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The Sign-In Message

When you first sign in, a short message is usually displayed. This contains information on updates in SABRE or promotional material from the vendors selling their services through SABRE.

SIGN-OUT

To sign out of the area you are currently working in use the entry **SO**

If you have a transaction active when you attempt to sign out eg.a PNR, SABRE will not sign out but will tell you to finish a transaction.

ENCODE AND DECODE

Many of SABRE's formats are built up on codes. You will need to know how to encode and decode names if you are to understand and construct the formats.

Name	Encode	Decode
Aircraft	W/EQ-Name of manufacturer	W/EQ*XXX
Airline	W/-ALName	W/*XX
Airport	W/-APName	W/*XXX
City	W/-CCName	W/*XXX

Name substitute the name of the airline, city etc

XXX substitute the code of the airline, city etc

CITY PAIR AVAILABILITY

To request a City Pair Availability (CPA) display in SABRE the procedure is as follows:

Format

1 Date City of Departure City of Arrival

Example

110MARLCAATH

1 is the Identification Code Key for availability

10MAR is the date. The month must always be the first 3 letters. If date is omitted SABRE assumes today's.

0900 The time may be written either as 9, 09, 0900 or 9A. If the time is omitted SABRE will default to the flight closest to 1300

Response

```
110MARLCAATH
10MAR FRI LCA/Z†2 ATH/†0
1CY 336 C7 D7 Z2 Y7 K7 B7 N7 LCAATH 1600 1745 320 S 0 X2 AT
    S7 T7 M7 X7 Q7 L7 H7
2CY 312 C7 D7 Z2 Y7 K7 B7 N7 LCAATH 0930 1115 320 S 0 X2 AT
    S7 T7 M7 X7 Q7 L7 H7
3OA 330 C4 Y4 M4 L4 K4 Q4 T0 LCAATH 0845 1030 734 0 AT
    V4 B4
4CY 348 C7 D7 Z1 Y7 K7 B7 N7 LCAATH 1945 2130 320 S 0 X246 AT
    S7 T7 M7 X7 Q7 L7 H7
5OA 334 C4 Y4 M4 L4 K4 Q0 T4 LCAATH 2100 2245 734 S 0 AT
    V4 B4
6OA 338 C4 Y4 M4 L4 K4 Q4 T4 LCAATH 1740 2110 73S 1 25 AT
    V4 B4
```

Each display will give up to six lines of availability. Reading from left to right, the columns present the following information:

1 Line number of display

CY Carrier code

336 Flight number

C D Z Y Class and number of seats available (on most airlines you will be able to free-sell up to four seats through SABRE)

LCAATH City pair

1600 1745 Times of departure and arrival

320 Type of aircraft

S	Meal service (B=breakfast, L=lunch, D=dinner, R=brunch, S=snack, M=multiple meals)
0	Number of stops on route
X2	Operating frequency of flight (no information indicates a daily flight, a letter or a number indicates days on which flight operates, X with letter(s) or number(s) indicates a daily flight except for those days)
AT	Level of connectivity that the carrier has with the Sabre system. (AT,TA, AB, DC, DCA)

SPECIFYING THE CPA REQUEST

An availability request can be specified further with the following formats.

By Specific Carrier

112JULLHRSIN‡BA	specifies the carrier whose flights you wish to view
1‡QF	modifies the CPA to show a new carrier
1‡ALL	modifies the CPA to show all carriers

By Connecting City

128APRLHRSYD0900BKK	specifies the connecting city (NB A departure/arrival time must be included in this format)
----------------------------	---

By Specific Departure Time

110OCTLCALON0900	specifies the departure time
-------------------------	------------------------------

Using Direct Access

120AUGLCALON‡CY	Availability on the 20th of August from LCA to LON with Total Access in Cyprus Airways
1‡R25AUG	Return Availability on the 15th of August with Total Access in Cyprus Airways
1‡*	Availability for more flights with Total Access

Availability Shortcuts

The following entries are shortcuts to modify the availability display on your screen. They will save you having to reenter the whole availability format.

1*	displays more availability after the initial six lines
1*R	redispays the last availability if the screen has been cleared
1*OA	returns to the original availability after 1* has been used
1‡1	gives availability for a day later
1-3	gives availability for three days earlier (NB there is a 30 day maximum for both a later and earlier availability)

Return Availability

1R	gives a return availability for the same day : SABRE defaults to the flight closest to 1700
1R25FEB	for return availability at a later date
1R‡14	requests return availability 14 days later

VERIFY FLIGHTS

Verifying from an Availability Display

Flight information may also be obtained from an availability display

Format

VA * Line Number

Example

VA*1 Verifies the flight on line 1 of an availability display

Response

VA*1«									
10MAR	DPTR	ARVL	MEALS	EQP	ELPD	ACCUM	MILES	SM	
LCA	ATH	0930	1115	S/S	320	1.45	1.45	590	N
ARR-EAST TERMINAL									

From left to right these columns show:

LCAATH	City Pair
0930 1115	Departure and Arrival Times
S/S	Meal Service
320	Equipment Type
1.45	Elapsed Flying Time
1.45	Accumulated Time including any ground or transfer time if applicable
590	The flown distance between the points of departure and arrival
N	The smoking status of the flight. If this column is blank smoking is permitted. If smoking is not permitted this column will show N for No-Smoking

Other Examples

VA*1/4 Verifies the flights on lines 1 and 4

VA*1-3 Verifies the flights on lines 1 to 3

Verifying from a Booked Itinerary

Flight information may also be obtained from a booked itinerary.

Format

VI *

Example

VI*

Verifies ALL flights in the PNR

SELL A SEAT FROM CPA

Make the usual entry to display the CPA on screen.

```
23MAR SUN LCA/Z†2 ATH/†0
CY RESPONSE
7CY1318 Y7 K7 B7 N7 S7 M7 T7 L7 X7 LCAATH 0940 1125 320 S 0 JS
  Q7 H7 V6
8CY 312 C7 D7 Z2 Y7 K7 B7 N7 S7 M7 LCAATH 0930 1115 320 S 0 XT
  T7 L7 X7 Q7 H7 V6
9CY 336 C7 D7 Z2 Y7 K7 B7 N7 S7 M7 LCAATH 1600 1745 320 S 0 XT
  T7 L7 X7 Q7 H7 V6
10CY 322 C7 D7 Z1 Y7 K7 B7 N7 S7 M7 LCAATH 0700 0845 320 S 0
  T7 L7 X7 Q7 H7 V6
11CY 348 C7 D7 Z2 Y7 K7 B7 N7 S7 M7 LCAATH 2000 2145 320 L 0
  T7 L7 X7 Q7 H7 V6
```

To sell a seat, type in a format similar to the following: **01Y8**

0	sell
1	one seat
Y	class of service
8	from line 8 of CPA

Response

```
1 CY 312Y 23MAR 7 LCAATH SS1 0930 1115 /TACY
NAME CHG NOT ALLOWED FOR CY-Y FARECLASS
```

To sell seats on a connecting flight in the same class of service: **01M1***

0	sell
1	one seat
M	class of service
1	from line 1 of the CPA
*	and one seat in the same class of service from the connecting flight

Response

```
1 MA 225M 24MAR 1 LCABUD SS1 0400 0610 /DCMA
2 MA 610M 24MAR 1 BUDLHR SS1 0945 1140 /DCMA
```


WAITLIST FROM A CPA

Make the usual entry to display the CPA on screen.

```
06JAN THU LCA/Z+2 LHR/-2
1CY 326 C7 D7 Z1 Y7 K5 B5 N2 LCALHR 1800 2050 310 D 0 AT
S0 T0 M0 X0 Q0 L0 H0
2BA 665 C9 D9 Y9 B9 H9 K8 M6 LCALHR 0430 0735 767 0 X17 DCA
L5 W0 V0 O0 Q0
3CY 332 C7 D7 Z1 Y7 K4 B3 N3 LCALHR 0345 0635 310 B 0 47 AT
S3 T3 M1 X1 Q1 L1 H0
```

To waitlist a passenger, make the usual entry and add **LL**

Example

01Q2LL

Response

```
1 BA 665Q 06JAN 4 LCALHR LL1 0430 0735 /DCBA
NAME CHG NOT ALLOWED FOR BA-Q FARECLASS
```

On ending the PNR, the status will change to HL. If the waitlist clears, the airline will inform the agency automatically via the Queues, showing KL as the status.

PNR PASSENGER NAME RECORD – BASIC

NAME	-	-ANDREOU/A MR -2ANDREOU/A MR/A CHD -2ANDREOU/A MR/A CHD*0/YOB 1996
PHONE	9	922664515-A A for agency 922664525-B B for business 922665554-H H for home
TICKET INFO.	7	7TAW15NOV/ On the 15 th Nov the PNR will be dropped in queue no 9 for Ticketing Arrangement
RECEIVED FROM	6	6PAX 6MARIA
END TRANSACTION		E

SSR - SPECIAL SERVICE REQUEST

SSRs are used when requesting a specific service for passengers - a special meal, a wheelchair, a certain seat etc and is done in the form of a four letter code.

Examples

3TKNM1/TKT NBR 0723549987987-1.1	Ticket number for segment 1, for PSGR 1.1 (This is only for some airlines ex. GF, AZ, SQ, etc)
3RQST1/ROW NUMBER 13B-1.1	Request seat 13B for segment 1, for PSGR 1.1
3VGMLA-1.1	Request VGML for all segments, for PSGR 1.1
3VGML1-2.1	Request VGML for segment 1, for PSGR 2.1
3UMNR1/UM 08-1.1	Unaccompanied Minor 8 years old

OSI - OTHER SUPPLEMENTARY INFORMATION

These pass on relevant information about passengers to an airline but require no action or reply.

Formats

3 OSI Space Carrier code Space Free text - Name reference

Examples

3OSI CY PLS DAPO TO CNF

3OSI BA PAX SPEAKS ONLY GREEK

3OSI OA TKNM 0503549878543-1.1

FREQUENT FLYER

Frequent traveller numbers may be entered into a PNR so that passengers will receive mileage credit for bookings made through SABRE.

Format

FF Carrier Code FQTV number - Name number

Example

FFCY323254-1.1

RETRIEVE THE PNR

Displaying the whole PNR

A PNR can be displayed in 3 different ways:

***RTZIAU**

Using the reference

***-ANDREOU**

Using the surname

***CY312/18NOV-ANDREOU**

Using the flight, date and surname

CANCEL PNR

It is possible to cancel the whole itinerary or specific segments.

X1	Cancel segment 1
X1/3	Cancel segment 1 and 3
X2-4	Cancel segment 2 through to 4
XI	Cancel itinerary

QUEUES

The Queues system acts as an automated filing system for PNRs and messages. Each Queue represents a file, designed for a specific purpose or assigned to a particular individual. PNRs or messages will drop automatically onto some Queues but will have to be deliberately placed on others.

QC/	Enter in queues
Q/9	Enter in queue number 9
I	Ignore PNR (no action taken) and stays in the queue
QXI	Ignore PNR and exits from the queue
QXE	End PNR (action has been taken) and exit from the queue
QR	Remove PNR from queue (no action taken)

CHANGE SEGMENT STATUS

Notification of schedule changes and waitlist clearance will come through on the Queues which should be checked regularly throughout the day.

Agents have up to 72 hours to confirm new booking.

Status	Action	Explanation
KK	.1HK	Segment 1 confirmed from NN or HK
KL	.1HK	Segment 1 confirmed from HL waitlist
TK	.2HK	Segment 2 schedule change on HK segment
UU	.1HL	Segment 1 waitlist from NN
TL	.1HL	Segment 1 schedule change on HL segment
US	.3HL	Segment 3 unable to sell, waitlist
NO	.1XK	Segment 1 no action taken, must be removed
UC	.1XK	Segment 1 unable to confirm, must be removed
UN	.2XK	Segment 2 flight not operating, must be removed
HX	.1XK	Segment 1 is cancelled by the airline, must be removed
HK		Hold confirmed
HL		Hold waitlist
XK		Remove segment from PNR, no message sent to airline



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