format: D < Name number>                      Divide passengers particular name item no.

|                         |  |
|-------------------------|--|
| Entry: D1.1*21. or D1*2 | Divide one pax in pax names 1.1.                                     |
| D/2.1*3.1               | Divide a group /corporate name for multiple PSGRs.                   |
| 6THEA                   | Enter received from authorized name.                                 |
| F                       | Enter file for the PNR (Note: Exception Divide entry not use ER/IR). |
| E                       | End transaction and file for divided.                                |

## 7.10-Adding/Reduce seat in the PNR:

PNR should be added and reduced seats when one or more passengers in PNR wish to cancel seats Or add seats for PSGR for equation to number of seat and Passenger before end transaction.

Format: <, number seats in party>                      Adding/Reduce number seats in party.

|           |                                    |
|-----------|------------------------------------|
| Entry: ,2 | Adding 2 seats for 2 PSGRs.        |
| ,3        | Remained 3 seats for 3 Passengers. |

# 8- PNR QUEUES

## 8.1-General information:

Queue is electronic filing cabinets that maintains all PNRs and Messages in the Sabre system.

## 8.2-Queue Count

|                       |   |
|-----------------------|---|
| Entry: QC/<br>QC/W8M8 | Display queue counts for PNRs and messages.<br>Display queue in branch office by PCC-W8M8 |
|-----------------------|---|

**TOTAL MESSAGES: ..... 11 MESSAGES      TOTAL PNR: ..... 72 PNRs**

## 8.3-Queue Access

|                |   |
|----------------|---|
| Entry: Q/S     | Display queue messages.                                       |
| Q/1            | Display specific queue number 1 to see PNRs.                  |
| I              | Ignore current PNR/Megs and display next PNR/Message.         |
| Q/9¥NA-Surname | Display passenger name in queue number 9                      |
| QXI            | Exit queue/ ignore current PNR (Cannot do this if on queues). |
| QR             | Remove/Delete dead PNRs in queues.                            |
| QP/100/11      | Place a PNR into queue number 100                             |

## 8.4-PNR Queues:

PNR queues are numbers from **0** to **511**, Queues from **0** to **49** are system defined queues. There is the queue codes for users can know and take note are as follows:

| QUEUE No  | Explanation on QUEUE name  |
|-----------|--|
| <b>0</b>  | Basic PNR - Urgent departure within 72 hours.                            |
| <b>1</b>  | Basic PNR - Non-urgent.  |
| <b>2</b>  | Car/Hotel/Tour Confirmation numbers.                                     |
| <b>4</b>  | Recheck PNRs successful processing.                                      |
| <b>5</b>  | Airline schedule changes within 72 hours.                                |
| <b>6</b>  | Airline schedule changes beyond 72 hours.                                |
| <b>7</b>  | <b>HX Status code received from Airlines (Airlines cancelled seats).</b> |
| <b>9</b>  | 7TAW -Deadline tickets to print.   |
| <b>12</b> | Large party (10 or more).  |
| <b>17</b> | Waitlist confirmation-urgent (72hours).                                  |
| <b>18</b> | Waitlist confirmation- non-urgent.                                       |
| <b>20</b> | Duplicate PNRs in queue.   |
| <b>22</b> | Corporate travel policy modified by airline.                             |
| <b>24</b> | Pre-reserved seat/ Boarding pass confirmations.                          |
| <b>25</b> | Pre-reserved seat/ Boarding pass unable to confirm.                      |

# 9- FARE QUOTE & PNR PRICING

## 9.1-FARE QUOTE

In the Fares Retrieval command, Mandatory fields include city pair and carrier code and the travel date is an optional field.

|                           |   |
|---------------------------|---|
| FQKTISIN10DEC             | Fare quote for specific date & all carriers             |
| FQKTISIN10DEC-SQ          | Fare quote for specific date & carrier                  |
| FQKTILAX20MAY-KE¥PCNN/INF | Display Fare quotes for a child and Infant 's fares.    |
| FQKTISYD25JUL-SQ¥RT       | Display Fare quotes with Rout Trip fares, (OW- One way) |
| FQSINDFW15SEP-QF¥R20SEP   | Display Fare quotes with return date 20 SEP.            |
| FT1                       | Retrieve tax breakdown from FQ line 1                   |
| RB1                       | Display more class of services from fare quote          |
| RD1*M                     | Display menus and you can display fare rule RD1*16      |

## 9.2-PNR PRICING

PNR pricing also known as Itinerary pricing, allows to price for the completed PNR and incomplete PNR, itineraries up to 24 segments, including surface segments and up to 99 passengers in a PNR.

## 9.3-Completed/ uncompleted PNR Pricing:

|                 |  |
|-----------------|--|
| WPAKE           | Price for lowest fares with a validating carrier KE. |
| WPA¥AMU         | Price fares for multiple fares.                      |
| WPA¥XM          | Price with alternative RBD fares.                    |
| WPAKE¥S1-2      | Price with specific segments selection 1 and 2.      |
| WPAPG¥PCNN¥N3.1 | Price with child and Pax name 3.1                    |
| WPAKE¥B12JUN25  | Price fares for Past issued ticket date.             |
| WPAK6¥NT/KH     | Price for lowest fares with specific KH nationality. |

## 9.4-PNR pricing continuation entry:

Continuation entry below maybe used after PNR pricing list WPA<Airline code> and WPA¥XM.

|                        |   |
|------------------------|---|
| WP1                    | Display fare calculation from line 1              |
| WPDF1                  | Display fare description from line 1              |
| WPRD*M                 | Display fare rule Menus from PNR after WPA entry. |
| WPRD*C16/15/05         | Display fare rule category 16/15/05 for Penalty   |
| RDKTISIN20MAYB1MNKH-EK | Display fare rule with fare basis B1MNKH.         |

### 9.5-Display PQ and Delete PQ:

|         |  |
|---------|--|
| PQ      | Accept/ Save fares price quote record.       |
| *PQ     | Display price quote record.                  |
| *PQS    | Display price quote record summary.          |
| PQD1/2  | Delete prices quote record from line 1 and 2 |
| PQD-ALL | Delete all prices quote records.             |

### 9.6-Bargain finder commands:

Bargain finder allows the users to search for the lower/ cheaper classes/ fares for the existing itinerary and/or alternate itinerary.

|        |  |
|--------|--|
| WPNC   | Basic bargain finder book for lowest fare          |
| WPNC S | Search for lowest fare regardless of availability. |
| WPNC B | Search for lowest fare and automatically rebook.   |

### 9.7-Optional bargain finder qualifiers:

|                     |   |
|---------------------|---|
| WPNC S ¥ ATG ¥ PCNN | Search lowest fares for passenger type of child |
| WPNC S ¥ ASQ ¥ S1/2 | Search lowest fares with segment 1 and 2        |
| WPNC S ¥ APG ¥ N2.1 | Search lowest fares with pax name 2.1           |
| WPNC B ¥ ACZ ¥ MUSD | Rebook lowest fares with specific currency USD. |

### 9.8-Booking on Graphical, No commands entry:

\*\*\* Go to the Manual Helper, Go to the AIR then click on SHOP FLIGHTS, SHOP FARES.

