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Objectives

Upon completion of this class, you will be able to:

- Search and book cars, hotel and air fares without using system formats
- Assign seats using Graphical Seat Maps
- Issue tickets using Graphical Ticketing
- Use Format Finder SM

Features and Benefits

MySabre, based on patented Sabre technology and fortified with Yahoo technology, is a Web-based portal that integrates all the travel information you need – including the Sabre® global distribution system – right from your desktop. Its intelligent technology delivers relevant and local content within your workflow, and generates additional revenue and new merchant sales opportunities through interactive offers.

- Single point of access – easy, convenient, one-stop shopping
- MySabre streamlines the booking process with fast, reliable technology and integrated content
- Boosts sales skills—delivers relevant content at the right time
- Increases new revenue generating opportunities through interactive offers
- Sabre with Point and Click increases productivity without using formats
- Low cost – browser based, available 24/7 over any internet connection
- Global – located at country and regional levels
**Overview**

*MySabre™* interacts with the *Sabre®* global distribution system and applies highlighting to key *Sabre* system responses. *Sabre* with Point and Click allows you to work in the *Sabre* system without having to learn long and often difficult formats. You can easily and quickly search for a variety of travel products and related services.

In the example shown below, the *Sabre* with Point and Click areas are highlighted in light blue. As you move your mouse pointer over a highlighted area, a Tool Tip displays to show you what the result is when double-clicking the highlighted text.

Having *Sabre* with Point and Click activated does not block entries or prevent you from making *Sabre* system commands in the *Sabre* system.

---

**Note:** The highlighted text is not visible if you set your work area background color to light blue.
ACTIVATING SABRE WITH POINT AND CLICK

Sabre with Point and Click is automatically active for you. You can turn off and turn on Sabre with Point and Click functionality in the Configuration screen for the Sabre system.

Configure Sabre Point and Click

Click Options on the menu bar above the Sabre work area.

Click Configuration.

Click Point and Click Highlighting to remove or add the checkmark. The checkmark indicates that the Sabre with Point and Click feature is active.

Click Point and Click Tool Tips to remove or add the checkmark. The checkmark indicates that the display of tool tips when your mouse pointer is placed over a highlighted area is active.

HOW TO USE POINT AND CLICK IN THE SABRE WORK AREA:

You can use the Point and Click functionality by:

1. double clicking the highlighted areas
2. clicking in the Sabre work area, using the Tab key to move to the desired data, and pressing Enter
3. opening the Sabre with Point & Click portlet in the Travel Products tab

1. **Point and Click**

   Place your mouse pointer on a highlighted area of the Sabre system response. Double-click to select.

2. **Tab and Enter**

   Place your mouse pointer in the Sabre work area and click once to activate.

   Press the Tab key until the cursor is at the required data.

   **Note:** Use Up and Down Arrows to quickly move to the desired line in the display. Then, press the Tab key until the cursor is at the required data.

   Press the Enter key to select.

3. **Access Sabre Point & Click Portlet**

   Open the Travel Products Tab, and then click Sabre with Point & Click.

   The portlet displays. The default number of passengers is 1. Select number of passengers if more than one person is travelling.

   Select the Destination City Action (Hotel or Car).

   **Note:** Destination City Action allows you to select which portlet opens (Hotel or Car) when double-clicking the destination city in the booked air segment. The system automatically populates the itinerary data in the corresponding portlet.

   Select the reservation type by clicking on the desired link: Air, Hotel, or Car.
**SABRE WITH POINT & CLICK AIR PORTLET**

Use the *Sabre* with Point & Click portlet to search for flight availability without typing *Sabre* formats.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Access Sabre Point and Click Portlet | Click the **Travel Products** Tab, and then click **Sabre with Point & Click**. The portlet displays.  
Select number of passengers.  
Select the **Destination City Action**.  
Select the reservation type by clicking **Air**. |
| Search for flights          | Select the mandatory **Departure date and time** using the menu lists.  
**Note:** The default for the Departure date and time is the current date and time.  
Type the mandatory **Departure City code** and **Destination City code**.  
Optional:  
- Type an airline code for schedules specific to that airline.  
- Select the Direct Access option to utilize Direct Access in the availability request.  
Click **Go**.  
Results appear in Sabre Host work area. Proceed to work with *Sabre* Point and Click in this area. |

**SABRE WITH POINT AND CLICK AIR (SABRE WORK AREA)**

Double-click any highlighted area of the *Sabre* response to display or select the desired category.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| View the flight details.  | Double-click the highlighted flight number.  
**Tool Tip:** Display Flight Details |
| Request return availability | Double-click the departure city. The portlet calendar opens. Select the desired date.  
**Tool Tip:** Select a Return Date |
| View the local time at the destination city. | Double-click the highlighted Time Zone indicator or number of hours from ZULU indicator.  
**Tool Tip:** Arrival City Local Time |
<table>
<thead>
<tr>
<th><strong>Task</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Request a Fare Response.</td>
<td>Double-click the highlighted 2-letter carrier code from one of the availability lines.</td>
</tr>
<tr>
<td><strong>Tool Tip:</strong> Flat Applicable Fare</td>
<td><strong>Note:</strong> To return to the previous Fare Display type: FQ*</td>
</tr>
<tr>
<td>Request Availability for Airline and Fare</td>
<td>Double-click the highlighted number beside a fare.</td>
</tr>
<tr>
<td>Booking Class.</td>
<td><strong>Tool Tip:</strong> Carrier and Class Availability.</td>
</tr>
<tr>
<td>Display associated Fare Rule for a Fare</td>
<td>Double-click the letter under the BK column.</td>
</tr>
<tr>
<td>Booking Class.</td>
<td><strong>Tool Tip:</strong> Display Booking Code</td>
</tr>
<tr>
<td>Display the Rules from the Fare Display.</td>
<td>Double-click the Fare Base code from the appropriate line of the display.</td>
</tr>
<tr>
<td><strong>Tool Tip:</strong> Flat Display Rules</td>
<td></td>
</tr>
<tr>
<td>Display the applicable rule category.</td>
<td>Double-click the highlighted number of the applicable rule category.</td>
</tr>
<tr>
<td><strong>Tool Tip:</strong> Flat Specific Rule Category</td>
<td></td>
</tr>
<tr>
<td>Change the Airline for the Fare Display</td>
<td>Double-click the appropriate highlighted 2-letter airline code.</td>
</tr>
<tr>
<td>response.</td>
<td><strong>Tool Tip:</strong> Modify the carrier</td>
</tr>
<tr>
<td>Request a Waitlist on Sold Out booking</td>
<td>Double-click a highlighted class of service that shows zero available.</td>
</tr>
<tr>
<td>classes.</td>
<td><strong>Note:</strong> If the airline allows the waitlist request, the response displays the air segment sold with a status request of LL. If the Waitlist is closed, the response is a UC air segment. If the airline is American Airlines, the response redisplays showing all the classes of service that American Airlines offers on that flight number. In this case, book another flight or a different booking class.</td>
</tr>
<tr>
<td>Request Carrier Specific Direct Access from</td>
<td>Double-click the highlighted 3-letter DC or DCA code from one of the lines of availability.</td>
</tr>
<tr>
<td>the availability response.</td>
<td><strong>Tool Tip:</strong> Airline Direct Access</td>
</tr>
<tr>
<td>Display more Classes of Service.</td>
<td>Double-click the highlighted 1*C at the bottom of the response.</td>
</tr>
<tr>
<td><strong>Tool Tip:</strong> Flat View All Classes</td>
<td></td>
</tr>
<tr>
<td>Display Promo Spot information.</td>
<td>Double-click the highlighted Promo Spot indicator.</td>
</tr>
<tr>
<td>Request seats on Connecting Flights.</td>
<td>Double-click a highlighted class of service on one leg of the itinerary.</td>
</tr>
<tr>
<td><strong>Note:</strong> If the booking class cannot be sold on all segments of the connection, a Portlet opens in the Booking Tools panel.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enter the Class of Service for any leg of the itinerary as needed.</td>
</tr>
<tr>
<td></td>
<td>Click <strong>Go</strong> to sell the segments</td>
</tr>
</tbody>
</table>
**PO I N T  A N D  C L I C K  S E A T S**

*Sabre* with Point and Click functions interact with the *Sabre* system formats you use when reserving seats.

There are two ways of reserving a seat using *Sabre* with Point and Click:

- double-clicking the desired seat in the Seat Map (*Sabre* system work area)
- using Graphical Seat Map

Refer to the Graphical Seat Map Quick Reference on *Agency eServices* for more information on how to use this feature.

**Note:** To reserve seats you have to have an active air reservation in your work area.

<table>
<thead>
<tr>
<th><strong>Task</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
</table>
| Display the Seat Map for a flight. | Double-click the highlighted flight number.  
**Tool Tip:** Display seat map  
**Note:** The response is a seat map displayed in the *Sabre* system work area and a Seat Map Request mask in the *Sabre* with Point and Click Air portlet. |
| Select the desired seat for each passenger. | Double-click on the highlighted available seat.  
**Tool Tip:** Select seat number  
**Note:** The highlighted asterisk (*) indicates available seats. |
| Scroll down or up to view additional screens of the seat map. | Double-click the highlighted Cross of Lorraine symbol.  
**Note:** Double-click the Cross of Lorraine symbol at the bottom of the display to Move Down. Double-click the Cross of Lorraine at the top of the display to Move Up.  
**Tool Tip:** Move Down – MD  
Move Up - MU |
| After displaying the Seat Map mask | When you double-click the desired seats, the seat numbers appear in the Air > Seat Selection portlet to the right of the work area.  
**Note:** You may also manually enter seat numbers into the Seat Selection screen after displaying the Seat Map.  
Double-click on the seat number to select or deselect the desired seat.  
Click **GO** to confirm the seat selection and process the Seat Map Request screen.  
Click **Clear All** to reset all seat assignment fields to blank.  
Click **Close** to close the Seat Map mask at anytime. |
SABRE POINT AND CLICK PORTLET CALENDAR

To access the calendar portlet to modify dates while in the work area, double-click the highlighted date you wish to modify. The portlet displays to the right of your screen, enabling you to interact between both applications.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open the Calendar to select a desired new travel date.</td>
<td>Double-click the travel date in the Sabre work area. The portlet calendar opens. Select the desired date.</td>
</tr>
<tr>
<td>Open the Calendar to select a return travel date.</td>
<td>Double-click the departure city. The portlet calendar opens. Select the desired date.</td>
</tr>
<tr>
<td>To view the previous month</td>
<td>Click the desired month on the left at the bottom of the Calendar.</td>
</tr>
<tr>
<td>To view the next month</td>
<td>Click the desired month on the right at the bottom of the Calendar.</td>
</tr>
<tr>
<td>To exit without selecting a travel date.</td>
<td>Click the X in the upper right corner of the calendar</td>
</tr>
</tbody>
</table>

BARGAIN FINDER PLUS WITH POINT AND CLICK

Bargain Finder Plus enables you to offer lower price itineraries, alternate dates, and flight options to your customers.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have an air itinerary in your work area</td>
<td>Create or display an itinerary.</td>
</tr>
<tr>
<td>Request a Bargain Finder Plus search.</td>
<td>WPNI</td>
</tr>
<tr>
<td>Book an alternative itinerary from the Bargain Finder Plus Options.</td>
<td>Double-click the highlighted Option number to book the new itinerary.</td>
</tr>
<tr>
<td>Rebook the current itinerary in a less expensive class of service.</td>
<td>Double-click the highlighted WPNCB in the WPNI response.</td>
</tr>
<tr>
<td>Request a Bargain Finder Plus search without checking flight availability.</td>
<td>WPNIS</td>
</tr>
<tr>
<td>Note: No areas of the response are highlighted and no Sabre with Point and Click functions are available using the WPNIS entry.</td>
<td></td>
</tr>
</tbody>
</table>
**INTRODUCTION**

*MySabre™* Graphical Seat Map is an easy, user-friendly feature that allows you to pre-reserve seats by clicking the interactive display maps. The seats are labeled and color-coded to indicate availability, and show any previous seat assignments for passengers in the itinerary.

Seat maps may not be available for all flights and/or airlines. In the case where the airlines do not provide graphical seat maps, the regular system seat maps are displayed. If a seat map is available for a flight, you can select seats for a maximum of nine passengers on a maximum of eight flights in a single itinerary.

You can display the Graphical Seat map using the long format, even if there is no PNR present.

You can only request seats on segments with a status code SS, HK, TK, SC, KK, or RR.

**TURN ON/OFF**

Turn on/off interactive screen functionality:

- Click **Options** in the Sabre work area screen menu.
- Select **Configuration**.
- The default option is to have the functionality **ON** (green checkmark shows).
- To turn off the Graphical Seat Map, click the checkmark to remove it from the check box.
**Display the Graphical Seat Map**

<table>
<thead>
<tr>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>4G (segment number)*</td>
</tr>
<tr>
<td>4G1*</td>
</tr>
<tr>
<td>4G (segment number)*:/O</td>
</tr>
<tr>
<td>4G3*:O</td>
</tr>
<tr>
<td>4G (segment number)*:/G</td>
</tr>
<tr>
<td>4G1*:G</td>
</tr>
</tbody>
</table>

**Display the Graphical Seat map when the functionality is ON**

- Click the desired flight number booked in the itinerary.
- If the carrier supports Graphical Seat Map, the feature opens in the secondary application area.

**Display the Graphical Seat map when the functionality is OFF**

- Click the desired flight number booked in the itinerary.
- If the carrier supports Graphical Seat Map, the feature opens in the secondary application area.

**Display the Graphical Seat map with Point and Click when the functionality is ON**

**Display the Graphical Seat map when the functionality is ON, but you have no PNR.**

**How to Use the Graphical Seat Map**

To use this interactive feature, type the desired Seat number, or click the desired seat in the diagram.

The seat map display shows the following flight information:

- Flight Number
- Itinerary
- Aircraft model and manufacturer
- Interactive seat map (with airplane’s layout and explicatory diagram)
- Passengers by name
- Date

The feature automatically requests seats in the host system at several points during the booking. Seat requests are processed every time you:

- Click a different flight number tab
- Click Next Flight
- Click Previous Flight
- Click Save & Exit
HOW TO USE THE GRAPHICAL SEAT MAP

Once you input the desired display format, Graphical Seat Map appears in the MySabre Secondary Application work area.

Note: Graphical Seat Map disables exit rows for all passengers in a PNR when one of the passengers is a child.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Seat Assignment</td>
<td>Seats available are shown in green. Click the desired seat in the aircraft map. To scroll up and down the plane diagrams, click the arrows above and below the map.</td>
</tr>
<tr>
<td>Select Seat Assignment for multiple passengers</td>
<td>After the seat for the first passenger is assigned, the system automatically moves the active area to the next person’s seat assignment. The passenger you are selecting seats for appears highlighted. You should select seats for all passengers for each flight to avoid errors at End Transaction of the PNR.</td>
</tr>
<tr>
<td>Select seat Assignment for Multiple flights</td>
<td>To move to the next flight, select the tab with the desired flight number. Or Click Next Flight.</td>
</tr>
<tr>
<td>Finish Seat Assignment</td>
<td>Click Save &amp; Exit. Note: when the Graphical Seat map screen closes, the Sabre work area screen automatically displays with the <em>B</em>P3 entry. Pre-reserved seats are shown in Sabre format.</td>
</tr>
<tr>
<td>Choose Seat Assignment for Multiple flights with mixed itinerary (Graphical Seat Map supporting and non-supporting carriers)</td>
<td>The interactive seat map displays the graphical seat map for all supported segments. The system defaults to the Sabre host seat display for all unsupported segments.</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th><strong>TASK</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel the selection</td>
<td>Click <strong>Cancel</strong>.</td>
</tr>
<tr>
<td></td>
<td>Seat selection is ignored, the secondary work area closes, and the Sabre work area screen is displayed with &quot;B&quot;3P entry.</td>
</tr>
<tr>
<td>Move forwards and backwards between the different flights</td>
<td>Click <strong>Previous Flight</strong> or <strong>Next Flight</strong></td>
</tr>
<tr>
<td></td>
<td>Or</td>
</tr>
<tr>
<td></td>
<td>Select the tab with the desired flight number.</td>
</tr>
<tr>
<td>Reserve a seat when there is a change-of-gauge segment, but</td>
<td>1. Type VI* in the Sabre work area. Verify that the equipment is the same type for both portions of the change of gauge flight.</td>
</tr>
<tr>
<td>there is no equipment change (the aircraft only makes a stop, the</td>
<td>2. Type the command to reserve seats: 4G (segment number)*. Graphical Seat maps opens in the MySabre secondary work area.</td>
</tr>
<tr>
<td>equipment type is the same on both legs of the flight).</td>
<td><strong>Note</strong>: A warning message displays: &quot;This is a multi-segment flight. Only the seat map for the first segment is displayed&quot;.</td>
</tr>
<tr>
<td></td>
<td>3. Click the Close button and continue requesting seats on the displayed seat map.</td>
</tr>
<tr>
<td>Reserve a seat when there is a change-of-gauge segment (where the</td>
<td>Two separate entries are needed to assign different seat numbers on each leg of the segment.</td>
</tr>
<tr>
<td>aircraft makes a stop and the equipment type is different for each</td>
<td>1. Use the 4G(segment number)*/C entry in the Sabre work area to view the system seat map for the originating portion of the flight and request seats.</td>
</tr>
<tr>
<td>leg of the flight) with one or more non-participating carriers.</td>
<td>2. Use the override command 4G(segment number)*/O in Sabre work area to view the system seat map for the secondary portion of the flight and request seats.</td>
</tr>
<tr>
<td>Reserve a seat when there is a change-of-gauge segment (where the</td>
<td>Map displays with the change of gauge segment showing as a regular flight.</td>
</tr>
<tr>
<td>aircraft makes a stop and the equipment type is different for each</td>
<td></td>
</tr>
<tr>
<td>leg of the flight) with participating carriers.</td>
<td></td>
</tr>
</tbody>
</table>
### COMMON ERROR RESPONSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>System displays seat map in the <em>Sabre</em> work area screen.</td>
<td>If carriers do not support the graphical seat map feature, <em>Sabre</em> automatically defaults to the traditional <em>Sabre</em> work area screen layout.</td>
</tr>
<tr>
<td>Warning! Partial seat selection is inhibited by the airline. If you continue, all pre-reserved seats for this flight will be canceled and re-requested. There is a possibility that the same seats may not be confirmed.</td>
<td>This message appears when you attempt to change the pre-selected seats for one or some (not all) of the multi-passengers in the itinerary.</td>
</tr>
<tr>
<td>A seat map is not available on this flight or pre-reserved seats are restricted by the carrier.</td>
<td>Equivalent error messages in the <em>Sabre</em> system include:</td>
</tr>
<tr>
<td>This flight is operated by another carrier.</td>
<td>Equivalent error messages in the <em>Sabre</em> system include:</td>
</tr>
</tbody>
</table>

### KEYBOARD SHORTCUTS

<table>
<thead>
<tr>
<th>Shortcut</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALT+&lt;a passenger number&gt;</td>
<td>Moves focus to highlight a specific passenger name.</td>
</tr>
<tr>
<td>ALT+N</td>
<td>Moves focus to the next flight link. Press ENTER to advance to the next flight.</td>
</tr>
<tr>
<td>ALT+P</td>
<td>Moves focus to the previous flight. Press ENTER to return to the previous flight.</td>
</tr>
<tr>
<td>SHIFT+&lt;arrow key&gt;</td>
<td>Scrolls the seat map to show more of the aircraft.</td>
</tr>
<tr>
<td>ALT+C</td>
<td>Moves focus to the Cancel button. Press ENTER to execute the button.</td>
</tr>
</tbody>
</table>
**PNR SERVICES**

Sabre® PNR Services functions interact with the Sabre system formats when you need to request special services.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Display a PNR or be in the process of creating a new PNR. | *(last name)  
HENDRICKS |
| To begin the process of requesting a special service. | Click Tools above the Sabre system work area. |
| Open the PNR Services request window. | Click PNR Services from the drop down list or use CTRL+O shortcut keys. |

**SEND SPECIAL SERVICE REQUESTS (SSR)**

The PNR Services window contains:

- All passenger names in the PNR
- All air segments from the PNR
- OSI tab (Other Service Information) – Type free text
- Special Service Request tabs for Meals, Assistance, or Wheelchair
- Frequent Flyer tab – Type airline code, frequent flyer number and operating airline code
- Paid Seats tab – Send Paid Seats information

Click on an individual passenger name to select it or click Select All under the passenger name box to include all passenger names.

Click on an individual air segment to select it or click Select All under the air segment box to include all air segments.

**Note:** If one of the airlines is American Airlines, the request is entered into the Sabre system with a “4” prefix. For all other airlines, the request is entered with a “3” prefix.

After sending the desired SSR information click Close Window to close the PNR Services request window and return to the Sabre system work area.

**SEND OTHER SERVICE INFORMATION MESSAGE (OSI)**

Click the OSI tab. Type free text for the OSI information

Click Add.

**Note:** MySabre adds the OSI messages to the PNR and clears all request fields in the PNR Services window.
REQUEST A SPECIAL MEAL

Click the Meals tab. Select the type of meal from the drop down list box.

Click Add.

Note: MySabre adds the meal request for each air segment requested to the PNR and clears all request fields in the PNR Services window.

Type the Service City if a request for American Airlines returns an error message: MEALS SERVED MULT TIMES – SPECIFY SERVICE CITY.

If using the SPML meal code for non-American Airlines flights, type the meal description in the Free Text field.

REQUEST ASSISTANCE

Click the Assistance tab. Select the type of assistance from the drop down list box.

Type the airport code in Service City where the service will apply, if needed.

Click Add.

Note: MySabre adds the assistance request for each air segment requested to the PNR and clears all request fields in the PNR Services window.

REQUEST A WHEELCHAIR

Click the Wheelchair tab. Select the type of wheelchair assistance from the drop down list box.

Click Add.

Note: MySabre adds the wheelchair request for each air segment requested to the PNR and clears all request fields in the PNR Services window.

Type the airport code in Service City where the service will apply, if needed.

SEND FREQUENT FLYER INFORMATION

Click the Frequent Flyer tab. Type the airline code and frequent flyer number.

Type the airline code for the operating airline, if appropriate.

Click Add.

Note: MySabre adds the frequent flyer information for the air segment requested to the PNR and clears all request fields in the PNR Services window.

SEND PAID SEATS INFORMATION

Refer to the Air Extras Quick Reference on Agency eServices for more information on how to send Paid Seats information.
OVERVIEW

The MySabre® Graphical Ticketing product is an interactive tool that allows you to perform different types of ticketing transactions by completing fields in a graphical, user-friendly environment.

Graphical Ticketing allows you to:

- Issue electronic tickets
- Issue Phase IV tickets
- Issue Exchange tickets
- Price an itinerary and verify pricing information prior to ticket issuance
- Enter optional information such as baggage allowance, tour code, ticketing endorsements etc.
- Perform additional ticketing related tasks, like issuing from a ticketing queue, voiding tickets, printing invoices/itineraries, etc.

INSTALLATION

Although Graphical Ticketing is a portlet on MySabre, if you are a first time user you need to download the Graphical Ticketing software. When you try to access the tool, it automatically prompts you to click OK and begin the installation process, if it is not already installed.

BEFORE YOU BEGIN

Depending on your ticketing transaction, you may need to do one of the following, prior to accessing the Graphical Ticketing tool:

- Display the Passenger Name Record (PNR) in which you wish to perform your ticketing transaction
  - Note: If you do not have a PNR in your Sabre® system work area, the Graphical Ticketing application prompts you to provide the Sabre record locator, passenger's last name, or flight information to display your Passenger Name Record (PNR). Click Cancel if your action does not require an active PNR.
- Designate your ticket and invoice/itinerary printers for issuing tickets or invoice/itinerary documents
- Gather and validate any fare information for creating a Phase IV

ACCESS GRAPHICAL TICKETING

There are two ways to launch Graphical Ticketing. Provided you have a PNR in your active work area, you can:

- Use the keyboard shortcut key CTRL + M
- Click Agent Tools and select Graphical Ticketing

Information in your Memo area remains in your screen when you toggle between the Sabre and the Graphical Ticketing screens.

The Up and Down arrows toggle between the Sabre system and the Graphical Ticketing screen. Note: In the Sabre screen, the Up and Down arrows show at the bottom.

The Ticketing menu is where you click the function you want to begin. The default active option is Issue Ticket.

The gray section of the screen contains the data and input fields for the function you selected from the menu.

The lower part of the screen displays the Sabre format and system response to your ticketing action.
ISSUE TICKET

1. Display your PNR and designate your printers before you access the Graphical Ticketing tool.

2. The Graphical Ticketing application captures itinerary details, passenger names, and additional information from the active PNR. The fields that are highlighted in blue are mandatory. Depending on your country, you may see different fields. It defaults to:
   - First passenger name: Click a different passenger name if required, or check mark the Select All Passengers box for all passengers
   - PAX Type ADT: If you need to select a different passenger type, click the arrow and select a new passenger type from the list.
   - All segments in the itinerary: If you need to ticket a specific itinerary section, select the required segments. (Use the down arrow key to highlight multiple segments)
   - First Form of Payment in the PNR: Click the arrow and select a new form of payment from the list (Credit Card, Check, Cash, Agency Invoice, Agency Check, Agent Non Ref, Not Applicable)
   - First approved carrier in the itinerary: Change the Validate on field as required. Notice this is a mandatory blue highlighted field.
   - Print an Invoice/Itinerary document along with the ticket. Click the arrow and select a new type of document from the list.

3. Complete other fields like Commission, Tour Code (IT/BT options available), and Endorsement as required.

4. Use the buttons to the left and at the bottom of the gray screen to perform different actions. Use the Ticket from field at the top to select the pricing instructions that apply to your ticket.

   The More menu allows you to create or modify a Phase IV, issue an exchange ticket, auto price/command price an itinerary, or add baggage allowance to your ticketing entry. Read more about Phase IV, Exchange, and Pricing in the respective quick references.

   The View menu allows you to verify an existing Future Price (FP) line, Phase IV, or Stored Fare in your PNR.

   Save PNR and Close PNR allow you to perform PNR transactions like enter a Received From field and End or Ignore your PNR.

   Note: A blue dot on any of the More menu buttons indicates the existence of that respective field. Click the button to edit the field.

   - Issue Ticket: Allows you to issue a ticket now.
   - Store(FP): Allows you to store ticketing instructions. Later, select your FP line from the Ticket from field list, and click Issue Ticket.
   - Clear: Reset the values to the application's defaults

   Optionally, you may want to verify your Pricing information before you click Issue Ticket.

   - Click the Pricing button. A pricing screen displays.
   - Click Price. The Pricing response shows.
   - Verify the data is correct. Click OK.
   - Click Store Fare with FP (optional), and then click Continue. The ticketing window re-displays. A data waiting indicator (blue dot) displays on the Pricing button to indicate that the system is ready to send the pricing information.
   - If all information is correct, click Issue Ticket. The Sabre system response displays in the lower part of the screen. The system removes the data waiting indicator dot on the pricing button after you issue the ticket.
   - Click Close PNR to end the record.

      Note: Depending on the option chosen in the Print box, the system may have already closed the PNR.
**QUEUE TICKETING**

The Queue Ticketing function allows you to automatically ticket all PNRs in a specific queue number.

1. Designate your printers and access the Graphical Ticketing tool. You can click Cancel to dismiss the PNR prompt box.
2. Select Queue Ticketing from the Ticketing menu. The Queue Ticketing screen displays. A Queue Summary shows in the lower part of the screen.
3. Enter the queue number you need to ticket from in the Ticket-all-records-in-queue-number field.
4. Provide your Pseudo City Code, or a respective branch PCC.
5. Click Start Queue Ticketing.

**Note:** You can click Queue Summary to redisplay a Sabre host Queue Count response in the lower part of the screen.

---

**VOID/DELETE**

The Void/Delete function allows you to void/delete one of the following options, provided you have displayed your PNR and accessed the Graphical Ticketing tool:

**Void an existing Ticket.**

1. Click **Ticket** under the Void/Delete option of the Ticketing menu. The ticketing field displays in your screen.
2. Select the ticket number you need to Void and click **Void Ticket**. A Sabre host response requesting to re-enter to void the ticket displays in the lower part of the screen.
3. Click **Void Ticket** one more time to void the ticket.

**Delete a Stored FP Line.**

1. Click **Stored FP Line** under the Void/Delete option of the Ticketing menu. The FP line field displays in your screen.
2. Select the FP Line to delete and click **Delete Line**.

**Delete an existing Accounting Line.**

1. Click **Accounting Line** under the Void/Delete option of the Ticketing menu. The Accounting Line field displays.
2. Select the Accounting Line to delete and click **Delete Line**.
I N V O I C E / I T I N E R A R Y

The Invoice/Itinerary function allows you to print documents directly from your Daily Work List (DWLIST).

1. Designate your invoice/itinerary printer and access the Graphical Ticketing tool. You can click Cancel to the display PNR prompt box.

2. Select Queue Invoice/Itinerary from the Ticketing menu. The DWLIST screen displays.

3. Indicate whether you need to print a specific document or all original/duplicate documents in your list. In the case of a specific document, click the desired item from the list.

4. Indicate whether you need to print a combined Invoice/Itinerary document or any other option from the list.

5. Click Print

For more information, click Help (top right corner of MySabre screens) to access the MySabre Help Center where you may view multiple tutorials for Graphical Ticketing.
OVERVIEW

The Phase IV function of the MySabre™ Graphical Ticketing product is an interactive feature that allows you to quickly create a Phase IV by completing fields in a graphical, user-friendly environment.

BEFORE YOU BEGIN

- Display the Passenger Name Record (PNR) in which you need to store a Phase IV
- Gather any information you need to create the Phase IV, including fare basis codes, base fare amounts, applicable tax codes and amounts, and any other optional information you may need.

Note: The Phase IV Ticketing screen auto-populates tax amounts to simplify the creation of the Phase IV. However, Sabre® does not guarantee any auto-populated or manually added amount. Since you are responsible for all data in your phase IV, You MUST validate all amounts and CORRECT as necessary

ACCESS GRAPHICAL TICKETING

The Phase IV function is available from the Graphical Ticketing application. There are two ways to launch Graphical Ticketing. Provided you have PNR in your active work area, you can:

- Use the keyboard shortcut key CTRL + 4
- Click Agent Tools and select Graphical Ticketing

The Graphical Ticketing application displays.

The Graphical Ticketing application captures Itinerary details and passenger names from the active PNR. It defaults to:

- First passenger name: Click a different passenger name if required, or check mark the Select All Passengers box for all passengers
- PAX Type ADT: If you need to apply a different passenger type to your Phase IV, click the arrow and select a new passenger type from the list.
- All segments in the itinerary: If your Phase IV applies for a specific itinerary section, select the required segments. (Use the down arrow key to highlight multiple segments)

After verifying these selections, click Phase IV under the More option on the right column. The Phase IV Ticketing screen displays.

MySabre shortcuts using Point and Click Student Guide Page 23
The new enhanced Phase IV function of the Graphical Ticketing application auto-populates the following fields:

- **Tax breakdown** including ZP and XF cities and amounts.
- **Fare Calculation**, as you type the fare basis code, ticket designator, and surcharge data. Tax information does not show in the Fare Calculation line but the XT breakdown transmits with the rest of the information when you save the record.
- **Line Entitlements**. When you enter the fare basis code, Not Valid Before (NVB), Not Valid After (NVA), and baggage allowance, data pre-populates the same value into the remaining rows of the itinerary segments. Based on your itinerary, mark the Connection (Cnx) box next to your connecting segments.

**Notes:**

- You can edit all these fields as required. Use the tab key to move through the different fields.
- The Phase IV Ticketing screen auto-populates tax amounts to simplify the creation of the Phase IV. However, Sabre® does not guarantee any auto-populated or manually added amount. **You MUST validate all amounts and CORRECT as necessary.**
- The Phase IV Ticketing screen builds the Fare Calculation line from the data you have previously entered. **Review, add, and modify data as needed.** If you manually change the Fare Calculation data, the text turns to black and any further change does not automatically reflect in the calculation line. To go back to the blue, automatically built fare calculation, highlight and erase the entire calculation line.

Complete the rest of the Phase IV screen fields according to the information you have. Mandatory fields display in light blue color.

- **Passenger Type**: You can modify the Phase IV passenger Type if you have not previously specified it
- **Fare Ladder**:
  - Add the base fare currency code and a mandatory amount.
  - Enter the base fare amount and equivalent amount paid if you wish to issue ticket in a foreign currency.
  - Add a currency code on the Fare Calc Currency box if you need the code to automatically precede the total base fare amount in the Fare Calculation line (example GBP 350.00)
- Enter optional fields like **Endorsement**, **Tour Code**, **Commission percentage/Amount**, **Origin Destination** city.

MySabre shortcuts using Point and Click Student Guide Page 24
PHASE IV TICKETING SCREEN

Click the **Save** button to create a Phase IV record and expect any of the following prompt messages:

- A request to complete any mandatory field you might be missing.
- A request to enter a Received from field, due to the application attempting to End your PNR in the background.
- A copy of your PNR indicating a Ticket Record has been stored/fared. The application stores all the data and creates the Phase IV record, which you can also display/view later.
- A request to clarify if you want to automatically select this Phase IV record in the Ticket From field of the Issue Ticket screen, or return to Issue Ticket without changing the Ticket From selection.

ISSUE TICKET USING THE PHASE IV RECORD

Verify that the Ticket from field displays the Phase IV record you need.

Click **Issue ticket** to follow the same process for ticketing using the graphical ticketing tool.

Note: The Ticket From selection “Auto-price” is not a valid pricing instruction if a Phase IV record exits; delete all existing Phase IV records to issue an Auto-pricing ticket.

EDIT/VIEW THE PHASE IV RECORD

A blue bullet on the Phase IV button under the More option represents an existing Phase IV record that is currently selected on the Ticket From field.

- To edit the existing Phase IV record, click the Phase IV button under the More option, which has a blue bullet on it.
- To view the Phase IV mask in the host format, click the “Phase IV” button under the View option.

Notes:

- You can not edit an existing Phase IV tagged ITIN CHG as a result of your itinerary modifications. Follow the Update/Recreate Phase IV procedures in the host *Sabre®* system.
- Delete a Phase IV in the host *Sabre®* system.

ADDITIONAL REFERENCES


You may also find additional information in the Format Finder™ help system.
**OVERVIEW**

Sabre with Point and Click allows you to interact with an active Passenger Name Record (PNR) in your work area.

There are several ways to display a PNR:

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Display a PNR using last name. | *-(last name)  
  **-TURNER** |
| Display a PNR using the Record Locator. | *(record locator)  
  *JMWWOQ |
| Display a PNR using the flight number, date and last name. | *(airline code)/(flight number)/(travel date)-(last name)  
  *AA68/15AUG-TURNER |

Refer to Format Finder and Agency eServices for more PNR information.

**Note:** To re-display the PNR type: *A.

**PNR WITH POINT AND CLICK**

Double-click any highlighted area of the PNR to display or select the desired category.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display the flight details for the itinerary segment.</td>
<td>Double-click the highlighted itinerary segment number.</td>
</tr>
</tbody>
</table>
| Display the seat map for the flight number. | Double-click the highlighted flight number.  
  **Note:** Not every Airline or seat map configuration is available with Point and Click functionality. |
| Display the Ticketing Time Limit field. | Double-click the highlighted TKT/TIME LIMIT field name. |
| Display the Electronic Ticket Record (ETR). | Double-click the highlighted item number to display the ETR. |
| Void the Electronic Ticket. | Double-click the highlighted ticket number.  
  Double-click the highlighted ticket number a second time to void the ticket. |
| Display the Phone field. | Double-click the highlighted PHONE field name. |
| Display the AA Facts field. | Double-click the highlighted AA FACTS field name. |
| Display the General Facts field. | Double-click the highlighted GENERAL FACTS field name. |
| Display the email addresses stored in the PNR. | Double-click the highlighted *PE . |
**TASK** | **DESCRIPTION**
---|---
Display the Frequent Flyer field. | Double-click the highlighted *FF.
Display the Remarks field. | Double-click the highlighted REMARKS field name.
Display the Retained Price for the flight itinerary. | Double-click the highlighted PRICE RETAINED field name.
Or | Double-click the highlighted PRICE QUOTE RECORD EXISTS field name.
Display the Price History for the itinerary. | Double-click the highlighted HISTORY in the FARE – PRICE RETAINED/HISTORY header.
Or | Double-click the highlighted PRICE QUOTE RECORD EXISTS field name.
Display the Phase IV Ticket Record. | Double-click the highlighted TICKET RECORD field name.
Display the Phase IV Ticket Record from a Multiple Ticket Record List. | Double-click the highlighted ticket record line number in the list of ticket records.
Display the Phase IV Ticket Mask from a Multiple Ticket Record List. | Double-click the highlighted TA for the desired ticket record in the list.
Display a PNR from a similar name list. | Double-click the highlighted number to display the selected PNR from the list.
Display the Hotel Description (HOD). | Double-click the highlighted Hotel Property number in the booked hotel segment.
Sabre with Point and Click Hotels

**HOTELS WITH POINT AND CLICK PORTLET**

Sabre with Point and Click functions interact with the Sabre system formats you use when shopping for hotels. You can use the Sabre with Point and Click portlet to launch the following hotel search methods:

- Search by Airport
- Search by Point of Interest
- Search by Address Information

**TASK** | **DESCRIPTION**
--- | ---
To search for a Hotel | In the Sabre with Point & Click portlet under Travel Products, click Hotel.

Complete the mandatory information for:
- Destination code (Airport Search Only)
- Check-in date
- Check-out date
- Number of Travelers

Include other optional data to facilitate a more advanced searches as needed or required:
- Click Airport, Point of Interest or Address to narrow locations
- Click Open rate specific fields for optional search data.
- Click Open hotel specific fields for optional search data.
- Click GO. The Hotel Availability response appears in the Sabre host system work area.

**SABRE WITH POINT AND CLICK AIR - SABRE WORK AREA**

Double-click any highlighted area of the Sabre response to display or select the desired category.

**Note:** To return to the original Hotel availability display at any point type: HOT**

**TASK** | **DESCRIPTION**
--- | ---
Display the hotel description and room rates for a specific property. | Double-click the highlighted line number.
Display Hotel Description – HOD*1

Display hotel availability for a specific hotel chain. | Double-click the highlighted chain code.
Search by Hotel Chain Code – HOTCTY/DDMM-#NT#/HC

Display points of interest within a 10-mile (16 kilometer) distance from the hotel. | Double-click the highlighted distance and direction indicator.
Display Points of Interest near Hotel – HOG*9

Display PromoSpots. | Double-click the highlighted hotel promotion.
Hotel Promotion – JP*1
### Task Description

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display general guarantee information for the hotel property.</td>
<td>Double-click the highlighted Property Number. <strong>Tool Tip:</strong> Display general guarantee information – HOD*G</td>
</tr>
<tr>
<td>Display the hotel rate rules.</td>
<td>Double-click the highlighted room rate. <strong>Tool Tip:</strong> Display hotel rate rules description – HRD*2</td>
</tr>
<tr>
<td>Display the hotel cancellation information.</td>
<td>Double-click the highlighted cancellation information. <strong>Tool Tip:</strong> Display hotel cancellation information – MD/CANCEL</td>
</tr>
</tbody>
</table>

### Hotel Maps and Photos

You can request Hotel Maps and photos by double-clicking the highlighted hotel name in the hotel availability response or in the hotel description screen. The available hotels information opens in the Secondary Application work area.

All hotels from the hotel availability are plotted on the map and identified by number. The hotel names and numbers correspond to the names and line numbers in the hotel availability response. Hotel amenities codes appear under each hotel name and to the right of the phone number. The amenities legend is under the hotel map.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redisplay the map with a greater level of detail (closer view) or less detail (farther view).</td>
<td>Click the desired Zoom level to the right of the map.</td>
</tr>
<tr>
<td>Redisplay the map using a directional indicator.</td>
<td>Click the desired directional indicator (North, South, East or West).</td>
</tr>
<tr>
<td>Return the map to the original view.</td>
<td>Select <strong>Re-center</strong> in the list displayed below the map. Click anywhere on the map.</td>
</tr>
<tr>
<td>View additional hotel photos.</td>
<td>Click a <strong>photo number</strong> under More Photos.</td>
</tr>
<tr>
<td>View an enlarged hotel photo in a popup window.</td>
<td>Click the <strong>hotel photo</strong>.</td>
</tr>
<tr>
<td>View photos for a different hotel.</td>
<td>Click the <strong>name of the hotel</strong> in the hotel list.</td>
</tr>
<tr>
<td>Request more hotels.</td>
<td>Click <strong>More hotels &gt;</strong>.</td>
</tr>
<tr>
<td>Display the previous hotel list.</td>
<td>Click <strong>&lt; Prev hotels</strong>.</td>
</tr>
<tr>
<td>Return to the Sabre system screen.</td>
<td>Click <strong>Return to Sabre System</strong>.</td>
</tr>
</tbody>
</table>
**TASK** | **DESCRIPTION**
--- | ---
View the rates and description. | Click **View Rates and Description**. The hotel description is shown below the map and photos. Scroll down to view the rates and rules.

**Note:** The system does not show Rates and descriptions when requesting hotel location and photos from a hotel index, i.e., **HOTBER**.

View the rules for a specific rate. | Click **View Rate Rules** for the desired rate.

Close the Rate Rules window. | Click **Close Rate Rules**.

**SELL A HOTEL USING SABRE WITH POINT AND CLICK**

There are three ways of selling a hotel room:

**Using Point and Click in the Sabre work area**

Double-click the highlighted **line number**.  
**Tool Tip:** Sell hotel room and rate.

The **Sabre** with Point & Click portlet opens to the Hotel Sell feature.

Complete the mandatory information as needed.

**From the Hotel Map and Photos information open in the Secondary Application work area**

Click **Book rate** for the desired room.

You are returned to the **Sabre** system work area and the **Sabre** with Point & Click Hotel Sell portlet opens.

Use the pre-filled Point and Click portlet to sell the hotel and complete any additional information needed.

**From the Sabre with Point & Click Portlet**

Open the portlet, and click the **Sell link** (Hotel > Availability > **Sell**)  
Type **line number** and **number of rooms**.

Complete the **guarantee information**:  
- Guarantee or Deposit  
- 2-letter credit card code, credit card number, expiration date  
- Last name on the credit card

Click **Open Frequent Traveler Info** to add optional information for:  
- Hotel loyalty number (chain code and frequent guest number)  
- Corporate discount number  
- Airline Frequent Flyer Number (airline code and frequent flyer number)

Click **Open Additional Requests** to add optional information for:  
- Extra person request  
- Rollaway bed request  
- Add number of Cribs  
- Supplemental Information

Click **GO** to sell the hotel room and rate using the information you entered in the portlet.
### MODIFY A HOTEL SEGMENT

You can use Sabre Point and Click to modify an existing hotel segment.

First, display the PNR itinerary to modify the desired hotel segment: *(passenger name) / (e.g.: *-TURNER)*

#### TASK

<table>
<thead>
<tr>
<th>Open the portlet to modify the hotel segment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Hotel Modify portlet, complete the following mandatory fields:</td>
</tr>
<tr>
<td>Double-click the highlighted <strong>hotel segment</strong> type.</td>
</tr>
<tr>
<td>- Check-in Date</td>
</tr>
<tr>
<td>- Check-out Date</td>
</tr>
<tr>
<td>- Chain code</td>
</tr>
</tbody>
</table>

| The following are critical fields, and may affect the hotel rate: |
| - Passenger name |
| - Check-in or check-out dates |
| - Room type / number of people in one room |
| - Number of rooms |

| Complete any optional fields, as desired: |
| - Hotel loyalty number (chain code and frequent guest number) |
| - Corporate discount number |
| - Airline Frequent Flyer Number (airline code and frequent flyer number) |
| - Segment Number |
| - Number of Travelers |
| - Number of Rooms |
| - Extra Persons request |
| - Number of Cribs request |
| - Rollaway Bed request |
| - Supplemental Information |

To finish the modification Click **Modify**.
# CAR SHOP USING POINT AND CLICK PORTLET

Sabre with Point and Click functions interact with the Sabre system formats you use when shopping for rental cars.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open the Sabre with Point and Click Car portlet</td>
<td>In the Sabre with Point &amp; Click portlet under Travel Products, click Car.</td>
</tr>
</tbody>
</table>
| Search for cars | Complete the mandatory field information for a car shop search in the Availability panel:  
  - Pick-up city, Pick-up date, and Pick-up time  
  - Drop-off date and Drop-off time  
Optional: Include optional search qualifiers if desired:  
  - Drop-off city (only if different from the Pick-up city)  
  - Car type (economy, compact, etc.)  
  - Rate Plan (daily, weekly, weekend, etc.)  
  - Rate Category (corporate, government, etc.)  
Optional: Click Open customer / vendor info, if needed, to add:  
  - Corporate Discount  
  - Frequent Renter Number and Vendor Code |
| Send the Car Shop entry to the Sabre system | Click GO. |
| To close the Car panels and return the Sabre with Point & Click portlet to its original state | Click Close. |

# CAR SHOP WITH POINT AND CLICK – SABRE WORK AREA

Double-click any highlighted area of the Sabre response to display or select the desired category.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Request Car Quote for this vendor, which lists rates for all car types at this location. | Double-click on the highlighted Car Vendor name from a rate.  
  **Tool Tip:** Display car rates by vendor – CF*7 |
| View car type descriptions and example makes and models. | Double-click the highlighted car type code.  
  **Tool Tip:** Display car makes description – CF*P5/MAKES |
| Display Rate Rules. | Double-click on the highlighted car rate.  
  **Tool Tip:** Display rate rules description – CF*R2 |
| Display the Car Policy for the selected vendor. | Double-click on the highlighted extra mile charge in the CHG column.  
  **Tool Tip:** Display policy for vendor – CF*P3 |
### CAR QUOTE USING SABRE WITH POINT AND CLICK

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Display a list of car rental locations for a specific vendor from a Car Shop display. | Double-click the highlighted 2-letter vendor code.  
**Tool Tip:** Display vendor’s locations |
| Request a Car Quote for a specific location using the Sabre with Point & Click portlet | Double-click the highlighted location code from the car rental locations display.  
**Tool Tip:** Request car rates from location list |

The Sabre with Point & Click portlet pre-populates some of the information from the car shop display. 
Check the information and complete the rest of the mandatory fields. 
Include any optional information as needed. 
Click **GO**.

### SELL A CAR USING THE POINT AND CLICK PORTLET

You can use Sabre with Point and Click to sell a rental card and rate.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Sell rental car and rate. | Double-click the highlighted line number beside a specific car.  
**Tool Tip:** Sell rental car and rate |

The Car Sell feature within the Sabre with Point & Click portlet opens. |

Enter optional information | Optional: Type additional information as needed or as desired: |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Guarantee or Deposit</td>
<td>• Credit Card Code</td>
</tr>
<tr>
<td>• Credit Card Number</td>
<td>• Expiration date</td>
</tr>
<tr>
<td>• Last Name on the credit card</td>
<td></td>
</tr>
</tbody>
</table>

Optional: Click **Open customer / vendor info**, if needed to add: |
| • Corporate Discount       | • Frequent Renter Number and Car Company Code |
| • Frequent Flyer Number and Carrier Code | |

Optional: Click **Open Additional Requests** to add: |
| • Special Equipment | • Supplemental Information |

To finish the rental car sale. | Click **Go** |

Click **Close** to close the Car panels and return the Sabre with Point and Click portlet to its original state.
MODIFY A CAR SEGMENT

You can use Sabre with Point and Click to modify an existing car segment.

First, display the PNR itinerary to modify the desired car segment: *-(passenger name) / (e.g.: *-TURNER)

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open the portlet to modify the car segment.</td>
<td>Double-click the highlighted car segment type. <strong>Note:</strong> The Car Modify portlet automatically populates with the mandatory fields.</td>
</tr>
</tbody>
</table>
| Complete the following mandatory fields: | • Pick-up date and time  
• Drop-off city  
• Drop-off date and time |
| Complete any optional fields, as desired: | • Car type  
• Tour code  
• Frequent Renter  
• Corporate Discount  
• Supplemental Information |
| **Note:** You cannot modify the following fields (which are dimmed to indicate they cannot be changed): | • Segment Number  
• Pick-up city  
• Vendor Code |

If you need to modify these fields, cancel the reservation and make a new car booking.

Send the Car Modify entry to the Sabre system. | **Click** Modify.
OVERVIEW

The Sabre® Virtually There® portlet provides you the ability to send your customer a more robust and customized e-mail with links to display their itinerary, elinvoice, and/or their eTicket on the Virtually There web site. You can send the e-mail to multiple e-mail addresses, such as the customer’s business and personal e-mail addresses and even specify a language. You can add an e-mail subject line and up to 3 lines of text in the body of the e-mail.

TASK DESCRIPTION

Access Virtually There

Sign into the MySabre® agent booking portal.

Display the PNR you want to use to send an e-mail.

Open the Agent Tools Portlet and click Virtually There

Click Setup. Virtually There opens in the Secondary Application work area.

Fill in the form

Complete the Virtually There form.

Select the Document type.

Select e-mail recipients.

Type your E-mail subject line.

Type your message in E-mail free text.

Type your sender’s information in Send e-mail from.

Select Optional e-mail settings, if desired.

Click Send to generate the e-mail.

Note: If the e-mail address(es), e-mail subject line and/or e-mail free text are already entered in the Sabre system PNR, this information automatically populates into the Sabre Virtually There form.

If this information is not already in the PNR, you can type it in the Sabre Virtually There form.

After clicking Send, the system adds it to the PNR.

Verify it’s been sent

The Sabre Virtually There portlet automatically closes and the Sabre system appears in the work area with the subject line and free text added to the PNR.

1.REILLY/JAMES/ELIZABETH
1 AA1379Y 15 JUN S DFWYVR HK2 1025A 1254P /DCAA*ILPZPT /E
2 AA 330Y 25 JUN W YVRDFW HK2 146P 752P /DCAA*ILPZPT /E

TKT/TIME LIMIT
1.TAW/14MAR

PHONES
1.DFW888-555-1212-H

PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL

CUSTOMER NUMBER - 011000

REMARKS
1.V‡SL-ITINERARY FOR YOUR VANCOUVER VACATION
2.V‡EM-DEAR MR. REILLY, HERE IS THE ITINERARY FOR YOUR VANCOUVER VACATION.
3.V‡EM- THIS GREAT LOW PRICE REQUIRES THE NON-REFUNDABLE TICKET MUST BE PURCHASED BY NEXT WEEK. THANK YOU, JUDY
4.V‡EM- RECEIVED FROM - JUDY

B4T0.B4T0*HB0 1330/03MAR09 ILPZPT H
<table>
<thead>
<tr>
<th>SEND AN EMAIL</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your customer receives:</td>
<td>An email with the PNR information</td>
</tr>
<tr>
<td></td>
<td>A link to the PNR in the <em>Virtually There</em> website</td>
</tr>
<tr>
<td><em>Virtually There</em> Tools</td>
<td>Your customer has access to the <em>Virtually There</em> features, which include the following options:</td>
</tr>
<tr>
<td></td>
<td>• Email</td>
</tr>
<tr>
<td></td>
<td>• Add to callendar</td>
</tr>
<tr>
<td></td>
<td>• E-ticket receipt</td>
</tr>
<tr>
<td></td>
<td>• Wireless Access</td>
</tr>
<tr>
<td></td>
<td>• Notifications</td>
</tr>
<tr>
<td></td>
<td>• Maps</td>
</tr>
<tr>
<td></td>
<td>• Weather</td>
</tr>
<tr>
<td></td>
<td>• Travel Alerts</td>
</tr>
<tr>
<td></td>
<td>• City Guides</td>
</tr>
<tr>
<td></td>
<td>• Maps and driving directions</td>
</tr>
</tbody>
</table>
OVERVIEW

Format Finder™ help system appears in a portlet under the Agent Tools tab on the MySabre™ Home page. There are several ways to access Format Finder, but this document presents the methods that act seamlessly within your workflow in MySabre. Three ways to launch Format Finder in MySabre:

- Launch and execute a search in one-step using the HELP/ linear format
- From the Agent Tools tab, select the Format Finder portlet
- Ctrl + Z that manually launches the help system.

Note: The different ways of accessing this tool does not change the content displayed.

GETTING STARTED

Set your screen display option

Click Format Finder under Agent Tools (on the MySabre Home page) to open the Format Finder portlet.

Click Configure Screen Display to configure how the help system appears on your workstation. You can change the screen display anytime you want.

Select one

I-Frame Display: default configuration. Selecting I-Frame Display displays Format Finder results within the Secondary Application work area. This allows you to take full advantage of the Send to Sabre feature of the help system.

or

Separate Window Display: Selecting Separate Window Display causes Format Finder to display just as the online help system does today - inside a new browser window.

Click Save changes

LAUNCH FORMAT FINDER

TASK

Launch Format Finder and execute a search in one-step from the Sabre system work area

HELP/(keyword keyword keyword)

HELP/SELL CAR

Note: Separate keywords with a space in the entry. You can include special characters (slash, Cross of Lorraine, and change key); there is no limit to the number of keywords you include.

The Format Finder help system displays and processes the search request in the location you selected (i-Frame or Separate Window Display).

Launch Format Finder from the Agent tools Tab

Select the Format Finder portlet and then click Home Page.

- In the I-Frame configuration, you have access to the Home Page and the Search function in the portlet. Click Home Page or begin a Search; the help system displays in the Secondary Application Area.
  - Managing the Secondary Application Area in Format Finder is the same as for other applications displayed in this area.
- In the Separate Window Display configuration, you will not see the search field in the Format Finder portlet. Click Home Page from the Format Finder portlet to open the help system in a separate browser window.
### Task Description

**Launch Format Finder with the Ctrl+Z command**

Press **Ctrl+Z** in the Sabre system work area:

- If you have selected the I-Frame configuration default and have a portlet other than *Format Finder* open, **Ctrl + Z** will switch to the *Format Finder* portlet. With the *Format Finder* portlet now active, use the Search function in the portlet.

  If you have selected the Separate Window configuration, **Ctrl + Z** opens the help system in a separate browser window. The help system home page automatically displays.

### Using Format Finder

#### Task Description

**Use Format Finder**

You have two ways of locating information in *Format Finder*:

- Use the Search feature: Type the word/s you need to answer your question. The possibilities vary from a single keyword, to a full system error response, or a partial format.
  
  - Click **Go**. A list of search response links displays below the search box and to the right. The links below the search box are a list of the page names that fit your search criteria. The list to the right includes more detail for each page to assist you in making a selection. Click the link from either list to display the desired topic.

- Use the Home Page: The Home page lists all the products and services available within the help system. You can locate the topic you need in the right panel and click the topic name.

**Launch Format Finder and execute a search in one-step from the Sabre system work area**

HELP/(keyword keyword keyword)

**HELP/SELL CAR**

**Note**: Separate keywords with a space in the entry. You can include special characters (slash, Cross of Lorraine, and change key); there is no limit to the number of keywords you include.

The *Format Finder* help system displays and processes the search request in the location you selected (i-Frame or Separate Window Display).

A list of search response links displays below the search box and to the right. The links below the search box are a list of the page names that fit your search criteria. The list to the right includes more detail for each page to assist you in making a selection. Click the link from either list to display the desired topic.

**Basic Navigation Functions within Format Finder**

- Click **Contents** to display a list of the Contents.
- Click **Search** to display the search field.
- Click **Home** to display the *Format Finder* home page.
SEND TO SABRE

A special feature of Format Finder in MySabre is Send to Sabre. Send to Sabre allows you to select a format from the help system, modify it, and send it to the Sabre system.

Note: Send to Sabre is available ONLY if you configured Format Finder to display in the I-Frame.

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a format to Send to Sabre</td>
<td>Locate the relevant Sabre system format in the help system. Drag the mouse pointer over the blue format example to highlight it, press Ctrl + C to copy it. Click in the Send to Sabre field and press Ctrl + V to paste the copied format into the send area. You can correct the content in the send area prior to clicking Send to Sabre or you can correct it in the Sabre system work area after you send it. Note: The desired format must be the ONLY item in the send area.</td>
</tr>
<tr>
<td>Process your request</td>
<td>If you did not already correct the format, edit the format content in the work area to reflect the appropriate information you want the Sabre system to process. Click Enter once the format reflects your desired information. This causes the Sabre system to process your request.</td>
</tr>
</tbody>
</table>
Additional quick references are available on the Web at http://eservices.sabre.com/
under the Training menu.

Interactive tutorials are available on http://eservices.sabre.com, selecting Personal
Trainer, under the Training Menu.