Passenger Name Record (PNR)

STUDENT GUIDE
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Objectives

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

- Create a Passenger Name Record (PNR) containing the five mandatory fields
- Enter Passenger Names, Phones, Remarks, and Addresses
- Enter frequent traveler information, other service information, and special service requests
- Enter Secure Flight Passenger Information
- Enter Ticketing Information
- End Transaction and ignore a PNR
- Display an existing PNR and re-display the various parts of a PNR
- Use Enhanced PNR Search and List
- Verify Flight Information from the PNR itinerary
- Display the status of the automatic segment arrangement option in your agency’s Travel Journal Record (TJR) security feature
- Insert Itinerary Segments
- Move Itinerary Segments
- Display and Reserve Seats
- Cancel and Rebook Itinerary Segments
The Format Finder help system displays Passenger Name Record (PNR) formats and procedures.

1. Launch the Format Finder home page:

   • from the Sabre Red Workspace™ Application Side Bar – click Format Finder
   • from the Agency eServices Web site - under the Support tab, click Format Finder and then click Format Finder online.

All of the Format Finder support for Passenger Name Record (PNR) is accessible from the topic page pnrt001. Use this in your Search or click the Basic Sabre Instructions link on the Format Finder home page.

Additional quick references and interactive tutorials are available on the Web at http://eservices.sabre.com/ under the Training menu. Some of them are:

- Basic PNR
- City Pair Availability
- Selling Air Reservations
- PNR Mandatory Fields
- PNR Optional Fields
- PNR Transactions
- Pre-Reserved Seats
- Graphical Seat Maps
- Advanced Passenger Information System (APIS)
- Advising Ticket Numbers
- Blocked Space Group PNRs
- Booking Ground Transportation
- Claim It
- Divide, Reduce, & Clone PNRs
- Form of Identification (FOID)
- PNR History
- PNR Remarks
- Personal Trainer 120002E Introduction to Passenger Name Records
- Personal Trainer 120006E Display City Pair Availability
• Personal Trainer 120008E Sell Air From Availability
• Personal Trainer 120014E Enter Required PNR Information
• Personal Trainer 120016E Enter Optional PNR Information
• Personal Trainer 120018E Pre-Reserved Seats
• Personal Trainer 130002E Cancel and Rebook PNR Segments
• Personal Trainer 130004E Insert and Move PNR Segments
• Personal Trainer 130006E Change and Delete PNR Information
**FIVE MANDATORY COMPONENTS**

PNR is an acronym for Passenger Name Record. It contains all the information necessary for your client’s reservation. You must complete five required fields in a PNR before you END the reservation. You can complete the fields in any order. To remember these fields, you may use the keyword PRINT:

<table>
<thead>
<tr>
<th>P- Phone field</th>
<th>R- Received From field</th>
<th>I- Itinerary field</th>
<th>N- Name field</th>
<th>T- Ticketing Time Limit field (T)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the phone field</td>
<td>9(area code)-(prefix)-(number)-(identifier)</td>
<td>9715-955-6610-A</td>
<td>Enter the received from field</td>
<td>6(name)</td>
</tr>
<tr>
<td>Complete the itinerary field:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Step 1:</strong> Display availability</td>
<td>1(date)(city pair)</td>
<td>124JUNEZEFRA</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Step 2:</strong> Book the flight</td>
<td>0(number of people)(class of service)(line number)</td>
<td>03Y1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter the passenger name</td>
<td>-(last name)/(first name)</td>
<td>-DELGADO/ENRIQUE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter the ticketing time limit field. Automatically place the PNR on Queue 9 (ticketing queue) on specified date.</td>
<td>7TAW(ticket date)/</td>
<td>7TAW11JUN/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>End transaction</td>
<td>E</td>
<td>E</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EXAMPLE OF A BASIC PNR**

```
1.2SCHMIDT/FREDRICH MR/HANA MRS 2.1DELGADO/ENRIQUE
1 IB6840F 24JUN 1 EZEMAD HK3 1510 0645 25 JUN 2 /DCIB*YJXMIB /E
2 IB3500C 25JUN 2 MADFRA HK3 0905 1140 /DCIB*YJXMIB /E
TKT/TIME LIMIT
1.TAW11JUN/
PHONES
1.SNA715-955-6610-A
RECEIVED FROM - DORIS
RD02.RD02*ASC 1054/29NOV07 VZRAFH
```

Signature line:
- RD02.RD02 Current Pseudo City Code. Home Pseudo City Code
- * Active Duty Code
- ASC Agent Sign (A=Agency SC=Agent initials)
- 1054/29NOV07 Time/Date PNR was created
- VZRAFH PNR Sabre Record Locator

**ADDITIONAL FORMATS**

Click PNR in the Format Finder help system home page to access the PNR topics list. Under the “PNR fields” section click any field to access all related formats.
DISPLAY AIR AVAILABILITY

Use the air availability formats to search for flights and determine what space is available for your passenger.

- You can request availability up to 331 days in advance for most carriers
- Depending on airlines’ participation you can display availability from two different sources:
  - Sabre® system availability (using Sabre Direct Connect Availability DCA or Sabre system availability DC)
  - Airline’s availability (using Direct Access airline response)

Display basic City Pair Availability (CPA)

Note: Sabre will assume current day if you omit the departure date

1(departure date)(departure city)(arrival city)

123JUNSFO_LAX

Display availability by departure time or departure time range

Note: The Sabre system default is 1:00PM.

1(travel date)(departure city)(arrival city)(departure time)

123JUNSFO_LAX9A

123JUNSFO_LAX700-900

Display Sabre system availability with preferred airline

Note: Specify a maximum of 20 airlines

1(travel date)(departure city)(arrival city)(airline code)

123JUNSFO_LAX_JUA

123JUNSFO_LAX_JUADLAA

Display availability with preferred airline bypassing the Sabre response and showing the Direct Access airline response

Specify connecting city

1(date)(city pair)(time)(city code)

128SEPORDSAN13DEN

Availability specifying a class of service

1(date)(city pair)(time)-(class of service)

123JUNMADSJU10-K

Availability specifying direct flights

1(date)(city pair)(time)/D

123SEPJIGJNB2030/D

Subtract specific number of days to availability display

1-(number of days)

1-5

Display return availability for a new date

1R(new date)

1R25JUN

Display return availability adding specified number of days

1R(number of days added to availability)

1R15

Request additional flight availability

1*

Request to view all flights with all classes of service

1*C

Note: Use this format when you need to request a class of service that does not appear in the first availability response.
## AIR AVAILABILITY RESPONSE

```
125FEBROMSYD1P
25FEB  MON  ROM/Z‡1  SYD/‡10
1QF  16 J9 D9 Y9  FCO SYD  2335 0825‡2  743 KD/KD/BD 2 XTQJ DCA
B9 H9 K9 M9 L9 S9 V9 G9 N9 X9
2AZ/QF 7796 J4 L4 C4 FCO SYD  2335 0825‡2  743 2 XTQJ DCA
Y4 M4 H4 L0 V4
3TG  943 F4 A4 C4 FCO BK  1455 0705‡1  747 M0 MQJ TA
D4 Y4 B4 M4 H4 Q4 T4 K4 S4 V4 W4
4TG  993 F4 A4 C4 SYD 0800 2100  M11 M0 TA
D4 Y4 B4 M4 H4 Q4 T4 K4 S4 V4 W4
5SQ  339 F4 A4 C4 FCO SIN  1215 0655‡1  777 M0 MQJ DCA /E
D4 Y4 B4 M4 H4 Q4 T4 K4 S4 V4 W4
6QF  124 J9 D9 Y9 SYD 0905 1955  763 BD 0 MTJ DCA
B9 H9 K9 M9 L9 S9 V9 G9 N9 X9
F* FOR ADDITIONAL CLASSES ENTER 1*C
```

### Important Notes:
- Each display line of air availability may contain the following information:
  - QF 16: Airline code and flight number. Both marketing and operating carriers are indicated for Code-sharing flights
  - J9 D9 Y9...Classes of Services offered and the maximum number of seats you can book in one entry
  - * Indicates there are more classes of service than what is shown. (Enter 1*C to see all classes up to 26)
  - FCOSYD: Airport codes of the city pair
  - Dependability factor of this flight, only mandatory for flights within the US on US carriers. This field contains a number from zero through nine, and reflects the percentage of time that the flight arrived within 15 minutes of the scheduled arrival.
  - 2335 0825: Local times of Departure and Arrival
  - 743: Type of aircraft or equipment for this flight
  - KD/KD/BD: Meal service offered on board
  - 2: Number of Stops of the flight
  - XTQJ: Day of service indicator. (Except Tuesday, Thursday, and Saturday)
  - DCA: Code for the connectivity level of participation of the airline

See Format Finder online help system for a complete explanation of each component in this display.

### FLIGHT INFORMATION

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA*(CPA line number)</td>
<td>Verify flight information from one line of an availability display. Get details on departure and arrival time and date, meals, equipment, elapsed flying time, mileage, etc.</td>
</tr>
<tr>
<td>VA*2</td>
<td>Example:</td>
</tr>
<tr>
<td></td>
<td>23SEP FLT SEGMENT DPTR ARVL MEALS EQP ELPD MILES SM</td>
</tr>
<tr>
<td></td>
<td>1 AA*1472 SFO ORD 215P 825P S/F S80 4.10 1847 N</td>
</tr>
<tr>
<td></td>
<td>ARR-TERMINAL 3 ONEWORLD</td>
</tr>
</tbody>
</table>

### ADDITIONAL REFERENCES

Find additional availability formats in the Format Finder help system. Type “Air Availability Schedules” in your Search request.
## Creating Itineraries

The itinerary field of a Passenger Name Record (PNR) holds the actual bookings. It can include air, car, hotel, and auxiliary bookings. There is a maximum of 99 itinerary items allowed per PNR. The formats below correspond to air segments only.

### Sell From City Pair Availability

<table>
<thead>
<tr>
<th>Sell From City Pair Availability</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell flight from city pair availability (CPA)</td>
<td>0(nbr of seats)(class of service)(CPA line nbr) 01Y1</td>
</tr>
<tr>
<td>Sell flight from availability and the connecting flight on the following line(s) with the same class of service.</td>
<td>0(nbr of seats)(class of service)(CPA line nbr)* 01Y1*</td>
</tr>
<tr>
<td>Sell flight from availability and the connecting flight on the following line(s) in different requested class of service.</td>
<td>0(nbr of seats)(class of service)(CPA line nbr)(class of service)(CPA line nbr) 01Y1F2</td>
</tr>
<tr>
<td>Waitlist flight from availability</td>
<td>0(number of seats)(class of service)(CPA line nbr)LL 01Y1LL</td>
</tr>
<tr>
<td>Waitlist flight from availability and the connecting flight on the following line(s) with the same class of service.</td>
<td>0(number of seats)(class of service)(first line number of connection)LL* 01Y1LL*</td>
</tr>
<tr>
<td>Waitlist flight from availability and the connecting flight on the following line(s) in different requested class of service.</td>
<td>0(number of seats)(class of service)(CPA line nbr) (class of service)(CPA line nbr)LL 01Y2K3LL</td>
</tr>
</tbody>
</table>

### Sell By Flight Number

<table>
<thead>
<tr>
<th>Sell By Flight Number</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long sell a flight by flight number without previously displaying a CPA.</td>
<td>0(carrier code)(flight number)(class of service)(date) (city pair) NN(number of seats) 0AZ686Y15SEPCDMXPNN2</td>
</tr>
<tr>
<td>Waitlist a flight by flight number without previously displaying a CPA.</td>
<td>0(carrier code)(flight number)(class of service)(date) (city pair) LL(number of seats) 0MX421Y6OCTMIAMEXLL1</td>
</tr>
<tr>
<td>Sell open segment</td>
<td>0(carrier code)OPEN(class of service)(date)(city pair)DS(number of seats) 0AFOPENJ9JULJFKCDGDS2</td>
</tr>
</tbody>
</table>

### Enter A Passive Booking

Enter a flight you have confirmed directly with the airline using GK or BK.  

**Note:** Some carriers are charging travel agencies for passive bookings. It is best to verify the carrier’s policy prior to entering a passive segment.

<table>
<thead>
<tr>
<th>Enter A Passive Booking</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter a flight you have confirmed directly with the airline using GK or BK.</td>
<td>0(carrier code)(flight number)(class of service)(date) (city pair) (status code)(number of seats)* (optional airline record locator) 0SQ804F2MAYHKGSINK1 or 0SQ804F2MAYHKGSINBK1</td>
</tr>
</tbody>
</table>

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### Example of Sold Segment Format

<table>
<thead>
<tr>
<th>Segment</th>
<th>Carrier Code</th>
<th>Flight Number</th>
<th>Class of Service</th>
<th>Date Out</th>
<th>Weekday</th>
<th>Departure City</th>
<th>Arrival City</th>
<th>Status Code</th>
<th>Departure Time</th>
<th>Arrival Time</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01Y1</td>
<td>BA</td>
<td>192Y</td>
<td>23NOV S DFWLHR</td>
<td>SS1</td>
<td>520P</td>
<td>800A</td>
<td>24NOV M/E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- 2: Segment number in the itinerary of the record
- BA: Two-letter carrier code
- 192Y: Flight Number sold and Class of Service
- 23 NOV: Date of the originating flight
- S: Day of the week of the departing flight
- DFWLHR: Departure and arrival cities associated with the flight number you are booking
- SS1: Status/Action code SS (Seats Sold) returned by the airline as a result of your sell message. The number of seats sold, 1, corresponds to the number of names in the record excluding infants
- 520P: Departure time from the originating city
- 0800A: Local time the flight arrives at the destination
- 24NOV M: If the flight you requested undergoes a date change enroute, the response will include the new date of arrival and day of the week indicator.
- /E: Electronic ticket eligible

**Note:** See Format Finder for a complete explanation of each component in this display.

### Married Segments Format

Direct Connect Availability carriers may select to participate in the Sabre Married Segments feature. Married Segments give the participating carriers the opportunity to maintain their inventory based on the market flown rather than point to point. The carrier returns marriage indicators for applicable segments after the sell. An asterisk indicates the married group. Type Married Segments on the Format Finder search bar for complete information about Married Segments.

All participating carriers except for American Airlines return the * indicator next to each arriving city:

1. LH 457Y 23OCT F LAXFRA*SS1 305P 1050A 24OCT/DCLH
2. LH4902Y 24OCT J FRABHK*SS1 1230P 105P /DCLH
3. KL1422M 02NOV M BHXAMS*SS1 955A 1210P /DCKL
4. KL 601M 02NOV M AMSLAX*SS1 120P 320P /DCKL

Display married segment connection details for all participating carriers except American Airlines.

**Note:** The first number indicates the married group, and the number after the slash indicates the segment sequence within that group.

### Itinerary Sequence

Itinerary segments must be in date and city sequence, and they should have continuity. The following two sections describe the formats that will help you fix the segment order before pricing and ticketing the record.

**Note:** See Format Finder for a complete explanation of each component in this display.
SELL A SURFACE (ARNK) SEGMENT FORMAT

Enter a surface (ARNK) segment to represent arrival unknown when an itinerary is not in continuity. For example: You fly from LHR to MIA but your return flight is from MCO to LHR. Your arrival to MCO is unknown by the system.

Insert a surface (ARNK) segment. 0A
Automatically insert ARNK segment(s) where discontinuity occurs. 0AA

INSERT AND MOVE ITINERARY SEGMENTS FORMAT

The Automatic Segment Arrangement allows all new air segments sold to be arranged automatically by date, board and off point, and departure time, if it is set to ON in your agency’s Travel Journal Record (TJR). Display your agency’s TJR (W/TA*pseudo city code) and see AUTOMATIC SEGMENT ARRANGE-ON. If this option is not available in your agency use the formats below to manually inserting and moving itinerary segments.

Insert and sell from city pair availability in one entry. / (segment number to insert after) /0 (number of seats) (class of service) (line number)
/1 /02Y1

Insert segment at the beginning of an itinerary. /0/0 (number of seats) (class of service) (line number)
/0/02Y1

Note: To insert before segment 1, use 0 as the number to insert after.

Insert and sell by flight number in one entry. / (segment number to insert after) /0 (carrier code) (flight number) (class of service) (date) (city pair) NN (number of seats)
/1/0AR82Y8DECEZEJFKNN1

Insert arrival unknown (ARNK) segment. / (segment number to insert after) A
/2A

Move segment to different position in itinerary. / (segment to insert after) / (segment to be moved)
/1/4

Move a range of segments to a different position. / (segment to insert after) / (segment number) - (segment number)
/2/4-7
### FLIGHT INFORMATION AND MINIMUM CONNECTING TIME

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VI*</td>
<td>Verify flight information for entire PNR itinerary. Get details on departure and arrival time and date, meals, equipment, elapsed flying time, mileage, etc.</td>
</tr>
</tbody>
</table>

**Note:** Type: DU*/MLS to decode meals

- Verify flight information for specific segment, range of segments or non consecutive flight segments.
- Verify minimum connect times for itinerary
- Verify minimum connect times for specific segments

### CANCEL AND RE-BOOK

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X(segment number)</td>
<td>Cancel a specific itinerary segment</td>
</tr>
<tr>
<td>X1</td>
<td>Cancel a specific itinerary segment</td>
</tr>
<tr>
<td>X(segment number)/(segment number)</td>
<td>Cancel multiple itinerary segments</td>
</tr>
<tr>
<td>X1/3</td>
<td>Cancel a range of itinerary segments</td>
</tr>
<tr>
<td>X1-3</td>
<td>Cancel entire itinerary</td>
</tr>
<tr>
<td>XIA</td>
<td>Cancel all air segments</td>
</tr>
<tr>
<td>.(segment selection)XK</td>
<td>Passively cancel segments, no message sent to the airline.</td>
</tr>
</tbody>
</table>

**Note:** Use this format when you need to remove a segment from your itinerary but still hold the space with the airline.

- Cancel and rebook from a city pair availability (CPA) in one entry
- Cancel and resell same flight with same class for a different date in one entry
- Change segment to new class
- Change all segments to new class

---

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DUPLICATE BOOKINGS

Duplicate inventory is defined as multiple segments or reservations that a passenger physically cannot travel. Duplicate segments invalidate your itinerary and the airline can cancel your bookings partially or completely. The Sabre system will check for duplicate segments, however, the travel agent holds ultimate responsibility for any duplicate segments sold.

SELL AIR EXTRAS

Your customer may want to purchase air extras at this point. Ancillary services, also known as optional services or Air Extras (AE), are supplementary services that the carrier offers your customer; common examples include unaccompanied minors, transportation of pets in the cargo hold, pre-reserved/premium seats, and checked baggage fees.


ADDITIONAL REFERENCES

Find additional information in Format Finder. Type “Air Segment Sell Overview” in your Search request:
This document explains the formats to enter, change, or delete the most common PNR mandatory fields. Use the word PRINT to remind you of the five fields that need to be present in a PNR before ending the reservation.

**PHONE FIELD**

There should be at least two telephone fields in a PNR. Enter the agency telephone number first followed by the primary contact for the client. Use the IATA industry Standard recommended codes in order to avoid Passenger Name Record (PNR) rejections.

Enter the phone field.

**Note:** Use any of the following identifiers:
- A = Agency
- B = Business
- F = Fax
- H = Home

Enter the phone field with an extension

Change a phone number

Delete a phone number

**RECEIVED FROM FIELD**

Use these formats to identify the person who authorized the changes in a Passenger Name Record (PNR).

Enter received from field.

**Note:** If the passenger is the reservation source, then you can use 6 and P unless your agency specify otherwise.

Change received from field

Delete received from field

**ITINERARY FIELD**

Use availability and selling formats to create Itineraries. See “City Pair Availability” and “Sell Air Segments” Quick References.
NAME FIELD

The system allows a maximum of 99 seats and passenger names, including infant name fields in one PNR. The number of names in the name field excluding infant names must be the same as the number of booked seats.

Add single name field. -(last name)/(first name)(title – optional)
-MILLER/CAROL MS

Add multiple names in one name field for more than one person sharing the same last name. -(number in party with same last name)(last name)/(first name)(first name)
-2SANCHEZ/ CARLOS/MARIA

Add infant name.
Note: an infant is a child under two years who is not occupying a seat.
-(I)/(last name)/(first name)
-I/SANCHEZ/JUAN

Add name with reference number:
Note: Use reference numbers for accounting or identification purposes. The Sabre system prints the reference number on both the ticket and the Invoice/Itinerary document but does not transmit the reference number (or MAN number, or Statement Information) to the airline.
-(last name)/(first name)*(reference number)
-SMITH/ LAUREN*5467

NAME ASSOCIATION

Each single or multiple name field added generates a different name field number. In this example: 1.0, 2.0, and 3.0. Subsequently, within the name field each passenger is assigned its own number as follows:

1.1 MILLER/ CAROL MS  2.2 SANCHEZ/ CARLOS/MARIA  3.1 I/ SANCHEZ/JUAN

CHANGE/MODIFY/DELETE NAME

Modify a single name field -(name number)¤(last name)/(first name)
-1¢MILLER/ CARLA

Modify a multiple passenger name field -(name number)¤(number in party)(last name)/(first name)(first name)
-2¢SANCHEZ/ CARLOS/MARIA

Modify only the first name, initial, or title in a single name field -(name number)¤(first name, initial or title)
-1.1¢CARLA

Modify only the first name, initial, or title in a multiple name field -(name number)¤(first name, initial or title)
-2.2¢MARY MISS

Delete a name field -(name number)¤
-1¢

Delete a name from a multiple passenger name field -(name number)¤
-2.2¢

Note: Some carriers restrict name changes or deletions.
**TICKETING FIELD**

The ticketing field allows you to:

- Indicate ticketing arrangements by adding the date you will issue tickets for a specific reservation
- Automatically place the PNR in the ticketing Queue (9) on the date specified in the entry

**Note:** You should not make entries after the slash (/) to avoid queue dropping and teletype problems.

Place PNR on Queue 9 (ticketing queue) for issuing tickets today.  
7TAW/

Automatically place PNR on Queue 9 (ticketing queue) on specified future ticketing date.  
7TAW(ticket date)/  
7TAW15AUG/

Automatically place PNR on personal queue on specified future ticketing date.  
7TAW(ticket date)(personal queue number)/  
7TAW15AUG240/

Immediate ticketing (handwritten tickets, instant purchase, walk-ins). PNR will not queue place to ticketing queue.  
7T-A

Add ticketing time limit for future date when you are requesting the airline issue the tickets.  
8(downline city)-(carrier code)(time)/(future date)  
8SEA-DL6P/17MAY

Modify a ticketing date.  
7¤TAW(new date)/  
7¤TAW14AUG/

**ADDITIONAL REFERENCES**

Find additional information in the Format Finder help system. Type "PNR Mandatory Fields" in your Search request and select the Overview-Passenger Name Record (PNR) option found.
# PNR Optional Fields

## Overview

Although Optional fields are not required in your Passenger Name Record (PNR), you may need to add:

- Remarks: Free Text, Form of Payment, Itinerary or Invoice remarks, Coded remarks, Historical remarks, Client and Delivery Address
- Agency Address
- Passenger e-mail Address
- DK Number
- Information for the airline: Frequent Flyer numbers, Special Service Requests (SSR), Other Service Information (OSI).

## Free Text Remarks

<table>
<thead>
<tr>
<th>Add general information about your client. The system does not transmit this information to the airlines.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5(free text)</td>
</tr>
<tr>
<td><strong>5PASSENGER PREFERENCES HILTON HOTELS</strong></td>
</tr>
</tbody>
</table>

**Note:** An additional symbol or alpha code following the 5 identifier indicates you are entering a special type of remark as shown in the sections below.

## Form of Payment Remarks

<table>
<thead>
<tr>
<th>Store CHECK form of payment in the PNR.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-(CHECK, CK, or CHEQUE)</td>
</tr>
<tr>
<td><strong>5-CHECK</strong></td>
</tr>
<tr>
<td>Store CASH form of payment in the PNR.</td>
</tr>
<tr>
<td>5-CASH</td>
</tr>
<tr>
<td>Store CREDIT CARD form of payment in the PNR that generates an approval.</td>
</tr>
<tr>
<td>5-* (two-letter credit card code)(credit card number)¥(expiration date month/year)</td>
</tr>
<tr>
<td>*<em>5-<em>AX371409203591005¥5/10</em></em></td>
</tr>
<tr>
<td><strong>Note:</strong> The * indicates request for an approval code at the time of ticketing.</td>
</tr>
<tr>
<td>Store CREDIT CARD form of payment in the PNR that generates an approval, but suppress the credit card information from printing on the Invoice/itinerary when the CCMASK indicator is OFF.</td>
</tr>
<tr>
<td>5-* (two-letter credit card code)(credit card number)¥(expiration date month/year)-XN</td>
</tr>
<tr>
<td>*<em>5-<em>AX371409203591005¥5/10-XN</em></em></td>
</tr>
<tr>
<td><strong>Note:</strong> The CCMASK indicator in the Travel Journal Record (TJR) defaults to ON and limit viewership of your customers’ credit card data in PNRS and Customer Profiles (Stars). The system masks all but the last four digits of the credit card number to all employees with no CCVIEW Employee Profile Record (EPR) keyword.</td>
</tr>
</tbody>
</table>

## Itinerary Remarks

<table>
<thead>
<tr>
<th>Itinerary remarks print at the bottom on itineraries and combined invoice/itineraries.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5¥(free text)</td>
</tr>
<tr>
<td><strong>5VREMEMBER TO TAKE YOUR PASSPORT</strong></td>
</tr>
<tr>
<td>Add segment associated itinerary remarks. This information will print on the itinerary right below the specified itinerary segment.</td>
</tr>
<tr>
<td>5¥ (segment number) (text)</td>
</tr>
<tr>
<td><strong>5VS3 CHECK IN AT LEAST ONE HOUR BEFORE DEPARTURE</strong></td>
</tr>
</tbody>
</table>

**Note:** Omitting the mandatory space after the segment number causes the information not to print after the segment number.
### INVOICE REMARKS

- **Add an invoice remark**
  - 5.(free text)
  - 5.thank you for your payment

- **Add an invoice remark to interface client remarks to the back office system.**
  - 5.S*(descriptor code)(remark)
  - 5.S*IMBILL TO SMITH CORP

  **Note:** Omit the “S” if you want the remark to print on the invoice.

- **Add an invoice remark to interface a customer/account ID to the back office system.**
  - 5.S*(descriptor code)(customer/account ID)
  - 5.S*AN3106418726

- **Add an invoice remark to interface an outside agent data to the back office system.**
  - 5.S*(descriptor code)(outside agent sign and commission)
  - 5.S*OALC 10

  **Note:** If you use Trams back office system, type “Trams” on the Format Finder help system search bar and access the Trams Formats help page for a complete list of Descriptor Codes.

### ALPHA CODED REMARKS

- **Add an alpha coded remark.**
  - 5(letter)¥(free text)
  - 5C¥CONTACT CARNIVAL CRUISE LINE

  **Note:** Use letters or codes to sort remarks into specific categories such as “tour remarks”, “cruise remarks”, etc.

### HISTORICAL REMARKS

- **Add an alpha coded historical remark.** Historical remarks become a permanent part of the PNR history.
  - 5H-(free text)
  - 5H-FARE QUOTED 690.00

  **Note:** Document in 5H remarks hotel cancellation numbers or any cancellation to which a vendor can assess a no-show charge

### CLIENT/DELIVERY ADDRESS REMARKS

- **Enter customer address into remarks for printing on invoice/itinerary in the left portion of the address field area.**
  - There is a maximum of six lines of text. Each line must begin with 5/
  - 5/(client’s name)
  - 5/(street address)
  - 5/(city), (state) (zip)
  - 5/MRS CAROL ODONNELL
  - 5/34 ROCKLAND STREET
  - 5/WETHERSFIELD, CT 06109

- **Enter client delivery address field into remarks for printing on the Invoice/Itinerary in the right portion of the address field area.**
  - There is a maximum of six lines of text and a maximum of 39 characters per line. Each line must begin with 5DL-
  - 5DL-(client’s name)
  - 5DL-(street address)
  - 5DL-(city), (state) (zip)
  - 5DL-DAVID, HENDRICKS, AND ASSOCIATES
  - 5DL-9204 MISTY RIDGE AVENUE
  - 5DL-DALLAS, TX 75031

### AGENCY ADDRESS

- **Store agency address in the PNR.** Minimum 3 lines, maximum 6 lines. Maximum 50 characters per line.
  - W-(agency name)
  - W jeste: (agency name)
  - W-(agency name)¥(street address)¥(city), (state) (zip)
  - W-ABC TRAVEL¥123 MAIN STREET¥DALLAS, TX 76005

  **Note:** In most cases you can find your agency address in a Star profile. When you move the Star into a PNR, the system moves the agency address automatically.
## Passenger E-mail Address

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the passenger email field</td>
<td>Enter the passenger email field</td>
</tr>
<tr>
<td>Override the email From field stored in the agency’s Travel Journey Record (TJR). Permits the passenger to send a reply directly to the agent’s inbox.</td>
<td>Override the email From field stored in the agency’s Travel Journey Record (TJR). Permits the passenger to send a reply directly to the agent’s inbox.</td>
</tr>
</tbody>
</table>

**Note:** Use two equal (=) signs for an underscore symbol (_)

**Example:**

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PE(email address)</strong></td>
<td><strong>PE</strong><a href="mailto:SUSAN.JONES@AOL.COM">SUSAN.JONES@AOL.COM</a>**</td>
</tr>
</tbody>
</table>

---

## DK Number

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add DK number.</td>
<td>Add DK number.</td>
</tr>
<tr>
<td>Note: Use a six, seven or ten-digit customer number as an account reference identifier for billing/back office purposes.</td>
<td>Note: Use a six, seven or ten-digit customer number as an account reference identifier for billing/back office purposes.</td>
</tr>
<tr>
<td>Send a customer identification number to Trams</td>
<td>Send a customer identification number to Trams</td>
</tr>
</tbody>
</table>

**Notes:**

- Use this format to transmit customer/account numbers regardless of formatting to your Trams back office system.
- A "AN" number overrides an existing DK number

**Example:**

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DK(customer number)</strong></td>
<td><strong>DKIBM300</strong></td>
</tr>
<tr>
<td><strong>DK(customer number)</strong></td>
<td><strong>DK1234567</strong></td>
</tr>
</tbody>
</table>

---

## Frequent Flyer Numbers

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmit frequent traveler number (name select is not required for PNRs with one passenger only)</td>
<td>Transmit frequent traveler number (name select is not required for PNRs with one passenger only)</td>
</tr>
<tr>
<td>Transmit frequent traveler number of one airline to accrue miles on another airline (Example: BA flight miles will be credited to AA frequent traveler number)</td>
<td>Transmit frequent traveler number of one airline to accrue miles on another airline (Example: BA flight miles will be credited to AA frequent traveler number)</td>
</tr>
</tbody>
</table>

**Example:**

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FF(airline code)(number)-(name field number)</td>
<td>FF(SR1234567-1.1)</td>
</tr>
<tr>
<td>FF(airline code)(number)/(airline code)-(name field number)</td>
<td>FF(AA1234567/BA-1.1)</td>
</tr>
</tbody>
</table>

---

## OSI (Other Service Information)

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use OSI messages when you do not require action or a reply by the carrier. They are low-priority messages and are usually used for information purpose only.</td>
<td>Use OSI messages when you do not require action or a reply by the carrier. They are low-priority messages and are usually used for information purpose only.</td>
</tr>
<tr>
<td>Note: Use the GFAX field (3) to send messages to all carriers, except American Airlines. Use the AFAX field (4) to send and receive messages to and from American Airlines, and to receive inbound messages from all carriers.</td>
<td>Note: Use the GFAX field (3) to send messages to all carriers, except American Airlines. Use the AFAX field (4) to send and receive messages to and from American Airlines, and to receive inbound messages from all carriers.</td>
</tr>
<tr>
<td>Transmit FYI information to all carriers except American Airlines.</td>
<td>Transmit FYI information to all carriers except American Airlines.</td>
</tr>
<tr>
<td>Transmit FYI information to American Airlines</td>
<td>Transmit FYI information to American Airlines</td>
</tr>
<tr>
<td>Transmit FYI information for a specific passenger name to carrier.</td>
<td>Transmit FYI information for a specific passenger name to carrier.</td>
</tr>
</tbody>
</table>

**Example:**

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3OSI (airline code) (free text)</td>
<td>3OSI UA TCP2/ BROEDER THORSTEN</td>
</tr>
<tr>
<td>3OSI (airline code) (free text)-(name field number)</td>
<td>3OSI BA SPEAKS FRENCH ONLY-1.2</td>
</tr>
</tbody>
</table>

---

---

---
SSR (SPECIAL SERVICE REQUEST) FORMAT

Use SSR messages when you require an action or a reply to your request. Add a special service code to identify the service item you request. In the search request of Format Finder type “Send an SSR” to find special service codes.

Transmit special meal request to carrier on specified segment using name select

3(special service code)(segment)-(name field number)

Notes:
- Type DU*/SPM to display special meals table.
- Some meal code descriptions have changed, and some new meal codes exist according to IATA mandates. Check Format Finder for meal codes and meal code descriptions.

Transmit wheelchair request to American Airlines for specific segment using name select

4(special service code)(segment)-(name field number)

Use SSR messages to transmit mandatory information to the airline, such as infant details, Form of Identification (FOID), Advance Passenger Information (APIS) or Secure Flight Passenger Data.

Note that you use the GFAX field (3) to send messages to all carriers, and the AFAX field (4) to send messages to American Airlines.

Send infant’s age for an infant on all segments traveling with one adult

3INFT/(infant’s last name)/(infant’s first name)/(date of birth)

Note: Check Format Finder to send other INFT details.

Send infant’s age for an infant on all segments traveling with one adult for American Airlines

4INFT/(infant’s last name)/(infant’s first name)/(date of birth)

Enter passport as FOID

3FOID/PP(country code and passport number)

Enter passport as FOID for American Airlines

4FOID/PP(country code and passport number)

Enter passport information as APIS

3DOCS(segment number)/(document type)/(document issue country)/(document number)/(document nationality country)/(date of birth)/(gender)/(document expiration date)/(last name)/(first name)/(middle name or initial)/H-(PNR name number)

This example shows the use of all possible fields, including the use of the H to indicate the primary passport holder in a multiple passenger passport

Enter passport information as APIS for American Airlines

4DOCS(segment number)/(document type)/(document issue country)/(document number)/(document nationality country)/(date of birth)/(gender)/(document expiration date)/(last name)/(first name)/(middle name or initial)/H-(PNR name number)
Enter Visa information as APIS

Notes:

This example shows inclusion of all fields (name select and segment select), except the lap child indicator. Also note that the "place of birth" field includes a space. The /CH is the visa applicable country.

Check Format Finder to send other APIS information

Enter Visa information as APIS for American Airlines

3DOCO(segment number)/(place of birth)/(document type)/(document number)/(place of issue)/(visa issue date)/(visa applicable country)/(lap child indicator)-(PNR name number)

3DOCO2/LYON FR/V/789789/PARIS FR/14JUN2005/CH-2.1

Enter destination address information

Note:

This destination address example shows inclusion of all fields (name select and segment select), except the lap child indicator.

Enter destination address information for American Airlines

Note:

This destination address example shows inclusion of all fields (name select and segment select), except the lap child indicator.
OVERVIEW

The Secure Flight Program, developed by the Department of Homeland Security (DHS), enhances the security of U.S. domestic and international commercial air travel by using improved watch list matching.

This program includes airlines flying into, out of, within or over the United States, as well as all of point-to-point international flights operated by U.S.-based airlines.

The Transportation Security Administration (TSA) requires the airlines to collect and transmit the following Secure Flight Passenger Data (SFPD):

- Passengers Full Name, as shown on State or Government issued identification documents such as a State ID Card, Drivers License or Passport).
- Date of Birth
- Gender
- Redress Number (if available)

The TSA compares the SFPD against the government watch list, and provides the airline with the boarding pass printing results to allow the airline to issue the boarding pass.

BENEFITS

The TSA completes the comparison of SFPD against the government watch list, allowing to:

- Prevent individuals on the No Fly List from boarding an aircraft
- Identify individual on the Selectee List for enhanced screening
- Identify known and suspected terrorists
- Facilitate passenger air travel
- Protect individual’s privacy

IMPORTANT INFORMATION

- The SFPD must be present in the Passenger Name Record (PNR) 72 hours prior to departure and must exactly match the document presented at airport check-in. Airlines cannot print boarding passes for passengers until the TSA completes the comparison of SFPD against the Government watch list.
- Secure Flight does not replace APIS. The collection of APIS to store Passport and Visa information is still required and the format data does not change. If you have stored APIS data using the SSR DOCS, there is no need to store an additional SSR DOCS with the SFPD.
- You can store the Secure Flight DOCS, DOCA and DOCO field in a Star.

If the passenger refuses to disclose the information while making the reservation, you can still make the booking, but you should warn the passenger that the reservation is at risk.

- Delays may take place at time of check-in, with the risk of missing the flight
- Air carrier may issue a debit memo to your agency
- Air carrier may cancel the reservation
- Air carrier may programmatically inhibit ticketing, regardless of the ticketing system (see next page for more detail)
Air carrier may cancel the reservation (SSR ADPI):

Some airlines will advise your agency in advance prior to cancellation, most likely using a Special Service Request (SSR), such as OTHS or ADPI (ADvise Passenger Information). This SSR is optional, and use is at the discretion of the airline.

Examples: SSR OTHS KK1 PNR SUBJECT TO CANCEL DUE TO INVALID SFPD DATA

Notes:

- The text displaying after the airline and flight number is freeform and may differ from carrier to carrier.
- The airline transmits this SSR to your agency and places the PNR on your Queue 42 using prefatory instruction code (PIC) 165 - Passenger Security Data Required
  - You must provide the passenger(s) SFPD using the IATA standard SSR DOCS input
- At end transaction, the system transmits the teletype SSR DOCS back to the airline.

Air carrier may programmatically inhibit ticketing, regardless of the ticketing system

If ticket issuance fails due to SFPD missing from the PNR, you receive an error message from the airline:

UNABLE TO PROCESS ETR-CORRECT/RETRY OR ISSUE PAPER TICKET -800
PASSENGER SECURITY IDENTIFICATION MISSING/INCOMPLETE

To issue the ticket you can either:

- Add SFPD using the SSR DOCS for those passengers and segments missing the data, end transaction (to send the SSR message to the carrier) and then re-enter the ticket command
- Re-enter the ticket command for only the passenger(s) and/or segment(s) for which SFPD exists
- Contact the airline directly and provide the SFPD, after which re-enter the ticketing entry

GDS Inhibit Ticketing

Sabre system participating air carriers are also able to participate in a Secure Flight Inhibit Ticketing service. Airline participation is optional.

At the time of ticketing, Sabre’s ticketing system validates that SFPD is present in the PNR for each carrier in the itinerary that activates this service. If SFPD is not present for the passenger(s)/segment(s) being ticketed, the system returns an error response:

PASSENGER SECURITY DATA REQUIRED PLEASE UPDATE AND RETRY

To issue the ticket you can either:

- Add SFPD using the SSR DOCS for those passengers and segments missing the data, end transaction and then re-enter the ticket command
- Re-enter the ticket command for only the passenger(s) and/or segment(s) for which SFPD exists.

Note: The Sabre system cannot guarantee the validation checks ensure the issuance of a ticket. The validating carrier is the final arbiter in all instances. If the validating carrier deems that SFPD is not present and/or correct, then they will reject ticket issuance

Secure Flight PNR Optional Edits – Power Business Performance

Sabre offers new Secure Flight PNR Optional Edits to Power your Business Performance by enabling you to be proactive in identifying PNRs missing Secure Flight Passenger Data up front in the booking process.

Mandatory Secure Flight Edit:

- You must activate the Mandatory Secure Flight Edit in your agency TJR.
- At PNR End Transaction, the system performs validation against the air itinerary to ensure SFPD exists for each passenger in the PNR for those air segments that require SFPD.
- If SFPD is missing for one or more passengers at time of PNR End Transaction, the system returns a warning message to advise the agent that SFPD information is required and missing from the PNR.

PSGR SECURITY DATA REQUIRED PLEASE UPDATE AND RETRY N1.1 -S1

- If you have added the SFPD data, the validation is successful and you can End Transaction the PNR
Queue Place Secure Flight Edit:

- The system places the PNR on Queue 44 at time of End Transaction if SFPD is missing from the PNR for one or more passengers in the PNR.
- You must activate the Queue Place Secure Flight Edit in your agency TJR.
- At PNR End Transaction, the system makes validation against the air itinerary to ensure SFPD exists for each passenger in the PNR for those air segments that require SFPD.
- If SFPD is missing for one or more passengers at time of PNR End Transaction, the system places the PNR on Q44 for further action.

Note: The system does not return any warning message.

Combine Optional and Queue Place Secure Flight Edit:

- You must activate both the Optional Edit and Queue Place Secure Flight Passenger Data Edit in your agency TJR.
- At PNR End Transaction, the system performs validation against the air itinerary to ensure SFPD exists for each passenger in the PNR, for those air segments that require SFPD.
- If SFPD is missing for one or more passengers at time of PNR End Transaction, you receive a warning message to advise you that SFPD information is required and missing from the PNR.
- You can override this message with another End Transaction command, allowing the system to End Transaction of PNR, and placing the PNR on Q44 for further action.

TJR ENTRIES | FORMAT
---|---
Display Status of Secure Flight edits | W/K*TJR
Deactivate (Turn Option OFF) Mandatory Secure Flight Edit | W/KSECFLTM*OFF
Activate (Turn Option ON) Optional Secure Flight Edit | W/KSECFLT*ON
Deactivate (Turn Option OFF) Optional Secure Flight Edit | W/KSECFLT*OFF
Activate (Turn Option ON) Queue Place Secure Flight Edit | W/KSECFLTQ*ON
Deactivate (Turn Option OFF) Queue Place Secure Flight Edit | W/KSECFLTQ*OFF
Combine Optional and Queue Place Secure Flight Edit | * you need to make both activation entries
| W/KSECFLT*ON
| W/KSECFLTQ*ON

Note: You must have the Employee Profile Record (EPR) keyword SUBMGR and duty code 9 to update the Travel Journal Record (TJR).
ENTER SECURE FLIGHT DATA

There are two International Air Transport Association (IATA) approved industry standard message formats:

- Use SSR (Special Service Request) DOCS to add mandatory information: Passenger’s Full Name, Date of Birth, and Gender.
- Use SSR DOCO to add optional fields such as Redress Number.

**Note:** A Redress number is a unique number that the DHS currently assigns to individuals who elect to use the DHS Travel Redress Inquire Program (TRIP). A traveler who has a Redress number is someone who has a similar or same name to somebody on the Government watch list. If the traveler does not provide the Redress number, the airline check-in agent could detain them for further verification and clearance.

IMPORTANT INFORMATION

- If the itinerary consists of both American Airlines and all other airlines, you must enter both SSRs.
- If there are codeshare flights in the itinerary, send the information to the marketing carrier only, not to the operating carrier.
- You must re-enter the SSR in the PNR so that it can be transmitted to the carrier when:
  - You add a new segment to the current itinerary
  - You cancel and rebook a segment on a different carrier

DESCRIPTION FORMAT

Enter mandatory fields

Use one of the following codes to indicate gender:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>M</td>
<td>Male</td>
</tr>
<tr>
<td>MI</td>
<td>Male Infant</td>
</tr>
<tr>
<td>F</td>
<td>Female</td>
</tr>
<tr>
<td>FI</td>
<td>Female Infant</td>
</tr>
</tbody>
</table>

For hyphenated last names, insert spaces to replace the hyphen.

Enter Redress Number with optional Country of Issue

3DOCS(segment number or A for all)/DB/(date, month, year of birth)/(gender code)/(last name)/(first name)-(PNR name number)

3DOCS1/DB/13JUL71/M/SMITH/JOHN-1.1

with optional middle/second name

3DOCS(segment number or A for all)/DB/(date, month, year of birth)/(gender code)/(last name)/(first name)/(middle/second name)-(PNR name number)

3DOCS1/DB/13JUL71/M/SMITH/JOHN/PAUL-1.1

Enter mandatory fields

3DOCS (segment number or A for all)/DB/(date, month, year of birth)/(gender code)/(last name)/(first name)-(PNR name number)

3DOCS1/DB/13JUL71/M/SMITH/JOHN-1.1

Important Notes:

- To send Secure Flight passenger data to all carriers use 3DOCS and 3DOCO. **To send Secure Flight passenger data to American Airlines only, use 4DOCS and 4DOCO**
- Middle/second name is optional. However, if the official document the passenger presents upon check-in at the airport contains the middle/second name, you must also include that name in the SFPD data so it exactly matches the document.
- Titles (Mr., Mrs., Dr., etc.) **should not be included in the SSR DOCS entry**, even though you add titles in the name field of the PNR.

**Note:** Sabre assumes the entry is for all segments if you do not enter specific segment numbers or A for all segments in the format.
## Infant formats

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter mandatory fields for an infant <strong>not</strong> occupying a seat</td>
<td>3DOCS(segment number or A for all)/DB/(date, month, year of birth)/(gender code)/(last name)/(first name)/(second/middle name)-(PNR adult name number)</td>
</tr>
<tr>
<td><strong>Note:</strong> Use infant gender code (MI – male infant, FI – female infant).</td>
<td>3DOCS1/DB/20JAN09/MI/SMITH/EDWARD/RON-1.2</td>
</tr>
<tr>
<td>It is mandatory to associate the infant’s secure flight data to the name</td>
<td></td>
</tr>
<tr>
<td>number of the adult traveling with them</td>
<td></td>
</tr>
<tr>
<td>Enter mandatory fields for an infant occupying a seat</td>
<td>3DOCS(segment number or A for all)/DB/(date, month, year of birth)/(gender code)/(last name)/(first name)/(second/middle name)-(PNR infant name number)</td>
</tr>
<tr>
<td><strong>Note:</strong> Use adult gender code (M – male, F – female).</td>
<td>3DOCS1/DB/20JAN09/M/SMITH/JOSEPH/EDWARD-2.1</td>
</tr>
<tr>
<td>Associate to the infant’s name number.</td>
<td></td>
</tr>
<tr>
<td>Enter specific Redress Number for an infant with optional Country of Issue</td>
<td>3DOCO(segment number or A for all)//R/(redress number)/(country of issue)/(infant)-(PNR name number)</td>
</tr>
<tr>
<td><strong>Note:</strong> Remember to begin these formats with 4 for American Airlines.</td>
<td>3DOCOA//R/123456789///US/I-2.1</td>
</tr>
</tbody>
</table>

## Secure Flight – Known Traveler Number

Known Traveler Number is a unique identification number that may expedite the screening process for selected travelers through security checkpoints at certain airports in the United States.

Passengers should advise you of their number so you can store this number in the PNR, along with the other mandatory Secure Flight data elements.

Like the Redress Number, the Known Traveler number is an optional Secure Flight field and can be stored in a Sabre PNR or STAR using the IATA standard format; SSR DOCO/K

## Enter Known Traveler Number

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Known Traveler number for adult or child</td>
<td>3DOCO (assume all segments)//K/(Known Traveler number)-(PNR name number)</td>
</tr>
<tr>
<td><strong>3DOCOA//K/123456789-2.1 or</strong></td>
<td></td>
</tr>
<tr>
<td>3DOCO (segment number or A for all)//K/(Known Traveler number)-(PNR name number)</td>
<td></td>
</tr>
<tr>
<td><strong>3DOCO1//K/123456789-2.1</strong></td>
<td></td>
</tr>
<tr>
<td>Known Traveler number assumes all segment with optional Country of Issue</td>
<td>3DOCO (assumes all segments)//K/(Known Traveler number)/(country code)-(PNR name number)</td>
</tr>
<tr>
<td><strong>3DOCOA//K/123456789///US/I-2.1</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Infant format</strong></td>
<td></td>
</tr>
<tr>
<td>Known Traveler number for infant associated to an adult, with specific</td>
<td>3DOCO(select segments)//K/(Known Traveler number)/(country code)-(PNR name number)</td>
</tr>
<tr>
<td>segments and Country of Issue</td>
<td><strong>3DOCO1//K/123456789///US/I-2.1</strong></td>
</tr>
</tbody>
</table>
**VIRTUALLY THERE**

When your customers prefer to enter their own Secure Flight information, they can access their PNRS and make the required entries directly via Sabre® Virtually There®. To update their PNRS, send your travelers an email with a link to Virtually There. They must follow the following steps:

- **Access Virtually There and sign into their account**
- **Validate the email they used during booking**
- **Select Secure Flight from Next Steps**
- **Input their Secure Flight Data. They can enter their Full Name, Date of Birth, and Redress number.** The data appears in their PNR as a standard SFPD SSR
- **Provide travel details and the travel agency, so it is available to the airline, in case they need to make travel arrangement changes.** The data will be masked (not visible) in the Virtually There record.

**PNR DISPLAYS**

SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display all SSR DOCA, DOCO and DOCS information stored in the PNR</td>
<td>All Airlines except American Airlines *P3D American Airlines Only *P4D</td>
</tr>
<tr>
<td>Display all SSR DOCA, DOCO and DOCS information stored in PNR history</td>
<td>*H3D *H4D</td>
</tr>
</tbody>
</table>

**Secure Flight Search**

You can now search for PNRS, which require Secure Flight Passenger Data but do not contain the necessary information. Search results can be returned in either:

- **List Display:** You can display non-compliant PNRS from the list for your immediate action
- **Printed List:** You can print to your Sabre LNIATA printer, the list containing non-compliant PNRS for your further manual action.

These features do not require activation.

**Secure Flight Search and Display List**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following entries find SFPD non-compliant PNRS and display the results in a list on your screen.</td>
<td><em>SFV-</em>(FD)-(3 character code of month) *SFV-FD-MAY</td>
</tr>
</tbody>
</table>

Note: Use either FD (Flight Date) or TD (Ticket Date)
Search non-compliant PNRs scheduled for ticketing in a date range
*SF¥-/(TD for Ticketing Date Information)-(ddmmmm)-(ddmmmm)
*SF¥-/TD-27JUL-29AUG

Search non-compliant PNRs departing on a specific date
* SF¥-/(FD for Flight Date )-(ddmmmm)
*SF¥-/FD-27JUL-29AUG

Search for non-compliant PNRs for a specific carrier in a date range
*SF¥-(airline code)/FD-(ddmmmm)-(ddmmmm)
*SF¥-DL/FD-29JUL-31JUL

**Secure Flight Search and Print List**

The following entries find SFPD non-compliant PNRs and send the results to a designated Sabre hardcopy printer

**Notes:**
- The printer must be a Sabre hardcopy designated printer with an assigned Sabre LNIATA.
- Use either FD (Flight Date) or TD (Ticket Date) and never both in one entry.
- You cannot view the results on the printout

**Search and Queue Placement**

The following entries search non-compliant PNRs and send them to a specified queue for future action
- Include the queue number
- The system can place the PNR on a Branch Access queue
- You may specify a Prefatory Instruction Code (PIC), otherwise, the system adds PIC 19 LIST by default

Search PNR on flights departing on a specific date, and time.
Place results on queue 28
*SF¥-/FD-(date)(departing time)- (arriving time)/Q/(queue number)
*SF¥-/FD-29MAY1100-1200-Q/28

**Note:** The system sends the search results directly to the specified queue;

<table>
<thead>
<tr>
<th><strong>DESCRIPTION</strong></th>
<th><strong>FORMAT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Search non-compliant PNRs on flights departing on a specific date between certain times and send the results to a Sabre hardcopy printer</td>
<td>PTR*SF¥-/FD-(ddmmmm)-(ddmmmm)</td>
</tr>
<tr>
<td>Search non-compliant PNRs on a specific carrier in a flight date range and send the results to a Sabre hardcopy printer:</td>
<td>PTR*SF¥-(carrier code)/FD-(ddmmmm)-(ddmmmm)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>ADDITIONAL INFORMATION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Further information on the Secure Flight ruling can be found on the DHS website at <a href="http://www.dhs.gov">http://www.dhs.gov</a>. Find additional information in Format Finder by using these keyword combinations in your Search request:</td>
</tr>
<tr>
<td>Secure Flight</td>
</tr>
<tr>
<td>Virtually There. For more information about the Secure Flight program, you may want to visit the Air Community page on Agency eServices web site.</td>
</tr>
</tbody>
</table>
## END TRANSACTION FORMAT

Use these formats to complete and store any changes you make to a Passenger Name Record (PNR). You must complete all mandatory PNR fields (PRINT) before you end a new PNR.

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>End transaction</td>
</tr>
<tr>
<td>ER</td>
<td>End transaction and redisplay the PNR</td>
</tr>
<tr>
<td>EM</td>
<td>End transaction and send an email message to the traveler about the PNR via the Sabre® Virtually There®, provided the e-mail address field is present in the PNR.</td>
</tr>
</tbody>
</table>

## UPON ENDING TRANSACTION

The action/status code SS (seats sold) returned by the airline as a result of your sell message will change to HK provided it is confirmed.

**: RDSQXT**

Display PNR using the Sabre record locator

:*-MEYER*

Display PNR by passenger last name

:*3*

Display specific PNR from similar name list. A similar name list appears when there are multiple PNRS with the same or similar names.

Similar Name List example response:

:*-WALKER*

1  WALKER/JONI  03SEP-03SEP  2  WALKER/MISSY  X -15MAR  
3  WALKER/JOHN  X  -21APR

:*-15NOV-LOPEZ*

Display PNR by passenger last name and travel date.

Note: There are different action/status codes that a carrier or vendor can return to an itinerary segment. They indicate that space is confirmed, waitlisted, cancelled or on request, schedule changes etc. Access Format Finder and type “Overview Status Codes” or “Overview Action Codes” in the search request to access information about these codes.

## IGNORE PNR FORMAT

Use these formats to ignore a PNR. This action removes any changes that you made since the last time that you ended the record.

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Ignore returns an existing PNR to the database without changes (if the PNR was previously ended)</td>
</tr>
<tr>
<td>IR</td>
<td>Ignore and re-display the PNR</td>
</tr>
</tbody>
</table>

## DISPLAY PNR FORMAT

Display PNR by passenger last name and travel date.
Display PNR by confirmed flight number, date, and passenger last name
* (carrier code)(flight number)/(travel date)-(last name)
*AA82/2NOV-DEXTER

Display branch office PNR by passenger name
*-(pseudo city code)-(last name)
*RD02-CARVALHO

**DISPLAY PNR FORMAT**

Display PNR using the Sabre record locator
* (record locator)
*RDSQXT

Display PNR by passenger last name
*-(last name)
*MEYER

Display specific PNR from similar name list. A similar name list appears when there are multiple PNRs with the same or similar names.
*(PNR list number)
*3

Similar Name List example response:
*-WALKER*
1 WALKER/JONI 03SEP-03SEP
2 WALKER/MISSY X -15MAR
3 WALKER/JOHN X -21APR

Display PNR by passenger last name and travel date.
*-(travel date)-(last name)
*15NOV-LOPEZ

Display PNR by confirmed flight number, date, and passenger last name
* (carrier code)(flight number)/(travel date)-(last name)
*AA82/2NOV-DEXTER

Display branch office PNR by passenger name
*-(pseudo city code)-(last name)
*RD02-CARVALHO

**RE-DISPLAY SPECIFIC PNR FIELDS**

You can display the complete PNR, or select specific fields of the PNR by using the corresponding field identifier as follows.

Display all fields
*A
Display only airline general facts
(PFAX) information
*P3

Display the name field only
*N
Display only American Airlines facts
(AFAX) information
*P4

Display the entire itinerary
*I
Display all remarks
*P5

Display itinerary air segments only
*IA
Display Form of Payment remarks only
*-

Display itinerary car segments only
*IC
Display Itinerary remarks only
*¥

Display itinerary hotel segments only
*IH
Display Invoice remarks only
*.

Display ticketing field only
*T
Display historical remarks
*P5H

Display Frequent Flyer information
*FF
Display the received from and signature line
*P6

Display passenger e-mail information
*PE
Display the ticketing field only
*P7

Display PNR history data
*H
Display the phone field only
*P9

Combination entry to display selected fields only
*(field)*(field)*(field)
*N*IA*P9
ENHANCED PNR SEARCH AND LIST- POWER BUSINESS PERFORMANCE

The Enhanced PNR Search Display improves quality and quantity of content returned in the new PNR Name List Display, making it easier to quickly identify targeted PNRs.

- This feature returns a list containing a maximum of 250 PNRs. If maximum is exceeded, you must refine your search criteria.
- Provides you with the ability to specify a search method based on input (TJR setting not required).
- Allows you to easily alternate between search methods: Exact Name, Similar Name, or Wildcard.

**DISPLAY SEAT MAPS**

Use the formats below to display seats available for requests and aircraft configuration for those carriers that participate in the Sabre® Interactive Pre-Reserved Seats (PRS) program.

- Display seat map for a specific segment: 4G(segment number)*
  - **Note:** You must have a Passenger Name Record (PNR) displayed in your work area to display a seat map.
- Display seat map by carrier, flight number, class and date: 4G*(carrier code)(flight number)(class of service)(date)(city pair)
  - **Example:** `4G*LH1364F2NOVLGALHR`

**SEAT MAP EXAMPLE**

The response shows the first screen of the requested seat map. Use ﬁMD or ﬁMU to change screens for Direct Access seat maps.

**Note:** If you are a Sabre® Red™ Workspace user the system automatically launches the Graphical Seat Map based on carrier’s participation. See Graphical Seat Maps Quick Reference.

```plaintext
DL RESPONSE
864Y  25OCT DFWSLC     SEATS INVENTORY DETAIL
M90-Y1/SHIP  000
M90 DELTA MD90 Y-138 SEATS ECONOMY CLASS
                        ........................
                        .  . -BLKHD- .  .  .
                        11P A B C D E
                        12P A B C D E
                        13 A B C D E
                        14 A B C D E
                        15 A B C D E
                        16 A B C D E‡
AVAIL: SEAT LETTER LEAST PREF:    SMOKING: S     BULKHEAD: T
TAKEN: .    UPPER DECK: NO SMOK: N     WING: //
BLOCK:    HANDICAP: BUFF:  EXIT ROW: EX
PREFERRED: P
‡MD TO SEE MORE
```

**REQUEST SEATS**

Request seats for all segments and all names using a preferred location code.

- **Note:** Location codes are: **A**: Aisle, **B**: Bulkhead, **F**: Front, **L**: Left side, **R**: Right side, **T**: Tail, **W**: Window, **X**: Opposing Aisle seats

- Request seats for a specific segment and name number using a preferred location code.
- Request specific reserved seat for a specific segment and name number
- Request two specific seats on different rows for one segment.

- **Example:** `4G(segment number)/(location code)-(name number)`
  - **Example:** `4G1/A-1.2`
  - **Example:** `4G(segment number)/(seat number)-(name number)`
  - **Example:** `4G1/17A-1.3`
  - **Example:** `4G3/14A15A`
Request multiple seats on the same row for specific segment:

4G(segment number)/(seat numbers)

Example:

4G3/15AB

Request seats for non Sabre® Interactive Pre-reserved Seats carriers. Send an SSR using GFAX or AFAX:

3(service code)(segment number)/(free text)-(name numbers)

Example:

3NSST1/AISLE-1

HOLDING RESERVED SEATS

- When you request a seat, the itinerary segment is tagged “HRQ” while the seat is awaiting confirmation. Once the carrier has confirmed the seat, the tag is updated to show “HRS”:

   1 DL 864Y 25OCT J DFWSLC HK1 846A 1039A HRQ /E

- When you display the seat assignments the status “PN” (pending) changes to “KK” once the airline has confirmed the seats:

   SEATS/BOARDING PASS

   1 DL 864Y 25OCT DFWSLC PN 11A 1.1 TEST/SEATS

- When you redisplay the PNR, the signature line is appended with a “B” to indicate that a seat has been reserved or requested:

   B9P0.B9P0*ALD 1541/05OCT00 RPZCZG B

CANCEL SEATS

- Cancel seat assignments for a specific segment:

  4GX(segment number)

  Example:

  4GX1

- Cancel seat assignments for a specific segment only for specified name number:

  4GX(segment number)-(name number)

  Example:

  4GX1-1.2

- Cancel all seats for the entire itinerary:

  4GXALL

DISPLAY SEATS

- Display the Pre-Reserved Seats PNR field:

  *B

ADDITIONAL REFERENCES

- Find additional Seats formats in the Format Finder help system. Access the Seats Topics from the Home page.

- Display Seat Information in the Direct Reference Systems (DRS) to verify a specific carrier’s requirements and level of participation in the Seats program. (Access DRS pages in Agency eServices under the Business Tools tag)

- Type N*/SEAT in the Sabre® system to find procedure to follow when seat requests are not confirmed.
INTRODUCTION

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 Tools in the Sabre® Red™ Workspace menu bar.
- Select Options
- The default option is to have the functionality ON (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>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4G (segment number)*</td>
<td>Display the Graphical Seat map when the functionality is ON</td>
</tr>
<tr>
<td>4G1*</td>
<td></td>
</tr>
<tr>
<td>4G (segment number)*/O</td>
<td>Display the Sabre System Seat Map when the functionality is ON</td>
</tr>
<tr>
<td>4G3*/O</td>
<td></td>
</tr>
<tr>
<td>4G (segment number)*/G</td>
<td>Display the Graphical Seat map when the functionality is OFF</td>
</tr>
<tr>
<td>4G1*/G</td>
<td></td>
</tr>
<tr>
<td>Click the desired flight number booked in the itinerary.</td>
<td>Display the Graphical Seat map with Point and Click when the functionality is ON</td>
</tr>
<tr>
<td>If the carrier supports Graphical Seat Map, the feature opens in the Horizontal Assistant Tool Panel</td>
<td></td>
</tr>
<tr>
<td>4G*(carrier code)(flight number)(class of service)(date)(city pair)-(zone indicator)</td>
<td>Display the Graphical Seat map when the functionality is ON, but you have no PNR.</td>
</tr>
<tr>
<td>4G*DL864Y18NOVDFWCDG-AN</td>
<td></td>
</tr>
</tbody>
</table>

### 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

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HOW TO USE THE GRAPHICAL SEAT MAP

Once you input the desired display format, Graphical Seat Map appears in the Horizontal Assistant Tool Panel.

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.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Or Click Next Flight.</td>
</tr>
</tbody>
</table>
Finish Seat Assignment

Choose Seat Assignment for Multiple flights with mixed itinerary (Graphical Seat Map supporting and non-supporting carriers)

**T A S K**

<table>
<thead>
<tr>
<th>TASK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel the selection</td>
<td>Click <strong>Cancel</strong>. Seats selection is ignored, the secondary work area closes, and the Sabre Work Area screen is displayed with &quot;B3P&quot; 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> Or Select the tab with the desired flight number.</td>
</tr>
<tr>
<td>Reserve a seat when there is a change-of-gauge segment, but there is no equipment change (the aircraft only makes a stop, the equipment type is the same on both legs of the flight).</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></td>
<td>2. Type the command to reserve seats: 4G (segment number)*. Graphical Seat maps opens in the Sabre Red Workspace Horizontal Assistant Tool Panel.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: A warning message displays: “This is a multi-segment flight. Only the seat map for the first segment is displayed”.</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 aircraft makes a stop and the equipment type is different for each leg of the flight) with one or more non-participating carriers.</td>
<td>Two separate entries are needed to assign different seat numbers on each leg of the segment.</td>
</tr>
<tr>
<td></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></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 aircraft makes a stop and the equipment type is different for each leg of the flight) with participating carriers.</td>
<td>Map displays with the change of gauge segment showing as a regular flight.</td>
</tr>
</tbody>
</table>
## COMMON ERROR RESPONSES

<table>
<thead>
<tr>
<th>COMMON ERROR RESPONSES</th>
<th>EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>System displays seat map in the Sabre Work Area.</td>
<td>If carriers do not support the graphical seat map feature, Sabre automatically defaults to the traditional Sabre Work Area 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 Sabre system include: PRS RESTRICTED PRS NOT ALLOWED THIS INVENTORY PRS NOT ALLOWED THIS CARRIER ‡PRS NOT APPLICABLE‡</td>
</tr>
<tr>
<td>This flight is operated by another carrier.</td>
<td>Equivalent error messages in the Sabre system include: CODESHARE FLIGHT CODE SHARE FLIGHT FLIGHT OPERATED BY ANOTHER CARRIER</td>
</tr>
</tbody>
</table>

## KEYBOARD SHORTCUTS

<table>
<thead>
<tr>
<th>SHORTCUT</th>
<th>ACTION</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>
Help and References

The Format Finder help system displays Passenger Name Record (PNR) formats and procedures.

1. Launch the Format Finder home page:
   - from the Sabre Red Workspace™ Application Side Bar – click Format Finder
   - from the Agency eServices Web site - under the Support tab, click Format Finder and then click Format Finder online.

All of the Format Finder support for Passenger Name Record (PNR) is accessible from the topic page pnrtp001. Use this in your Search or click the Basic Sabre Instructions link on the Format Finder home page.

Additional quick references and interactive tutorials are available on the Web at http://eservices.sabre.com/ under the Training menu. Some of them are:

- Basic PNR
- City Pair Availability
- Selling Air Reservations
- PNR Mandatory Fields
- PNR Optional Fields
- PNR Transactions
- Pre-Reserved Seats
- Graphical Seat Maps
- Advanced Passenger Information System (APIS)
- Advising Ticket Numbers
- Blocked Space Group PNRs
- Booking Ground Transportation
- Claim It
- Divide, Reduce, & Clone PNRs
- Form of Identification (FOID)
- PNR History
- PNR Remarks
- Personal Trainer 120002E Introduction to Passenger Name Records
- Personal Trainer 120006E Display City Pair Availability
• Personal Trainer 120008E Sell Air From Availability
• Personal Trainer 120014E Enter Required PNR Information
• Personal Trainer 120016E Enter Optional PNR Information
• Personal Trainer 120018E Pre-Reserved Seats
• Personal Trainer 130002E Cancel and Rebook PNR Segments
• Personal Trainer 130004E Insert and Move PNR Segments
• Personal Trainer 130006E Change and Delete PNR Information