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TERMS/CODES

Airline Codes

AA	American Airlines	**AS**	Alaska Airlines	**DL**	Delta Airlines
AC	Air Canada	**UA**	United Air Lines		

Airport/City Codes

JFK	Kennedy NYC	**ORD**	O'Hare (Chicago)	**YUL**	Montreal
LAX	Los Angeles	**SLC**	Salt Lake City	**YVR**	Vancouver
LGA	LaGuardia NYC	**YEG**	Edmonton	**YWG**	Winnipeg
MIA	Miami	**YMQ**	Montreal (city)	**YYC**	Calgary
NYC	New York City (city)	**YQR**	Regina	**YYZ**	Toronto

NOTE: Above is a list of codes used in Unit 2. For a more complete listing of airline and airport/city codes, see the Appendix.

Action/ Status Codes

These two-letter codes are either entered by the agent or by Sabre® in the flight segment to show the actions to be taken and/or the current status:

NN	Need Need	Action Code entered by agent to initially request space.
SS	Sell Sell	Sabre® response to the NN request - before the PNR transaction is ended and the space is actually removed from inventory and reserved for your client.
HK	Hold Confirmed	Sabre® response after the PNR transaction has been ended. The seat is removed from inventory and reserved for your client. You will see this status code only on PNRs that have been completed, filed, and redisplayed.

Days of Week

These single-letter codes appear in the segment line to indicate the day of the week.

M	Monday	**Q**	Thursday	**S**	Sunday
T	Tuesday	**F**	Friday		
W	Wednesday	**J**	Saturday		

Fields

The various parts of the passenger's reservation, the PNR, are called Fields. The Mandatory Fields are required before Sabre® will allow you to end the transaction and thus file the record. Other fields are used when necessary.

Mandatory	**Optional/Supplemental**
Itinerary	Special Service Request
Name	Other Special Information
Phone	Mailing Address
Ticketing Arrangement	Seat Assignments
Received From	Hotel Segment
	Car Rental Segment

CITY PAIR AVAILABILITY (CPA)

You will utilize Availability displays many times a day. Availability and schedule displays give you flight segment information for air transportation offered between two cities. Availability displays give the additional information of the number of seats available for sale and the on-time dependability of any given segment. Sabre® contains schedules and flight availability on most airlines for approximately eleven months into the future.

When you do not specify a departure time, Sabre® assumes 1 p.m. and displays schedules beginning around 1 p.m. The program permits a display up to seven seats for American and four to seven seats for other participating carriers.

The basic availability entry is explained in detail. Variations and modifications are then listed and explained briefly. Note the FUNCTION IDENTIFIERS: **1** for Availability and **S** for Schedule.

ENTRY	Explanation	
125AUGLAXDEN2P	**1**	The Function Identifier for Availability.
	25AUG	Travel date.
	LAXDEN	Departure and Arrival cities/airports.
	2P	Departure time.
S25AUGLAXDEN2P	**S**	The Function Identifier for Schedule.
	25AUG	Travel date.
	LAXDEN	Departure and Arrival cities/airports.
	2P	Departure time.
115OCTLASSFO9A	All scheduled flights.	
115OCTMIALAX/D	Designate direct/nonstop.	
115OCTBOSYYZ10A‡DL	Designate carrier.	
1YVRYYC3P	Assumes current date.	
120DECYULYQR-Q	Specify class of service.	
1*	Display more availability.	
1*OA	Display original availability.	

PRACTICE - Try each of the availability variations above. Note the variety of class of service codes. These codes are generally arranged in descending order of cost. Except for *F* and *Y*, the coding varies by carrier and by market.

F	First Class.
P, J	Premier Class.
C	Business Class.
FN	Off-Peak First Class.
Y	Coach/Tourist.
YN	Off-Peak Coach.
B, M, H, Q, K	These and additional letters are used to designate capacity controlled classes of service that are deeply discounted and carry multiple restrictions.

REVIEW - MANDATORY PNR FIELDS

INSTRUCTIONS: Use FOX to answer the following questions rather than your Student Handbook. This will increase your proficiency with the FOX system as well as give you the most up-to-date information.

1. a) Define Mandatory Fields_____
   b) Define Optional Fields_____
2. Write the entries for the following functions:

ENTRY	FUNCTION
_____	Display the entire record of the PNR
_____	Ignore the transaction
_____	Display Phone Data
_____	Display Ticketing field
_____	End Transaction

3. Write the field identifier key for each field or function:

KEY	FIELD OR FUNCTION
_____	Change or Delete
_____	Name Field
_____	Received From Field
_____	Phone Field
_____	Ticketing Field

4. How many PNR Fields are required to end a PNR?_____
5. Name the Mandatory PNR Fields and specify which are single-item or multi-item fields.

	FIELDS	SINGLE OR MULTI-ITEM
a)		
b)		
c)		
d)		
e)		

6. Write the entry to enter:
   a) Mr. Jack Klyants and Mrs. Jill Klyants._____
   b) Mr. Jack Klyants and son John Klyants and Mr. John Traveler.
   _____
   c) Delete son John Klyants from b)._____
   d) Change John Traveler in b) to Howard Cossell.
   _____
   e) Enter your telephone number._____
   f) Delete your telephone number._____
   g) Enter Received From Dan Dierdorf, Announcer._____
   h) Enter a ticketing arrangement for next Thursday. _____
7. Explain the use of the ticketing arrangement entry TAW._____

FARE QUOTE EXERCISE (U.S.)

INSTRUCTIONS: Retrieve the displays. Write the entry used. Write the answer to the question.

1. FQ display for United's fares LAX to JFK, Oct. 15. _____
   a) What is the lowest one way adult fare? _____
   b) What is the lowest round trip adult fare? _____

2. UA normal and excursion, Denver-Des Moines, Feb. 1, specify B booking code. _____

   (If B booking code is not currently used by UA in this market, check availability and select a booking code to practice this entry).

   How many options (how many fares) are listed? _____

3. American, from Dallas to Chicago, 3 weeks from today. You want to display only the fares applicable 3 weeks from today if purchased day after tomorrow. _____
   a) What is the lowest one-way fare? _____
   b) What is the lowest round-trip fare? _____

4. Delta from Salt Lake City to Edmonton, May 10, specify tax breakdown. _____
   a) What is the F class fare? _____
   b) What are the taxes? _____

5. Quote the normal UA Y fare and the least expensive excursion fare for party of two: Hartford to Kahului, Maui, round-trip, leaving Dec. 10 and returning Dec. 26. _____
   a) Y fare. _____
   b) Excursion fare. _____
   c) Redisplay for AA fares. _____
   d) Go back to the UA display. _____

FARE QUOTE EXERCISE (Canada)

INSTRUCTIONS: Retrieve the displays. Write the entry used. Write the answer to the question.

1. FQ display for Air Canada's fares, YEG to YYC, Oct. 15. _____
   a) What is the lowest one way adult fare? _____
   b) What is the lowest round trip adult fare? _____

2. AC normal and excursion, YVR to YYZ,
   Feb. 1, specify Q booking code. _____

   (If Q booking code is not currently used by AC in this market,
   check availability and select a booking code to practice this entry).

   How many options (how many fares) are listed? _____

3. Delta, from Boston to Ottawa.
   Display only the fares applicable 3 weeks from
   today if purchased day after tomorrow. _____

4. Delta from Salt Lake City to Edmonton,
   May 10, specify tax breakdown. _____
   a) What is the F class fare? _____
   b) What are the taxes? _____

5. Quote the normal AC Y fare and the least expensive
   excursion fare for party of two:
   Vancouver to Los Angeles, round-trip,
   leaving Dec. 10 and returning Dec. 26. _____
   a) Y fare. _____
   b) Excursion fare. _____
   c) Redisplay for UA fares. _____
   d) Go back to the AC display. _____