Working in the Sabre System

STUDENT GUIDE
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Objectives

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

• Describe the Sabre global distribution system equipment and keyboard
• Sign in and out of the Sabre system
• Change to a different work area
• Place text in the Memo Area
Welcome to the Sabre® system!

The Sabre® system has consistently been rated the number one Global Distribution System (GDS) in the world and continues to maintain a leadership position in bookings share. You now have at your fingertips a host of technology solutions that will serve as your gateway to a wide variety of travel and travel-related services.

Sabre Travel Network® connects travel buyers and sellers through the world’s largest global distribution system, providing over 50,000 travel agency locations with instant access to content from airlines, hotels, car rental companies, cruise lines and more.

Our end-to-end corporate and leisure solutions help you work smarter, reduce costs, generate more revenue and build stronger customer relationships.

Whether you’re in transition from proficiency with another Global Distribution System to the Sabre® system or are new to the travel industry, we want to help you gain a working knowledge and understanding of the Sabre system as quickly as possible. It is not important to remember all the formats. Memorization of formats will come with time. However, it is important for you to know where to locate the answers to your questions and to feel confident in planning your continued training.

If known, record your agent ID, agent sign, and agency pseudo city code below for reference.

Agent ID: _____________

Agent sign: ___________

Agency Pseudo City Code (PCC): _____________
THE SABRE WORKSTATION

The Sabre system workstation consists of three main components:

- Monitor (screen)
- Base unit or central processing unit (CPU)
- Keyboard: If you have a standard keyboard open the Agency eServices Web site, click Support and then Documentation >Product Information >Keyboard> Keyboard Labels to find the Sabre® system keyboard label template. Then print labels and stick on your standard keyboard.

Note: Additional equipment associated with your workstation may include a mouse, printer, and cabling.

TERMINAL ADDRESS

Each workstation has its own specific terminal address, also known as a LNIATA, or SET ADDRESS.

Display your workstation’s terminal address

System Response:

YOUR SET ADDRESS IS 68372A P-23 LS05 RESD

SABRE KEYBOARD

Some keys perform the functions described in the below sections only when the "Sabre Keyboard" mode is active. If the "Windows Keyboard" option is active, some keys function as they do in other Windows applications.

To verify the active keyboard mode, click “Options” in the menu bar. The keyboard option that is preceded by a checkmark is active.

<table>
<thead>
<tr>
<th>Component</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. PF keys</td>
<td>Also called function keys. Used to program and store formats that are used repeatedly.</td>
</tr>
<tr>
<td>2. Main keyboard</td>
<td>Number and letter keys used for most typing and entry functions.</td>
</tr>
<tr>
<td>3. Miscellaneous</td>
<td>Used to insert and delete information, reenter, reset cursor to top left margin of screen, and place text in the upper portion of the screen.</td>
</tr>
<tr>
<td>4. Arrow keys</td>
<td>Used to move the cursor up, down, left, and right on the screen.</td>
</tr>
</tbody>
</table>
5. Numeric key pad Functions as a calculator.
6. Alt key Performs a function if depressed in conjunction with another key.
7. Ctrl key Performs a function if depressed in conjunction with another key or keys.
8. Identification Code Keys (ICK) Keyboards designed for Sabre workstations have some keys with special labels and/or symbols not found on other keyboards. Agents use these symbols, combined with letters and numbers, to perform specific functions in the Sabre system.

### IDENTIFICATION CODE KEYS (ICK)

Use the keys below for particular functions, such as create or display a Passenger Name Record (PNR).

<table>
<thead>
<tr>
<th>CODE</th>
<th>FUNCTION</th>
<th>DESCRIPTION AND SAMPLE FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AVAILABILITY</td>
<td>Displays city pair availability 122JANFRAMAD5P</td>
</tr>
<tr>
<td>2</td>
<td>FLIGHT INFORMATION</td>
<td>Request flight information 2UA2550/17OCT</td>
</tr>
<tr>
<td>3</td>
<td>GENERAL PASSENGER INFORMATION</td>
<td>Send general passenger information to all airlines except American 30SI DL HONEYMOON COUPLE</td>
</tr>
<tr>
<td>4</td>
<td>PASSENGER INFORMATION TO AMERICAN AIRLINES</td>
<td>Send passenger information to American Airlines 40SI AA HAS BROKEN LEG</td>
</tr>
<tr>
<td>5</td>
<td>REMARKS</td>
<td>Add remarks about the client or the reservation 5NEEDS HYATT HOTEL IN SYDNEY</td>
</tr>
<tr>
<td>6</td>
<td>RECEIVED FROM</td>
<td>Add &quot;received from&quot; (the person from whom the reservation request was received) 6NIGEL</td>
</tr>
<tr>
<td>7</td>
<td>TICKETING</td>
<td>Add ticketing deadline 7TAW22JAN/</td>
</tr>
<tr>
<td>8</td>
<td>TICKETING DEADLINE</td>
<td>Add time limit – similar to ticketing deadline, but automatically cancels the reservation if no ticket is issued 86P/17JUN</td>
</tr>
<tr>
<td>9</td>
<td>PHONE NUMBER</td>
<td>Add phone number 9972-555-2121-H</td>
</tr>
<tr>
<td>0</td>
<td>SELL SEGMENT</td>
<td>Sell segment (air, car, hotel, etc) 01Y1</td>
</tr>
<tr>
<td>-</td>
<td>NAME</td>
<td>Add passenger name -ALONSO/EDITH</td>
</tr>
<tr>
<td>*</td>
<td>DSPLY</td>
<td>Displays information when used in combination with other characters *-LANOI or W/*AS</td>
</tr>
</tbody>
</table>
### OTHER IDENTIFICATION CODE KEYS

<table>
<thead>
<tr>
<th>Code</th>
<th>Label</th>
<th>Function and Sample Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>/</td>
<td>IAS</td>
<td>Insert after segment – used to rearrange items (example: after line 0 insert line 2) /0/2</td>
</tr>
<tr>
<td>.</td>
<td>CSS</td>
<td>Change segment status – used to change the action/status code of a segment .2HK or .HKALL</td>
</tr>
<tr>
<td>,</td>
<td>NEW#</td>
<td>New number in party – the number of passengers now traveling (for ended PNRs make a new reservation if you need to increase) ,2</td>
</tr>
<tr>
<td>{</td>
<td>CHNG</td>
<td>Change key – used to change, delete or calculate information 91n214-555-2121-H</td>
</tr>
<tr>
<td>$</td>
<td>END-ITEM</td>
<td>End item- used to string several Sabre system entries together -PARK/JOHN$9305-555-3442-B$6JOHN$7TAW22JAN/</td>
</tr>
<tr>
<td>¥</td>
<td>CROSS</td>
<td>Cross of Lorraine – used as a plus sign and separator To465¥43 or W¥KP10¥DP</td>
</tr>
</tbody>
</table>

### EDITING KEYS

Some keys allow you to correct typing errors before sending your entries to the system, or after entered formats. Then after making a correction to a format, you may use the ReEnt (ReEnter) key to move the cursor to the end of the entry and resend it to the system.

**Note:** The location of these keys may be different on the keyboards in your office, but the functions of the keys are the same.

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
</tr>
</thead>
</table>
| Left and Right arrow keys | May be used to move forward and backward through a format to position the cursor and type over mistakes.  
**Note:** Though the Up and Down arrow keys can be used to move the cursor, the system cannot read the starting point if these keys are used. Use the Reset key to make sure the system knows where the entry begins. |
| Insert and Delete keys | May be used to insert and delete characters in a format. Often used in conjunction with the Left and Right arrow keys to insert or delete characters after moving forward or backward through a format  
- Insert Key: Makes room for one more character and pushes the remaining characters to the right  
- Delete Key: Removes the character at the cursor and pulls the remaining characters to the left |
| Erase Key | Erases the character to the left of the cursor each time it is pressed. |
SPECIFIC FUNCTION KEYS

Specific keys allow you to transmit information to the system, reposition your cursor, and even clear your screen. The location of these keys may be different on the keyboards in your office, but the functions of the keys are the same.

Note: The cursor is a blinking character on the Sabre system screen that indicates placement of the next character to be typed. The cursor automatically returns to the left margin after every entry.

<table>
<thead>
<tr>
<th>System Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear</td>
<td>Used to clear the screen without canceling or changing any of the data previously entered. The cursor is returned to the upper left corner of the screen. The default of this key may be changed to become the backspace key.</td>
</tr>
<tr>
<td>Print-Enter/Enter</td>
<td>Used to transmit items to the system. Pressing it lets the computer know that you want to send data to the system’s memory.</td>
</tr>
<tr>
<td>Home</td>
<td>Moves the cursor from the current position to the upper left corner of the screen. Data on the screen is not erased. This key will reset your SOM (Start of Message). You may use it to return the cursor to the top of the screen after entering data or requesting information from the system.</td>
</tr>
<tr>
<td>Esc</td>
<td>Returns the cursor to the left margin of the screen, one line at a time, without erasing the previous line. This key will reset your SOM to the beginning of the next line on your screen. If you have begun an entry that you do not want to complete, you may use this key to disregard the current entry and begin a new one.</td>
</tr>
<tr>
<td>Page Down</td>
<td>Allows you to input a previously entered format without retyping all of the data. After making a correction to a format, moving the cursor to the end of a long entry before pressing Enter can be tiresome. The ReEnter key moves the cursor quickly to the end of the entry and resends it to the system.</td>
</tr>
</tbody>
</table>
# Employee Profile Record (EPR)

Employee Profile Records (EPRs) are an element of the Sabre® global distribution system’s security that governs the capabilities of agents using the Sabre system. Your EPR enables you to sign into the Sabre system and controls which functions you can or cannot perform in the system.

EPRs contain many different components including:

- **Agent ID** – use this to sign-in
- **Agent Sign** - identifies each specific agent
- **Office Code** – allows you to group agents by job function
- **Duty Codes** – allow specific functionality
- **Keywords** – allow specific functionality
- **Passcode** (password) – secures your sign-in and allows access to the system

## EPR Example
See the Format Finder help system for a detailed explanation of each EPR field.

```
J. SANCHEZ                7DQ2-A71                9876-7DQ2
OFC-CORP                                           ASO-180
SIGN IN ACCESS – 7DQ2
DUTY  6 9 *
UNIT- ACCESS ARCRPT COMMSG CCVIEW CIIMGR CREATE
MINOPR MULSET PKAGT SUBAAA SUBACC SUBMR
STATUS - ACTIVE 15MAY86                           PASSCODE
H D                     CREATED BY  7DQ2-AKP 15MAY86 0430A
```

### Note:
Find more information about EPRs in the Format Finder help system.

## New Agency - Initial EPR and Passcode

Every new Sabre Connected® agency is issued one initial EPR and a temporary (default) passcode. You will use this EPR and passcode the first time you sign-in to the Sabre system. You must then create additional EPRs for each agent.

The default temporary passcode is your agency's **Pseudo City Code (PCC)** and the first four characters of the IATA number.

- **Agency PCC - A1B2**
- **IATA number – 39205569**
- **Temporary passcode – A1B23920**

If your agency does not have an IATA number or it is not present in your Travel Journal Record (TJR) your default passcode is your PCC and four 9’s.

- **Agency PCC - A1B2**
- **IATA number – does not yet exist**
- **Temporary passcode – A1B29999**

If your new agency PCC includes Q or Z, the default passcode WILL work, even though the Sabre system does not accept Q or Z in most passcodes.

When you change your initial EPR passcode, your new passcode must consist of 7 or 8 alphanumeric characters and it may **NOT** include Q or Z.

**Important Note:** To ensure agency security, it is important to delete the initial EPR.
PASSCODE REQUIREMENTS

Follow these requirements when creating or changing your Sabre system passcode.

- Must be 7 or 8 alphanumeric characters
  - Must contain at least 1 alphabetic and 1 numeric character
- Cannot contain a Q or Z
- Cannot repeat one character more than two times (for example, AA is allowed, AAA is not allowed)
- Cannot use banned or proper names/words (for example, DALLAS or FROG are not acceptable). If you use proper names you will receive this error response: CONTAINS RESTRICTED WORD - NEW PASSCODE UNACCEPTABLE

- You must change your passcode every 90 days
  - You cannot reuse your last four passcodes
  - You receive this prompt beginning 10 days prior to your current passcode expiration and continue to receive this prompt each time you sign-in until you change your passcode

DUTY CODES

Note: Duty codes are system access rights that determine the range of functions that an agent can perform in the Sabre system. These are stored in your EPR and vary according to an agent's duties.

If your EPR allows it, you can also switch duty codes, when necessary, in order to perform different functions.

The three duty codes, along with the access rights provided by each, are:

- * - Allows agent full reservations access for normal Sabre system activity
- 9 - Allows agent supervisory and managerial access for those responsible for management functions
- 6 - Allows agent to access the training mode, providing the ability to practice without impacting actual customer records

WORK AREAS

The Sabre system has six work areas, identified as A, B, C, D, E, and F. You sign in to all six of these system work areas by entering an asterisk (*) prior to your identification number as follows.

SIGN IN FORMAT

Step 1: Type SI* followed by your agent identification number

SI*(identification number)

SI*941032

System Response:

AGENT SIGN IN

CURRENT PASSCODE ID <941032> SUF <A0B0>

DUTY CODE <.> AREA <*> NEW PASSCODE

Component | Description
--- | ---
CURRENT PASSCODE | Type your current passcode (it will not appear when typed)
ID | Reflects agent identification number
SUF | Reflects agency pseudo city code (PCC)
DUTY CODE | Reflects duty code or level of access
AREA | Reflects the area to be signed in
NEW PASSCODE | Area where you can change your passcode

Step 2: Type your passcode in the sign-in mask

TEXT123

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**SIGN IN SYSTEM RESPONSE**

**SIGN OUT**

The Sabre system tracks all entries by agent sign. When you are through working in the system, you should sign out to prevent other individuals from making entries using your passcode.

Sign out of the current work area

```
SO
```

System Response:

```
B SIGNED OUT
```

Sign out of all work areas

```
SO*
```

System Response:

```
A.B.C.D.E.F..SIGNED OUT
```

**WORKING WITH WORK AREAS**

When you leave a work area, it becomes inactive until you return to it. Entries made in the active area do not affect the work you do in another area. When you return to an area you previously left, that area becomes active again.

**Note:** All items to be recorded in a single Passenger Name Record (PNR) should be completed in the same work area.

Change to a different work area: A,B,C,D,E, or F

```
(work area letter)
```

System Response:

```
B4T0.B4T0*ALJ..D
```

Display current work area

```
*S
```

System Response:

```
B4T0.B4T0*ALJ..D
```

Display the status of all work areas

```
*S*
```

System Response:

```
B4T0.B4T0*ALJ.A..PNR_PRESENT
ACTIVE AGENT - L. JONES - 941032-B4T0
B4T0.B4T0*ALJ.B..PNR_PRESENT
B4T0.B4T0*ALJ.C..PNR_PRESENT
B4T0.B4T0*ALJ.D..
B4T0.B4T0*ALJ.E..
B4T0.B4T0*ALJ.F..
```
Display the status of all work areas, along with assigned printers

*S*P

System Response:

B4T0.B4T0*ALJ.A..PNR PRESENT
ACTIVE AGENT - L JONES - 941032-B4T0
H1-EB0414 AT T-EB133E I-EB0412
B4T0.B4T0*ALJ.B
H1-EB0414 AT T-EB133E I-EB0412
B4T0.B4T0*ALJ.C
NO PRINTERS
B4T0.B4T0*ALJ.D
NO PRINTERS
B4T0.B4T0*ALJ.E
NO PRINTERS
B4T0.B4T0*ALJ.F
NO PRINTERS

Redisplay the sign in message

*S*/

System Response

B4T0.B4T0*ALJ..B..PNR PRESENT
19JUN
**SABRE EXCLUSIVES *SA*.LOWEST AVAILABLE HOTEL RATES**
2-5 STAR HOTELS 10PCT COMM GUARANTEED WITHIN 2 WEEKS
**INTER-CONTINENTAL- *THE WHOLE WORLD-HALF OFF* SUMMER**
SALE INCL BKFAST AT PARTICIPATING HOTELS -MODIC/HOT

**SWITCH DUTY CODES**

When you sign in to the Sabre system, the duty code defaults to *. However, some entries require that you sign into the Sabre system using a special duty code. You can activate an assigned duty code without signing out and signing back in.

Change duty code

Note: This format activates duty codes that already exist in your Employee Profile Record (EPR); it does not update or change your EPR.

SI(duty code)

SI9

System Response

B4T0.B4T0*ALJ..A..*ALJ.NOT SIGNED OUT
OVERVIEW

The Memo Area provides a section of the Sabre Work Area where you can temporarily place information for viewing. You can use the Memo Area as a note pad to record pieces of information that may be needed later in making a reservation. It may be especially helpful when you have information that is needed in multiple reservations. The Memo Area is not an active work area in the system and is used only to store information. Text in the Memo Area of the screen will not inhibit any functionality.

DISPLAY THE MEMO AREA

The Memo Area option on the “View” menu toggles the Memo Area between being visible and not visible. When “Memo Area” is preceded by a checkmark, it is active and will be visible.

- Click View to display the “View” menu (Alt-V)
- Click Memo Area to active or deactivate the Memo Area option (M)

Note: You can still send information to the Memo Area even when it is not visible. Then when the Memo Area is active, you will see the information you stored there earlier.

PLACING TEXT IN THE MEMO AREA

The Memo Area appears close to the top of the Sabre Work Area below the menu bar. You can type on the Memo Area or:

- Type the text in the Sabre Work Area
- Press the Memo (End) key to place text in the Work Area.

A scroll bar at the right of the Memo Area, allows you to scroll through the information you have placed in this area.

Information will remain in the Sabre Work Area until it is removed. Clearing the Work Area does not erase text from the Memo Area.

ERASE THE MEMO AREA

<table>
<thead>
<tr>
<th>ERASE THE MEMO AREA</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>To erase the text from the Memo Area only</td>
<td>press Alt+Memo (Alt+End)</td>
</tr>
<tr>
<td>To clear the text from the Sabre Work Area only</td>
<td>press Alt+Backspace</td>
</tr>
<tr>
<td>To clear both the text from the Memo Area and the Sabre Work Area</td>
<td>press Ctrl+Backspace</td>
</tr>
</tbody>
</table>
Help and References

The Format Finder℠ help system displays Sabre system 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 Working in the Sabre System is accessible from the topic page crtp001. 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.

• Introduction to the Sabre System
• Equipment and Keyboard
• Sign into the Sabre System
• Using the Memo Area
• Personal Trainer 10002E Working in the Sabre System