SABRE Format Guide

October 2014

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Domestic Check-In

G-123-JONES	Basic check-in
G-123F-JONES	Basic check-in, class of service
G-123DFW-JONES	Basic check-in, board point
G-123-JONES/W	Basic check-in, generic seat assignment
G-123-JONES/10A	Basic check-in, specific seat assignment
G-123FDFW-JONES/1A	Basic check-in, class of service, board point, seat request
G-123-JONES3	Basic check-in, multi-party, same surname
G-123-JONES-SMITH	Basic check-in, multi-party, different surname
G-123-JONES2/10AB	Basic check-in, multi-party, same surname, seat request
G-123-JONES*BT/NO BAGS	Basic check-in, no bags
THRU SEAT NOT AVAILABLE	
G-123PHLSTT-JONES/7A	Basic check-in, specific leg of thru flight, seat request
G-123STTSTX-JONES/7C	Basic check-in, next leg of thru flight, seat request

Group Check-In Entry

GN-123-XY	Check-in entry, group code "XY" (domestic only, security check must have completed for each passenger)

Follow-Up Entries From List or Seat Map

G-1	Assign seat, customer item 1
G-1,2	Assign seat, customer items 1 and 2
G-1-3	Assign seat, customer items 1 through 3
G.10A	Assign seat 10A from seat map
G.S	Assign any seat from seat map; split party

Reprint Boarding Pass

GRB123/10A	Reprint boarding pass by seat number
GRB123-SMITH	Reprint boarding pass by name
GRB/5	Reprint boarding pass, line number 5 from customer list

ACS – CHECK IN / AUTOMATED BAG TAG

Check-In and Automated Bag Tags

GB-123-JONES/1	Check-in and generate 1 bag tag
GB-123-JONES/0	Check-in with automatic edit of no bags
GB-123-JONES2/3	Check-in multi-party, same surname, generate 3 bag tags
GB-123-JONES/2–SMITH/2	Check-in multiple party different surname, generate 2 bag tags for each party
GB-123-JONES/1/9A	Check-in, generate 1 bag tag, seat request
GB-123-JONES2/2/9AB	Check-in multi-party, generate 2 bag tags, seat requests
GB-123-JONES*BT/[X]0011234567	Check-in, AA-issued manual bag tag number
GB-123-JONES*BT/[X]0061234567	Check-in, OA-issued manual bag tag number

Check-In and Special Automated Bag Tags

GB-123-JONES/1A	Check-in, generate 1 checked pet bag tag
GB-123-JONES/1D	Check-in, generate 1 tag for previously damaged bag
GB-123-JONES/1A,2	Check-in, generate 1 checked pet bag tag & 2 basic bag tags
GB-123-JONES/1A,1D,1	Check-in, generate 1 checked pet bag tag, 1 previously damaged bag tag, and 1 basic bag tag

Automated Bag Tags

GB123-JONES/1	Generate 1 bag tag
GB123-JONES2/2	Generate 2 bag tags for multiple party, same surname
GB123-JONES/1–SMITH/1	Generate 1 bag tag for multiple party, different surname
GB123-JONES/1D	Generate 1 bag tag for previously damaged bag
GB*123-JONES/1	Request bag tag with segment-select display

Follow-Up Entries from List or Seat Map	
GB-1	Generate bag tag, issue boarding pass for customer item 1 from list
GB-1,2	Generate bag tag, issued boarding pass for customer item 1 and 2 from list
GB-2/1	Generate 1 bag tag for name 2 on list
GB3,4	Generate bag tags, segments forced connection over 4 hours
GB1,3	Generate bag tags for itinerary with waitlisted segment
GB1	Generate bag tags for itinerary with segment-select

Updating Passenger Item – Bags

G1/BT/[X]0011234567	Add manual bag tag
G1/BT/[X]001234567,58,59	Add multiple bag tags
G1/BT/NO BAGS	No bags checked

Return Automated Bag Tags

GOB123-JONES/987654	Return bag tag 987654 for specific customer
GOB123-JONES/987654,3	Return multiple bag tags in sequential order
GOB123-JONES/987654 –SMITH/123456	Return bag tags for multiple customers

ACS – CHECK IN / EDIT CODES

Check-In With Edit Codes

G-123-JONES*WCHR	Check-in with wheelchair edit codes
G-123-JONES/9A*WCHR	Check-in with wheelchair edit codes, specific seat request
G-123-JONES/W*/AD/1234567	Check-in with AAdvantage edit codes, generic seat request
G-123-JONES2/10AB*WCHR	Check-In multiple party same surname with wheelchair edit codes, specific seat requests
GB-123-JONES/1*INF/EMMA JACOBS, 13MOS	Check-in with infant edit code, generate one bag tag
GB-123-JONES2/3/10AB*CM/FIRST TIME FLYERS PLZ ASSIST	Check-In multiple party same surname comments, generate three bag tags, specific seat requests
G-123-JONES*UMNR/CM/AGE 9 TBMB MARY HART 412-111-2222	Check-in unaccompanied minor edit codes, and comment

ACS – CHECKIN / EDIFACT

EDIFACT Entries

GE*M/NW5085YMSPSEA/N	Display seat map
GE-5081-NAYLOR/10A	Check-In customer
GE-3,4/10AB	Follow-up entry from list
GERB5081-BURNETT	Reprint boarding pass by name
GERB5081/10A	Reprint boarding pass by seat
GE⊠5081/10A⊠12A	Change seats
GEO5081/10A	Offload seats
GES5081/25A/FQTV/NW2827390	Edit customer information

ACS – CHANGE/OFFLOAD SEAT

Offload (Return/Cancel) Seat

GO123/10A	Return seat 10A
GO123/10AB	Return seats 10AB
GO123/10A12F	Return seats 10A and 12F
GO123/10A-F	Return range of seats
GO123/10AB/ALL	Return seats and all downline/connecting seats
GO123DFW/10A	Return seats, specific board point
GO123/10AB‡B/NOTON	Return seats, B-text for positive bag match reconciliation
GO123/13F‡B/ON/free text	Return seats, B- text why bags were kept on flight
GO123/15F/PR	Return seats, keep in pre-reserve status

Offload (Return/Cancel) Seat From List

GO1	Return seat for customer item 1 from list
GO1,3	Return seats for customer items 1 and 3 from list
GO1-3	Return seats for customer items 1 through 3 from list
GO1,3/ALL	Return seats for psgr items 1 and 3 for this flight and all conx seats
GO1‡B/NOTON	Return seat for customer item 1 from list, B-text for positive bag match reconciliation

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Change Seat

SAME CLASS OF SERVICE

G⊠123/9A⊠20C	Change seat from 9A to seat 20C
G⊠123/9A⊠A	Change seat from 9A to aisle
G⊠123/9ABC⊠5DEF	Change multiple seats from 9ABC to seats 5DEF (max 10 seats)
G⊠123CLTDFW/9A⊠4C	Change seat, specific leg of thru flight
G⊠123/19JAN/9A⊠8C	Change seat, specific date, from 9A to seat 8C
G⊠123CLT/9A⊠20C	Change seat, connecting flight, from 9A to seat 20C

Change Seat

<u>DIFFERENT CLASS OF SERVICE</u>

Note: Inventory must be available.

G⊠123/9A⊠F/2A	Upgrade from seat 9A to seat 2A (specific seat req'd)
G⊠123/9AB⊠F/1AC	Upgrade seats from 9AB to seats 1AC
G⊠123CLTDFW/9A⊠F/3C	Upgrade seat, connecting flight, from 9A to seat 3C
G⊠123CLTDFW/9AB⊠F/1AC	Upgrade seat, connecting flight, from 9AB to seats 1AC

<u>SWAP</u>

G⊠123/9A⊠5A/SWAP	Swap seats between two customers 9A for 5A
G⊠123/9ABC⊠5DEF/SWAP	Swap seats between multiple customers 9ABC for 5DEF

ACS – PRE DEPARTURE GATE FUNCTIONS

Printer Entries

W*2AD1E73439000706	Sign into ATAC, designate TKT/BP printer
PTR/D1E734	Designate a hardcopy printer
RL/D1E734	Release the hold on a printer

Flight Dedication

GD123	Dedicate a CRT to a specific flight number
GD0	Un-dedicate a CRT from a specific flight number

Set Priority Restrictions

GF123Y/AR/D2T	Add standby restriction code
GF123F/AR/DSR	Add standby restriction code, first class
GF123Y/XR	Remove priority restriction

Flight Status Displays

GMSK123	Display agent information mask
G*123/FD	Display flight data display
G*123	Display flight status
G*0	Display flight status, CRT dedicated
G*123/19JAN	Display flight status for specific date
G*123/BDL	Display flight status for another city
G*123/19JANBDL	Display flight status for another city, specific date

Flight Text Entries

G*123/R	Display R-Text (remarks)
GFAR123/ (free text)	Add R-Text
GFRR123/4/ (new text)	Revise R-Text by line number
GFDR123/3	Delete R-Text by line number
GFDR123/1-3	Delete R-Text by range

Flight Text Entries (continued)

G*123/O	Display O-Text (oversales)
GFAO123/ (free text)	Add O-Text
GFRO123/4/ (new text)	Revise O-Text by line number
GFDO123/4	Delete O-Text by line number
G*123/F	Display F-Text (flight specific)
GFAF123/ (free text)	Add F-Text
GFRF123/4/ (new text)	Revise F-Text by line number
GFDF123/4	Delete F-Text by line number

Seat Block Entries

GMB123/14A/T	Block specific seat as seat type code
GMU123/12AB	Unblock specific seats
GMU123/Q	Unblock specific seat type codes
GMU123/12-14	Unblock seats from rows 12 thru 14

Passenger Information Lists Inbound	
G*123BOS/CPI	Inbound connecting customer info
G*L123BOS/PCD	Inbound and outbound connecting passenger info
G*L123‡SS/CM	List of names with support services requests *or* comments
G*L123/IB	List of names of inbound connecting customers
G*L123/OB	List of names of outbound connecting customers
G*L123BOS/WCHR	List of names of wheelchair requests for flight 123 from BOS
G*L123BOS/UMNR	List of names of unaccompanied minors for flight 123 from BOS
G*L123BOS‡UMNR/WCHR/BLND	List of names having combined edit codes (UMNR *or* WCHR *or* BLND)
G*L123BOS/SS/OB	List of names with combined edit codes (SS *and* OB)

Paperwork for Outbound Flight

G*L13/SM*S	Special meal list
G*L123F/RV	F class customer list
GFFM61	Seat Chart (International Flights)

Paperwork for Outbound Flight - DECS Entries

⌧⌧DECS	Switch from RES to DECS system
BSI *employee number*	Sine into DECS + password
JP*123/04 CLT	Print the Flight Release and Weather
FIL 123	Print flight information with fuel on board
SLWR123/04 CLT	Print weather (if not included in release)
BSO	Sine-out of DECS and RES
⌧⌧RES	Switch from DECS back to RES system

ACS - DEPARTURE GATE FUNCTIONS

Boarding Status

GF123/BOARDING	Place flight in boarding status
GF123/XBOARDING	Turn off boarding indicator

"ON" Board

GS123/5B/ON	Place customer ON board by seat number
GS123/13AB14DEF/ON	Place multiple customers ON board by seat number
G*L123/RV	Display list of revenue customers
G1/ON	ON customer item 1 from list
G1,3/ON	ON customer items 1 and 3 only
G4-9/ON	ON customer items 4 through 9

Auto "ON"

Note: Only gate positions should be performing "ON" functions!

G*123/D	Display current status of the Auto-ON indicator
GD☒123/ON-ALL	Set Auto-ON indicator
GD☒123/ON-PL	Set Auto-ON for Priority List customers
GD☒123/OFF	Cancel the Auto-ON process

Unboard

GS123/14B/XON	Unboard an ON'd customer by seat number
GS123/15A16B/XON	Unboard multiple customers by seat number
G*L123/XON	Display the XON list (customers not ON'd)
G*L123/ON	Display the ON list
G6/XON	Unboard customer item 6
G3,7/XON	Unboard customer items 3 and 7 only
G5-9/XON	Unboard customer items 5 through 9

G*L123/BX	List of names of psgrs with seats but not onboard (BX List) / seat order
G*L123/BX*N	List of names of psgrs with seats but not onboard (BX List) / name order
G*L123/PULL	List of names of selectees not onboard
G*L123/BT/XON	List of names of psgrs with checked bags and not onboard
G*L123/BP/XON	List of names of psgrs with boarding passes and not onboard

Final Status Entries

GF123/FINAL	Place flight in final boarding status
GF123/FINAL/ALL	Place flight in final status, release ALL blocked seats
GF123/FINAL/Q	Place flight in final status, release Q blocked seats
GF123/FINAL/QZAR	Place flight in final status, release specific blocked seats (Q,Z,A,R)

Updating Counts In Flight Data

GF⊠123/CHD2	Update count to reflect 2 children
GF⊠123/WCHR5	Update count to reflect 5 wheelchairs

Return Seats

GO/NOTON	Return all seats not "ON"
GO/NOTON/IB	Return seats of all inbound connections
GO/NOTON/IB123	Return seats from inbound connecting flight 123
GO/NOTON/XIB	Return all seats EXCEPT inbound connections
GO/NOTON/XIB123	Return all seats EXCEPT inbound connecting flight 123
GO123/12A	Return specific seat
GO123/12A13F‡B/NOTON	Return specific seats, baggage reconciliation
GO1,2/OFF	From displayed list, return seats of lines 1 and 2
GO1-3/OFF‡B/NOTON	From displayed list, return seats of lines 1 through 3, baggage reconciliation

Flight Closeout

GF123/CLOSE/LCLF12Y98/SECOK	Close flight (first 12, coach 98), security OK
GF123/CLOSE/LCLF6J34Y198/SECOK	Close flight (3-cabin aircraft), security OK
GF123/CLOSEO/LCLF12Y98/SECOK	Close flight; supervisor override BX List
GF123/CLOSEP/LCLF12Y98/SECOK	Close flight and "Pull List" verified
GF123/CLOSEV/LCLF10Y119/SECOK	Close flight and counts verified

Final Paperwork for Outbound Flight

GFFM123	Final Flight Attendant manifest

ACS – POST DEPARTURE GATE FUNCTIONS

PDC Entries

GFAR123/free text	Add R-Text information ("OFF GATE OT")
GF123/PDC	Activate post-departure check-out
GF123/PDC/XM	Activate post-departure processing, protect no-shows; used only in irregular ops

ACS – LISTS

Lists

G*L123/AA	List of customers <u>A</u>t the <u>A</u>irport
G*L123/BP*S	List of customers with boarding passes by seat number
G*L123/BT	List of all bag tags for a flight
G*L123/BX	List of customers who have pre-reserve seats and/or boarding passes but have not yet boarded
G*L123/AD	List of AAdvantage members
G*L123/AD/BP	List of AAdvantage members with boarding passes
G*L123/IB/BT	List of inbound customers with bags
G*L123‡AD/BP/SM	List of customers that are AAdvantage members OR have boarding passes OR have requested a special meal
G*L123/PULL	Pull List (Selectees)
G*L123/SP	List of selectee customers
G*L123/SS	List of special assists
G*L123/TX	List of through customers
G*L123/UMNR	List of Unaccompanied Minors
G*L123/WCHR	List of wheelchair assists
G*L123/XON	List of customer NOT ON
G*L123/XPR/XBP	List of customers WITHOUT pre-reserved seats and WITHOUT boarding passes (unseat-assigned customers)

ACS - OVERSALE

F-Text and O-Text

GFAF123/NEED VOLUNTEERS	Add F-Text to the flight
GFAO123/OVERSOLD BY …	Add O-Text oversale information
GFRO123/1/OVERSOLD BY …	Revise the O-Text information
GFDO123/1	Delete the O-Text information

Displays

G*L123/OS	List of oversale customers
GOS123	Display oversale mask
G*123/OS	Display oversale data
RFND	Access mask to issue transportation vouchers

Priority List Entries

G-123-JONES	Step One: Check-In Customer
GL1‡OS	SABRE will automatically assign the status codes: OS1 – Executive Platinum OS2 – Platinum OS3 – GOLD OS – All confirmed revenue customers OST – Through customers
GL123-BUMFODDER‡OS	Place customer directly on list as an oversale

Priority List Volunteer Entries

SEAT ASSIGNED CUSTOMER WISHING TO VOLUNTEER

GL123-SMITH‡VOL	Add customer to priority list as a volunteer

OVERSALE CUSTOMER WISHING TO VOLUNTEER – NOT CHECKED IN

G-123-LANGLEY*BT/NO BAGS	Check-in customer
GL1‡OS2	Oversale follow-up entry when seat map displayed
G*L123/PALL	Display complete priority list
G4/RM/VOL	Oversold remark of customer willing to volunteer

OVERSALE CUSTOMER WISHING TO VOLUNTEER – PREVIOUSLY CHECKED IN

G*L123/PALL	Display priority list
G5/RM/VOL	Oversold remark of customer willing to volunteer

ACS – PASSENGER ITEM

Display Passenger Item

G*N123/SMITH	Display customer item by customer name
G*S123/7C	Display customer item by seat number
G*G123/AB	Display customer item by group code
G1	Follow-up to multiple name list
G1*	Display PNR from customer item
G**	Redisplay customer item or displayed customer list
GV1*	Display electronic ticket from customer item

Passenger Item Modification

<u>BY SEAT NUMBER</u>

GS123/12A/WCHR	Add edit code to customer item
GS123/12A/BT/778899	Add manual bag tag to customer item
GS123/12A/AD/123A456	Add AAdvantage number to customer item
GS123/12A/XWCHR	Delete edit code from customer item
GS123/10A/XSC/XAD	Delete multiple edit codes from customer item

<u>FROM DISPLAYED PASSENGER LIST</u>

G1/SC	Add edit code to customer item 1 on list
G1/BT/NO BAGS	Add bag tag edit code to customer item 1 on list
G2/SC/AD/123A456	Add multiple edit codes to customer item 2 on list
G1/CM/ free text	Add comment to customer item 1 on list
G2/CM/1, free text	Modify for customer item 2 on list the first comment to read (free text)
G3/XCM/2	Delete for customer item 3 on list the second comment
G1/XSC	Delete edit code for customer item 1 on list
G1/XSC/XWCHR	Delete multiple edit codes for customer item 1 on list

ACS – PRIORITY LIST (ACCOMMODATING)

Priority List Displays

G*L123/PALL	Display entire priority list
G*L123/PALL*H	Display entire priority list, with history
G*L123PHL/PALL	Display entire priority list, another city
G*L123/19JAN/PALL	Display entire priority list, different date
G*L123/19JANPHL/PALL	Display entire priority list, another city, different date
G*L123/P	Display unaccommodated customers on priority list

Priority List Accommodate

<u>SEAT ASSIGN</u>

GALL	Assign seats to all names on list
GA1	Assign seat to name 1
GA1,2	Assign seats to names 1 and 2
GA1-3	Assign seats to names 1 through 3
GA1/10A	Assign specific seat to name 1
GA1/W	Assign window seat to name 1

<u>CHANGE/CANCEL</u>

GA2⊠F	Change class of service, assign seat to name 2
G1⊠F	Change desired class of service to first class
GA2⊠F/1A	Change class of service, assign specific seat to name 2
G⊠123/10A⊠9C	Change seat 10A to 9C on flight 123
G1/RM/free text	Add remark to name 1 on priority list
GO3	Cancel seat from name 3 on list
GO3/OFF	Cancel seat AND remove name from list

TRANSFER

GT1⌧456	Transfer name 1 to flight 456 standby list
GT1⌧456/L	Transfer name 1 to flight 456 standby list, LIST ONLY (place on list only, does not seat assign even if restriction permits)
GT1-3⌧456	Transfer names 1-3 to flight 456 standby list
GTALL⌧456	Transfer all names to flight 456 standby list
GT1⌧789DFW	Transfer name one to flight 789 standby list, different destination (identify the <u>BOARD POINT</u> in entry not the new destination)
GT1⌧789DFWSNA	Transfer name one to flight 789 standby list, different destination (board point required, identify off point when new flight number has multiple cities in route of flight)

ACS – PRIORITY LIST (CHECK-IN)

Priority List – Codes

VOL	Volunteer psgr on oversold flight	**D1**	Limited yearly, emp personal trvl
OS1	Oversold, Executive Platinum	**D2**	Spouse, dependents, dom partner, registered companion
OS2	Oversold, Platinum		
OS3	Oversold, Gold	**D2R**	Retired employee
OS	Oversold, revenue , PS employee	**D2P**	Personal trvl for parents of AA and
VOL	Volunteer psgr on oversold flight		
UPG1	Upgrade request, Executive Platinum	**D3**	Guest traveler
UPG2	Upgrade request, Platinum	**D6**	OA cockpit crew member
UGP	Upgrade request, Gold	**ID90**	OA emp trvl on their tkt stock
RI	Standby Involuntary	**ONE**	**one**world carrier emp personal trvl
RV	Standby unrestricted tkt, elite psgrs	**ZED**	OA personal trvl at ZED rates
RL	Restricted tkts, psgr must present Themselves at airport w/in 2 hrs		
A1D	Deadheading crew, covering schedule		
A3D	Deadheading crew, returning to base or from training		
VOL	Volunteer psgr on oversold flight		

Priority List – Grab 'N Go

VCR*0374010123456	<u>Step One</u>: Display VCR
G-123-JONES‡SB2*SC∑456∑VCR/3	<u>Step Two</u>: Place on priority list; holding alternate space on aa456, associate coupon 3 from VCR

Priority List – Non Revenue (same as check-in)

Priority List – Oversale

G-123-JONES	Step One: Check-In Customer
GL1‡OS	Step Two: Follow-up entry, seat mask full

Priority List – Standby

G-123-JONES‡RV	Check-in revenue standby, holding no confirmed reservation
G-123-JONES‡RV∑987	Check-in revenue standby customer, holding confirmed reservation within ACS window
G-123-JONES‡RV∑987/19JAN	Check-in standby customer, holding confirmed reservation within ACS window

G-123-JONES‡RV∑987 **–SMITH‡RV∑456**	Check-in multiple standby customers, holding confirmed reservation within ACS window

Priority List – Upgrade

GL123-JONES⊠X‡UPG	Check-in customer for upgrade
GL123-JONES⊠R‡UPG	Check-in customer for upgrade for business class

Priority List - Follow-Up Entries

GL1	Follow-up from list, place customer item 1 on priority list
GL0	Follow-up from list, no-rec entry when name not found or confirmed reservation is outside of ACS window
GL1,2	Follow-up from list, place customer items 1 and 2 on priority list

ACS – PRIORITY LIST (LISTING)

Priority List – Place Directly On List

GL123-JONES‡RV	Place customer directly on list
GL123-JONES‡RV∑456	Place customer directly on list, holding alternate reservation within ACS window
GL123-JONES‡RV∑456/19JAN	Place customer directly on list, holding alternate reservation within ACS window
GL123-JONES‡D2	Place employee directly on list
GL123-JONES‡ONE	Place OA **one**world employee directly on list

ATAC

Display Entries

WA*	Display entire ATAC record
WA*CA	Display cash detail
WA*CK	Display check detail
WA*CC	Display credit card detail
WA*EG	Display electronic generated
WA*EGCC	Display electronic generated by form of payment
WA*ET	Display exchange transaction detail
WA*R	Display remarks only
WA*‡CUR	Display currency detail by currency code
WAF*	Display list of manual forms

Form of Payment Codes

CA	Cash	**DT**	Deportee	**MP**	Multiple Forms of Payment
CK	Check	**ET**	Exchange Transaction	**PT**	Prepaid Ticket
CC	Credit Card	**GR**	GTR or STR	**TV**	Transportation Voucher
CT	Certificate	**MC**	Military Auth. Certificate	**XX**	Other

Transaction Codes

AC	Additional Collection	**RF**	Refund
AG	Agent Generated	**SG**	SABRE Generated Ticket
CT	Certificate	**SGX**	SABRE Generated Added Manually
EG	Electronically Generated Ticket	**TV**	Automated Transportation Voucher
GB	Government Bill	**VE**	Void Electronic Ticket
MP	Multiple Forms of Payment	**VO**	Void Ticket
PT	Prepaid Ticket	**VOX**	Void SABRE Generated Add Manually

Add Entries

(WAF* *Display list of manual forms)*

Entry	Ticket Type	FOP	Tax
WAA44111234562/CC300.00/30.00 (include form number and check digit)	Handwritten psgr tkt	CC	US tax
WAA44111234562/57/CK400.00/45.00	Handwritten conj psgr tkt	CK	US tax
WAA44111234562/CA50.00/5.00‡CK90.00/9.00	Handwritten psgr tkt	multi	US tax
WAA21351234562/CA200.00/20.00 Note: This entry should rarely be used.	Automated tkt	CA	US tax
WAA44011234562/CA200.00/XT38.00	Handwritten tkt	CA	Multi
WAA44641234562‡MXN/CA100.00/XT38.00	Tkt paid in different currency	CA	Multi
WAA44211234562/CA200.00/18.00/CT20.00	Handwritten tkt	CA	CA tax
WAA4420657890/ET100.00/10.00	Even or refund exchange	ET	US tax
WAA4420657890/ET100.00/XT10.00	Even or refund exchange	ET	Multi

Entry	Ticket Type	FOP	Tax
WAA4420657890/ET100.00/10.00‡CA50.00/5.00	Add collect exchange	CA	US tax
WAA4200657890/ET100.00/XT10.00‡CK50.00/ XT5.00	A/C exchange	CK	multi
WAACK/35.00 Note: Reduces cash & increases check amounts.	Check cashed		
WAA40701234562/CK40.00/0.00	SST or MCO for upgrade	CK	none
WAA45001437762/ET0.00/0.00	FIM	ET	none

Change Entries

Notes: Changes to a ticket issued as a multiple form of payment cannot be made. No check digit.
        Supervisor must change CC FOP to CA/CK or vice versa.

WA⊠4400123456/FOPCK	Change FOP to CK
WA⊠4400123456/AMT100.00/TAX10.00	Change fare/tax only, handwritten tickets
WA⊠4400123456/FOPCA/AMT100.00/ TAX10.00	Change fare/tax/FOP, handwritten tickets

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WA⊠4211234567‡FRF/FOPCA	Change FOP to cash, international currency
WA⊠4211234567‡FRF/AMT50.00/ TAX15.00	Change base fare/tax, international currency

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Void Entries

Note: Check digits are not required when making the void entry.   Tickets must first be added to the ATAC record before they can be voided. If you have a voided handwritten ticket that has not been added to your record, you must first add the ticket using the normal add entry and then make the void entry.

WV2405123456	Void automated ticket (must be in PNR)
WVNP0611234567	Void automated document when no PNR exists
WAV4400123456	Void handwritten ticket
WAVCHECK/50.00	Void cashed check

Remarks

Note:	Remarks are used in the ATAC Report to explain any unusual circumstances. ATAC Remarks are limited to 342 characters.
WAR *free text*	Add remarks entry
WAR/D	Delete **ALL** remarks entry
WA*R	Display remarks

Closeout Entries

W*2ADUMMY/*station nbr*	Assign dummy printer
PTR/*printer nbr*	Assign hardcopy printer
WA*	Print entire report
‡2WA*	Print 2 copies of entire report
WA*employee#***/CC/CA**	Close agent credit card and cash/check detail

Over/Short Entries

WAAOVER/15.00	Report overage
WAASHORT/15.00	Report shortage
WAAOVER/D	Delete overage report
WAASHORT/D	Delete shortage report
WAAOVER‡DEM/15.00	Report overage, international currency
WAASHORT‡DEM/15.00	Report shortage, international currency
WAAOVER‡DEM/D	Delete overage report, international currency
WAASHORT‡DEM/D	Delete shortage report, international currency

Station C-20 Report – Supervisor Entries

WGATAC39000706	Access the ATAC package
WGAGENT12345	Access an agent detail for SU updates
WGAGENT12345/20AUG	Access an agent detail by date/for SU updates
WG*12345	Display an agent detail
WG*12345/20AUG	Display an agent detail by date

WG*12345/CK/20AUG	Display an agent detail by FOP check/date
WG*12345‡USD/20AUG	Display an agent detail by currency/date
WG*12345‡USD/CL	Display an agent detail by currency/(cash/check)
WG*	Display today's Grand C-20
WG*20AUG	Display past date Grand C-20
WG*C20	Display Grand C-20 without list of closed agents
WG*C20/20AUG	Display past date Grand C-20 without list of closed agents
WG*C20‡FRF	Display Mini C-20 for FRF without list of closed agents
WG*‡USD	Display Mini C-20 for USD
WG⊠20AUG05‡USD/1640.17	Modify Mini C-20 amounts (lines 1-13)
WG⊠20AUG14/20AUG‡CAD/535.32	Modify Mini C-20 deposits (lines 14-29)
WG⊠20AUG11‡USD/253.89	Modify Station C-150 MISC Funds (line 11)
WG⊠20AUG10‡USD/0.30	Local currency cash adjustments (line 10)
WG⊠20AUG12‡FRF/-216.00	Foreign currency cash adjustment (line 12)
WGR20AUG/ (free text)	Add remarks to Station C-20 (required with amt on line 10)
WGR20AUG/	Delete Station C-20 remarks

Station C-20 Report – Supervisor Entries (continued)

WG*VOIDS/20AUG	Display all voided documents in Station C-20
WG*MASGT/20AUG	Display all manually added SABRE generated tickets
WGVERIFY/20AUG	Entry to verify station reconciliation of MASGT
WG*AGENTCLOSE/20AUG	Display a list of closed agent details
WGCLOSE/20AUG	Close Station C-20
‡2WG*‡USD/20AUG	Print 2 copies of Mini C-20s (date optional)
‡2WG*20AUG	Print 2 copies of Grand C-20s (date optional)
‡2WG*VOIDS/20AUG	Print 2 copies of Station Voids (date optional)

AVAILABILITY

Availability Displays

Note: 24-hour time may be substituted for 12-hour time.

125OCTLAXMIA	Display availability by date
125OCTLAXMIA7A	Display availability by date and time
125OCTLAXMIA/430P	Display availability by date and arrival time
125OCTLAXMIA9ACLT	Display availability by time and connection point
125OCTLAXMIA7A‡AA	Display availability, specific carrier
1234/25OCTLAXMIA	Display inventory for specific flight
125OCTLAXMIA9A-F	Display availability for specific class (F)
125OCTLAXMIA/8P-Y‡DL	Display other availability options
1S25OCTLAXMIA-F	Scan date plus four days for specific class
1*	Display more availability
1*OA	Display Other Airline availability
1*AA	Redisplay original availability

1*R	Redisplay last availability
1‡DL	Display specific carrier availability
1*AMCO	Change Arrival city
1*DSFO	Change Departure city
1*SFOMCO	Change departure and arrival cities
1DFW	Change connecting city
1*3P	Change departure time
119SEP	Change departure date
1‡2	Advance availability two days
1-2	Subtract availability two days
1R	Display return availability same day
1R4NOV10A	Display return availability by date and departure time
1R‡7	Display return availability for 7 days from departure date

BMAS

Carrier and Equate Codes

Carrier Code	Equate Code	Affiliate Carrier
51	P	PIEDMONT
52	A	ALLEGHENY
53	J	PSA
54	H	CHAUTAUQUA
55	O	COMMUTAIR
56	T	TRANS STATES
57	M	METROJET
58	S	US AIRWAYS SHUTTLE
59	C	CCAIR
60	E	MESA LIBERTY EXPRESS, FLORIDA GULF
61	D	AIR MIDWEST
62	R	MESA JET

H/SUBOPT-E51   SUB-OPT to Piedmont Partition

SI   Return to default partition

Quick Reference

BV*BAG	Display IATA Bag Types
BV*CLR	Display IATA Bag Colors
BV*RSN	Display mishandling codes
B*HELP	Display HELP function
B*HELP-DB	Display specific HELP function

Bag Tags

B/DCAUS2233444	Create record using one bag tag
B/DCAUS223344, DCAUS223345, DCAUS223346	Create record using multiple bag tags
B/UNK	Create record with unknown bag tag
B/UNK/UNK/UNK	Create record using multiple unknown bag tags
B/MIADL989812	Create record using OA bag tag
B/C/DENUS443311	Create from PNR, one bag tag
B/C/DENUS443311,DENUS443312	Create from PNR, multiple bag tags

B/C/UNK	Create from PNR, unknown bag tag
B/C/UNK,UNK	Create from PNR, multiple unknown bag tags
B/C/MIADL989812,MIADL989813	Create from PNR, multiple OA bag tags

Customer Name

-POE/EDGAR MR-P	Enter customer name
-LINCOLN/MARY-V	Enter name indicating "voluntary separation"
-TYLER/JOHN-N	Enter name indicating "NON-REV"

Telephone

9214-282-1334-PH	Home telephone
9412-931-1000-PB	Business telephone
9972-874-5000X100-PB	Telephone number with an extension
9001-82-4024321-LH	Local home telephone number
9001-81-476-32-7212-LB	Local business telephone number
9PWCT	Customer will contact (telephone number not available)

Address

W-100 MAIN ST‡DALLAS, TX 75031-P	Permanent address
W-21 N HILL‡LEXINGTON, KY 41111-L	Local address
W-PWCT-P	Address not available (permanent)
W-PWCT-L	Address not available (local)

Bag Description

DB/L/BK01XXX/VINYL/SAMSON/KK/ KING/DIAMOND RINGS	Bag description 1 for tracer/loss
DB2/L/BU62PSX/CANVAS/PING/EP/ PRESLEY/GOLF CLUBS	Bag description 2 for tracer/loss
DB/O/RD20SXX/NYLONE/AMERIC/LFV/VAN CE/BABY CLOTHES	Bag description for an on-hand
DB/P/WT10XXX/CARDBOARD//RG/ GEORGE/PILFERAGE	Bag description for Pilferage record
DB/D/YW85WXX/WOOD/AKAI/VC/ CARRAHER/DAMAGE	Bag description for Damage record

Itinerary	
0US100K15DECCLTPHX0374523412345-P	Customer itinerary with ticket number
0US100K15DECCLTPHXUNK-P	Customer itinerary without ticket number
0US230Y15DECILMCLT-P	Customer itinerary
0US400F25DECDENPHL-B	Baggage itinerary
0UA777Q07JANSLCLAS	OA Itinerary
01F☒0012123456780	Change/Add Ticket Number

Check In Information	
K/1/0/T/60/FRA	Baggage check-in information

5 Remarks Field	
5HAVD BAG WILL ARR FLT 200	Remarks, free text after "5"

Display	
*A	Entire record
*B	Bag tag
*-	Name field
*W	Address field
*D	Baggage description
*K	Check-in information
*I	Itinerary
*P9	Telephone field
*P5	5 Remarks field
*S	Settlement
*BA	Baggage Arrival
*FD	Delivery

B*PLBMCH	Display by BMAS file number
B*MCI102300	Display by city and bag tag
B*/224466	Display by bag tag
B*PHLDL123456	Display by OA bag tag (city required)
B*-GEORGE	Display by name
B*-PENA/L	Display by name and transaction type
B*-HOWARD/O/03DEC	Display by name, transaction type, and date
B*BK/01/O	Display by color, bag, and transaction type

Display Lists

BRB/CLE/L	Display tracer list
BRB/HTSC/L	Display tracer list for affiliate carrier
BRB/CRW/O	Display on-hand list
BRB/DCA/D	Display damage list
BRB//P	Display pilferage list (assumes AAA)

Display Lists (continued)

BRB//M	Display mishandling list (assumes AAA)
BRB//S	Display settlement list (assumes AAA)
BRB//F	Display forwarding list (assumes AAA)

Modify BMAS Records

-⊠TERREL/JOHN	Change name
92⊠702-686-3687-PB	Change permanent business telephone
W-2⊠CAMBRIDGE, MA 90321	Change line 2 in address field
W-4⊠IRVING, TX 41005	Change line 4 in address field
X2‡0US288Y07FEBDFWPIT-B	Cancel and rebook line 2 in bag itinerary
K2C⊠T	Change check-in location to T-ticket counter
DB1C⊠NYLON	Change material in bag description 1
DB3D⊠SKYWAY	Change manufacture in bag description 3
DB2A⊠L,D	Add damage to bag description 2
53⊠	Change remarks line 3

Message Queue Designator	Definition
A	Requests to forward a bag
B	System Baggage Service/station follow-up
C	General messages
D	Station spare
E	Station spare
F	Station spare
G	Station spare
H	WorldTracer responses
I	Onhand BAT responses
J	Tracer BAT responses
L	Lost and Found

BMAS Baggage Queues

Baggage Queue Designator	Definition
A	Forwarding to your city
B	System Baggage Service/station follow-up
C	Onhand records created locally
D	Tracers created locally
E	Mishandlings
F	Records transferred to your station
G	Station tracer alert
H	Other airline damage
I	Settlement data
T	Damage bag records created locally

BQC	Display queue count
BQC/BNA	Display queue count for another city
BQX	Cancel queue
BQR	Remove message/baggage record queue
I	Ignore and save on queue
BQ*	Ignore and redisplay message/baggage queue
BMBBNA/PLZ FWD GN BAG	Send BMAS message
BMBBNA,PIT,CLT,FLL,MIA/PLZ ADVIZE IF HOLDING…THX	Send BMAS message to multiple cities
BQQB/BNA	Queue BMAS record
BQQB/BWIM	Queue BMAS record to affiliate carrier queue
BQQB/BNA,MEM,STL,FLL,MCO	Queue BMAS record to 5 cities
BMXHNLLLUA/PLZ CALL ME	Send TTY to OA
BQM/B	Access BMAS message B queue
BQM/A	Access BMAS message A queue
BQB/B	Access BMAS record B queue

Automated Receipts

BZR	Prints receipt of claim for loss
BZR/S	Prints receipt of claim for loss in Spanish
BZR/G/2	Prints 2 copies of receipt of claim for loss, German
BZD	Prints damage receipt
BZBDO	Prints delivery receipt

Forwarding

No BMAS Record Exists (BIS-Forward)

BO/LGAUS981234/MANILOW/B/US200/ 16DEC/LGA/EXP231223	Sending BIS-forwarding message
BO/LGAUS981234/MANILOW/B/US300/ 16DEC/PIT,US197/16DEC/LGA/EXP231223	Sending BIS-forwarding message with connection
BO/LGAUS981234,LGAUS981235/MANILOW/ B/US200/16DEC/CLT,US300/16DEC/LGA/ EXP231223/EXP231224	Sending BIS-forwarding message with multiple bags and a connection

F/SEA/US122/16DEC/DFW/EXP223311	Forwarding bag within BMAS record
F/SEA/US122/16DEC/DFW/US344/ 16DEC/BOS/EXP223311	Forwarding bag within BMAS record with a connection
F/SEA/US122/16DEC/SBS/EXP998811	Forwarding an on-hand record to CBS

Settlements	
SCA/10.00	Consequential settlement authorization
SCC/10.00	Consequential settlement claimed
SCI/9.97	Consequential settlement issued (check)
SCT/9.97	Consequential settlement (travel voucher)
SCD	Consequential settlement denied
S/CLOSE	Close settlement field
SR/FREE TEXT	Settlement Remarks

On-hands	
BO/LAXUS512345,LAXDL51234	Create BIS-Onhand record

Bag Arrival Information	
BA/US100/25DEC/0900/BAG ARRIVED UNTAGGED	Baggage arrival information
BA/UNK/BAG FOUND ON CAROUSEL	Baggage arrival unknown

Baggage Delivery Information	
FDA//15.00/16DEC-1900/TAXI/HOME	Deliver by taxi to customer home address, using automated BDO
FD/908123/15.00/16DEC-1600/TAXI/HOME	Deliver by taxi to customer home address
FDA/PPU	Customer pick-up for all bags in tracer
FD2/PPU/T3	Customer pick-up bag description 2, tag 3
PPU1	Customer pick-up for an on-hand from list

Charging, Coding, Closing Records

MPR/DFW	Charge another city with mishandling
MPR/DFWP	Charge another city, affiliate, with mishandling
MPR/ORDUA	Charge another city, OA carrier, with mishandling
MPC⊠5	Code a mishandling (5-Fail to Load)
MPC⊠97	Code a mishandling (97-Dispute)
MLD/1200/SFO	Add misload information for Code 8 mishandlings
M/CLOSE	Close mishandling

ELECTRONIC TICKETS (VCR)

VCR Search Methods	
VCR	Access VCR search mask.
VCR-2.1	Access VCR search mask, name-select
VCR*AA123/08NOV14-WU/JANE	Manual search by flight, date, name
VCR*FFAA123A567	Manual search by AAdvantage account number
VCR*FFAA123A567/05APR15	Manual search by AAdvantage account number, date
VCR*DFW/19JAN99-SMITH	Manual search by city, date, name
VCR*0372120312312	Manual search by ticket number
VCR*FPCCVI1037404823456789 /-BENSON/CLIFF	Manual search by credit card, name
VCR*FPCCVI1037404823456789 /04DEC98-BENSON/CLIFF	Manual search by credit card, date, name

VCR Display Methods	
*VI	Display VCR coupon data from PNR
*VCR	Display entire VCR from PNR
*VCR2	Display VCR from similar name list
*VCR-1.2	Display VCR from multi-name PNR
VCR*C1	Display specific VCR coupon
VCR*FC	Display VCR fare calculation
VCR*FP	Display VCR form of payment
VCR*3	Display VCR from similar ticket list
VCR*A	Display all of the VCR details
VCR*L	Re-display the VCR similar ticket list
VCR*R	Re-display previous VCR
VCR*H	Display VCR history from a displayed VCR

VCR Print Functions

VCR‡PRINT‡C1	Print VCR coupon 1 to paper
VCR‡PRINT‡C1/3	Print VCR coupons 1 and 3 to paper
VCR‡PRINT‡C1-4	Print VCR coupons 1 through 4 to paper
VCR‡RCPT	Print VCR receipt
VCR‡ITIN	Print VCR itinerary card
VCR‡ITIN‡RCPT	Print VCR receipt and itinerary card

VCR Remarks

VCR5 free text	Enter free text remarks in a displayed VCR
VCR5⊠	Delete remarks from a displayed VCR

VCR Re-Association

Note: VCR must be displayed prior to entry.

7VCR0372195123456‡C1‡S1	Re-associate an old VCR to a new PNR (first coupon for first segment)
7VCR0372195123456‡C1,2,4‡S1-3‡N1.1	Re-associate multiple coupons/segments to a new PNR using name-select

VCR Revalidation

EVCR‡REVAL	End PNR and revalidate unused VCR coupons
EVCR‡REVAL‡S2	End PNR and revalidate unused VCR coupon using segment-select (must segment-select after origination)

Grab 'N Go

Note: VCR must be displayed prior to making a Grab 'N Go entry.

G-123-SMITH*SC∑VCR/1	Check-in, using displayed VCR, associate coupon 1
G-123-SMITH*SC∑0370380123765/1	Check-in, using VCR number, associate cpn 1
G-123-SMITH‡SB2*SC∑508∑VCR/1	Check-in, using displayed VCR, holding alternate space, associate coupon 1
G-123-SMITH‡SB2*SC∑508/19JAN ∑VCR/1	Check-in, using displayed VCR, holding alternate space different date, associate cpn 1
G-123-SMITH‡SB2*SC∑508/19JAN∑ 0374010876543/4	Check-in, using displayed VCR, holding alternate space, associate coupon 4
G-123-SMITH‡SB2*SC∑VCR/4	Check-in, using displayed VCR, holding alternate space, associate coupon 4

EPR

Employee Profile Record (EPR)

H*12345	Display an EPR by employee number
H*AS1AB	Display an EPR by agent die sine
HU*	Display keywords from an EPR
HDK	Display entire list of keywords
HDK/keyword	Keyword definition

FARE QUOTE

Fare Type Codes

ACI	ADT/CHD/INF normal and excursion	**INX**	Infant excursion
CAT	Category A and Z fares	**IT**	Adult individual tour basing
CB	Contract bulk	**ITC**	ADT/CHD individual tour basing
CF	Construction purposes only	**ITI**	ADT/INF individual tour basing
CH	Child normal fares	**MIL**	Military
CHI	Child/Infant normal and excursion	**NCI**	Adult/Child/Infant normal fares
CHX	Child excursion	**NEC**	Child normal and excursion
EX	Adult excursion	**NL**	Adult normal fares
EXC	Adult/Child excursion	**NLC**	Adult/Child normal fares
EXI	Adult/Infant excursion	**NLI**	Adult/Infant normal fares
EXP	Excursion and promotional	**NLP**	Normal and promotional
FP	Family Plan	**NLX**	Adult normal and excursion

GOV	Government	**NXC**	ADT/CHD normal and excursion
GRC	Adult/Child group fares	**NXI**	ADT/INF normal and excursion
GRI	Adult/Infant group fares	**NXP**	Normal, excursion and promotional
GRP	Groups	**PM**	Promotional fares incl. frequent flier
ICI	ADT/CHD/INF individual tour basing	**SC**	Senior Citizen
INF	Infant normal and excursion	**SPF**	Special Fares (WEB, Bereavement, Medical Emergency)
INL	Infant normal fares	**VUS**	Published VUSA
YZ	Youth fares	**XCI**	Adult/Child/Infant excursion

Fare Quote Display Option

FQLAXMCO15MAY	Basic Entry for a specified city pair (LAX-MCO)
FQLAXMCO15MAYEX	Fare quote with specified fare type
FQLAXMCO15MAY-DL	Fare quote for a specific carrier
FQLAXMCO15MAY*5JUN	Fare quote by travel date range
FQLAXMCO15MAY-*J	Fare quote with joint fares for city pair
FQSYRHNL15MAY-*J‡1US2HA	Joint fares for a specific pair of carriers
FQCLTHNL15MAY-*J‡ALL	All joint fares
FQYULDFW15MAY/CAD	Fares in other currency
FQYULDFW15MAY-DL/CAD	Specific carrier and currency
FQNYCLGW15MAY-BA/NUC	Specific airline and NUC (Neutral Unit of Conversion)

Modify Original Display	
FQ*	Redisplay last display type
FQ*EX	Change Fare Type
FQ*ATLBOS	Change City Pair
FQ*24OCT	Change date
FQ*-UA	Change airline
FQ*/CAD	Change currency code
FT4	Fare/Tax breakdown for line 4

Rules Display	
RD9	Display fare rules for line 9
RD9*M	Display Menu of Rule Categories for line 9
RD*2/3/8	From current line's Menu, display Categories 2, 3 and 8
RD**	Redisplay all categories for current line displayed
RD*M	Redisplay current line's Menu
RD/SD10	Display fare rules by ticket designator

Rules Display Using Alpha Category Modifier	
RD*__	from Menu
RD9*__	from Fare Quote display

	AR	RES/TKT info (from Category 3)
	PN	PENALTY info (from Category 2)
	RE	REFUNDS info (from Category 19)
	TR	TRVL PROVISIONS info (from Categories 4, 5, 6, 7, 8, 9, 10, and 11)

Rules Without Previous Displays

RDPHXCLT17APRBE7NR	Rules by Fare Basis
RDPHXCLT17APRBE7NR*M	By Fare Basis, Rules Menu only
RDPHXCLT17APRBE7NR-DL	By Fare Basis and Other Airline code
RDPHXCLT17APRBE7NR-DL*M	By Fare Basis and OA, Rules Menu only
RD/SD10	Replace with ticket designator

Historical Displays

NOTE: Historical fare quote displays may only be retrieved 60 days in the past.

FQ11JUL98LAXPHL12JUL98	Historical Fare Quote; 11JUL ticketing date, 12JUL travel date
FQ11JUL98HNLITO18JUL98-DL	Historical Fare Quote, Other Airline

Availability and Fare Quote Combined	
129OCTMIALGAΣFQ	Availability and basic fare quote
129OCTMIALGAΣFQEX	Availability and fare quote by specific fare type
129OCTMIALGA‡DLΣFQ	Availability and fare quote for specific airline
1*ΣFQ	Display more availability and fare quote
1*DLΣFQ	Display more availability and fare quote, other airline
1R11NOVΣFQ	Return availability and basic fare quote
FQL1	Fare quote from availability, non-stop/direct flight
FQL3/4	Fare quote from availability, connection
FQL1EX	Fare quote from availability for specific fare type

Fare Quote Overview

FQ   Fare Quote (Normal Display: Total Fare display)

Taxes

TXNHELP	Display tax help screen
TXN*	Redisplay previous tax display
TXN*US	Tax summary display by country code
TXN*FRANCE	Tax summary display by country name
TXN*ORY	Tax summary display by ATO city code
TXN*4	Display detail tax display from line number
TXNYC**	Tax detail display by tax ID code
TXN*BRU*	Tax detail display by ATO or city code

FLIFO

FLIFO Entries

2123	FLIFO by flight number, date defaults to today
2123/25OCT	FLIFO by date: 2 days forward, 2 days back
2H123/ORIG24OCTBOS	Historical FLIFO, 1 day back
2H123/ORIG24OCT	Historical FLIFO, 1 day back, local city
2H123	Historical FLIFO, today

FOCUS MANUAL

Access Entries

The preferred reference is WEB Reference.
Go to: Airport Services Web Reference Home Page and select Airport Manuals or Keyword Search

FOCUS	Display all FOCUS manuals
F*ACS	Display ACS (Airport Customer Service Manual) index
F*ACS/SEAT/MAP	Search for specific subject using qualifiers
F*ACS-S	Access subject in manual by letter
F*	Display current level or page
F*1	Access index or item number
F*0	Display previous page
FO/EXIT/ROW	Change qualifiers (in this case, to "Special Meals"); remain in same FOCUS manual

Scroll Entries	
F*	Redisplays from top of screen
MT	Move Top
MB	Move Bottom
MU	Move Up
MD	Move Down
MU50	Move Up 50 lines. (Also MD50 to move down 50 lines.)
	Note: MU/MD*xx* lines are only available for levels 1 and 2.

HELP FUNCTIONS

Calculator

T⊠55‡45	Add
T⊠55-45	Subtract
T⊠55*2	Multiply
T⊠55/5	Divide
T⊠MENU	Display Help List for T¤ Functions

Calendar

T⊠APR	Displays picture of monthly calendar of current year
T⊠APR/15	Displays picture of month and year
T⊠17APR‡7	Date plus 7 days
T⊠17APR-7	Date minus 7 days
T⊠17APR-15MAY	Number of days between two dates

Currency - Bankers Buying Rates

DC*CUR	Currency table
DC*CUR/A	Currency table for countries beginning with the letter "A"
DC* CANADA	Obtain BBR from country
DC*CAD	Obtain BBR from currency code
DC‡USD420/CAD	Convert USD to CAD

Encode & Decode

W/-CCBALTIMORE	**W/*BWI**		- Cities
W/-ALQANTAS	**W/*QF**	**W/*081**	- Airlines
W/-APJOHN WAYNE	**W/*SNA**		- Airports
W/-CYALAMEDA, CA			- Nearest airport to city, state
W/EQ-BOEING	**W/EQ*734**		- Airplanes
W/-CRHERTZ	**W/CR*ZE**		- Rental cars
W/-HLRAMADA	**W/HL*RA**		- Hotels

HCCPENNSYLVANIA	- Encode state
HCCPA	- Decode state
HCCC/GERMANY	- Encode country
HCCC/US	- Decode country

Fare Breakdown

TXN/T200.00	Returns Base Fare and Federal Tax from Total Fare
TXN/B148.38	Returns Total Fare and Federal Tax from Base Fare

Mileage (Distance) Between Cities

WNSFODFW	Ticketed Point Mileage
WMPITDFW	AAdvantage Miles Mileage/Non-revenue Upgrade
WNSFODFWSYR	Ticketed Point Mileage, multiple cities
WN	Ticketed Point Mileage from Itinerary, all segments
WNS1/3	Ticketed Point Mileage from Itinerary, segments 1 and 3
W/-ATSFO‡ATLGA	SABRE Atlas displays point to point miles and kilos between 2 places

Minimum Connecting Times (MCT)

T*CT-CLT	Specific airport MCT
T*CT-LGW/BA	Specific carrier MCT
T*CT-SEA/USAS	MCT between two carriers at specific airport
T*CT-NYC///JFKLGA	Intra-city MCT

Other Airline Information

V*NW121/12AUG	Verify Flight Routing
S15JUNBOMLHR/ES	Displays all schedules, regardless of frequency

Ticketing and Baggage Agreements

W/*UA	Ticket and baggage checking requirements for a specific carrier
W/*016	Ticket and baggage checking requirements for a specific carrier's stock control number
W/*US‡*AA	Interline agreements between specific carriers

Time

‡T	Date and time of set location
T*PHL	Request local time in PHL
T*ZOO	Request GMT (Greenwich Mean Time)
T*SFO/S/0300L	Convert Standard SFO time to GMT
T*SFO/D/0300L	Convert Daylight SFO time to GMT
T☒ETPHL/LGW	Calculate time difference between two cities

Weather

☒WEA/WX*CLT	Current weather in CLT
☒WEA/CF*CLT	Current forecast for CLT
☒WEA/EF*CLT	Extended forecast for CLT
☒WEA/EF*CLT/2	Extended forecast for CLT, page 2
T☒T90F	Convert Fahrenheit to Celsius

INTERNATIONAL DOCUMENTS

ACS Document or Passport Entries

G1/DOCS/…..SWIPED OR SCAN PASSPORT	Add passport data to psgr item using scanner
G1/DOCS/P,US,7791523,US,04MAR65,M, 11JAN16,SMITH/ALFRED	Add passport, military ID, or birth certificate data to customer item
GS288/10B/DOCS/P,US,7791523,US,04MAR65,F, 11JAN16,JONES,MEGAN,LYNN	Add passport data by flight and seat number
G1/DOCS/P,US,5543721,US,15JUN06,FI, 27NOV16,JONES,ELLEN,JANE	INF without a seat traveling on own passport
G1/XDOCS or G1/XDOCSI (for infant, no seat)	To delete DOCS information

ACS Passenger Contact and Other Entries	
GPC1/SMITH JANE/US4125551212	Add customer contact information to customer item
GPC1/SMITH/JANE/US4125551212/FREE TEXT	Add customer contact information with optional free text
GPC1/PAX/DECLINED	Add customer contact declined information
G1/DOCO/,R,123456	Add customer TSA Redress number
G1/DOCA/R,GB	Add customer Country of residence
G1/DOCA/R,GB,,,,,,I **(use 5 commas between country code and I)**	Add customer Country of residence, infant
G1/DOCA/D,US,966 HAMILTON STREET,ATLANTA,GA,77321	Add Non U.S. Resident customer's visiting address while in the U.S.
G1/DOCA/D,US,966 HAMILTON STREET,ATLANTA,GA,77321,I	Non U.S. Resident customer's visiting address while in the U.S. for infant
G1/DOCV	Add customer VISA information

PNR Document or Passport Entries

4DOCS/P/US/1234567/US/21APR63/M/11JAN16/ SMITH/ALFRED-1.1	Add customer passport data to PNR
4DOCS/P/US/5543721/US/15JUN06/FI/27NOV11/ JONES/ELLEN/JANE-1.1 (for infant)	Add customer passport data for infant, using adult's name number 1.1
4DOCS/……SWIPE OR SCAN PASSPORT	Add customer passport data to PNR using scanner

PNR Passenger Contact and Other Entries	
4PCTC/SMITH JANE/US4125551212-2.1	Add customer contact information to PNR
4PCTC/SMITH JANE/US4125551212/ MOTHER-2.1	Add customer contact information to PNR with free text
4PCTC/PAX/DECLINED-2.1	Add customer contact declined to PNR
4DOCO//R/123456-1.1 (use 3 for OA segments)	Add customer TSA Redress number to PNR
4DOCO//K/1234567	Add customer Global Entry or TSA Pre number
4DOCA/R/US-1.1 OR 4DOCA/R/US/I-1.1 (infant)	Add customer's Country of residence
4DOCA/D/US/966 HAMILTON/ATLANTA/ GA/77321-1.1	Non U.S. Resident customer's visiting address while in the U.S.

INVENTORY DISPLAYS

Sales Check: Segment Breakdown By Class Of Service

NOTE: Must be done in duty code 5

VIS38/30AUGCLTFRA	Specific cities
VIS38/30AUGCLT	Board city
VIS38/30AUGALL	All cities
VIS38/ALL	All cities • today

Leg Inventory: Totals of Seats Sold

Note: Specific cities do not work for this entry. Must be done in duty code 5.

VIL38/ALL	All cities • today
VIL38/30AUGCLT	Board city
VIL38/30AUGCLT*	Large party count
VIL38/30AUGCLT⊠	Positive space counts

Entire Inventory: Combination of VIS and VIL entries

NOTE: Must be done in duty code 5

VIE38/30AUGPHLZRH	Specific cities
VIE38/30AUGRCLT	Board city
VIE38/30AUGALL	All cities
VIE38/ALL	All cities • today
VIE38/30AUGCLT*	Large party counts
VIE38/30AUGCLT⊠	Positive space counts
VIE38/30AUGCLT*⊠	Large party and positive space counts

Definition of Symbols Found In Inventory And Sales Check Displays

AU   Authorization level for overbooking

CL   Class of Service

AC   Actual Capacity

SA   Seats Available (seats left to sell)

SS   Seats Sold in each class

AS   Associated Seats Sold
(totals in each cabin of all classes - includes thru count)

BSS   Base Seats Sold (total by booking code)

ABS   Associated Base Seats Sold (total by cabin)

ITINERARY PRICING

Itinerary Pricing Overview

WP	"Will you price"
PQ	"Will you store"
WC	"Will you change"
WPQKE7NR	"Will you command price" by fare basis

Itinerary Pricing

WP*	Redisplay Current Itinerary Pricing
WPS1	Segment Select (segment 1)
WPS2/4	Segment Select (segments 2 and 4)
WPS2-5	Segment Select (segments 2 through 5)
WPN1.2	Name Select (first name field, second customer)
WPN2.0	Name Select (second name field, all customer)
WPN1.1/3.1	Name Select, Multiple names

WPPMIL	Customer Type Code (military)
WPPADT/CHD	Customer Type Code (adult and child)
WPS1/2‡PGOV	Segment Select and Customer Type
WPN1.0‡PMIL/GOV	Name Select and Customer Type
WPN2.1‡S1-3‡PMIL	Name Select, Segment Select, and Customer Type
WPB15APR	Back Date (up to 60 days in the past)
WPND	Nullify Date

Override Pricing/Forced Connection

WPX1	Connection Override
WPX1/3	Connection Override; 2 sets of connections
WPX1‡S1-3	Connection Override and Segment Select
WPX1‡S1/4‡PADT/CHD	Connection Override, Segment Select and Customer Type
WPMCAD	Currency Override

Itinerary Pricing - Currency/City Override

WPMMXN	Price in Other Country's Currency
WPSLGW	Price - Point of Sale
WPTGVA	Price - Point of Ticketing

Passenger Type Codes

WPPMIL	Itinerary Price, military customer type
WPPGOV	Itinerary price, government customer type
WPPADT/CHD	Itinerary price, adult and child customer types

Bargain Finder

WPNC	New Class (lowest available fare); "Nice and Cheap"
WPNCS	New Class Shop (for lowest possible fare)
WPNCB	New Class and Book (in lowest fare available)
WPNC‡S1/2	With Segment Select
WPNCS‡PGST	With Customer Type
WPNCB‡X1/3	With Connection Override
WSNC	Bargain Finder and Fare Retention on any entry

Price Retention (Stored Fare)

WPRQ	Price and Retain Fare, Adult
WPPADT/CHD‡RQ	Price and Retain Fare, Multiple Customer Types
WPS1/3‡RQ	Price and Retain Fare, Segment Select
WPNCB‡RQ	Bargain Finder Rebook and Retain Fare
WSNCB‡PMIL	Bargain Finder Rebook and Retain Fare, Customer Type
WSM-FREE TEXT	Price and Retain Fare, Manual Entry

WPMITL	Price and Retain Fare, int'l currency (Italian Lira)
*PQ	Display Fare Retained
*PQH	Display History of Fares Retained
PQD1	Delete Stored Record One
PQD-ALL	Delete All Stored Records

Command Pricing and Ticket Designator

WPQKXE14N	New fare basis
WPQKXE14N‡S1	New fare basis, segment select
WPS1*QME7NR‡S2*QKE7NR	Multiple fare basis
WPRQ_____	Command price and fare retention on any entry

Fare Breakdown

TXN/T200.00	Returns Base Fare and Federal Tax from Total Fare
TXN/B148.38	Returns Total Fare and Federal Tax from Base Fare

PFCs (Passenger Facility Charges)

PXC*I	Applicable PFC for entire itinerary
PXC*S1/2/4	Applicable PFC for specific itinerary segments
PXC*	All current PFC airports
PXC*1DEC15	Applicable PFC airports for specific date and beyond
PXCHELP	Help Screen
PXC*CTYCTY	PFCs for specific airports; up to 10 maximum
PXH*CTY	Past Date PFC by airport
PXA*	Connection City PFC Absorption Airports
PXE*	Essential Air Service exemption city list
PXM*	PFC multi-airport city code table

JUMPSEAT

Cockpit Jumpseat Display

*123/19JAN-PRI	Retrieve jumpseat PNR when listed POS-Positive Space, PRI-Primary, ALT-Alternate
LH123/19JANDFW	Display list of jumpseat riders
L2*	Display PNR from list

Cockpit Priority List

G-123-PRI/1W‡A1*SC	Check-in jumpseat rider when listed POS-Positive Space PRI-Primary ALT-Alternate
G-123-JONES/1W‡A6*SC	Check-in jumpseat rider when NOT listed
GL0	Follow-up entry when jumpseat rider NOT listed

Flight Attendant Priority List	
G-123-JONES/1X‡XFA*SC	Check-in jumpseat rider
GL123-JONES/1X‡XFA*SC	Place jumpseat rider directly on priority list
GL0	Follow-up entry

Accommodating From Priority List	
G*L123/PALL	Retrieve priority list
GA4/1W	Assign fourth person on list "seat" 1W (first cockpit jumpseat)
GA5/2W	Assign fifth person on list "seat" 2W (second cockpit jumpseat)
GA3/1X	Assign third person on list "seat" 1X (flight attendant jumpseat)

MESSAGE SWITCHING

Sending Messages

Y‡CLTTRUA	TO Address (one space between addresses)
Y‡.DFWTRTA	FROM Address
Y‡FREE TEXT	Accepts all alpha and numeric characters, including "/" and "-"
Y*	Displays message before it is ended (sent)
Y‡3⊠	Delete line 3 of text
Y‡3⊠-5	Delete lines 3 through 5
Y‡3⊠NEW TEXT	Change line 3 to New Text
Y‡3/ADD TEXT	Insert new line of text after line 3
YIG	Ignore message
YET	Transmit message
YET*	Transmit message and redisplay
HELPY	Mini-online quick reference for message switching entries

Transfer Messages

T/PHLTRUS/*A	Transfer PNR to PHLTR
T/PHLTRUS-DFWOOUS/*A	Transfer PNR to multiple locations

Print-Enter

*A (Print+Enter Keys)	PC, sends data on screen to hard copy printer
‡3*A (Print+Enter Keys)	PC, sends 3 copies of data on screen to hard copy printer
PTR*A	PATT Terminal, sends data to hard copy printer
PTR‡3*A	PATT Terminal, sends 3 copies of data to hard copy printer

QTM Messages

QTMXXXXXXX	Transmit information contained within the *5rmks* field to an AMS address where *XXXXXXX* is the AMS address
QTMXXXXXXX-YYYYYYY-ZZZZZZZ	Transmit information contained within the *5rmks* field to multiple AMS addresses

OPERATION ENTRIES

DECS Entries

☒☒DECS	Access DECS system
RGA/655	Display aircraft routing for current day
JPD123/12 DFW	Display flight plan without weather
JD*655	Display aircraft information for aircraft 655
RGTDFW/B39	Display flights assigned to specific gate
RGTDFW/B39 0800/1400	Display flights assigned to gate, specific times
RGGDFW	Display flight arrivals and departures
☒☒RES	Return to RES system

Equipment Change

GQ☒123/19JANLAXDFW☒734	Change equipment for flight 123 to 737-400 (734)

Flight List Displays

G*DFW	Display flights, specific airport
G*DFW/21JUN	Display flights, specific date
G*DFW/T1300	Display flights, specific time
G*DFW/T1100-1500	Display flights, range of time
G*DFW/F123	Display flights beginning with specific flight
G*DFW/3	Display flights, specific number of hours
G*DFW/ALL	Display all flights for remainder of day

Flight History

G*123/H	Display flight history
G*123/DFW/H	Display flight history, departure city
G*123/19JAN	Display flight history, specific date
G*123/HS/TUL45L	Display flight history, specific agent sine
G*123/HL/E33AOA	Display flight history, specific LNIATA
G*123/HALL	Display flight history, entire line of flight

PNR CREATION

Sell from Availability (0)

01Y1	Sell from availability 1 Y seat from line 1
01Y1Y2	Sell connection from availability (1 Y seat from lines 1 and 2)
01Y1F2	Sell connection from availability, mixed class
01Y1*	Shortcut entry to sell connection
01Y1LL	Waitlist from availability
01Y1JL	Place on priority waitlist
01Y1Y2LL	Waitlist connection from availability
01Y1LL*	Shortcut entry to waitlist connection
01Y1MM	Meal-list from availability
0A	Sell ARNK (Arrival Unknown segment)

Long Sell Air Segments (0)

0234Y25OCTBOSCLTNN1	Long sell
0234Y25OCTBOSCLTLL1	Waitlist
0234Y25OCTBOSCLTJL1	Priority waitlist
0234F25OCTBOSCLTMM1	Meal-list
0UA48Y25OCTBOSCLTNN1	Long sell - specified carrier
0Y25OCTBOSCLTNN1/730A	Long sell
0DL12Y25OCTBOSCLTHK1*DL/35	Long sell – OA confirmed segment
0OPENY25OCTBOSCLTDS1	Sell OPEN segment
0DLOPENY25OCTBOSCLTDS1	Sell OPEN segment - OA

Remarks (5)

5PSGR HBA …	Remark
5H-HAVE ADVISED CHANGE FARE	Historical Remark
*P5	Display Remarks

Name Field (-)

-**JONES/CAROL MRS**	Basic name entry
-**2SMITH/ART/KAREN MRS**	2 customers, same surname
-**ROBERTS/JOEΣ-SMITH/RON**	2 customers, different surnames
-**I/KENT/CLARK**	Infant name
-**C/20ACME BRICK COMPANY**	Group name field (-C/) for group PNR
*N	Display name field items

ABBREVIATIONS

CPT	Captain	**JR**	Junior	**MSGR**	Monsignor
CPO	Chief Petty Officer	**LT**	Lieutenant	**PVT**	Private
CDR	Commander	**MSTR**	Master	**PROF**	Professor
CPL	Corporal	**MSGT**	Master Sergeant	**RABBI**	Rabbi
DR	Doctor	**MISS**	Miss	**REV**	Reverend
FR	Father	**MRS**	Mrs.	**SR**	Senior/Sister
GEN	General	**MS**	Ms.	**SGT**	Sergeant

Received From Field (6)

6P	Received from customer
6SECRY/ANNE	Received from secretary
6MR JONES	Received from a specific person
6LINDA/WORLD TRAVEL	Received from travel agent
*P6	Display Received From field items

Phone Field (9)

9DCA305-555-1212-B	Business phone – Washington, DC
9PHL214-555-1234-H	Home phone – Philadelphia
9LGW541-322-5456-A	Travel Agency phone contact – London
9NYC212-555-6728X102-B	Business phone with extension - New York City
9PWCT	Customer will contact
*P9	Display Phone field items

Ticketing Field (7)

7T-	Ticketed customer
7T-0374010123456	Ticketed customer - airline code and ticket number
7T-22OCT	Ticketed customer - date ticketed
7T-A	Ticketed customer - agency ticketed
7PS-A11F	Non-Revenue **P**ositive **S**pace traveler – pass classification
	(Will vary depending on the type of pass)
*P7	Display Ticketing field items

Ticket Time Limit (8)

830	Airport pick-up, at least 30 minutes prior to departure
81159P/22OCT	Ticket must be purchased by 1159 PM on 22OCT
81830/22OCT	Same as above, employing 24-hour time
*P8	Display Ticket Time Limit field items

AAdvantage Account (FF)

FFAA123A567	Add AADV number to PNR
FFAA123A567-1.1	Add AADV number to PNR, name-select
FFAA123A567-1.1∑FFAA765B321-1.2	Add AADV numbers to multi-name PNR

Endorsements (ED)

W‡FCA‡VCR‡ED VALID US ONLY   Basic ticketing entry with endorsement line

Note: Endorsements cannot be added to the PNR. Add to ticketing entry. Recommended verbiage:

VALID US ONLY	NONREF/CHGFEE APPLIES
CHANGE OR FEFUND FEE	NONREF NONENDORSEABLE
NO CHANGE AND NO REFUND	NONREFUNDABLE
PENALTY ON CHNG/REF	CHANGE FEE APPLIES
NONENDORSEABLE	CHECK IDENTIFICATION
NOT VLD W/O CONJ TKT	VOID IF BOUGHT/SOLD
TICKET NONREF/COMPANION	NONREFUNDABLE/APEX
NO REFUND/CHANGE FEE	RSTRCTD CHNGS/RFNDS
INVOLUNTARY REROUTE	INVOL/RULE 240
INVOLUNTARY/SKED CHNG	REFUND PURCHASER ONLY
REFUND THRU ACCTG ONLY	TRIP IN VAIN

DEPORTEE ACCOMPANIED   DEPORTEE UNACCOMPANIED

End/Ignore Transactions	
E	End Transaction (End PNR Creation)
ER	End Transaction and Redisplay PNR
E*	End Transaction (End PNR Creation) and print
I	Ignore Transaction
IR	Ignore Transaction and Redisplay PNR

PNR DISPLAYS

Display Entries

*I	Display Itinerary only
*P	Display all customer data
*A	Display All
*I*N	Display multiple items (Itinerary and Name)
*32-SMITH	Display PNR for today's date
*32/17JAN-SMITH	Display PNR for future date
*AA50/17JAN-SMITH	Display other airline PNR
*L‡32/17JAN-SMITH	Display waitlisted PNR
*QSCPYR	Display PNR by record locator
*2	Display PNR from multiple name list (name 2)
*L	Redisplay similar name list
**3-SMITH	Display PNR from Availability display

PNR MODIFICATION

Action Status Codes

HK	Holding Confirmed	No Action
HL	Holds Waitlist	No Action
JL	Priority Waitlist	No Action
KK	Now Confirmed	Change to HK
KL	Confirmed from Waitlist	Change to HK
LL	List List	No Action
MM	Meal List	No Action
NN	Need Need	No Action
NS	No Show	No Action
PN	OA Pending Need	Automatically Requested
RR	Reconfirmed	No Action
SC	Schedule Change	Change to HK
TK	OA Schedule Change, new times	Change to HK
UN	Unable -Not Operating	Change XK
WK	Was Confirmed	Cancel Segment
XK	Canceled OA Segment	Sends No Message

Change Class of Service

WC1F	Change Class to F; Single Segment
WC1Y/2Y	Change Class to Y; Multiple Segments
WCAY	Change Class to Y; All segments

Change Segment Status in PNR

.2HK	Change segment 2 status to HK
.1HK.2HK.3HK	Change segments 1, 2, and 3 status to HK
.HKALL	Change segment status for all segments to HK
.1HK215P415P	Change segment 2 status to HK and add departure and arrival times
.1HK14151615	Same entry as above in 24-hour time
.2HK205P330P.3HK500P725P	Change segments 2 and 3 status to HK, and add departure and arrival times for both segments
.3HK*NW/BEV	Change segment status with authorization from other airline

History

*H	History	***H5H**	History of Historical Remarks
*HI	History of Itinerary	***HN**	History of Names
*HIA	History of Itinerary, Air Segments	***H4**	History of AFAX (OSI/SSR)
*HIC	History of Itinerary, Car Segments	***H7**	History of Ticketing
*HIH	History of Itinerary, Hotel Segments	***H8**	History of Ticket Time Limit
*H5	History of Remarks	***HB**	History of Pre-Reserved Seats

History Action Codes (X: canceled   A: added   M: modified)

XS	Canceled Segment	**A4S**	Added SSR
AS	Added Segment	**XN**	Canceled Name
MS	Modified Segment	**AN**	Added Name
SC	Schedule Change	**X4G**	Canceled PRS
A7	Added Ticketing	**A4G**	Added PRS
X7	Canceled Ticketing	**M4G**	Modified PRS
A8	Added Ticket Time Limit	**X5H**	Canceled Historical Remarks
X8	Canceled Ticket Time Limit	**A5H**	Added Historical Remarks
X4O	Canceled OSI	**AP**	Added PTA Number
A4O	Added OSI	**R-**	Received From
X4S	Canceled SSR		

Name Field	
-1⊠	Delete first name
-1.1⊠	Delete first name from N1 (name field 1)
-1,2⊠	Delete name fields 1 and 2
-1-3⊠	Delete name fields 1 through 3
-1.2,2.1⊠	Delete second name from N1 and first name from N2
-1.1-1.4⊠	Delete first through fourth names from N1
-1⊠**JONES/J MR**	Change name in the first name field (to JONES/J MR)
-2.1⊠**JANET**	Change first name in name field 2 (to JANET)

Phone Field	
91⊠	Delete phone field 1
91,2⊠	Delete phone fields 1 and 2
91-3⊠	Delete phone fields 1 through 3
91⊠**CLT704-555-3454-B**	Change phone field 1
90/CLT704-555-3454-B	Insert phone number after zero

Ticketing/Ticket Time Limit Fields

7⊠	Delete Ticketing field
8⊠	Delete Ticket Time Limit field

Remarks Field

51⊠	Delete remarks line 1
51,2⊠	Delete remarks lines 1 and 2
51-5⊠	Delete remarks lines 1 through 5
51⊠HAVD TKT TIME LIMIT	Change remarks line 1
51/H-HAVD CHANGE FARE	Insert historical remarks line after line 1

Divide PNR	
D1	Divide all customers within name field 1
D1.3	Divide out name field 1, customer 3
D3.2	Divide out name field 3, customer 2
D3*5	Divide out multiple customers from a PNR in a single entry (name fields 3 & 5)
D1.1*1.3	Divide out name field 1, customers 1 and 3
D1.2*2.3	Divide out name field 1 (customer 2) and name field 2 (customer 3)
D1*2*3.1	Divide out name fields 1 and 2 (all customers) and name field 3 (customer 1)
D2-4	Divide out name fields 2 through 4
F	File PNR
DC/1*2.2	Divide out 1 name from corporate/Group PNR - name field 2, psgr 2
DC/3*5*7*10	Divide out 3 names from corporate/Group PNR - name fields 5, 7, 10

Reduce Number in PNR

,2	STEP 1: Indicate new number of customers in PNR entry
-2⊠	STEP 2: Delete the applicable name or names
6MR JONES	STEP 3: Enter RCVD FROM
E	STEP 4: End transaction

Cancel and Rebook PNR

XI	Cancel entire itinerary
X1	Cancel segment 1
X2/4	Cancel segments 2 AND 4
X2-4	Cancel segments 2 THROUGH 4
X1‡01Y1	Cancel segment 1 and rebook from availability display
X1‡0027JAN	Cancel segment 1 and rebook same flight, new date

Insert After Segment	

/2	Insert after segment 2
/3/0A	Insert ARNK after segment 3
/2/1	Insert segment 1 after segment 2
/3/032Y17JANCLTLGANN1	Insert long sell after segment 3

PET IN CABIN

Availability

119JANLAXDFW6A	Display availability to obtain equipment type
LM123/19JANLAX	Display LM list for PNRs with last name "PET". Compare number of pet PNRs with equipment authorization.

Listing Pet-In-Cabin

0123Y19JANLAXDFWMM1	Create MM itinerary segment
-PET/SMITH	Name field: last name PET, first name is customer's surname
5 SEE PNR AXUFLC	Cross-reference pet PNR with customer's.
ET	Complete pet PNR and end-transaction.
4PETC1	Retrieve psgr PNR, identify GFAX for applicable flight segment.
4PETC1-1.2	GFAX entry for each applicable flight segment., name-select

PRE-RESERVED SEATS (PRS)

PRS Locations

B	**B**ulkhead	**L**	**L**eft side of the aircraft
A	**A**isle	**R**	**R**ight side of the aircraft
W	**W**indow	**T**	**T**ail of aircraft
X	Opposite Aisles	**F**	**F**orward

PRS Entries

4GA/	PRS for **A**ll segments, all customers
4GA/W	PRS for **A**ll segments, window
4G1/W	PRS segment 1, window
4G1,3/W	PRS segments 1 and 3, window
4G1/13C	PRS segment 1, specific seat number (13C)
4G1/7AB	PRS segment 1, specific seat numbers (7A and 7B)
4G1,3/7C	PRS segments 1 and 3, specific seat number (7C)

4GA/7C	PRS for **A**ll segments, specific seat number (7C)
4G1/W-1.1	PRS segment 1, window seat, customer name 1.1
4G1/A-1.1,3.2	PRS segment 1, aisle seats, customer names 1.1 and 3.2
4GX	Cancel all PRS
4GX1	Cancel PRS for segment 1
4GX1-2.1	Cancel PRS for segment 1, name field 2, customer 1
4GX1-1.1,3.2	Cancel PRS for segment 1, customer names 1.1 and 3.2

PRS Seat Maps

4G*32Y17JANBOSMCO	Display seat map for flight-date-city pair
4G1*	Display seat map for segment 1
4G1*-PA	Display secondary seat map, specific PNR segment
4G1C*	Display change of gauge seat map from origination

PRINTER DESIGNATION

ATO Agents:
- Step one: Designate ticket printer
- Step two: Designate bag tag printer

If printer re-assignment is necessary:
- Step one: Undesignate bag tag printer
- Step two: Undesignate ticket printer

Ticket / Boarding Pass Printers

W*2ALNIATA88888888	W*2A [LNIATA/printer address] [8-digit Station Number], designates ticket printer and creates ATAC record
W*2ALNIATA88888888/DD	Designate ticket printer, create ATAC record and allow ticketing after 12:00 am Midnight (local time)
W*NO	Undesignate ticket printer
W*2ADUMMY/88888888	Designate dummy printer for ATAC close-out

Bag Tag Printers

GABT123456	Designate bag tag printer
GUBT	Undesignate bag tag printer

Hardcopy Printers

PTR/123456	Designate printer, current work area only
PTR/END	Undesignate printer, current work area only
*S*P	Verify sine and printer designations
14JULSFOLAX7A (print+enter)	Print hard copy of availability, PC
‡2*A (print+ enter)	Print multiple hard copies (2 copies of PNR), PC
PTR14JULSFOLAX7A	Print hard copy of availability, PATT Terminals
PTR‡2*A	Print multiple hard copies (2 copies of PNR), PATT Terminals

Optional Printer Entries

PTR/123456*	Designate Hard Copy printer; all work areas
PTR/END*	Undesignate Hard Copy printer, all work areas
RL/123456STATUS	Check printer status, by printer address
RL/123456HOLD	Place Printer Status on hold, by printer address
RL/123456	Release or restart printer, by printer address

QUEUES

Basic Entries

QC/	Queue Count for your city
QC/CTY	Queue Count for a specific city
QC/16	Queue Count for a specific queue
QC/CTY16	Queue Count for a specific city and queue
Q/16	Access specific queue for your city
Q/CTY16	Access specific city and queue
Q/S	Access Supervisory message queue
Q/G	Access General message queue
QX	Exit queue with no PNR present
QXI	Exit queue and ignore current PNR
QXR	Exit queue and remove current PNR from queue
QXE	Exit queue and End Transaction on current PNR
QR	Remove current PNR from queue and remain in queue

I	Ignore PNR and display next PNR
QU	Auto UTR line
QL	Auto LMTC line

Queue Placement	
QI*SYS *or* **KP***	Displays Instruction Codes which will then advise persons working the queues later what action needs to be taken
QP/31/11	Places PNR on local queue 31, instruction code 11
QP/SFO31/11	Places PNR on SFO queue 31, instruction code 11
5Q-CVG09OCT45/11	Places PNR on CVG queue 45, instruction code 11 for a future date (09OCT)

SCHEDULE vs. AVAILABILITY

Note: Use "Schedule" when TIME is critical. Use "Availability" when you are interested in SEATS and available classes of service.

Availability	**Schedule**	What you get...
1DFWPIT	**SDFWPIT**	Today, next flight out
1DFWPIT7A	**SDFWPIT7A**	Today, from 7:00am
125APRDFWPIT	**S25APRDFWPIT**	By date
125APRDFWPIT7A	**S25APRDFWPIT7A**	By date and time
125APRDFWPIT/10A	**S25APRDFWPIT/10A**	By date and arrival time
125APRPITMAD9APHL	**S25APRPITMAD9APHL**	By departure time and connection (city)
125APRDFWPIT7A‡UA	**S25APRDFWPIT7A‡UA**	By specific carrier
- N/A -	**S25APRDFWPIT/ES**	Extended Schedule
132/25APRDFWPIT	**- N/A -**	Specific flight availability
125APRDFWPIT9A-M	**S25APRDFWPIT9A-M**	Availability for M class seats by date and time
1S25APRDFWPIT-M	**- N/A -**	Scan 4 days ahead for M seats

1*	**S***	Display more
1*OA	**S*OA**	Display other airline availability
1*_HA_	**S***_HA_	Return to Airline availability displays
1*ALGA	**S*ALGA**	Change arrival city
1*DSFO	**S*DSFO**	Change departure city
1*SFOLGA	**S*SFOLGA**	Change departure and arrival city
1PHL	**1PHL**	Change connecting city
1*3P	**S*3P**	Change departure time
127APR	**S27APR**	Change departure date
1-Y	**S-Y**	Change class of service
1‡2	**S‡2**	Display flights 2 days forward
1-2	**S-2**	Display flights 2 days back
1R12MAY10A	**SR12MAY10A**	Return by date and time
1R6P	**SR6P**	Return same day by time
1R‡7	**SR‡7**	Return in 7 days
1R‡7LAX	**SR‡7LAX**	Return in 7 days, from a new city

SCHEDULE vs. AVAILABILITY   **Page 127**

SEAT MAPS

Seat Map Display

G*M123	Retrieve Primary Seat Map
G*M123/23SEP	For a specific date
G*M123F	First Class only
G*M123J	Envoy Class only
G*M123F23SEP	First Class/specific date
G*M123DCA	Specific destination
G*M123F23SEPDCA	First Class/specific date and destination
G*M123DFWDCA	Specific origination/destination
G*M123FDFWDCA	First Class/specific origination/destination
G*M123F23SEPDFWDCA	First Class/specific date/origination/destination

Secondary Seat Map Display	
G*M123/CB	Coach Cabin Baggage
G*M123F/CB	First Class Cabin Baggage
G*M123F23SEP/CB	First Class Cabin Baggage for a specific date
G*M123/IF	Coach class Infant seat locations
G*M123/12MAYLGW/IF	Infant seat locations/specific date/destination
G*M123/PA	Coach class Preferred Access
G*M123/12MAY/PA	Preferred Access/specific date
G*M123DFWPHL/PA	Preferred Access/specific origin/destination

Seat Symbols

*	AVAILABLE	Seat is available to assign
•	ASSIGNED	Seat is assigned (•• will appear if assigned to a thru customer)
/	BLOCKED	Seat blocked
‡	INOP	Not useable / broken seat
H	ACCESSIBLE ROW	Moveable armrest for customers with mobility impairments
I	INFANT Block	Blocked for customer traveling with an infant
L	MAIN CABIN EXTRA SEAR	Main Cabin Extra, available for purchase
P	PREFERRED SEAT	Preferred Seat, avail. to AADV and **one**world top tier, MILT and full Y complimentary
Q	PREMIUM TRAVEL Block	Seat blocked in advance for assignment to tier level or full "Y" customers
R	PRE-RESERVED	Seat reserved (boarding pass not issued)
T	GATE Block	Gate agent-blocked seat
U	UNDESIRABLE	Seat does not recline; advise customer

Row Symbols

V	PREMIUM PRE-RESERVED	Seat reserved by tier level or full "Y" customers (boarding pass not issued)
W	OVER WING	View is blocked by aircraft wing
X	EMERGENCY EXIT	Must be able to perform exit row duties
CLS	Closet	
LAV	Lavatory	
GAL	Galley	
DOR	Door	
BHD	Bulkhead	
SCR	Movie screen	
PAL	Preferred Access lavatory	

SINE IN/SINE OUT

Sine In/Out (RES)

ATO Agents:

- Step one: Designate ticket printer
- Step two: Designate bag tag printer

If printer re-assignment is necessary:

- Step one: Undesignate bag tag printer
- Step two: Undesignate ticket printer

SIxxxxx	Sine In, employee number
SIxxxxxExx	Sine In, affiliate employee number + E + carrier code
SI*xxxxx	Sine In to all work areas, employee number
SIAxxxxx	Sine In to specific work area (Work areas A-F)
SI4	Change Duty code (4, 5, /, etc.)
SIB4	Change Work Area (A-F) and Duty code (4, 5, /, etc.)
PTR/*printer address*	Designate Hard Copy Printer
PTR/END	Undesignate hard copy printer

W*2ALNIATA88888888	W*2A [LNIATA/printer address] [8-digit Station Number], designates ticket printer and creates ATAC record
W*NO	Undesignate Ticket Printer (Ticket Counter only)
GABT123456	Designate Bag Tag Printer
GUBT	Undesignate Bag Tag Printer
☒B	Change Work Area (A-F)
*S	Display sine
*P	Display printer designations
*S*P	Display both sine and printer designations
*M	Display current system active work area (ie, RES/DECS)
SO	Sine Out
SO*	Sine Out of all work areas

Sine In/Out (DECS)

⌧⌧**DECS**	Access DECS system
BSIxxxxx	Sine In with employee number followed by your passcode
BSO	Sine out

Sine In/Out (FRT)

⌧⌧**FRT**	Access FRT system
BSIxxxxx	Sine In with employee number followed by your passcode
BSO	Sine out

Carrier Codes

51	PIEDMONT	**57**	METROJET
52	ALLEGHENY	**58**	US AIRWAYS SHUTTLE
53	PSA	**59**	CCAIR
54	CHAUTAUQUA	**60**	MESA-LIBERTY EXPRESS & FLORIDA GULF
55	COMMUTAIR	**61**	AIR MIDWEST
56	TRANS STATES	**62**	MESA JET
MQ	Envoy	**EV**	Express Jet
OO	SkyWest Airlines	**YX**	Republic Airlines
YV	Mesa Airlines		

TICKETING

List of Un-ticketed Passengers

PUN123/19JANDFW   Display list of un-ticketed customers for flight 123

FOP Codes Required to Issue Ticket

CA	Cash/traveler's checks	**MP**	Multiple forms of payment
CK	Check		
CT	Certificate, needs ticket designator	**XX**	Free text

Basic Ticketing Entries	
W‡FCA	FOP: Cash
W‡FCA‡MFRF	FOP: Cash (FRF-French Francs), international currency override
W‡F*371449635392376/0997	FOP: Credit Card
W‡F*37449635392376/0997*Z1234	FOP: Credit Card - manual approval code
W‡FMPCK*CA/46.30/3.70	FOP: Multi - CK and $50 CA, break out tax (VCR not permitted)
W‡FMPCK*AX371449635392376/46.30/3.70	FOP: Multi - CK and $50 CC, break out tax (VCR not permitted)
W‡FMPAX371449635392376*CA/46.30/3.70	FOP: Multi - CC and $50 CA break out tax (VCR not permitted)

Select Ticketing Entries

W‡FCA‡PQ1   FOP: Cash – PQ1

W‡FCA‡1.2/2.1   FOP: Cash - Names 1.2 and 2.1

Award Ticketing

WPPFY‡AC*AWARD‡AWARD   Price an AAdvantage award

W‡CT0379281028192‡FCA   Ticket with certificate and
                                           FOP: Cash

Endorsement Box

W‡FCA‡EDVALID ON AA ONLY   Add endorsement

TICKETING APPROVALS

Check Approval Codes

CK*CK041001034160274/275‡ **DLPA123456789**	Check with driver's license, approval code
CK*CK041001034160274/275‡ **MI123456789**	Check with military ID, approval code
CK*CK041001034160274/275‡ **IDSS123456789/IDPP1234567**	Check with multiple ID, approval code

Note: Check MICR number; it must be at least 10 digits but does not exceed 25 digits. If the MICR number is less than 10 digits in length, zeros may be added to the left to bring the number up to 10 digits. If the MICR number is greater than 25 digits, numbers may be dropped from the right to bring the number down to 25 digits.

Credit Card Approval Codes

CK*4482351298321765/1299/235	Credit Card approval: Expiration 12/99, round up to the nearest dollar $235.00

TICKETING - EXCHANGE

When to Use the Exchange Mask

- Use the Exchange Mask for exchanging unused tickets, Transportation Voucher, MCO.

Ticket Exchange Mask

WFRTR2‡N2.1	Access Exchange Ticket Mask, VCR 2, name 2.1
*WFR	Re-display Exchange Ticket Mask

Involuntary Reroute Mask

WFRI‡S1	Access Involuntary Reroute Mask (from PNR, segment 1)
WFRI‡C2-3‡S1-2	Access Involuntary Reroute Mask (from PNR, coupons 2-3, segments 1-2)
WFRNCC‡S1‡	Access Involuntary Reroute Mask (from PNR, no coupon, segment 1)

TICKETING MASKS

Ticketing Masks

MISC1	Miscellaneous Sales/Service Mask
MISC2	Admirals Instant Enrollment
MISC6	Excess Baggage Charges
MISC9	AAdvantage Upgrade Account
RFND	Transportation Voucher Mask
WFRR	Refund Mask
*RF or *RFND	Re-display the Refund Mask
*MI or *MISC	Re-display the Miscellaneous Mask
*WFR	Re-display Exchange/Refund Mask
*RFND	Re-display Transportation Voucher Mask

TICKETING – NON REVENUE TRAVEL

Employee Travel

E*‡22222   Employee travel information database
                               retrieval by employee number

TIMATIC

Access Timatic Mode

The preferred reference is WEB TIMATIC.
Go to: Airport Services Web Reference Home Page and select Quick Links: WEB TIMATIC

The following entries are basic to accessing and moving within the TIMATIC Mode:

⌧⌧**TIM**	Access TIMATIC mode
⌧⌧**RES**	Exit TIMATIC and return to Reservations mode
QUIT	Exit TIMATIC and return to Reservations mode
TIPN	Display **P**age **N**ext
TIPL	Display **P**age **L**ast
TIPG	Display **Pag**e Current
TIPF	Display **P**age **F**irst
TIPB	Display **P**age **B**ack

Encode and Decode

The following entries encode and decode within the TIMATIC partition:

TILCC/AUSTRIA   Display cities using name of country

TIRCC/AU   Display cities using country code

TIRCC/JFK   Display country and alternate cities using city code

When checking customer documentation, remember to check outbound and return requirements. The entries below are broken down for you:

TI**RV/NA**MX/**EM**MEX/**DE**LHR/**TR**DFW   -   **R**etrieve **V**isa information
TI**RH/NA**MX/**EM**MEX/**DE**LHR/**TR**DFW   -   **R**etrieve **H**ealth information
TI**RA/NA**MX/**EM**MEX/**DE**LHR/**TR**DFW   -   **R**etrieve **A**ll information

  .   .   .   .   .
  .   .   .   .   **TR**ansit city here
  .   .   .   **DE**stination city here
  .   .   **EM**barkation city here
  .   **NA**tionality of customer
  Retrieve **V**isa, **H**ealth, or **A**ll

TIDFT**/ZRH/**CY   **DFT** is **D**isplay **F**ull **T**ext

                      ZRH is Destination City

                      CY is the Specific Code. Specific codes are:

CY - Currency	**HE** - Health
CS - Customs	**GE** - Geography
TX - Taxes	**PA** - Passport
VI - Visa	

WEATHER

Weather Entries

☒**WEA/WX*DFW**	Current weather
☒**WEA/CF*DFW**	Current forecast
☒**WEA/EF*DFW**	Extended forecast
☒**WEA/EF*DFW/2**	Extended forecast, page 2
☒**WEA/AV*DFW**	Average temperature

NOTES

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