

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

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

FIVE MANDATORY COMPONENTS	FORMAT
---------------------------	--------

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**:

P- Phone field **R**- Received From field **I**- Itinerary field **N**- Name field **T**- Ticketing Time Limit field (T)

Enter the phone field	9(area code)-(prefix)-(number)-(identifier) 9715-955-6610-A
Enter the received from field	6(name) 6DORIS
Complete the itinerary field:	
Step 1: Display availability	1(date)(city pair) 124JUNEZEFRA
Step 2: Book the flight	0(number of people)(class of service)(line number) 03Y1
Enter the passenger name	-(last name)/(first name) -DELGADO/ENRIQUE
Enter the ticketing time limit field. Automatically place the PNR on Queue 9 (ticketing queue) on specified date.	7TAW(ticket date)/ 7TAW11JUN/
End transaction	E E

EXAMPLE OF A BASIC PNR

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

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)	1(departure date)(departure city)(arrival city) 123JUNSFOLAX 1SFOLAX
Note: Sabre will assume current day if you omit the departure date	
Display availability by departure time or departure time range	1(travel date)(departure city)(arrival city)(departure time) 123JUNSFOLAX9A 123JUNSFOLAX700-900
Note: The Sabre system default is 1:00PM.	
Display Sabre system availability with preferred airline	1(travel date)(departure city)(arrival city)¥(airline code) 123JUNSFOLAX¥UA 123JUNSFOLAX¥UADLAA
Note: Specify a maximum of 20 airlines	
Display availability with preferred airline bypassing the Sabre response and showing the Direct Access airline response	1(travel date)(departure city)(arrival city)¤(airline code) 123JUNSFOLAX¤UA
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) 123JUNMADSKU10-K
Availability specifying direct flights	1(date)(city pair)(time)/D 123SEPGIGJNB2030/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) 1R¥15
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 FCOSYD 2335 0825+2 743 KD/KD/BD 2 XTQJ DCA
      B0 H9 K0 M9 L9 S9 V9 O9 Q9 N9 X9
2AZ/QF 7796 J4 I4 Z4 FCOSYD 2335 0825+2 743 2 XTQJ DCA
      Y4 M4 H4 L0 V4
3TG 943 F4 A4 C4 FCOBKK 1455 0705+1 747 M 0 MQJ TA
      D4 Y4 B4 M4 H4 Q4 T4 K4 S4 V4 W4
4TG 993 F4 A4 C4 SYD 0800 2100 M11 M 0 TA
      D4 Y4 B4 M4 H4 Q4 T4 K4 S4 V4 W4
5SQ 339 F4 A4 C4*FCOSIN 1215 0655+1 777 M 0 MQJ DCA /E
      D4 Y9 X4 M9 H2 K2 S2 V2 N2 O2 P0
6QF 124 J9 D9 Y9 SYD 0905 1955 763 BD 0 MTJ DCA
      B9 H9 K9 M9 L9 S9 V9 O9 Q9 N9 X9
* FOR ADDITIONAL CLASSES ENTER 1*C

```

ROM: Originating city followed by time zone indicator and time difference respect to GMT (Greenwich Mean Time or Zulu time); SYD: Destination city and time difference between the arrival and destination time zones. **Note:** This information varies with each city.

1*C: Equipment, stops, meals, and frequency are removed from the response to make room for more classes of service up to 26

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

FORMAT

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.

VA*(CPA line number)

VA*2

Example:

```

23SEP FLT SEGMENT DPTR ARVL MEALS EQP ELPD MILES SM
 1 AA*1472 SFO ORD 215P 825P S /F S80 4.10 1847 N
DEP-TERMINAL 3 ARR-TERMINAL 3
ONEWORLD

```

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

Verify flight information from more than one line of an availability display.

VA*(segment number)-(segment number)

VA*3-5 or VA*3/5

Verify flight information with a flight number

V*(carrier)(flight number)/(date)

V*SQ12/15MAR

Note: This format displays also the accumulated flying time.

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	FORMAT
Sell flight from city pair availability (CPA)	0(nbr of seats)(class of service)(CPA line nbr) 01Y1
Sell flight from availability and the connecting flight on the following line(s) with the same class of service.	0(nbr of seats)(class of service)(CPA line nbr)* 01Y1*
Sell flight from availability and the connecting flight on the following line(s) in different requested class of service.	0(nbr of seats)(class of service)(CPA line nbr)(class of service)(CPA line nbr) 01Y1F2
Waitlist flight from availability	0(number of seats)(class of service)(CPA line nbr)LL 01Y1LL
Waitlist flight from availability and the connecting flight on the following line(s) with the same class of service.	0(number of seats)(class of service)(first line number of connection)LL* 01Y1LL*
Waitlist flight from availability and the connecting flight on the following line(s) in different requested class of service.	0(number of seats)(class of service)(CPA line nbr) (class of service)(CPA line nbr)LL 01Y2K3LL

SELL BY FLIGHT NUMBER	FORMAT
Long sell a flight by flight number without previously displaying a CPA.	0(carrier code)(flight number)(class of service)(date) (city pair) NN(number of seats) 0AZ686Y15SEPCDGMXPNN2
Waitlist a flight by flight number without previously displaying a CPA.	0(carrier code)(flight number)(class of service)(date) (city pair) LL(number of seats) 0MX421Y6OCTMIAMEXLL1
Sell open segment	0(carrier code)OPEN(class of service)(date)(city pair)DS(number of seats) 0AFOPENJ9JULJFKCDGDS2

ENTER A PASSIVE BOOKING	FORMAT
Enter a flight you have confirmed directly with the airline using GK or BK.	0(carrier code)(flight number)(class of service)(date) (city pair) (status code)(number of seats)*(optional airline record locator) 0SQ804F2MAYHKGSINGK1 or 0SQ804F2MAYHKGSINBK1
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.	

EXAMPLE OF SOLD SEGMENT

FORMAT

01Y1<
2 BA 192Y 23NOV S DFWLHR SS1 520P 800A 24NOV M/E

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 FRABHX*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.

American Airlines returns the "***" indicator in front of the departing city and after the destination city to designate Married Segments:

```
1 AA2448Y 25NOV W*LAXDFW SS1 125P 630P /DCAA /E
2 AA 78Y 25NOV W DFWLHR*SS1 725P 1035A 26NOV/DCAA/E
```

*IMSL

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

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.

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. OA

Automatically insert ARNK segment(s) where discontinuity occurs. OAA

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/OAR82Y8DECEZEJFKNN1

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

FORMAT

Verify flight information for entire PNR itinerary. Get details on departure and arrival time and date, meals, equipment, elapsed flying time, mileage, etc.

VI*

Example:

```
23SEP  FLT SEGMENT  DPTR  ARVL  MEALS  EQP  ELPD  MILES  SM
1 AA*1472 SFO ORD  215P  825P  S /F  S80  4.10  1847  N
DEP-TERMINAL 3          ARR-TERMINAL 3
ONEWORLD
```

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

Verify flight information for specific segment, range of segments or non consecutive flight segments.

VI*(segment number)

VI*3 VI*3-5 or VI*3/5

Verify minimum connect times for itinerary

VCT*

Example:

```
MINIMUM CONNECT TIME EDIT VALID FOR ALL CONNECTIONS
VCT*1/2
```

Verify minimum connect times for specific segments

CANCEL AND RE-BOOK

FORMAT

The Sabre system transmits the cancel to the carrier when you end your transaction. If you are canceling more than one segment and using separate entries, cancel the highest numbered segment first.

Cancel a specific itinerary segment

X(segment number)

X1

Cancel multiple itinerary segments

X(segment number)/(segment number)

X1/3

Cancel a range of itinerary segments

X(segment number)-(segment number)

X1-3

Cancel entire itinerary

XI

Cancel all air segments

XIA

Passively cancel segments, no message sent to the airline.

.(segment selection)XK

.1-3XK

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

X(segment nbr)¥0(nbr of seats)(class of service)(CPA line nbr)

X3¥01F1

Cancel and resell same flight with same class for a different date in one entry

X(segment nbr)¥00(new date)

X1¥0025APR

Change segment to new class

WC(segment number)(new class)

WC1M

Change all segments to new class

WCA(new class)

WCAY

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.

Refer to the Air extras – Sell Quick Reference for formats and procedures.

https://richmedia.sabre.com/Docs_Support/QuickReferences/GEN/AirExtras_Sell.pdf

ADDITIONAL REFERENCES

Find additional information in *Format Finder*. Type "Air Segment Sell Overview" in your Search request:

PNR Mandatory Fields

Quick Reference



OVERVIEW

FORMAT

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.

9(area code)-(prefix)-(number)-identifier
9808-555-1234-A

Note: Use any of the following identifiers:

- A= Agency
- B= Business
- F= Fax
- H= Home

Enter the phone field with an extension

9(area code)-(prefix)-(number)X(extension)-(identifier)
9213-555-2123X8971-B

Change a phone number

9(item number)▣(new phone number)-(identifier)
91▣817-963-4735-A

Delete a phone number

9(item number)▣
92▣

RECEIVED FROM FIELD

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

Enter received from field.

6(name)
6MARIA SANCHEZ

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

6P

Change received from field

6▣(correct received from name)
6▣JEN HANSON

ITINERARY FIELD

Use availability and selling formats to create Itineraries. See "City Pair Availability" and "Sell Air Segments" Quick References.

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
Note: Downline city is the city listed below the originating or headline city. For AA Omit the downline city and the carrier code.	
Modify a ticketing date.	7#TAW(new date)/ 7#TAW14AUG/
Note: The system allows only one item in the ticketing field. Another ticketing field entry overrides any current time limit or ticketing arrangement in the PNR.	

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.

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

FORMAT

Add general information about your client. The system does not transmit this information to the airlines.

5(free text)
5PASSENGER PREFERS HILTON HOTELS

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

FORMAT

Store CHECK form of payment in the PNR.

5-(CHECK, CK, or CHEQUE)
5-CHECK

Store CASH form of payment in the PNR.

5-CASH

Store CREDIT CARD form of payment in the PNR that generates an approval.

5-(two-letter credit card code)(credit card number)¥(expiration date month/year)
5-*AX371409203591005¥5/10

Note: The * indicates request for an approval code at the time of ticketing.

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.

5-(two-letter credit card code)(credit card number)¥(expiration date month/year)-XN
5-*AX371409203591005¥5/10-XN

Note: 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.

ITINERARY REMARKS

FORMAT

Itinerary remarks print at the bottom on itineraries and combined invoice/itineraries.

5¥(free text)
5¥REMEMBER TO TAKE YOUR PASSPORT

Add segment associated itinerary remarks. This information will print on the itinerary right below the specified itinerary segment.

5¥S(segment number) (text)
5¥S3 CHECK IN AT LEAST ONE HOUR BEFORE DEPARTURE

Note: Omitting the mandatory space after the segment number causes the information not to print after the segment number.

INVOICE REMARKS	FORMAT
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	5.*IMBILL TO SMITH CORP
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 <i>Format Finder</i> help system search bar and access the Trams Formats help page for a complete list of Descriptor Codes.	

ALPHA CODED REMARKS	FORMAT
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	FORMAT
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	FORMAT
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 O'DONNELL 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	FORMAT
Store agency address in the PNR. Minimum 3 lines, maximum 6 lines. Maximum 50 characters per line.	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	FORMAT
Enter the passenger email field	PE¥(e-mail address)¥ PE¥SUSAN.JONES@AOL.COM¥
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.	PE¥(e-mail address)¥FR/(sender's name) PE¥STEVEN@VINCENTTRAVEL.COM¥FR/STEVEN VINCENT, CTC
Note: Use two equal (=) signs for an underscore symbol (_)	

DK NUMBER	FORMAT
Add DK number.	DK(customer number) DKIBM300
Note: Use a six, seven or ten-digit customer number as an account reference identifier for billing/back office purposes.	DK1234567
Send a customer identification number to Trams	5.S*AN(customer number) 5.S*AN21121105
Notes:	
<ul style="list-style-type: none"> • 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 	

FREQUENT FLYER NUMBERS	FORMAT
Transmit frequent traveler number (name select is not required for PNRs with one passenger only)	FF(airline code)(number)-(name field number) FFSR1234567-1.1
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)	FF(airline code)(number)/(airline code)-(name field number) FFAA1234567/BA-1.1

OSI (OTHER SERVICE INFORMATION)	FORMAT
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.	
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.	
Transmit FYI information to all carriers except American Airlines.	3OSI (airline code) (free text) 3OSI UA TCP2/ BROEDER THORSTEN
Transmit FYI information to American Airlines	4OSI (free text) 4OSI TRAVELING WITH INFANT PAOLO ROTA 18 MOS
Transmit FYI information for a specific passenger name to carrier.	3OSI (airline code) (free text)-(name field number) 3OSI BA SPEAKS FRENCH ONLY-1.2

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.

4DOCO(segment number)/(place of birth)/(document type)/(document number)/(place of issue)/(visa issue date)/(visa applicable country)/(lap child indicator)-(PNR name number)
4DOCO2/LYON FR/V/789789/PARIS
FR/14JUN2005/CH-2.1

3DOCA(segment number)/(address type)/(country)/(street)/(city)/(state or province)/(zip or postal code)/(lap child indicator)-(PNR name association)
3DOCA2/D/GB/10 DOWNING STREET/LONDON/EN/7A1
H3P-2.1

4DOCA(segment number)/(address type)/(country)/(street)/(city)/(state or province)/(zip or postal code)/(lap child indicator)-(PNR name association)
4DOCA2/D/GB/10 DOWNING STREET/LONDON/EN/7A1
H3P-2.1

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 known and suspected terrorists
- Identify individual on the Selectee List for enhanced screening
- 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** (**AD**vise 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.

PSGR SECURITY DATA REQUIRED PLEASE UPDATE AND RETRY N1.1 -S1
ER
RECORD LOCATOR REQUESTED

T J R E N T R I E S	F O R M A T
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:

• M	• Male
• MI	• Male Infant
• F	• Female
• FI	• Female Infant

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

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

Enter Redress Number with optional Country of Issue

3DOCO (segment number or A for all)//R/(redress number)//(country of issue)-(PNR name number).
3DOCO1//R/123456789//US-2.1

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

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

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

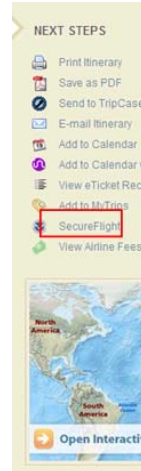
ENTER KNOWN TRAVELER NUMBER

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

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.

DESCRIPTION	FORMAT
Display all SSR DOCA, DOCO and DOCS information stored in the PNR	All Airlines except American Airlines American Airlines Only *P3D *P4D
Display all SSR DOCA, DOCO and DOCS information stored in PNR history	*H3D *H4D

Note: Display inputs can be combined with other display inputs: *P3D*P4D*IA*N

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

DESCRIPTION	FORMAT
-------------	--------

The following entries find SFPD non-compliant PNRs and display the results in a list on your screen.

Note: Use **either** FD (Flight Date) or TD (Ticket Date)

Search non-compliant PNRs, scheduled for ticketing in a specific month *SF¥-/(TD)-(3 character code of month)
*SF¥-TD-MAY

Search non-compliant PNRs scheduled for ticketing in a date range	*SF¥/(TD for Ticketing Date Information)-(ddmm)-(ddmm) *SF¥/TD-27JUL-29AUG
Search non-compliant PNRs departing on a specific date	* SF¥/(FD for Flight Date)-(ddmm) *SF¥/FD-27JUL-29AUG
Search for non-compliant PNRs for a specific carrier in a date range	*SF¥-(airline code)/FD-(ddmm)-(ddmm) *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; ,

System response:
SF¥-/FD-29MAY1100-1200-Q/28
QUEUE PLACEMENT IN PROGRESS

DESCRIPTION	FORMAT
Search non-compliant PNRs on flights departing on a specific date between certain times and send the results to a Sabre hardcopy printer	PTR*SF¥-/FD-(ddmm)-(ddmm) PTR*SF¥-/FD-29MAY1100-1200
Search non-compliant PNRs on a specific carrier in a flight date range and send the results to a Sabre hardcopy printer:	PTR*SF¥-(carrier code)/FD-(ddmm)-(ddmm) PTR*SF¥-DL/FD-29MAY-17JUN

ADDITIONAL INFORMATION

Further information on the Secure Flight ruling can be found on the DHS website at <http://www.dhs.gov>. Find additional information in *Format Finder* by using these keyword combinations in your Search request:

- Secure Flight
- Virtually There. For more information about the *Secure Flight program*, you may want to visit the Air Community page on *Agency eServices* web site.

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.

End transaction	E
End transaction and redisplay the PNR	ER
End transaction and send an email message to the traveler about the PNR via the Sabre@ <i>Virtually There</i> ®, provided the e-mail address field is present in the PNR.	EM

UPON ENDING TRANSACTION

1 BA 192Y 23NOV S DFWLHR ~~HK1~~ 520P 800A /DCBA*KXM4YE /E

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.

Airline Record Locator: The Sabre system interacts with the airline system and as a result a PNR is created in both the airline and the Sabre system, generating a Sabre record locator and an airline record locator.

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.

Ignore returns an existing PNR to the database without changes (if the PNR was previously ended) I

Ignore and re-display the PNR IR

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

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 (GFAX) 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**

Find further information and formats in in *Format Finder*, page pnrfo012, or refer to the Enhanced PNR Search and List Quick Reference. https://richmedia.sabre.com/Docs_Support/QuickReferences/GEN/Enhanced%20PNR%20Search_EN.pdf

Pre-Reserved Seats

Quick Reference



DISPLAY SEAT MAPS

FORMATS

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)*
4G1*

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)
4G*LH1364F2NOVLGALHR

SEAT MAP EXAMPLE

The response shows the first screen of the requested seat map. Use **▣MD** or **▣MU** 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.

```
DL RESPONSE
 864Y 25OCT DFWSLC SEATS INVENTORY DETAIL
M90-Y1/SHIP 000
M90 DELTA MD90 Y-138 SEATS ECONOMY CLASS
      . . . . .
      10 . . -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:
TAKEN: . UPPER DECK: NOSMOKE:N WING ://
BLOCK: HANDICAP : BUFFER : EXIT ROW:EX
PREFERRED:P
▣MD TO SEE MORE
```

Each airline's seat maps appear differently and use different symbols. The legend at the bottom of each map will help you decode the symbols

REQUEST SEATS

FORMATS

Request seats for all segments and all names using a preferred location code. 4GA/(location code)
4GA/W

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. 4G(segment number)/(location code)-(name number)
4G1/A-1.2

Request specific reserved seat for a specific segment and name number 4G(segment number)/(seat number)-(name number)
4G1/17A-1.3

Request two specific seats on different rows for one segment. 4G(segment number)/(seat number)(seat number)
4G3/14A15A

Request multiple seats on the same row for specific segment	4G(segment number)/(seat numbers) 4G3/15AB
Request seats for non <i>Sabre® Interactive Pre-reserved Seats</i> carriers. Send an SSR using GFAX or AFAX	3(service code)(segment number)/ (free text)-(name numbers) 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

FORMAT

Cancel seat assignments for a specific segment	4GX(segment number) 4GX1
Cancel seat assignments for a specific segment only for specified name number.	4GX(segment number)-(name number) 4GX1-1.2
Cancel all seats for the entire itinerary.	4GXALL

DISPLAY SEATS

FORMAT

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.

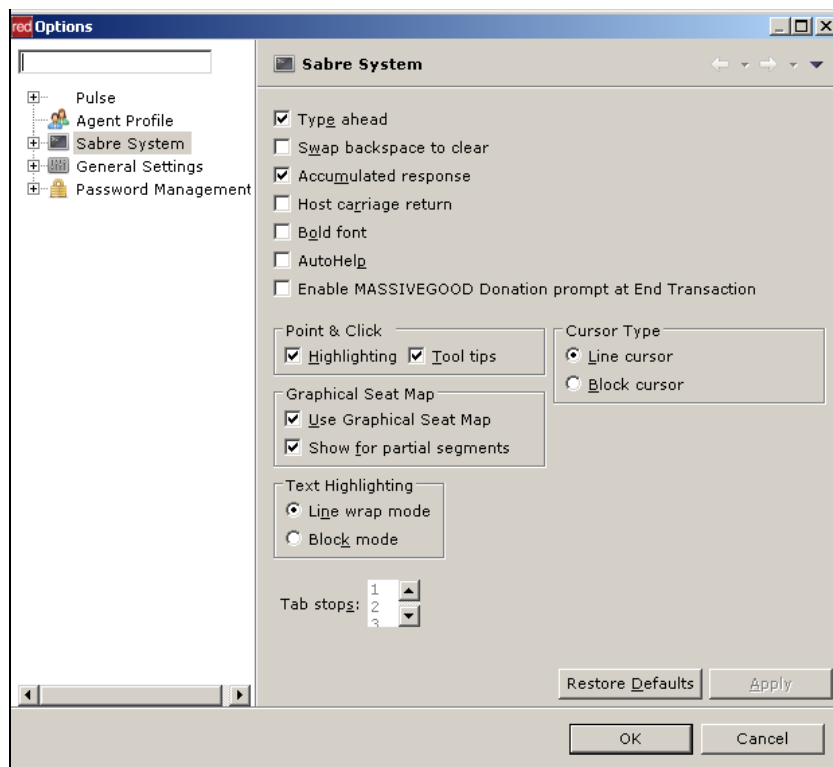
You can display the Graphical Seat map using the long format, even if there is no PNR present.

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

FORMAT

Display the Graphical Seat map when the functionality is ON	4G (segment number)* 4G1*
Display the <i>Sabre</i> System Seat Map when the functionality is ON	4G (segment number)* 4G3*/O
Display the Graphical Seat map when the functionality is OFF	4G (segment number)* 4G1*/G
Display the Graphical Seat map with Point and Click 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 Horizontal Assistant Tool Panel
Display the Graphical Seat map when the functionality is ON , but you have no PNR.	4G*(carrier code)(flight number)(class of service)(date)(city pair)-(zone indicator) 4G*DL864Y18NOVDFWCDG-AN

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.

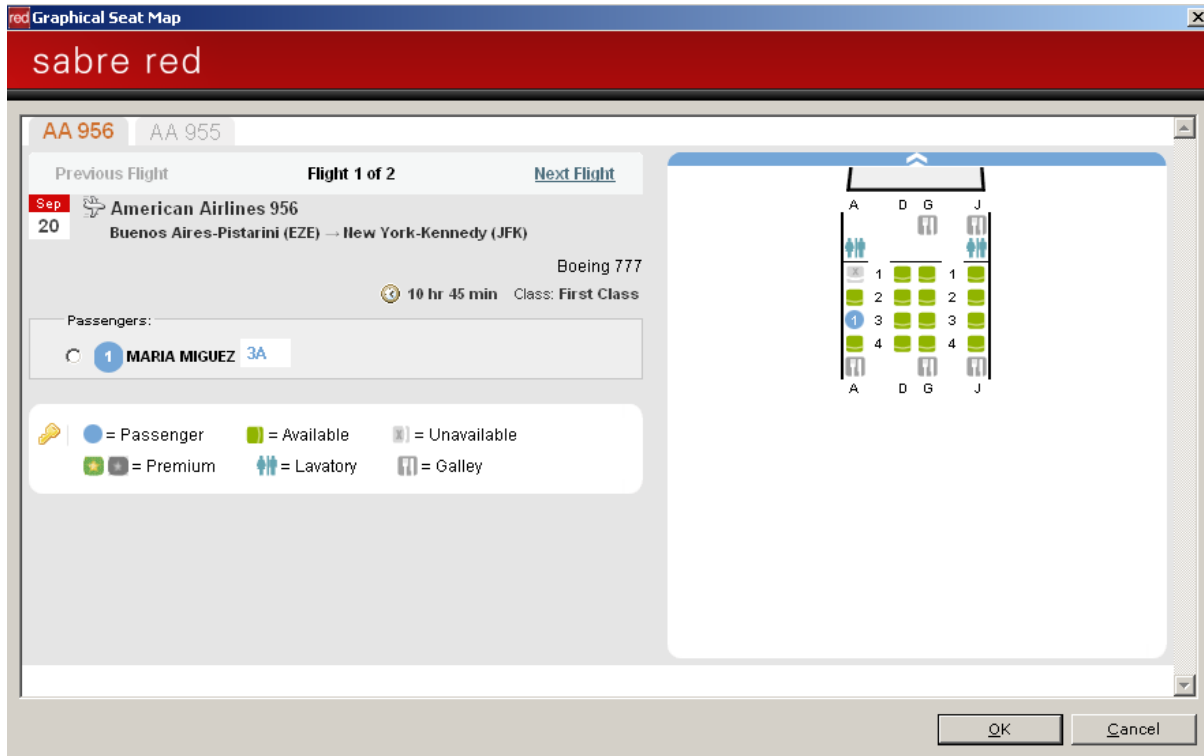
The seat map display shows the following flight information:

- 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 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

TASK	DESCRIPTION
Select Seat Assignment	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.
Select Seat Assignment for multiple passengers	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.
Select seat Assignment for Multiple flights	To move to the next flight, select the tab with the desired flight number. <i>Or</i> Click Next Flight .

Finish Seat Assignment

Click **Save & Exit**.

Note: when the Graphical Seat map screen closes, the *Sabre* Work Area screen automatically displays with the *B*P3 entry. Pre-reserved seats are shown in *Sabre* format.

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

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.

T A S K	D E S C R I P T I O N
Cancel the selection	Click Cancel . Seat selection is ignored, the secondary work area closes, and the <i>Sabre</i> Work Area screen is displayed with *B*3P entry.
Move forwards and backwards between the different flights	Click Previous Flight or Next Flight <i>Or</i> Select the tab with the desired flight number.
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).	<ol style="list-style-type: none">1. Type VI* in the <i>Sabre</i> work area. Verify that the equipment is the same type for both portions of the change of gauge flight.2. Type the command to reserve seats: 4G(segment number)*. Graphical Seat maps opens in the <i>Sabre Red Workspace</i> Horizontal Assistant Tool Panel. Note: A warning message displays: "This is a multi-segment flight. Only the seat map for the first segment is displayed".3. Click the Close button and continue requesting seats on the displayed seat map.
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.	Two separate entries are needed to assign different seat numbers on each leg of the segment. <ol style="list-style-type: none">1. Use the 4G(segment number)*C entry in the <i>Sabre</i> Work Area to view the system seat map for the originating portion of the flight and request seats.2. Use the override command 4G(segment number)*O in <i>Sabre</i> Work Area to view the system seat map for the secondary portion of the flight and request seats.
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.	Map displays with the change of gauge segment showing as a regular flight.

COMMON ERROR RESPONSES	EXPLANATION
System displays seat map in the <i>Sabre</i> Work Area.	If carriers do not support the graphical seat map feature, <i>Sabre</i> automatically defaults to the traditional <i>Sabre</i> Work Area layout.
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.	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
A seat map is not available on this flight or pre-reserved seats are restricted by the carrier.	Equivalent error messages in the <i>Sabre</i> system include: <pre> PRS RESTRICTED PRS NOT ALLOWED THIS INVENTORY PRS NOT ALLOWED THIS CARRIER ‡PRS NOT APPLICABLE‡ </pre>
This flight is operated by another carrier.	Equivalent error messages in the <i>Sabre</i> system include: <pre> CODESHARE FLIGHT CODE SHARE FLIGHT FLIGHT OPERATED BY ANOTHER CARRIER </pre>

KEYBOARD SHORTCUTS

ALT+ <a passenger number>	Moves focus to highlight a specific passenger name.
ALT+N	Moves focus to the next flight link. Press ENTER to advance to the next flight.
ALT+P	Moves focus to the previous flight. Press ENTER to return to the previous flight.
SHIFT+ <arrow key>	Scrolls the seat map to show more of the aircraft.
ALT+C	Moves focus to the Cancel button. Press ENTER to execute the button.

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