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### SABRE CODE OF CONDUCT

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All vendors, such as airlines, hotels, car companies and tour operators that participate in any *Global Distribution System* (GDS) including Sabre pay a fee for each segment booked by travel agents. Each month Sabre gives the vendor billing data, which enables them to monitor and analyse all Sabre entries made by travel agents.

Analysis of this data shows that many vendors, especially the airlines are incurring significant charges due to improper usage of the Sabre system by travel agents. Where Sabre is used inappropriately the airline and/or Sabre Pacific will seek reimbursement from the agent for the charges resulting from this behaviour.

The Sabre System must only be used for genuine clients who wish to make genuine bookings only or in the case of passive entries, where genuine ticketing requires access to a booking made directly with an airline. Failure to use Sabre in the correct manner may result in itineraries or segments being cancelled without notice.

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### UNACCEPTABLE PRACTICES

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- Bookings made in a fictitious name, or with *name to be advised* (NTBA) in the name field.
- Speculative bookings i.e. blocking inventory in the hope that you will sell the space later.
- Duplicate bookings irrespective of segment status.
- Bookings using invalid flight numbers or city pairs.
- Passive flight segments, unless there is a genuine need to issue tickets.
- Waitlisting where the fare rules state that waitlists are not permitted.
- Passive flight entries made to allow ticketing in a class other than the active booking.
- Cancelling and rebooking to avoid fare rules and/or collecting ticket reissue penalties.
- Failing to collect penalty fees and/or revalidating tickets to reflect changes.
- Neglecting to 'clean up' PNRs that still have segments with any of the following status codes:
  - HX** - was holding confirmed, now cancelled
  - NO** - No Action Taken
  - UC** - Unable to confirm or waitlist
  - HL** - Holding Listed (waitlisted)
- Entries made for generating an itinerary or for back-office purposes.
- Bookings created purely to contribute to achieving productivity incentives or rebates.
- Bookings for training purposes or to test new facilities available in Sabre are not permitted. Please contact your Sabre Pacific Account Manager who can advise alternative methods, or arrange suitable training.

## DUPLICATE SEGMENTS

Airlines do not allow duplicate reservations when the passenger will only use one of the bookings. A duplicate segment is defined as a reservation/s that a passenger physically cannot travel, whether booked direct with the airline/s, by the same or different agencies.

Sabre considers two PNRs as duplicate if they both contain:

- Passenger names with identical first 36 characters
- Segments with the **same**
  - airline
  - date of departure
  - boarding point eg. JFK / EWR
  - off point eg. LHR / LGW
  - status code (same type-HK, BK,GK,NN, SS, RR, TK, SC, YK)
  - class of service
  - different terminals or co-terminals

**Example:** Same City - Different terminals

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*IA
1 AA1842Y 02APR W LAXDFW HK1 1229 1320
2 AA1720K 02APR W SNA DFW SS1 1530 1630
```

**Example:** Same Boarding & Off Points, Same Flight -Different Classes

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*IA
1 CX100Y 22FEB Q SYDHKG HK1 1455 2220
2 CX100M 22FEB Q SYDHKG SS1 1455 2220
```

### Important Notes

Duplicate segments invalidate your itinerary with the airline/s and will result in the segment or itinerary being cancelled by the airline/s without notice.

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Sabre places suspected duplicated PNRs on **Queue 20** for verification.

### Your Responsibility

- Sabre will check for duplicate segments; however, the travel agent holds ultimate responsibility for any duplicate segments sold. When Sabre identifies duplicate segments at end transaction, the following Sabre system error response appears:

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SEGMENTS XX AND XX ARE DUPLICATES
PLEASE CANCEL+ (XX INDICATES THE SEGMENT NUMBER)
```

- If you do not cancel the duplicate segments before end transaction after seeing the advisory message, you override the duplicate segment validation process and run the risk of the airline cancelling your booking.

### Exceptions

- There are some airlines that do not allow you to override the duplicate segment validation process at end transaction. In this case, they will return an advisory message repeatedly and prohibit end transaction until you have removed the duplicate segments out of the itinerary.
- If you book a segment and waitlist the same segment in a different class of service or on a different date, **Sabre does not consider these duplicate segments.** You will be able to end the transaction without getting the error response.

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## CHANGING NAMES

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**Before** you change a first or a last name in a Sabre PNR, you must **contact the airline first for authorisation**. If you do change names without the airline's authorisation they may cancel your PNR without notice.

Here are some handy entries:

- Display Name Change Restriction Overview      N\*/SP NAME CHANGE
- Display Name Change Restriction Table          RK\*(airline)

Once you have approval, use these entries to make the changes as required:

- Change passenger's first name/title          -1.2[X]WILLIAM MR
- Delete name field                                  -1.1[X] or -1.1,2.1[X]
- Change family last name                         -2[X]2CLINTON/WILLIAM MR/HILARY MRS

### Important Note

Always check the client's passport for correct name and spelling **before** you enter names to the PNR and end transaction.



Watch for **abbreviations**  
e.g. Bill for William

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## TELETYPE REJECTS

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There are a number of situations that may delay messages being processed by the receiving airline which could result in your itinerary being cancelled by the airline; not being actioned by the airline or not receiving a record locator appended to the segment.

Some of the common causes of these delays or cancellations can include:

- ER on a brand new booking.
- Ending and Retrieving the PNR within seconds after initial creation and making changes.
- Cancelling and rebooking the same flight, class, date in same transaction. If flight has been cancelled in error, ignore and start again. (see duplicate bookings)
- Adding unnecessary information to the phone field can also cause teletype rejects.

### Example:

✓ Correct Format: 903-9665-7777-H

\* Incorrect Format: 903-9665-7777 RING AFTER 9PM NOT BEFORE 7AM

- Using a previously created PNR Shell (see Cancelling Itinerary)

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## TIPS FOR SELLING FLIGHTS - LONG SELL

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- When long selling live segments in a PNR always use the status code **NN**.

**Example:** 0QF481Y22MAYMELSYDNN1

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## PASSIVE SEGMENTS

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- The status code **GK** is used to create passive flight segments for ticketing purposes only.
- The status code **YK** is used to create passive flight segments for itinerary printing and invoicing purposes only.

### Important Note

Never use passive status codes to sell flight segments as they do not generate sell messages to the airlines.

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## CANCELLING THE ENTIRE ITINERARY

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To avoid teletype rejects and/or suspected duplicate bookings, when a client wants to change **ALL** dates in the PNR, it is recommended that you **cancel the existing itinerary and build a NEW PNR and recreate all SSRs and OSIs.**

### Procedure

- ❶ Cancel Itinerary XI
- ❷ Add the Received From (6Client Name)
- ❸ End Transaction.

### Example: Cancelled Itinerary - NO ITIN

#### \*-GREEN

1.1GREEN/LIDY MS

NO ITIN

TKT/TIME LIMIT

1.TAW24APR/

#### PHONES

1.SYD02-8204-2400-A

2.SYD02-9987-1234-H

#### ADDRESS

VISTA TRAVEL

LEVEL 1,BBB TOWER

40 SHELLEY STREET

SYDNEY NSW 2000

#### GENERAL FACTS

1.SSR ADTK ADV TKT NBR TO CX BY 20APR OR SUBJECT TO CANCEL

#### REMARKS

1.CONSULTANT - MOIRA NORRIS

RECEIVED FROM -GREEN/MN

A4S1.A4S1\*ATS 1934/22APR07 GGLEVA

#### Important Note

Never use a previously created PNR shell.  
Always build a NEW PNR.

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## CANCELLING & REBOOKING FLIGHT SEGMENTS

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When you cancel and rebook flights, you should include a change to at least one of the following:

- Class of service
- Date
- Flight Number
- Board Point and/or Off Point

### Examples

Cancel segment and sell from an availability display      X1‡01J7

Cancel and rebook same flight, new date      X1‡0012JUN

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## IMPORTANT NOTES

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- All tickets need to be reissued or revalidated when changes have been made to the itinerary to reflect the correct flight status.
- When cancelling and rebooking the **entire itinerary ALWAYS create a new PNR** as the airline may interpret your entry as an attempt to extend the ticketing deadline.
- Always cancel segments from top to bottom when cancelling multiple segments

## DIVIDING OR SPLITTING A PNR

- When one or more passengers in the same PNR want to change their itinerary, you must “Divide” the PNR.
- To ensure the PNR is divided completely and all airlines included in the itinerary are sent the new details it is very important to follow the correct procedure as set out below.

PROCEDURE	FORMAT/EXAMPLE
<b>❶</b> Divide out the names of passenger/s <b>wishing to change</b>	<b>Format:</b> <b>D</b> (passenger name number) Examples: <b>D1</b> (all the passengers in name filed 1). <b>D1.2*2.2</b> (passenger name 1.2 and 2.2)
<b>❷</b> Modify the itinerary  Add Received From (person authorising change)	6PETER JONES
<b>❸</b> File PNR  <b>Note:</b> Sabre will file the divided PNR and redisplay the original PNR with the remaining passenger/s.	<b>F</b>
<b>❹</b> Add Received From (person authorising change)	6PETER JONES
<b>❺</b> End transaction	<b>E</b>

## IMPORTANT NOTES

- The Divide process is not guaranteed to be received by the carriers. Be sure to check you have received record locators (new relocs) from the airline after the divide process.
- When you divide a PNR, the appropriate name-associated **General Facts** (GFAX or AFAX) items are automatically copied into both the PNRs.
- Sabre assumes that any **OSI/SSR** items that are not name-associated apply to all passengers and copies them into the new PNR.

### THE NEW PNR

#### Items copied into the new PNR

- Remarks
- Air itinerary history
- Historical name associated data

#### Items NOT copied into the new PNR

- Phase IV ticket PNRs
- Stored Fares
- Historical items that are not name associated

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**Note**

These items will need to be recreated in the new PNR.