PF Keys and Quick Keys
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Objectives

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

- Program Sabre® system formats into programmed function (PF) keys and Quick Keys
- Label PF Keys and Quick Keys for easy reference
- Play PF Keys and Quick Keys

Introduction

PF Keys are a shortcut method of entering Sabre system formats by simply pressing one key or by clicking your mouse! You can create PF Keys for routine formats that you perform many times each day or for formats that you do not use very often and are hard to remember.
OVERVIEW

A Programmed Function (PF) Key can contain commands that complete tasks that you perform frequently on the Sabre® global distribution system. PF Keys utilize the field key (^) to distinguish PF Key commands from Sabre system formats. On most system keyboards, the field key is located to the left of the number “1.”

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select Quick &amp; PF Keys from the Sabre® Red™ Workspace menu bar.</td>
</tr>
<tr>
<td>2</td>
<td>Select Edit. The Define PF Keys dialog displays.</td>
</tr>
<tr>
<td>3</td>
<td>Select the PF Key to be defined (1 through 24) by clicking the key number at the top of the dialog box (a) or by clicking the drop-down arrow beside the PF Key field (b).</td>
</tr>
<tr>
<td>4</td>
<td>Enter the label for the key in the Label field (maximum 10 characters). You can customize the Sabre Red Workspace to have these labels appear on the right side of your Sabre system work area.</td>
</tr>
<tr>
<td>5</td>
<td>Enter a description for the key in the Description field (maximum 102 characters).</td>
</tr>
<tr>
<td>6</td>
<td>Enter the Sabre system command in the Command field. You can enter a basic Sabre system format or more advanced options are also available. See the pages 3 and 4 or Format Finder for more options.</td>
</tr>
<tr>
<td>7</td>
<td>If you wish to program additional keys, repeat steps 3 through 6. The system automatically stores changes to each key when you select another key.</td>
</tr>
<tr>
<td>8</td>
<td>When you have completed programming the desired keys, click OK.</td>
</tr>
<tr>
<td>9</td>
<td>If you are creating a new file, the Save As dialog box displays. Type the file name that you want to assign to this PF Key file in the File name field. The system automatically appends the file extension .pfkey.</td>
</tr>
<tr>
<td>10</td>
<td>Click Save As. Then, click Save. The system automatically stores the PF Key files on your computer’s hard drive under the default directory of c:sabre/apps/emulator\users(agent ID).</td>
</tr>
</tbody>
</table>
**DISPLAY PF KEY LABELS**

You can customize the Sabre Red Workspace to display PF Key labels in your work area, making it easier to “play” the PF Key.

There are two different methods you can use (which provide the same results):

From the **Tools** menu:

1. Select the **Tools** menu on the Menu Bar.
2. Select **Quick & PF Key**. The Vertical Assistant Tool Panel displays. Indicate with a checkmark (✓) that you want the PF Key and Quick Key Labels to always appear inside the Vertical Assistant Tool Panel.
   - **Note**: Follow this same procedure to remove the checkmark if you do not want PF Key Labels to display on the Vertical Assistant Tool Panel.

From the **Application Side Bar**.

1. Select **Quick & PF Keys**.
2. The Vertical Assistant Tool Panel displays. Indicate with a checkmark (✓) that you want the PF Key and Quick Key Labels to always appear inside the Vertical Assistant Tool Panel.
   - **Note**: Follow this same procedure to remove the checkmark if you do not want PF Key Labels to display on the Vertical Assistant Tool Panel.

**PLAY A PF KEY**

There are two different methods you can use to play a PF Key:

Press the function key (F1, F2, etc) on your computer's keyboard.

- To play PK Keys 1 through 12, press the appropriate function (F) key on your keyboard.
- To play PF Keys 13 through 24, press the **ALT** key plus the corresponding function (F) key on your keyboard.

Display the PF Keys labels and click a label with your mouse.

**ADVANCED PF KEY COMMANDS**

You can add the following optional commands with **Sabre** system entries. The **^** field (FLD) key is required when using special commands. This key is located to the left of the number 1 on most computer keyboards.

<table>
<thead>
<tr>
<th>COMMAND</th>
<th>DESCRIPTION</th>
<th>FORMAT EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>^SR</td>
<td>Start Request</td>
<td>^SR0THAAGK1BOS^V-SERVICE FEE^E</td>
</tr>
<tr>
<td></td>
<td>When creating PF Keys, the ^SR (Start Request) command is not required, except for when using the Variable command.</td>
<td>Type the date, such as 15JUN, then play the PF key.</td>
</tr>
<tr>
<td>^E</td>
<td>Auto Enter</td>
<td>(Sabre system format)^E</td>
</tr>
<tr>
<td></td>
<td>Adding this command at the end of a Sabre system format automatically enters the format into the system when you play the PF Key.</td>
<td>WPNCB^E</td>
</tr>
<tr>
<td></td>
<td>If you do not include ^E on the end of the Sabre format, you must press Enter yourself after you play the PF Key.</td>
<td></td>
</tr>
</tbody>
</table>
Hold for response

Hold until the Sabre system responds before entering the next format.

Variable, fixed length

Insert fixed-length variable information into a Sabre system format. This command is similar to ^V, except that it specifies the length of the variable data.

Note: Remember to include the ^SR (Start Request) command when programming a Variable command.

Display non-transmittable text

Displays text on the screen that does not transmit to the Sabre system. The text should be preceded by ^T and followed by another field (^) key. This command is typically followed by the wait (^W) command.

Variable

Insert variable length information into a Sabre system format. Type the variable data before pressing the PF Key.

You can also enter multiple variable commands in a single key. When using multiple variables, separate the variables with a field key (^). This tells the key where the first variable ends and the second begins.

Note: Remember to include the ^SR (Start Request) command when programming a Variable command.

Wait for input

Pause (wait) the execution of the PF Key to allow for agent input. After playing the key, when it pauses, enter the data. Then press the field (^) key to complete the command.

Description

Select Quick & PF Keys from the Application Side Bar or from Tools from the Menu Bar.

Select Options. The PF Key file that is currently active displays.

Select the PF Key you want to modify or delete.

Modify or delete (erase) the label, description and/or command fields.

Click OK to save the changes.

Note: If you make changes or erase a key in error, click the Cancel button. The system ignores all changes you made to the file since you opened the Define PF Keys box.
**OVERVIEW**

You can create numerous PF Key files...the only limitation is your computer’s hard drive disk space! For example, you might have PF key files named Daily, Weekly, Ticketing, Hotels, Cars, Queues, etc.

**CREATE A NEW PF KEY FILE**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select <strong>Quick &amp; PF Keys</strong> from the Application Side Bar or from <strong>Tools</strong> from the Menu Bar.</td>
</tr>
<tr>
<td>2</td>
<td>Select <strong>Options</strong>. The PF Key Options box displays.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>New</strong>. The Define PF Keys dialog box displays.</td>
</tr>
<tr>
<td>4</td>
<td>Create your new PF key file by entering the labels, description and command fields.</td>
</tr>
<tr>
<td>5</td>
<td>Click <strong>Save as</strong>. The Save As box displays.</td>
</tr>
<tr>
<td>6</td>
<td>Type the new file name in the <strong>File name</strong> field. The system automatically appends the extension, .pfkey.</td>
</tr>
<tr>
<td>7</td>
<td>Click <strong>Save</strong>. The new filename is now the active PF key file.</td>
</tr>
</tbody>
</table>

**CREATE A NEW PF KEY FILE USING “SAVE AS” (SHORTCUT METHOD)**

If you want to create a new file using some of the same or similar keys as an existing PF key file, you can use the Save As method as a shortcut! This method copies the exiting file into a new filename and then you can modify the content.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select <strong>Quick &amp; PF Keys</strong> from the Application Side Bar or from <strong>Tools</strong> from the Menu Bar.</td>
</tr>
<tr>
<td>2</td>
<td>Select <strong>Options</strong>. The PF Key that is currently active displays.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Open</strong>.</td>
</tr>
<tr>
<td>4</td>
<td>Click <strong>Save As</strong>.</td>
</tr>
<tr>
<td>5</td>
<td>Type the new file name in the <strong>File name</strong> field. The system automatically appends the extension, .pfkey.</td>
</tr>
<tr>
<td>5</td>
<td>Click <strong>Save</strong>. The Define PF Keys box displays. The new filename is now the active PF Key file.</td>
</tr>
<tr>
<td>6</td>
<td>Modify the new PF key file by changing the labels, description and command fields as desired.</td>
</tr>
<tr>
<td>7</td>
<td>Click <strong>OK</strong>.</td>
</tr>
</tbody>
</table>
OPEN A DIFFERENT PF KEY FILE

When you play a PF key, it plays the keys programmed in the currently active file. To play keys in a different file, you must make that file the active file.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select Quick &amp; PF Keys from the Application Side Bar or from Tools from the Menu Bar.</td>
</tr>
<tr>
<td>2</td>
<td>Select Options. The PF Key Options box displays a list of all your PF key filenames.</td>
</tr>
<tr>
<td>3</td>
<td>Click to select the filename that you want to open.</td>
</tr>
<tr>
<td>4</td>
<td>Click Open. The Define PF Keys box displays with the selected PF key file, which now becomes the active file.</td>
</tr>
<tr>
<td>5</td>
<td>Click OK.</td>
</tr>
</tbody>
</table>

DELETE A PF KEY FILE

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select Quick &amp; PF Keys from the Application Side Bar or from Tools from the Menu Bar.</td>
</tr>
<tr>
<td>2</td>
<td>Select Options. A list of all PF key files on your hard drive displays.</td>
</tr>
<tr>
<td>3</td>
<td>Click to select the PF Key file that you want to delete.</td>
</tr>
<tr>
<td>4</td>
<td>Click Delete.</td>
</tr>
<tr>
<td>5</td>
<td>Click Yes to reconfirm that this is the file that you wish to delete.</td>
</tr>
</tbody>
</table>

Note: You receive an error response when the file that you try to delete is the currently active PF key file. In this situation, select a different PF key file and then click Open. Then return to PF Key Options to delete the previous PF Key file.
## PRINT A PF KEY FILE

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select <strong>Quick &amp; PF Keys</strong> from the Application Side Bar or from <strong>Tools</strong> from the Menu Bar.</td>
</tr>
<tr>
<td>2</td>
<td>Select <strong>Options</strong>. The &quot;active&quot; PF Key file appears. <strong>Note:</strong> Make certain this is the file you want to print. If not, open the PF Key file that you want to print.</td>
</tr>
<tr>
<td>3</td>
<td>Select <strong>Print</strong> to print the selected key –or- select <strong>Print All</strong> to print all keys.</td>
</tr>
<tr>
<td>4</td>
<td>The <strong>Print</strong> dialog box appears. <strong>Click OK.</strong></td>
</tr>
</tbody>
</table>
OVERVIEW

You have many options to copy and share Programmable Function (PF) Keys. These instructions assist you in sending your PF Key file as an e-mail attachment.

STEP EXAMPLE

1. Begin at the computer that contains the PF Key file.
2. Click My Computer on the Desktop
3. Open System (C:) Local Disk
4. Open SABRE (C:\SABRE)
5. Open Apps
6. Open emulator
7. Open users
8. Open user number (in this example, user 4321)
9. Right click over the PF Key file (in this example, Untitled.pfkey).
10. Select **Send To**, and then select **Mail Recipient** (this example uses Microsoft Outlook).

11. A new mail window displays named **Emailing: Untitled.pfkey**.

12. **Input the email address** in the To: field and then **click Send**.

13. **Open the email** on the computer that does not have the PF Key file and receive the email.

14. **Right click** the PF Key file (Untitled.pfkey) in the attach field and select **Save As**.
STEP  

EXAMPLE

15. Click **My Computer** in the bottom left side of the window.

16. Open **System (C:) Local Disk**

17. Open **SABRE (C:\SABRE)**

18. Open **Apps**

19. Open **emulator**

20. Open **users**

21. Open **user number** (in this example, user 1234)

22. Click **Save**

23. In your Sabre® Red™ Workspace Application Side Bar, click **Quick Keys and PF Keys** or click **Tools** in the Menu Bar, and select **Quick & PF Keys**. The Vertical Assistant tool opens.

24. Click **Options**.

25. Browse to the **user folder** (C:\SABRE\Apps\emulator\user\1234). Be sure the **Untitled.pfkey** file displays as the File name and then click **Open**.

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26. Click **Edit** in the Quick & PF Keys Vertical Assistant Tool.

27. You have loaded your PF Keys.

28. You can click the PF Keys buttons or use your keyboard, the function keys (from F1 to F12 for PF1 to PF12, plus SHIFT F1 to SHIFT F12 for PF Keys from PF13 to PF24).

**EXAMPLE**

Additional quick references and interactive tutorials are available on the Web at [http://eservices.sabre.com/](http://eservices.sabre.com/) under the Training menu. You may also find additional information in *Format Finder*. Use these keyword combinations or formats in your Search request:

- **Copy PF Keys**
OVERVIEW

You have many options to copy and share Programmable Function (PF) Keys. These instructions assist you in copying your PF Key file to various electronic media such as a 3 ½ inch diskette, CD, or USB device.

STEP EXAMPLE

1. Begin in the computer that contains the PF Key file.
2. Click My Computer on the Desktop
3. Open System (C:) Local Disk

4. Open SABRE (C:SABRE)
5. Open Apps
6. Open emulator
7. Open users
8. Open user number (in this example, user 4321)
9. Right click over PF Key file (in this example, Untitled.pfkey) and then select Copy.
10. Select **Send To**, and then select the **appropriate media type** (this example displays 3½ Floppy [diskette], DVD/CD Drive and Lexar Media as the USB device).

11. **Browse to your selected media type** and verify that you have properly copied the file to the media (check file size), then close the folder and remove the media from the computer.

**Note:** This example demonstrates the **DVD/CD Drive**.

12. **Insert the media** into the computer that does not have the PF Key file.

13. **Browse to and open the media type folder**

14. Right click over the **PF Key file** (in this example, Untitled.pfkey) and select **Copy**

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STEP

15. Click My Computer in the bottom left side of the window.

16. Open System (C:) Local Disk

17. Open SABRE (C:\SABRE)

18. Open Apps

19. Open emulator

20. Open users

21. Open user number (in this example, user 1234)

22. Right click inside the folder and select Paste

23. In your Sabre® Red™ Workspace Application Side Bar, click Quick Keys and PF Keys or click Tools in the Menu Bar, and select Quick & PF Keys. The Vertical Assistant tool opens.
24. Browse to the user folder (C:\SABRE\Apps\emulator\user\1234). Be sure the Untitled.pfkey file displays as the File name and then click Open.

25. On the Define PF Keys screen, click OK.
**STEP**

26. PF Keys labels display if you have selected Always show Quick Keys & PF Keys.

27. You can click the PF Keys buttons or use your keyboard, the function keys (from F1 to F12 for PF1 to PF12, plus SHIFT F1 to SHIFT F12 for PF Keys from PF13 to PF24). PF Keys labels display on the right side of the MySabre portal screen.

**EXAMPLE**

![Keyboard Image](image)

**ADDITIONAL REFERENCES**

Additional quick references and interactive tutorials are available on the Web at [http://eservices.sabre.com/](http://eservices.sabre.com/) under the Training menu. You may also find additional information in the Format Finder help system. Use these keyword combinations or formats in your Search request:

- Copy PF Keys
OVERVIEW

Use the Quick Keys feature to record and play back keystrokes that you use on a frequent basis. You can program a total of 36 keys (numbers 0 through 9 and letters A through Z) with a maximum of 1200 characters per Quick Key!

<table>
<thead>
<tr>
<th>STEP</th>
<th>DESCRIPTION</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select <strong>Tools</strong> from the <strong>Sabre® Red™ Workspace</strong> menu bar above the <strong>Sabre</strong> system work area.</td>
<td>![Image of Quick Keys Interface]</td>
</tr>
<tr>
<td>2</td>
<td>Select <strong>Quick and PF Keys</strong>. The Vertical Assistant Tool Panel displays.</td>
<td>![Image of Vertical Assistant Tool Panel]</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Record</strong> on the Vertical Assistant Tool Panel. Make the entries that you wish to record. The system records the format entries, not the responses. <strong>Caution:</strong> Type carefully, since the system also records any typographical errors!</td>
<td>![Image of Record Selection]</td>
</tr>
<tr>
<td>4</td>
<td>When you are done making the <strong>Sabre</strong> system entries that you wish to record in a single Quick Key, select the <strong>Stop Recording Quick Key</strong>.</td>
<td>![Image of Stop Recording Quick Key]</td>
</tr>
<tr>
<td>STEP</td>
<td>DESCRIPTION</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The <strong>Recorded Sequence</strong> area lists the <em>Sabre</em> system entries that were recorded. You may need to use the scroll bar to view all the entries. If needed, you can edit this area to correct any typos you may have made. Click <strong>Save</strong> when you are done.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Click the down arrow behind the <strong>Quick Key</strong> field to display the list of Quick Keys (QK). There are 36 keys available: numbers 0 through 9 and letters A through Z. Scroll up and down as needed. Quick Keys that are already assigned are indicated by an asterisk (*). Click to select the key that you want to assign.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Type the <strong>Label</strong> that you would like to assign to this Quick Key. You can name the Label anything to help you remember what entries are assigned to this key. You can customize your desktop to display these labels for fast &amp; easy playing of Quick Keys. Labels can be up to 15 alpha or numeric characters in length.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Click <strong>OK</strong> to finish. If you edited any formats in the Recorded Sequence area, click <strong>Save</strong> first to save the changes, then click <strong>OK</strong> to finish.</td>
<td></td>
</tr>
</tbody>
</table>

**DISPLAY QUICK KEY LABELS**

- Click **Tools** and select **Quick Keys & PF Keys**.
- The Quick Key labels display on the Vertical Assistant Tool Panel
- Click the **Quick Key label** to display the desired Quick Key.
## Two Methods to Play a Quick Key

There are three different methods you can use to play a Quick Key:

- **Keyboard:** Press CTRL + ALT + quick key number or letter
- **Vertical Assistant Tool Panel:** If Quick Key Labels are displayed, just click the label with your mouse

### Keyboard Method

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To play Quick Keys using your keyboard, press CTRL + ALT + the number or letter of the Quick Key.</td>
<td>![Ctrl, Alt, N]</td>
</tr>
</tbody>
</table>

### Quick Keys Label Method

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Make sure the Quick Key labels are visible. (Click Always show Quick Keys &amp; PF Keys)</td>
<td>![Quick Keys Label]</td>
</tr>
<tr>
<td>2</td>
<td>Click the Quick Key label using your mouse.</td>
<td>![Quick Keys Label]</td>
</tr>
</tbody>
</table>

## Editing a Quick Key

### Step Description Example

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select <strong>Keys</strong> from the menu bar above the <strong>Sabre</strong> system work area on <strong>MySabre</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>Select <strong>Edit Quick Keys</strong></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>STEP</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| 3    | The Edit Quick Keys pop-up screen appears.  
      Click the down arrow behind the Quick Key field to display the list of Quick Keys (QK).  
      Quick Keys that are already assigned are indicated by an asterisk (*).  
      Scroll up and down as needed.  
      Select the Quick Key to be modified or deleted. |
| 4    | The Recorded Sequence area lists the Sabre system entries that are recorded in this Quick Key. You may need to use the scroll bar to view all the entries.  
      Click the Recorded Sequence box and type the changes desired.  
      To modify the Label, click the Label box and type the changes.  
      Note: In the above example, edits have been made in the Recorded Sequence and Label fields. The Current Quick Key Sequence on the lower half of the screen will not reflect these new edits until clicking Save (next step).  
      If you wish to delete a Quick Key, delete all text in the Recorded Sequence and Label fields.  
      Note: To cancel all changes to this Quick Key, click the Cancel button before clicking the Save button. All changes you made to this quick key since you opened the Edit Quick Keys dialog will be ignored. |
| 5    | Click Save when you are finished typing the desired changes or deleting information.  
      After clicking Save, the Current Quick Key Sequence (bottom half of Edit Quick Keys screen) will reflect the changes. Be sure to review this area.  
      If the changes are not correct, modify the text in the Recorded Sequence and/or Label fields. Click Save again. |
| 6    | If you wish to modify additional Quick Keys, use the drop down box to select the key to be modified. Repeat steps 4 and 5. |
| 7    | Click OK when satisfied with changes to all Quick Keys. |
**Help and References**

The *Format Finder* help system displays *Sabre* system formats and procedures. To launch the *Format Finder* home page:

1. From the *Sabre® Red™ Workspace* Application Side Bar – click Format Finder
2. From *Agency eServices* - under the Support tab, click Format Finder. Then click Format Finder online.
3. Type these keyword combinations or formats in the Search box and then click **GO**:
   - PF Keys
   - Quick Keys


- PF Key Examples