

Reservations and Ticketing with SABRE

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Introduction

Objectives

After completing this unit, you should be able to do the following:

1. Identify the basic components of a computer reservation system.
2. Sign in and sign out.
3. Encode and decode airlines, cities, aircraft equipment, and countries.

The computer is one of the most influential inventions of the century-indeed, of all time. Almost every human endeavor has benefited in one way or another from the rapid spread of computers. Yet it was not long ago that computers were rare and their role in the affairs of humanity was minor. Sixty years ago, there were virtually no computers anywhere in the world. In 1950, there were about 250 computers. Today, more than 300 million computers are in use throughout the world.

Until the late 1960s, only the largest companies and government agencies could afford computers. The development of Large Scale Integration (LSI) allowed thousands of electrical circuits to be placed on a small slice of silicon, called a microprocessor. In 1982, IBM Corporation introduced the personal computer, or "PC." Today, the term PC is commonly used in a general sense to refer to any computer which uses a microprocessor.

Global Distribution Systems

A computer reservation system (CRS) is based on a large central computer, or mainframe, serving many sites, such as travel agencies and airport offices. A CRS that is distributed worldwide may also be referred to as a global distribution system (GDS). A small travel office may have as few as two terminals, whereas a busy airline reservation center may have more than 100 terminals.

The SABRE central computer is located in Tulsa, Oklahoma in the United States, and serves users in both hemispheres. The part of the mainframe that processes data is called the central processing unit, or CPU. Flight information, airfares, and reservation data are stored in the mainframe's storage unit.

A terminal is often referred to as a CRT (cathode ray tube), the type of television tube that is used for the display of information. Another abbreviation for a computer terminal is VDT (video display terminal). PCs are commonly used in travel agencies to communicate with computer reservation systems.

Computers and The Tourism Industry

Nowhere has the impact of computer technology been more profound than in the tourism industry. Over the last 30 years, the computer has become an essential tool of airlines, hotel chains, car rental companies, and travel agencies.

SABRE provides users with access to airline flight schedules, fare information, hotel rates, car rentals, and other essential travel data. SABRE provides availability and fare displays for more than 500 participating passenger carriers, 30 car rental companies, and most hotel chains and cruise lines.

Sign In/Sign Out

Before the system can be used to access airline fares or book passenger reservations, the travel agent must first "sign in" at the CRT. The sign-in procedure identifies the agent and the work area in which he or she will be working.

The work area is a temporary storage area assigned to each terminal. In the work area, the agent assembles information such as the traveler's name, contact telephone numbers, and the desired ticketing date. In general, the information may be entered in any order. Together, this collection of data is referred to as a passenger name record, or PNR. When the data is complete, the agent inputs the entry to end the transaction. This action sends the record to the central computer for permanent storage. The work area is then cleared so that another PNR can be assembled.

Sign-In

The sign-in entry is used to identify the agent and gain access to the computer. To sign in to SABRE, the agent inputs the following entry:

SI<Work Area><Sign-In Code>

Example:

SI*37634

This example will sign in to all work areas. The following will sign in to a specific work area:

SIA*01762

This entry will sign in only to area A.

Sign Out

Before leaving the terminal for an extended time, and at the conclusion of each business day, the agent is instructed to sign out, as follows:

SO*

This entry is used to sign out of all work areas. The following entry will sign out of a specific work area:

SOA

If the terminal is not used for one hour, the agent is signed out automatically.

Encoding and Decoding

The encoding function is used to convert a name to a code, whereas the decoding function is used to convert a code to a name.

City and Airport Codes

Cities and airports are indicated by three-letter codes. For example, Paris has the city code PAR, and Chicago has the code CHI. If a city has multiple airports, each airport has a different code. For example, CDG is the code for Paris-Charles de Gaulle, and ORY is the code for Paris-Orly. The city code NYC refers to all New York City airports, whereas JFK refers specifically to John F. Kennedy International and LGA refers to LaGuardia.

City and airport codes are designated by the International Standards Organization (ISO) based in Geneva, Switzerland. All computer reservation systems recognize these codes.

Encoding a City or Airport

The entry code W/-CC is used to encode a city, as follows:

W/-CC<City or airport>

Example

W/-CCLUXOR

This example will display the city code for Luxor. The entry code W/-AP is used to encode an airport, as follows:

W/-APHEATHROW

This entry will display the airport code for Heathrow.

Decoding a City or Airport

The entry code W/* is used to decode either a city code or an airport code, as follows:

W/*<City or airport code>

Example

W/*FCO

Carrier Codes

Passenger carriers are referred to by two-letter and three-letter carrier codes. For example, the carrier code for Air France is AF, and the code for Lufthansa is LH. The International Air Transport Association (IATA), which represents more than 200 of the world's principal airlines, assigns carrier codes. IATA has also assigned a three-digit airline code to each carrier. For example, the airline code for American Airlines is 001, and the airline code for United Airlines is 016. Eventually, three-letter IATA codes will replace the two-letter carrier codes presently used.

For example, the three-letter code FIN will replace the two-letter carrier code AY, now used for Finnair.

The following are examples of carrier and airline codes for major international carriers.

AA	AAL	001	American Airlines
AF	AFR	057	Air France
AY	FIN	105	Finnair
AZ	AZA	055	Alitalia
BA	BAW	125	British Airways
CO	COA	005	Continental Airlines
DL	DAL	006	Delta Air Lines
IB	IBE	075	Iberia
JL	JAL	131	Japan Airlines
KL	KLM	074	KLM Royal Dutch Airlines
LH	DLH	220	Lufthansa German Airlines
OS	AUA	257	Austrian Airlines
SK	SAS	117	Scandinavian (SAS)
SU	AFL	555	Aeroflot
UA	UAL	016	United Airlines
US	USA	037	U.S. Airways

Encoding an Airline

The entry code W/-AL is used to encode an airline, as follows:

W/-AL<Carrier>

Example

W/-AL AER LINGUS

This example would be used to determine the carrier code for Aer Lingus.

Decoding an Airline

The entry code W/* is used to decode an airline code, as follows:

W/*<Carrier code>

Example

W/*AS

This example would be used to determine the name of the airline that has the carrier code AS.

Equipment Codes

Each type of passenger aircraft is indicated by a three-letter equipment code. For example, 747 is the equipment code for Boeing 747, and D10 is the code for McDonnell Douglas DC-10. Some passenger aircraft, such as the 727, DC-10, or L-1011, have more than one model. For example, three basic models of the 727 are used for passenger transportation, including the 727, 727-100, and 727-200. Equipment codes are used in flight availability displays to indicate the type of aircraft used on each flight. The following are examples of various equipment codes:

A3B	Airbus Industrie A-300B
DC9	McDonnell-Douglas DC-9
D10	McDonnell-Douglas DC-10
D9S	McDonnell-Douglas DC-9 Super Jet
L10	McDonnell-Douglas MD-80
310	Airbus Industrie A-310
320	Airbus Industrie A-320
733	Boeing 737-300
737	Boeing 737
73S	Boeing 737-200
747	Boeing 747
757	Boeing 757

The equipment code 73S represents a special configuration of the 737 aircraft. The S indicates that the airplanes have been configured for additional passenger seating. These specially configured aircraft are commonly referred to as "stretch jets." Similarly, the code 73M indicate a "multiple" configuration, designed to transport cargo as well as passengers.

Encoding Aircraft Equipment

The entry code W/EQ- is used to encode aircraft equipment, as follows:

W/EQ-<Equipment>

Example

W/EQ-FOKKER F27

This example would be used to determine the equipment code for the Fokker F27 aircraft.

Decoding Aircraft Equipment

The entry code W/EQ* is used to decode an equipment code, as follows:

W/EQ*<Equipment code>

Example

W/EQ*M80

This example would be used to determine the aircraft equipment for the code M80.

Review

1. Assume your ID code is 15432. Write the entry to sign on in work area A.
2. What entry is used to sign out from all work areas?
3. Write the entry to determine the airline code for Alitalia.
4. What entry would be used to decode the airline code CX?
5. Write the entry to decode the city code KHI.
6. Write the entry to display the city code for Seoul.
7. What entry will display the airport code for Gatwick?
8. Write the entry to display the equipment code for Fokker aircraft.
9. What entry would be used to decode the equipment code M80?
10. Write the entry to encode the airline Lufthansa.

Flight Availability

Objectives

After completing this unit, you should be able to do the following:

1. Sign in and sign out.
2. Display flight availability for a specified departure date and time.
3. Determine the origin and destination airports, departure time, arrival time, aircraft, meal service, flight number, and number of stopping points.
4. Display return, additional, and original availability.
5. Display connecting flights.
6. Change the date or time of an existing availability display.
7. Display availability by arrival time, class of service, or carrier.
8. Obtain a direct-access availability display from a carrier's reservation system.

The term **itinerary** refers to all the origin, destination, and intermediate points in a trip. Each portion of the itinerary is referred to as a **segment**. As an example, consider the following trip:

1. LAX - BOS
2. BOS - LAX

This example includes two flight segments. The first segment in the itinerary is called the originating or outbound segment, and the first point is called the originating point. In this example, Los Angeles (LAX) is the originating point, and Boston (BOS) is the turn-around point or destination. The flight that returns from the destination to the originating point is called the return flight. If a trip involves a connection, a separate segment is included in the itinerary for each connecting flight. For example, assume a passenger will travel from London to San Francisco, connecting in Chicago. After attending a meeting in San Francisco, he will be return on a nonstop flight to London. This passenger's itinerary will consist of the following air segments:

1. SFO - CHI
2. CHI - LON
3. LON - SFO

In this example, the passenger will depart from San Francisco (SFO), disembark in Chicago (CHI), and then board another flight to London (LON). The Chicago-London portion of the trip is a separate segment.

A point in a connection where a change of aircraft occurs is called a connecting point. Any point that is not a connecting point in an air itinerary is called a stopover point. In this example, Chicago is a connecting point, and London is a stopover point. The first city or airport in a flight segment is the departure or origin point, and the second city or airport is the arrival or destination point. Together, the departure point and arrival point form a "city pair."

A city pair availability display is a current list of regularly scheduled flights that operate between two specified points. To obtain an availability display, the agent must input the date of travel and the origin and destination points.

information is called the **seat quota**. The first 5 classes are shown after the flight number, and additional classes are displayed on a separate line below.

The classes offered on each flight vary, depending on the carrier, type of aircraft, route, and other factors. The maximum number that will be displayed for each class depends on the carrier's agreement with SABRE. More seats may actually be available than the maximum number displayed.

To the right of the seat quota are the origin point and destination point. Note that the applicable airport code is shown for each point. The digit after the destination point indicates the **on-time performance**. The digit 6 indicates that the flight departs and arrives on time from 60 to 70 percent of the time. The on-time indicator is displayed only in North American displays. Note in this display that the flight times are in the 12-hour format. The time format may be set or changed by the agency. The 24-hour format is commonly used in Europe, Asia, and Africa, whereas the 12-hour format is the most often used in North America.

The scheduled arrival time is shown to the right of the departure time. In this example, the times are in 12-hour format.

The equipment code for each flight is shown to the right of the arrival time. Meal service The meal service code for each flight is shown to the right of the equipment code:

B Full breakfast	D Dinner
V Continental breakfast	S Snack
L Lunch	

If no meal code is displayed, meal service is not provided on the flight.

The number on the right of the meal service code indicates the number of intermediate stops. Any exceptions to the frequency of operation are indicated to the right of the stops. The frequency of operation refers to the days of the week on which a flight operates. The frequency exception indicates any days on which the flight does not operate. Days of the week are indicated by the following digits:

1	Monday	2	Tuesday
3	Wednesday	4	Thursday
5	Friday	6	Saturday
7	Sunday		

For example, X6 indicates that a flight does not operate on Saturday.

The code DCA indicates a Direct Connect Availability carrier. The availability information is obtained directly from the carrier's system. If seats are booked, the reservation is made simultaneously on the carrier's system, as well.

Additional Availability

In many cases, more flights exist than can be displayed on one screen. To display additional flights, the following entry may be input:

1*

Changing the Time

After city pair availability has been requested, availability may be displayed for an alternate departure time, by means of the following format:

1*<Alternate Time>

Example:

1*2P

The system responds by displaying availability for flights departing as close as possible to the specified time.

Changing the Date

After city pair availability has been requested, an alternate date can be specified as follows:

1<Alternate Date>

Example:

121MAY

Sabre responds by displaying availability on the specified date, using the same city pair requested in the most recent availability entry.

To move the date forward one day, the following entry may be used:

1±1

To display availability for the same city pair three days earlier, the following entry may be used:

1-3

When the date is moved forward or back, an alternate departure time may also be specified, as follows:

1-7*10A

The example above will move the date back seven days and display flights departing around 10A.

Changing the Departure or Arrival Point

The entry code 1*D may be used to change only the departure point of an existing availability display, as follows:

1*DMIA

This example above will change the departure point to Miami. The arrival point will remain the same as in the existing availability display. The entry code 1*A may be used to change only the arrival point, as follows:

1*AICT

The example above will change the arrival point to Wichita.

Original Availability

To redisplay the original availability display, the following entry may be used:

1*OA

When this entry is input, the system redisplay the availability display that was obtained before any follow-up entries were input.

Specifying a Connecting Point

A connecting point can be specified as follows:

120OCTLAXPAR09AORD

The connecting point is input at the end of the availability entry. The example above will display connections on 20 October from LAX to PAR, departing around 0900 and connecting at ORD. A minimum connecting time may also be specified, as follows:

120OCTLAXPAR0900ORD120

The example above specifies a minimum connecting time of 120 minutes.

A normal availability display can also be modified to show only flights via a specified connecting point. For example, assume the following availability entry has been input:

124APRDFWHNL10A

The example above will display all flights departing on 24 April from Dallas to Honolulu departing around 10A. The following entry will change the display to show only connections via San Francisco:

1SFO

After connecting flights have been requested, the following entry will change the display to the

original format:

1*ORIG

Note that this entry can only be made after connections have been requested.

Specifying an Arrival Time

The arrival time may be specified as follows:

122OCTATLSTL/2P

Note that a slash (/) is typed before the desired arrival time. The arrival time can also be specified in a return availability entry, as follows:

1R27OCT/4P

The example above requests return availability on 27 October, arriving around 4P.

Specifying a Class of Service

A class of service may be specified as follows:

112DECSTLPAR-B

Note that a dash (-) is typed before the class of service. This entry will display availability only in B class.

An existing display can be modified to show a specific class as follows:

1-Q

This example will display only availability in Q class.

Specifying a Carrier

A carrier may be specified as follows:

118SEPSFOHNL0900‡UA

Note that a cross (‡) is typed before the carrier code. This entry will display only United flights.

Both the carrier and class may be specified as follows:

118SEPSFOHNL9A‡UA-C

Nonstop/Direct Flights

The option /D may be included in an availability entry to show only direct flights, as follows:

118SEPSEAHNL0900/D

A direct flight is any flight that does not have a change of flight number at an intermediate connecting point.

Last Seat Availability

The Total Access function may be used to obtain data directly from the reservation system of a Total Access or Answer Back/Total Access airline. The Total Access display will show the actual number of seats in each class. This type of display is referred to as last seat availability.

The following format is used to change an existing availability display to a Total Access display:

1 Ⓜ<Carrier>

Example

1 ⓂSA

The example above will change the display to a Total Access display based on information obtained from the South African reservation system. Sabre responds as follows:

```
SA RESPONSE
7SA 202 F0 J7 C7 Z0 Y7 M7 B7 K7 H7 JFKJNB 1120A 755A|1 744 0
      S7 Q7 T7 V7 L7
8SA7017 F4 J4 C4 Y4 K4          JFKMIA 920A 1223P 767 0
9SA 204 F2 J7 C7 Z0 Y7 M7 B7 K7 H7 JNB 500P 340P|1 744 1
      S7 Q7 T7 V7 L7
10SA7310 F4 Y4 K4          JFKMIA 1216P 312P AB6 0
11SA 204 F2 J7 C7 Z0 Y7 M7 B7 K7 H7 JNB 500P 340P|1 744 1
      S7 Q7 T7 V7 L7
12SA7314 F4 Y4 K4          EWRMIA 1253P 350P 757 0
13SA 204 F2 J7 C7 Z0 Y7 M7 B7 JNB 500P 340P|1 744 1
_MD TO SEE MORE
```

A Total Access display remains in the agent's work area for approximately two minutes. After that, the display is replaced by a normal availability display.

The line numbers in a total access availability display always start with line 7 and may reach as high as 16, whereas the lines in a normal Sabre display are always numbered from 1 to 6.

A Total Access availability display may also be obtained as follows:

112JULNYCJNB10AⓂSA

In this entry, Ⓜ is typed before the carrier code to link with the airline's system.

Specific Flight Availability

Availability may also be checked on a specific flight, if the carrier and flight number are known. The following format is used for this purpose:

1<Carrier><Flight><Class><Date><City pair>

Example

1UA440Y10MAYLGAMIA

The example above requests availability on UA 440 in Y class, departing 10MAY from LGA to MIA. Only airport codes may be used in this entry. If the requested class is sold out, an availability display will be shown, so that an alternate class or flight may be selected. The response may be one of the following:

AS	Flight is available to sell.
CR	Flight is closed/seats may be requested.
CN	Flight does not operate.
CL	Flight is closed/seats may be waitlisted.
CC	Flight is closed/waitlist is closed.
NO AVAIL	Availability is not maintained for the requested carrier.

Review

Write the correct entry for each of the following:

1. Display availability from Cleveland (CLE) to Raleigh-Durham (RDU), departing at 1 PM on 19 March.
2. Display additional availability.
2. Change the departure time to 3 PM.
3. Change the departure date to 16 July.
4. Display return availability on 29 June, departing at 11 AM.
5. Display only direct flights on 24 May from Minneapolis (MSP) to Amsterdam (AMS) departing at about 2 PM.
6. Display availability only in C class on 30 April from Sydney (SYD) to Los Angeles (LAX).
7. Link with the SA reservation system to display availability from Miami (MIA) to Cape Town (CPT) departing on 12 February.
8. Display return availability at 6 PM on 27 February.
9. Display connections on 18 May from Atlanta (ATL) to Seattle (SEA) departing at 8 AM and connecting in Denver (DEN).
10. Display availability in Y class on AA 331 departing on 18 October from DFW to LAX.

Selling Air Segments

Objectives

After completing this unit, you should be able to do the following:

1. Sell air segments from a flight availability display.
2. Interpret an air segment.
3. Identify the status/action code for a confirmed segment.
4. Sell a connection from a flight availability display.
5. Waitlist a seat request.
6. Sell or waitlist seats directly by flight number.
7. Book an open segment.
8. Input a passive air segment booked directly with the airline.
9. Input a surface (ARNK) segment.

Citizens of the ancient Roman Empire could purchase a first-class or second-class ticket to travel by chariot over the Appian Way. The ticket was accompanied by a document called an *itinerarium*, listing all the places where the passenger was entitled to travel. The term **itinerary** is still used today to identify the origin, destination, and all the stopping points on a traveler's journey. Each portion of the itinerary is referred to as a segment.

Booking an airline reservation is referred to as selling an air segment. If the requested seats are not available, the reservations may be placed on a waitlist. If other passengers who hold confirmed seats later cancel their reservations, the waitlisted seats may be confirmed. The entry code 0 is used to sell an air segment.

Selling From Availability

When an availability display has been obtained, seats may be sold on a selected flight by means of the following entry:

0<Seats><Class><Line>

Example:

01Y1

The digit 0 is followed by the number of seats, the class of service, and the line number for the desired flight. The number of seats may not exceed the number shown in the display for the requested class of service. In general, a maximum of 7 or 9 seats may be sold on a flight if the Direct Connect status is DCA (unless the actual number shown is less than the desired number of seats). On some carriers, a maximum of 4 seats may be sold, and, if fewer than 4 seats are available, 0 is displayed.

If the agent attempts to sell more than the maximum number displayed, the seats will be requested from the airline. If the desired flight and class are sold out, a request for seats may be placed on the carrier's waitlist for that flight.

The class code must be one of the valid classes of service in the availability display--for example, F (first class), C (business class), Y (coach), B (discount coach), etc. If the number of seats requested exceeds the maximum number displayed, the booking will not be confirmed immediately, and the seats will be requested from the carrier.

Example

Assume a client wants to travel on 10 September from Chicago to Boston. The agent first displays availability as follows:

110SEPCHIBOS

Sabre responds as follows:

10SEP	WED	CHI/CST	BOS/EST+1														
1AA	152	F7	Y7	M7	W7	H7	B7	Q7	ORDBOS	8	700A	1050A	D10	S	0	DCA	/E
2DL	296	F7	Y7	H7	B7	M7	Q7	L7	ORDBOS	8	815A	1113A	72S	B	0	DCA	
3AA	580	F7	Y7	M7	W7	H7	B7	Q7	ORDBOS	7	1003A	101P	D10	S	0	DCA	/E
4UA	166	F9	Y9	B9	M9	H9	Q9	V9	ORDBOS	9	1235P	508P	73S	L	1	DCA	/E
5AA1724	F7	Y7	M7	W7	H7	B7	Q7		ORDBOS	9	1250P	411P	767	L	0	DCA	/E
6UA	100	F9	Y9	B9	M9	H9	Q9	V9	ORDBOS	7	200P	513P	D10	S	0	DCA	/E

Assume the client prefers the American Airlines flight departing at 1250P. The agent books the air segment as follows:

01Y5

This entry will book 1 seat in Y class on the flight in line 5 of the availability display.

Each flight in the itinerary is listed on a separate line and is referred to as an air segment. Besides air segments, the itinerary may also include auxiliary segments, such as car rental or hotel reservations.

Each air segment consists of the following items:

1	AA1724Y	10SEP	1	ORDBOS	SS2	1250P	411P	/DCAA	/E
I	I	I	I	I	II	I	I	I	I
A	B	C	D	E	FG	H	I	J	

- A Segment number
- B Carrier, flight, and class
- C Departure date
- D Day of week
- E Departure/arrival points
- F Segment status
- G Number of seats
- H Departure time
- I Arrival time
- J Direct Connect indicator

If the segment was booked with a Direct Connect (or Direct Connect Availability) participant, the code /DC is displayed, followed by the carrier code, when the itinerary is redisplayed. If the segment is eligible for electronic ticketing, the code /E is displayed on the right.

Selling Connections

The following entry is used to sell connecting flight segments in the same class:

01Y4*

The example above will sell one seat in Y class on all legs of a connection beginning in line 2.

Response:

```
1 DL2015Y 12MAR 2 MEMDFW SS1 225P 240P
2 DL 845Y 12MAR 2 DFWLAX SS1 330P 413P
```

To book connecting flights in different classes of service, the agent inputs the class and line number of each leg, as follows:

01C4Y5

This entry would be used to book the flight in line 4 in C class and the flight in line 5 in Y class.

Displaying the Itinerary

When air segments are booked, the following entry may be used to display the complete itinerary:

*I

The asterisk key (*) is referred to as the Display key. When the itinerary is displayed, the segments are listed in the order in which they were booked, as follows:

```
1 UA 962Y 12AUG 1 SFOLHR SS1 110P 610A T /DCUA /E
2 UA 981Y 19AUG 1 LHRLAX SS1 1000A 832A /DCUA /E
3 UA 394Y 24AUG 6 LAXSFO SS1 1005A 1100A /DCUA /E
```

In this example, the flight in line 1 arrives on Tuesday, as indicated by the day of the week code displayed after the arrival time.

Selling by Carrier and Flight Number

Seats can be sold on a specified flight without an availability display, if the carrier, flight number, and departure date are known.

The entry code NN is used in direct-sell entries, as follows:

0<Carrier><Flight><Class><Date><Origin><Destination>NN<Seats>

Example

0DL650Y27AUGATLORDNN2

The applicable airport code must be used for a multi-airport city. The action code NN (need/need) is input before the number of seats. If the class or flight is sold out, Sabre will present an availability display for the same city pair, so that an alternative class or flight may be selected. Sabre responds as follows:

```
0DL650Y27AUGATLORDNN2  950A 1250P 3 S SEG 1 SS Y
```

The flight times, day of the week, meal code, segment number, status, and class are displayed in the response. Note the segment status is SS (sold/sold), indicating that the booking will be confirmed by the carrier. If the number of seats exceeds the carrier's seat quota, the segment status will remain NN until the seats are confirmed by the airline.

Waitlisted Segments

Each carrier maintains a waiting list, or waitlist, for flights that are sold out. Passengers who want seats on the flight are placed on the list, in case other passengers who hold confirmed reservations happen to cancel their reservations.

The secondary code LL is used to place waitlist seats, as follows:

02Y4LL

The example above will waitlist two seats in Y class on the flight in line 4 of the availability display. Sabre responds as follows:

```
1 AS 157Y 18NOV 1 ANCSEA LL1  755A 1145A /E
```

Note that the segment status is LL, indicating that the seats will be waitlisted. When the transaction is ended, the segment status will be changed to HL, signifying that the space has been waitlisted. In case the waitlisted segment is not confirmed later, a confirmed reservation should also be booked for the same routing.

Waitlisting Seats on a Specified Flight

To waitlist with a direct-sell entry, the agent types the waitlist action code LL instead of NN, as follows:

0AA242Y16APRDFWLAXLL2

Sabre responds as follows:

```
1040A 1225A 5 S SEG 1 LL Y /E
```

Note the segment status is LL, indicating that the seats will be placed on the carrier's waitlist.

Open Segments

An open segment is an unspecified flight on a specified carrier. To book an open segment, use the direct-sell format to input the data, but type the word OPEN in place of the flight number, and use the action code DS (Desire Seats) before the number of seats. An open segment does not necessarily require a travel date. However, to price the ticket, an estimated date should be included.

As an example, assume that a client has booked one seat in Y class from FRA to JFK. He would like to return on LH on 12 March, but does not yet know the exact departure time. The following entry may be used to book the open segment in C class:

```
0LHOPENC12MARJFKFRADS1
```

Sabre responds with the following information:

```
SEG 2 OPEN C 12MAR JFKFRA DS1
```

Note that, in this example, an outbound segment was booked previously, and, thus, the open segment is segment 2.

Passive Segments

Occasionally, an air segment must be booked directly with a carrier by telephone, rather than through Sabre. The direct-sell format can be used to record the segment in the itinerary for the passenger's information. This type of reservation is called a passive segment.

The action code GK or BK may be used to input a passive segment, as in the following example:

```
0SQ865Y22SEPHKGSINGK2
```

A passive segment is for information only and is input only if the reservation was booked by a means other than through Sabre. To indicate a passive waitlisted segment, the action code BL or GL may be used.

Surface Segments

A surface segment is any segment in which the passenger will travel by a means other than air transportation. Examples of surface segments include travel by car, ship, or rail. Surface segments are not booked in an air itinerary. However, an ARNK segment is input to indicate surface travel when an air itinerary is interrupted.

ARNK is an abbreviation for "arrival unknown." Whenever the departure point of an air segment is different from the arrival point of the previous segment, an ARNK segment must be placed in the itinerary to maintain continuity.

For example, assume a client will travel from BOS to MIA by air. The passenger will travel by surface from MIA to FLL, before boarding a return flight to BOS. This itinerary includes the following segments:

1. BOS - MIA
2. ARNK
3. FLL - BOS

The arrival point of segment 1 is MIA, but the departure point of segment 2 is FLL. To maintain continuity in the itinerary, an ARNK segment is placed between the two air segments. The ARNK segment signifies that the trip is interrupted by another form of transportation.

Review

1. Select by letter the correct entry to sell 3 first class seats on a flight in line 2.

- (a) 0F32
- (b) 03F2
- (c) 02F2
- (d) 02F3

2. Study the following entry, then answer the questions below.

03Y2

- (a) In what class is the segment being booked?
- (b) How many seats will be sold?
- (c) What is the applicable line number in the availability display?

3. Refer to the following availability display to answer questions (a) through (c):

```
12OCT TUE STL/CDT LAX/PDT-2
1AA 2037 F7 Y7 B7 Q7 K7 STLLAX 7 1155A 200P 757 L/S 0 DCA
      V7 T7 H7 S7
2AA 2039 F7 Y7 B7 Q7 K7 STLLAX 5 215P 417P M80 L/S 0 DCA
      V7 T7 H0 S0
3AA 2043 F7 Y7 B7 Q7 K7 STLLAX 6 843A 1040A 757 B/S 0 DCA
      V7 T7 H7 S7
4AA 2043 F7 Y7 B7 Q7 K7 STLLAX 4 540P 744P 757 D/S 0 DCA
      V7 T7 H7 S0
5AA 2161 F7 Y7 B7 Q7 K7 STLLAX 5 825P 1029P 757 S/ 0 DCA
      V7 T7 H7 S7
```

- (a) Write the entry to sell 4 seats in Y class on the flight that arrives at 10:40 AM.
- (b) Write the entry to sell 2 seats in K class on the flight that departs at 5:40 PM.
- (c) Write the entry to sell one seat in H class on the flight that departs at 8:35 PM.

4. Study the following itinerary segment to answer the questions below.

```
1 QF 1 Y 13JUL 3 MELLHR SS3 130P 655A Q /DCQF
```

- (a) In what class of service are the seats booked?
- (b) How many seats are booked?

- (c) On what day of the week will the passengers depart?
 - (d) What is the departure point?
 - (e) What time is the flight scheduled to arrive at the arrival point?
5. Write the correct entry to sell one seat in C class on a connection starting in line 3.
 6. Write the correct entry to sell 3 seats in C class on the first leg and in Y class on the second leg of a connection starting in line 5.
 7. Write the entry to sell one seat in C class on BA 510 on 13 December from Los Angeles (LAX) to London Heathrow (LHR).
 8. Write the correct entry to waitlist one passenger in Y class on UA 189 on 22 May from Chicago O'Hare (ORD) to San Francisco (SFO).
 9. What term is used to describe a segment inserted in an itinerary to maintain continuity when the destination of one air segment is different from the origin of the next air segment?
 10. What entry will enter the type of segment described in question 6 above in the itinerary?
 11. Assume you booked a flight directly by phone with Sunflower Air (PI) and reserved 2 seats in S class on flight 14 from Nadi (NAN) to Savusavu (SVU) on 20 July. Write the entry input the passive segment.
 12. Write the entry to book an open segment for one passenger in C class on United from Frankfurt (FRA) to Washington Dulles (IAD).