OVERVIEW

The Price Quote (PQ) record expands the amount of pricing information that is stored and retrieved from the ticketing database. This additional information is required to more fully automate calculations of refunds and exchanges and includes fare components, surcharges, and international fare construction codes. This dramatically reduces the chance of error and debit-memos.

Some benefits of the PQ are:

- retains the most current fare based on your pricing qualifiers
- establishes pricing and ticketing instructions together in one PNR area; no repeated entries
- allows the use of Future Processing (FP) lines
- stores up to 99 price quotes in a single PNR
- enables ticketing from multiple PQ records in one entry
- utilizes new displays to verify fare and ticketing information
- reduces agent processing time and pricing errors

CREATE PQ RECORDS

You can create a PQ record in one of two ways:

1. Create PQ record from last itinerary price response (requires 2 entries)

   - Price itinerary with applicable secondary qualifiers:
     - WP(secondary qualifier) ¥(secondary qualifier)
   - WPQ/SPCL/DP10‡AA¥XETR

   Note: It is imperative that you store the fare in the PQ record based on the new ticket being paper or electronic. This ensures that the new paper ticket issues at the correct price, including any surcharge published with the fare.

   Note: A best practice is to have the passenger’s name in the PNR before you create the PQ record. This helps avoid any problem with linking PQ records. See the Link/Unlink PQ records section at the end of this document for more information.

2. Price the itinerary and create the PQ record from the pricing response in one entry

   - WP(secondary qualifier)¥(secondary qualifier)
   - WPRQ‡Q/SPCL/DP10‡A$‡XETR

   Note: You may place the RQ qualifier anywhere in the entry.

Create Price Quote Record
Price Quote Record Quick Reference
USING QUALIFIERS

Be sure to add all applicable pricing AND ticketing qualifiers to your PQ format. This allows you to enter a simple format when you are ready to issue the ticket. Some examples are shown below. See the Format Finder™ help system to view more qualifiers.

Price the itinerary and create the PQ record in one entry with Negotiated Fare Pricing indicator

WPRQHV(corporate ID code)
WPRQVIBOE01

Price the itinerary and create the PQ record in one entry with passenger types

WPP(passenger type) ¥RQ
WPPADT/C11¥RQ

Note: The system creates a separate PQ record for each passenger type.

Price the itinerary and create the PQ record in one entry with Canadian hemisphere and journey codes

WPRQVH(hemisphere code) ¥J(journey code)
WPRQVH2¥J2

Price the itinerary and create the PQ record in one entry with the validating carrier code

WPA(validating carrier code) ¥RQ
WPALHV¥RQ

A PRICE QUOTE RECORD EXISTS banner displays in the PNR when you create a PQ record. If you delete all PQ records, the system removes the banner at end transaction.

1.1HELGUARO/ERNESTO
1.1JJ80942 00MAR F GRUMIA SS1  1030A  430P /DCJ3 /E
2.1JJ80912 07MAR W MIAGRU SS1  830P  630A  08MAR Q /DCJ3 /E
TXT/TIME LIMIT
1.TAR/
PHONES
1.DFW682.605.1108-A
PRICE QUOTE RECORD EXISTS
REMARKS
1.-CHECK
RECEIVED FROM - P
7DQ2.7DQ2  *AKP 1318/15FEB07

Important Note: Storing the fare in the PQ record does not guarantee the fare. When applicable to the fare, the FARE NOT GUARANTEED UNTIL TICKETED banner displays in the PQ record response and each time you display the PQ record (*PQ).

When you issue the ticket, the system re-prices the itinerary based on the qualifiers you stored in the PQ. The ticket then issues at the current fare, which may or may not be the same as the fare stored in the PQ.

CREATE MANUAL PQ RECORDS

Use these formats to enter manual pricing when the system is unable to calculate a price. You would still create a Phase IV if needed to price the itinerary and issue a ticket.

Note: All PQ records you create with a PQM- entry or PQ records manually fared by an airline fare agent display as PRICE-AGT.

For all name numbers
PQM-(free text)
PQM-SEE PHASE IV

For specific name number
PQMNN(name number)-(free text)
PQMNN2.1-SEE PHASE IV 2
**LINK AND UNLINK PQ RECORDS**

**Link PQ Records** - A PQ record must be linked to a name at End Transaction or you receive the error message MANUALLY LINK NAMES TO THE CORRECT PQ. You **cannot** override this error message. On multi-name and/or multiple segment PNRs, one PQ record satisfies this requirement. You may correct the situation in one of two ways.

- Use the link formats below to manually link an existing PQ record to at least one of the traveler names
- Create a new PQ in the PNR, linked to at least one of the traveler names
  - If you select this option and successfully end the PNR, any other un-linked PQ records are deleted

**Note:** A best practice is to have the passenger’s name in the PNR **before** you create the PQ record.

**Link a single PQ record**

To all names  
PQL(PQ record number)\*ALL  
PQL\*ALL

To a single name number  
PQL(PQ record number)\*N(name number)  
PQL3\*N2.1

To multiple names in a single name field  
PQL3\*N2.0 or PQL3\*N2

To multiple name numbers  
PQL(PQ record number)\*(name number)  
PQL2\*N2.1/3.1

**Link multiple PQ records to specified names**  
PQL(PQ record number)\(\|\) or -(PQ record number)\*N(name number)\(\|\) or -(name number)  
PQL1/3\*N1.1/3.0 or PQL1-3/5\*N1.2/2-4

- You can link a name to multiple PQ records provided there is no segment overlap.
- If you **delete or change** a name field, the link between the PQ record and the name is lost.
- If you **divide** a PNR, the PQ records linked to each name remain with each name.
- If you **clone** a PNR, the PQ records do not carry over to the new PNR.
- You cannot link a PQ record to a corporate name field or to any names in a Block Space Group (BSG) master PNR.
- A PQ record is created for an infant if an infant name field (-I/) is present in the PNR
- You can price the infant name field by using name select, with or without using the INF passenger type. (Example: WPRQ‡N2.1)
- You can only link infant name fields to INF PQ records.
- PQ records with the passenger type of INF display on all Summary displays.

**Unlink PQ records** - Use these formats to unlink a PQ record from a name field.

**Unlink a single PQ record**

From all names  
PQU(PQ record number)\*ALL  
PQU3\*ALL

From a single name number  
PQU(PQ record number)\*N(name number)  
PQU3\*N2.1

To multiple names in a single name field  
PQU3\*N2.0 or PQU3\*N2

From multiple name numbers  
PQU(PQ record number)\*(name number)  
PQU1\*N2.2/2.3

**Unlink multiple PQ records from multiple names**  
PQU(PQ record number)\(\|\) or -(PQ record number)\*N(name number)\(\|\) or -(name number)  
PQU1/3\*N1.1/3.0 or PQU1-3/5\*N1.2/2-4