



Sabre GDS Entries

Here you will find step-by-step instructions on how to handle different scenarios in Sabre. Updated April 10, 2024

1. [② Sabre GDS Entries](#)
2. [② How to create a PNR](#)
3. [② How to check History](#)
4. [③ How to log-in](#)
5. [③ How to add Ghostline](#)
6. [③ Ticketing time limit](#)
7. [③ Name field](#)
8. [③ Contact information](#)
9. [③ Availability](#)
10. [③ PNR History](#)
11. [② Rebooking](#)
12. [③ How to convert time](#)
13. [③ Ticket record history](#)
14. [③ Expired \(purged\) PNRs](#)
15. [③ How to Void](#)
16. [③ How to Split](#)
17. [③ How to add Baggage and other Ancillaries](#)
18. [③ How to add Seating](#)
19. [③ How to add a chargeable meal](#)
20. [③ How to add OSI and SSR](#)
21. [③ How to add Passport Information and Frequent Flyer \(APIS/ FOID & FF\)](#)
22. [③ How to add remark](#)
23. [③ How to check fare rules](#)
24. [② How to check fare rules](#)
25. [③ What if there are a few same fare basis?](#)
26. [③ What if there is a combination of different fares?](#)
27. [③ How to rebook with Auto-calculation \(WFRF\)](#)
28. [③ How to rebook with manual calculation - Unused ticket](#)
29. [③ How to rebook with manual calculation - Partially used ticket](#)
30. [③ What if the tax shows negative amount?](#)
31. [③ How to check the baggage allowance in the fares priced](#)
32. [② How to rebook with manual calculation - Partially used ticket](#)
33. [③ Sabre baggage upsell rebooking](#)

Step 1 - Starting point



Question

No linked steps

Sabre GDS Entries

Summary: Instructions for Sabre GDS: sign in, check PCC status. Manage ghostlines, handle ticketing limits. Add/edit/remove passenger details, book flights, edit classes. Commands for PNR history, ticket management, and services. Emphasis on fare rules and pricing. Guidance on rebooking, baggage allowance, and upsell rebooking. Save actions with initials.

Sabre GDS Entries

1. How to log-in Step 4
2. How to create a PNR Step 2
3. How to add a Ghostline Step 5
4. How to check History Step 3
5. How to Void Step 15
6. How to Split Step 16
7. How to add Baggage and other Ancillaries Step 17
8. How to add Seating Step 18
9. How to add a chargeable meal Step 19
10. How to add OSI & SSR Step 20
11. How to add Passport Information and Frequent Flyer (APIS/FOID & FF) Step 21
12. How to add a remark Step 22
13. Rebooking Step 11
14. How to check fare rules Step 24
15. Sabre baggage upsell rebooking Step 33

Step 2



Parent step: 1

How to create a PNR

How to create a PNR

1. Availability Step 9
2. Name field Step 7
3. Contact information Step 8
4. Ticketing time limit Step 6

Step 3



Parent step: 1

How to check History

How to check History

1. PNR history Step 10
2. How to convert time Step 12
3. Ticket record history Step 13
4. Expired (purged) PNRs Step 14

Step 4



Parent step: 1

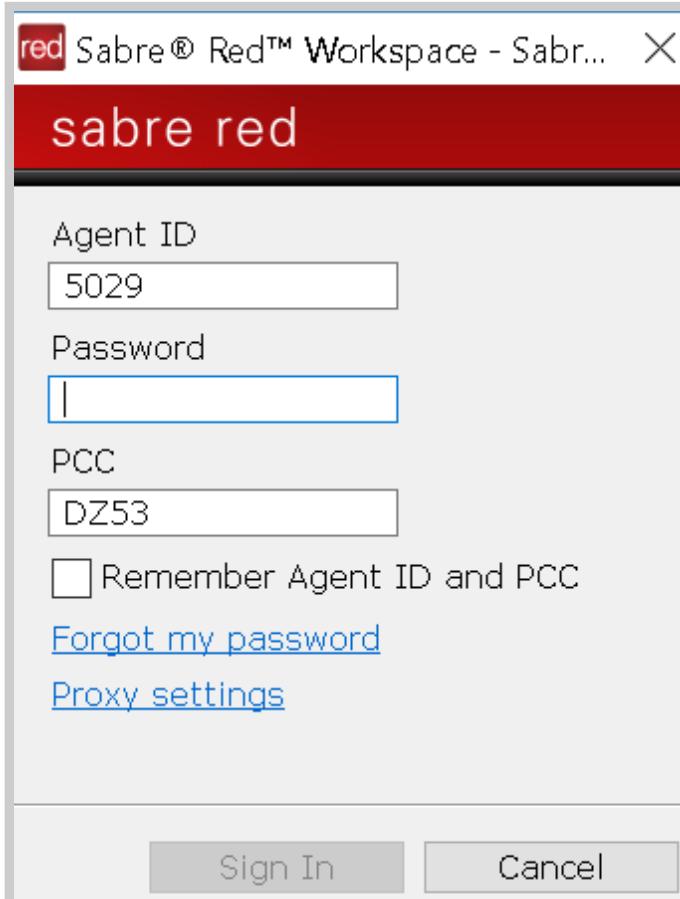
How to log-in

1. Find this shortcut on your desktop:



2. Click twice to open it.

3. Insert your 4-digit agent ID and the **default PCC DZ53**, as well as your password:



The screenshot shows the Sabre Red Workspace sign-in interface. At the top, it says "red Sabre® Red™ Workspace - Sabr... X". Below that is a red header bar with the text "sabre red". The main form area has fields for "Agent ID" containing "5029", "Password" (empty), "PCC" containing "DZ53", and a checkbox for "Remember Agent ID and PCC" which is unchecked. There are also links for "Forgot my password" and "Proxy settings". At the bottom are "Sign In" and "Cancel" buttons.

Agent ID	5029
Password	[Empty]
PCC	DZ53
<input type="checkbox"/> Remember Agent ID and PCC	
Forgot my password	
Proxy settings	
Sign In	Cancel

4. Click Sign in.

- To check in which PCC you are located later on, use *S

If after a few hours, the Sabre is signed out automatically. To sign in again, use the command: **SI*agent ID**

Example

SI*5029

Sign In

Password *	
<input type="text"/>	
ID *	PCC/SUF *
005029	DZ53
Duty Code	Area *
<input type="text"/>	<input type="text"/>
Reset Password Sign In	

Add only your password and click **Sign In**.

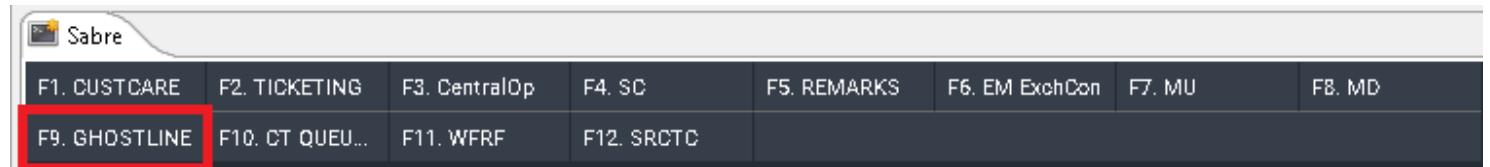
Step 5

Solution

Parent step: 1

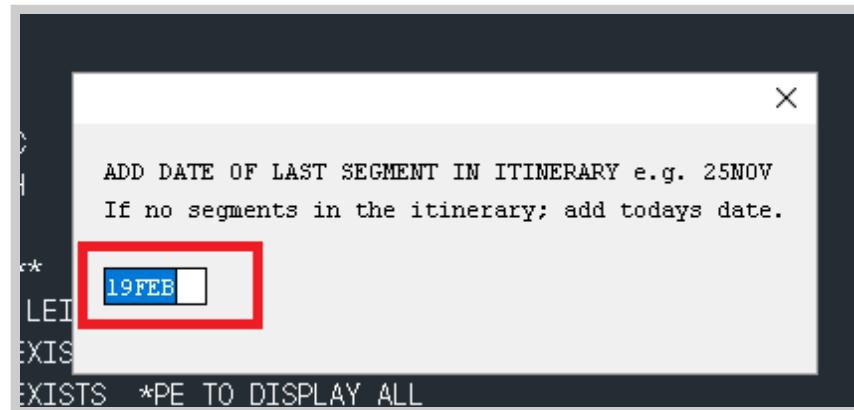
How to add Ghostline

To add the Ghostline use the **PF key F9:GHOSTLINE**:



Follow the steps:

- Once the pop-up window opens, add the date and the month of the last segment of the ticket (DDMM).



- After these details have been added to the text box, the script will run automatically and the Ghostine will be added accordingly:

```
1.1 [REDACTED] MR
1 TK1798T 11FEB 6 GOTIST HK1 1150 1710 /DCTK*/[REDACTED] /E
2 TK1797T 19FEB 7 ISTGOT HK1 0920 1100 /DCTK*/[REDACTED] /E
3 OTH YY 18AUG F GK1 ARN/RETENTION LINE
TKT/TIME LIMIT
1.T-23OCT-4ZTH*AWT
```

The Ghostline in Sabre will keep the PNR alive for 180 days (6 months) from the last active segment in the ticket or if there are no segments from the day the retention line is inserted.



Please note that ghostlines expire after 6 months, therefore, even if the customer is asking for refund updates or to use his open ticket, you need to check if the PNR is active. If it is no longer there insert a new Ghostline.

Ghostlines can be removed from the PNRs in the same way as the segments, so please keep in mind that if the ghostline in a particular PNR has a close expiration date, you have to remove the old one and add the new one. We shouldn't have more than one Ghostline per PNR.

Step 6

Solution

Parent step: 2

Ticketing time limit

To add the ticketing time limit, use the following command:

7T-A

Display PNR as manually ticketed; update to show that the ticket has already been issued:

```
* [REDACTED] *
1.1 [REDACTED] MR
1 TK1798T 11FEB 6 GOTIST HK1 1150 1710 /DCTK*/[REDACTED] /E
2 TK1797T 19FEB 7 ISTGOT HK1 0920 1100 /DCTK*/[REDACTED] /E
TKT/TIME LIMIT
1.T-23OCT-4ZTH*AWT
PHONES
1.ST000 [REDACTED] -C
2.ST000 [REDACTED] -H
3.ST0 MYTRIP.SE
4.ST0 *** ETICKET ***
```

Every action should be **saved** in the end with **6, your signature (initials), ER**.

Step 7

Solution

Parent step: 2

Name field

1. To add a name in Sabre we can use the below commands, based on the passenger's type:

- Adult: -SURNAME/NAME TITLE

Example:

-DEPP/JOHNNY MR

-PARADIS/VANESSA MS

- Child: -SURNAME/NAME TITLE*DOBddmmyy

Example:

-DEPP/JOHNNY MSTR*DOB25NOV15

-PARADIS/VANESSA MISS*DOB20JAN17

- Infant: -I/SURNAME/NAME TITLE*DOBddmmyy

Example:

-I/DEPP/JOHNNY MSTR*DOB25NOV15

-I/PARADIS/VANESSA MISS*DOB20JAN17

2. To edit the name field after adding it, use the command:

-1¤SURNAME/NAME TITLE

or

-2¤SURNAME/NAME TITLE*DOBddmmyy - where 1 or 2 is the number of the passenger in the PNR

Example:

-1¤DEPP/JOHN MSTR*DOB25NOV2015

3. To remove the name field after adding it, use the command:

-1¤ (where 1 is the number of the passenger in the PNR)

Every action should be saved in the end with 6 your initials ER.

Step 8

Solution

Parent step: 2

Contact information

We always need to add the phone number and the e-mail address of the passenger, visible both to us and the airline.

> Phone number

- To add the phone number, use the following command:

9 country dial code phone number

Example: 90030691345678

- To edit the phone field, use the command:

*P9 to open the list with phone numbers

- Locate which line the phone number is, you need to change the 9 line and amend ☒ the new phone number.

Example: 96☒0030691345687

- To remove the phone field after adding it, use the command:

*P9 to open the list with phone numbers

Locate on which line the phone number is, you need to change the 9 line and delete ☒.

Example: 96☒

Every action should be saved in the end with 6 your initials ER.

> Email address

- To add the email address, use the following command:

PE¥ email address ¥

Example: PE¥awesome.day@etraveli.com¥

- To edit the email address, use the command:

*PE to open the list with the email address

Locate on which line the email address is, you need to change PE line and amend ☒¥ new email address¥.

Example: PE1☒¥awesome.day@etraveligroup.com¥

- To remove the email address, use the command:

*PE to open the list with the email address

Locate on which line the email address you need to delete is PE line you need to delete ☒.

Example: PE1☒

Every action should be saved in the end with 6 your initials ER.

To make the contact information visible to the airline, use the PF key:

1. F1.CUSTCARE
2. MORE OPTIONS
3. SRCTC
4. Follow the instructions

Step 9

 Solution

Parent step: 2

Availability

Manual availability

1. To add a flight in PNR we can use the below basic command:

```
1 | date of departure | origination airport | destination airport ¥ airline code
```

Example: 120MARLONSYD¥TK

More formats:

Flight Availability	Command
Specific date	120MARLONSYD
Add departure time	120MARLONSYD1200
With connection	120MARLONSYD0900SIN
Direct flight	120MARLONSYD/D
Specific carrier	120MARLONSYD¥BA
Specific class	120MARLONSYD-J
Exclude codeshare	120MARLONSYD
Display more results	1*
Return Availability(same day)	1R
Return number of days(10days after the outbound)	1R¥10
Return on a specific date	1R15APR
Change date earlier 2 days	1-2
Change date add 7 days	1¥7
Direct Access/Inside Link	130NOVLHRBAH@GF
Minimum connecting time specific segment	VCT*
Change connecting city	1.BKK
Change class	1-F

2. To Book a seat from the availability request:

0 | number of seats | booking class | option number

Example: 02K5

- If the option contains two or more flights, use the following format:

0 | number of seats | booking class | option number | booking class | option number

or:

0 | number of seats | booking class | option number *

- If the booking class will be the same for all the related flights

Example: 02K5K6 or 02K5*

Otherwise, just click on the respective booking class and then click on the Sell button to add the segments to PNR.

3. To edit the booking class of a segment after adding it, use the command:

WC segment number| new class

Example: WC1-2M

4. To remove the segment after adding it, use the command:

X segment number

Example: X1-2 (where 1-2 are the segment numbers in the PNR)

5. Every action should be saved in the end with 6 your initials ER.

Step 10

 Solution

Parent step: 3

PNR History

Use the command *HI to check the reservation history (*HI = Retrieve History of Itinerary) and use MD to see the first update (the order of history notes is from bottom to top):

```
*HI*
SC A3 872S 17APR ATHWAW HK/UN1 1545 1720 /DCA3*W
R- MUCRM1A19130521 51F51382-001 ASC
PLT PLTRM1A 0805/19MAR20
SC A3 933S 17APR CAIATH*HK/UN1 0920 1220 /DCA3*W
R- MUCRM1A17210003 3EF94F6F-001 ASC
PLT PLTRM1A 1600/17MAR20
AS A3 933S 17APR CAIATH*NN/SS1 0920 1220 /DCA3 /E
NAME CHG NOT ALLOWED FOR A3-S FARECLASS
AS A3 872S 17APR ATHWAW*NN/SS1 1545 1720 /DCA3 /E
NAME CHG NOT ALLOWED FOR A3-S FARECLASS
R- A
H6ST H6ST*AWS 1041/18JAN20
```

AS Indicates that segment has been added

SC Indicates that there is a schedule change in the itinerary segment or a status change

XS Indicates that an itinerary segment has been deleted

R- code indicates a change to the received from (6) field. (**MUCRM1A** means that the action has been taken by the airline representative)

1600/17MAR20 Indicates when the action above has taken place. So, at 16:00 (Tulsa time or Central Standard Time, -8 hours from ATH time) on 17th of March the airline notified us that they just canceled the flight (turned from **HK to UN**) from Cairo to Athens

VCT* command can be used to check if, after the Schedule change, the connection time is still enough

EWR command turns TK status to HK, while removing from the PNR the UN, HX, UC status segments

Step 11

Question

Parent step: 1

Rebooking

Rebooking

1. [How to rebook with Auto-calculation \(WFRF\)](#)

Step 27

2. [How to rebook with manual calculation - Unused ticket](#)

Step 28

3. [How to rebook with manual calculation - Partially used ticket](#)

Step 32

Step 12

Solution

Parent step: 3

How to convert time

T#ET1600TUL/ATH where:

T#ET is the command

1600 is the time the action has taken place

TUL city code of Tulsa/indicator that the time you convert from is Tulsa (Central Standard Time)

ATH city code of Athens, as the departure starts from this city

The system result:

```
TdET1600TUL/ATH<
ATH 0000    ¥1
```

That means that when the schedule change occurred, in Athens it was midnight (the transition from 1st the 7th of March to the 18th of March). ¥1 means that the time is shown in the selected city +1 day.

Step 13

Solution

Parent step: 3

Ticket record history

To open the ticket history use the command **WETR*x/H** (eg: **WETR*2/H**)

Another command to request the history of the ticket is to request it from the airline's database: **WTDB*x/H** or **WTDB*Tkt/H** (eg.: **WTDB*2/H** or **WTDB*T0763366480177/H**):

```
WETR*2<
TICKET/DOCUMENT NOT FOUND IN AIRLINE DATABASE-0022
WTDB*2<
SABRE TICKET RECORD
INV:2559512          CUST:0708684143          PNR: [REDACTED]
TKT:2793           ISSUED:09FEB2020ROM PCC:KZ7J IATA:67505524
NAME:[REDACTED] MR
FOP:CAXXXXXXXXXXXXX7392*XXXX/194183
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B      STAT
1   B6 1309 L 18MAR JFKSDQ 1129A OK SL4ABEL1 OPEN
2   B6 1810 L 26MAR SDQJFK  205A OK PL4ABEL1 OPEN

FARE  USD97.00 TAX 50.22US TAX 7.83YC TAX 9.30XY
      TAX 5.26XA TAX 7.44AY TAX 39.86UX
      TAX 43.32VB TAX 26.57AA TAX 13.29L8
      TAX 7.38TY TAX 5.98XF
TOTAL CAD345.37          EQUIV FARE PD  CAD129.00

COMM: .00

NYC B6 SDQ56.00B6 NYC41.00NUC97.00END ROE1.00 XFJFK4.5
```

Step 14

Solution

Parent step: 3

Expired (purged) PNRs

When you see this message in the system after inserting the PNR:



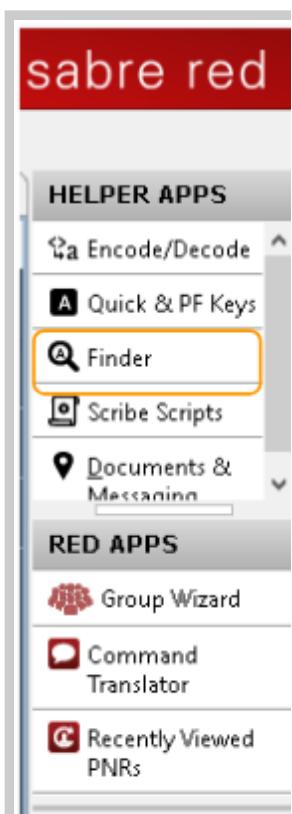
You can open the **PNR** and check its **history** with the command: *XXXX-PNR-P (eg: *XXXX-ZVFAZO-P)

If more than one option is shown, select by passenger name the correct option upon inserting the command ***1**, where 1 is our option.

For the **itinerary history** use the command **MD** to move down or **MD/HI** to move down to the History of PNR.

To **open the ticket** use the command **WETR*Tkt** (eg: **WETR*T0763366480177**)

For more details, you can use the **Finder** application in Sabre:



Step 15

 Solution

Parent step: 1

How to Void

1. Jump to correct PCC on the same window: **AAAPCC name**
2. Open PNR: ***PNR**

Example:

AAA4ZTH

***ABCDEF**

3. Open ticket list for all passengers: *T

4. Check if Void is permitted, based on the time of ticket issuance, which is indicated in the time zone of the respective PCC.

To check the PCC you are in, use the command W/*PCC

Example: W/*56WI

56WI E-TRAVEL SA/DE
BERLIN, DE

You could use T* city 3-letter code (T*ATH) to check and compare the local time both in the issuing PCC and in your timeline.

If void is possible:

1. Void each ticket with the command WVline of the ticket

Example: WV2 (where 2 is the line of the ticket)

The action must be done twice to confirm it, so please reenter the command you previously used.

2. Cancel segments, use the command X segment lines.

Example: X1-4

Every action should be saved in the end with 6your signature (initials), and ER.

Step 16

 Solution

Parent step: 1

How to Split

1. Jump to the correct PCC on the same window: AAPCC name.

Example: AAA4ZTH

2. Open PNR: *PNR

Example: *ABCDEF

3. Use the command D and the number of the passenger, who wishes to be separated from the original booking.

Example: D2 or D2.1

If we need to split in Sabre more than 1 passenger, use the * to separate them.

Example: D2*3 or D2.1*3.1

4. Save your actions using **6your signature (initials)** to finalize the split, use **F** to file the PNR, and preview the original one with the remaining passenger(s) only.

Use **ER** to save the action, if needed.

Use ***D** to find the split PNR, otherwise, check in the SSR lines.

Attention

Before removing any segments, please make sure that you are displaying the correct PNR you need to take action on.

Step 17

Solution

Parent step: 1

How to add Baggage and other Ancillaries

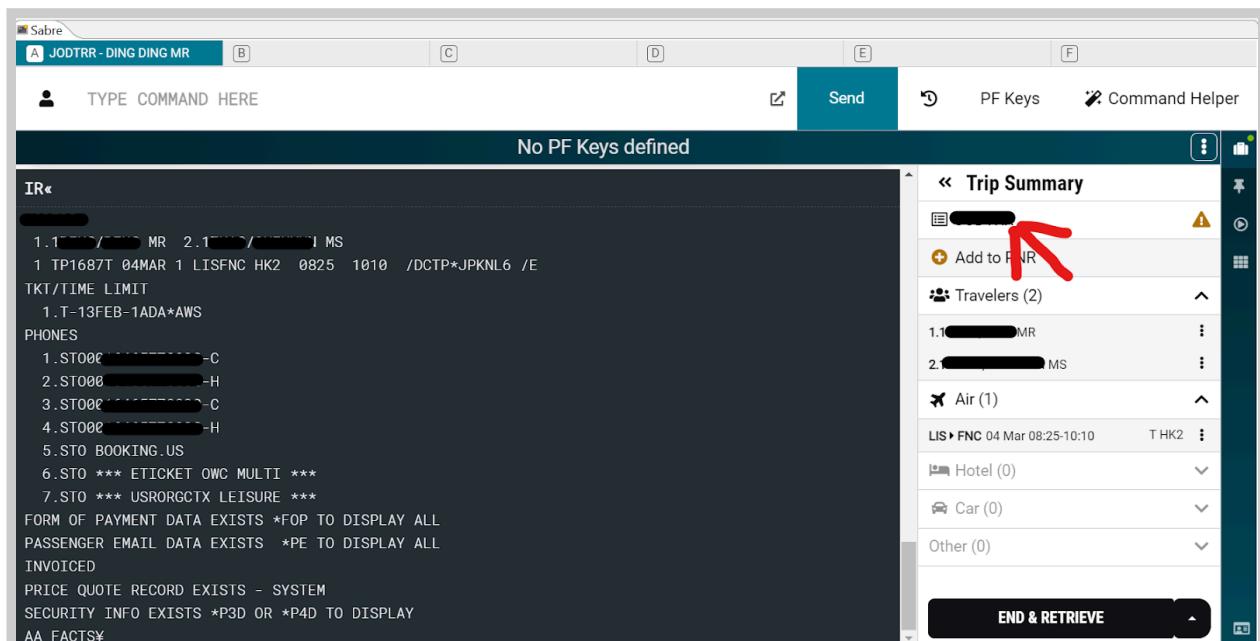
- Jump to the correct PCC on the same window: **AAA PCC name**.
- Open PNR with the command ***PNR** and make sure the segments' status is **HK**.
- Open ticket list for all passengers: ***T**.

To check if you can add baggage and the cost per direction, see below:

> Graphical mode handling

Graphical mode is live for all our office IDs. It is mandatory to use the graphical mode for adding ancillary; if you are not able to use it, then use manual handling.

1. Click on PNR to open the graphical mode:



2. Select Air Extra option to open the ancillary Catalogue:

The screenshot shows the Sabre interface with the 'TICKETING' tab active. In the top right corner of the ticketing panel, there is a button labeled 'Air Extra' with a plus sign. A red arrow points upwards towards this button.

3. Choose the type of extra service you want to add, and then select the passenger you want to add it for:



Note: The catalog below will display the ancillary for each direction

Passenger(s)	Type	Qty	Price	SEK
1.1 [REDACTED] / [REDACTED] MR		1	337	
2.1 [REDACTED] / [REDACTED] MS		0	0	

4. Once you have chosen the required ancillary click on **Save**.

The result should be: Applicable SSRs have been added automatically.

A NRXTNG - KROGDAHL AASHILD MS B C D E

TYPE COMMAND HERE

Air Extras

Save Air Extras was successful.
Applicable SSRs have been added automatically.

OSL-LIS: TP 0763 LIS-FNC: TP 1693 FNC-LIS: TP 1686 LIS-OSL: TP 0764 OSL-FNC: TP 0763 TP 1693 FNC-OSL: TP 1686 TP 0764

Pets	Baggage			
<input type="checkbox"/> Baggage	<input checked="" type="checkbox"/> ADT-First Excess Bag	1	EUR	45.00
<input type="checkbox"/> Medical	<input type="checkbox"/> ADT-Second Excess Bag	1	EUR	69.00
<input type="checkbox"/> Unaccompanied Minor (Escort)	<input type="checkbox"/> ADT-Third Excess Bag	1	EUR	85.00
<small>• You must verify the carrier's policy for Air Extras quantity available for sell.</small>				
	<input type="checkbox"/> ADT-Fishing Equipment	1	EUR	60.00
	<input type="checkbox"/> ADT-Bicycle	1	EUR	60.00
	<input type="checkbox"/> ADT-Sporting Firearms	1	EUR	75.00
	<input type="checkbox"/> ADT-Sporting Equipment	1	EUR	110.00
	<input type="checkbox"/> ADT-Child Car Seat	1	EUR	50.00
	<input type="checkbox"/> ADT-Surfboard UpTo70lb 32kg	1	EUR	60.00
	<input type="checkbox"/> ADT-Windsurf Equip UpTo70lb 32kg	1	EUR	110.00
	<input type="checkbox"/> ADT-Scuba Equipment Up To70lb 32kg	1	EUR	60.00
	<input type="checkbox"/> ADT-Golf Equipment Up To 70lb 32kg	1	EUR	45.00
	<input type="checkbox"/> ADT-Ski Equipment Up To 70lb 32kg	1	EUR	60.00

5. Action should be saved in the end with **6your signature (initials) ER,**

IR to refresh the PNR.

6. Use ***AE** to check that the status of the air extra is confirmed, **HD/Payment required** status must appear:

***AE«**

ANCILLARY SERVICES

1.PRE PAID BAGGAGE	1.1 N	MR
STATUS - HD1 /PAYMENT REQUIRED		
AMOUNT - 345NOK		
TOTAL - 345NOK		
FLIGHT - SK1828T25MARNCEARN		
DOC/CF -	CPN -	

To remove Air Extra in case the customer does not want to add the ancillary:

If the customer does not want to add the ancillary or pay, remove the Air extra with the command **AE¥XALL** to remove all ancillary items

or:

AE¥X1 to remove a specific item (where 1 is the air extra's number from the list visible after typing the ***AE** command). Save with **6your initials** and **ER**.

To check the history of ancillary use *HAE

- If you come across the error below, it is simply because the ticket is not revalidated or reissued after the schedule change and they need to proceed with the cryptic commands, as per the below

instructions:

The screenshot shows a travel booking interface with tabs for QUOTES, TRAVELER INFORMATION, REMARKS, TICKETING, and HISTORY. The TRAVELER INFORMATION tab is active. A modal window titled "Air Extras" is open, displaying an error message: "The requested PQ(s) do not match the segments in the itinerary". Below the message, it shows a flight from "SAO PAULO GUARULH TO BARCELONA" on "SUNDAY, JUNE 2". There is a "CLOSE" button at the bottom right of the modal.

> Manual handling

1. WPAE*T2 to check the price catalog for e-ticket on row 2:

WPAE*T2«			
AIR EXTRAS			
BG-BAGGAGE	CXR	SEG/CPA	FEE
1 T2 -PRE PAID CARRY ON 8KG 18LB	SK	1-NCEARN	120 X
2 T2 -PRE PAID BAGGAGE	SK	1-NCEARN	345 X
ML-MEAL/BEVERAGE	CXR	SEG/CPA	FEE
3 T2 -PIZZA SLICE 80MIN FLT	SK	1-NCEARN	50 N
4 T2 -KIDS MEAL 80 MIN FLT	SK	1-NCEARN	75 N
5 T2 -GLUTEN LACTOSE FREE 80 MIN FLT	SK	1-NCEARN	110 N
6 T2 -VEGETARIAN LACTO OVO 80MIN FLT	SK	1-NCEARN	110 N
7 T2 -POULTRY MEAL 80 MIN FLT	SK	1-NCEARN	110 N
8 T2 -MEAT MEAL 80 MIN FLT	SK	1-NCEARN	110 N
9 T2 -FISH OR SHRIMP MEAL 80 MIN FLT	SK	1-NCEARN	110 N
PT-PETS	CXR	SEG/CPA	FEE
10 T2 -PET IN HOLD	SK	1-NCEARN	1740 X
11 T2 -PET IN CABIN	SK	1-NCEARN	750 X

2. To add the desired ancillary from specific line x for the list for passenger x.1, insert the command AE¥1Ax¥Nx.1:

Example: AE¥1A2¥N1.1

AE¥1A2¥N1.1«

ANCILLARY SERVICES

1.PRE PAID BAGGAGE

1.1 N [] MR

STATUS - HN1/REQUESTED

AMOUNT - 345NOK

TOTAL - 345NOK

FLIGHT - SK1828T25MARNCEARN

DOC/CF - CPN -

When you see the above displayed, please note that the service has not been confirmed, *STATUS - HN1/REQUESTED*.

3. Use ***AES** to check if any SSR is required:

***AES«**

ANCILLARY SERVICES

1.PRE PAID BAGGAGE

1.1 N [] MF

GROUP - BG

→ SSR - XBAG

RFIC - C

RFISC - 0AA

EMD TYPE - 2

WAIVE -

ETKT -

CPN -

REFUND - Y

COMMISSION - N

SEAT PDC -

TRAVEL DATE - 01JAN80 TO 31DEC99 GUARANTEED - T

PURCHASE BY - 24MAR22/2359 TKT - Y

TAX EXEMPT - N

MKT/OP CARRIER - SK/SK

FEE OWNER - SK INTERLINE - Y

If in the SSR row, there is a specific code, it needs to be inserted for the ancillary to get confirmed.

Use the command **3SSR code** for passenger association

Example: 3XBAG-1.1

3XBAG-1.1« .FREE TEXT REQUIRED FOR THIS SSR.NOT ENT BGNG WITH 3XBAG-1.1

- Sometimes a free/specific text may be required by the airline, usually for pet addition. Refer to Edvin documents tab: Extra service and assistance to see the respective suggestion.

Example: 3XBAG/PREPARED-1.1

3XBAG/PREPARED-1.1«

Action should be saved in the end with **6your signature (initials) and ER**

IR to refresh the PNR.

4. Use ***AE** to check that the status of the air extra is confirmed, **HD/Payment required**, and status must appear:

```
*AE«  
ANCIILLARY SERVICES  
1.PRE PAID BAGGAGE 1.1 N [ ] MR  
STATUS - HD1/PAYMENT REQUIRED  
AMOUNT - 345NOK  
TOTAL - 345NOK  
FLIGHT - SK1828T25MARNEARN  
DOC/CF - CPN -
```

If the ancillary service is still pending with **HN** status, refresh a few more times or check if the SSR status was rejected by the airline.

To remove Air Extra:

If the customer does not pay, remove the Air extra with the command **AEYXALL** to **remove all ancillary items**

or:

AEYX1 to **remove a specific item** (where 1 is the air extra's number from the list visible after typing ***AE** command). Save with **6your initials** and **ER**.

Also, remove the SSR if it was inserted: refer to the topic How to add OSI & SSR.

Step 18

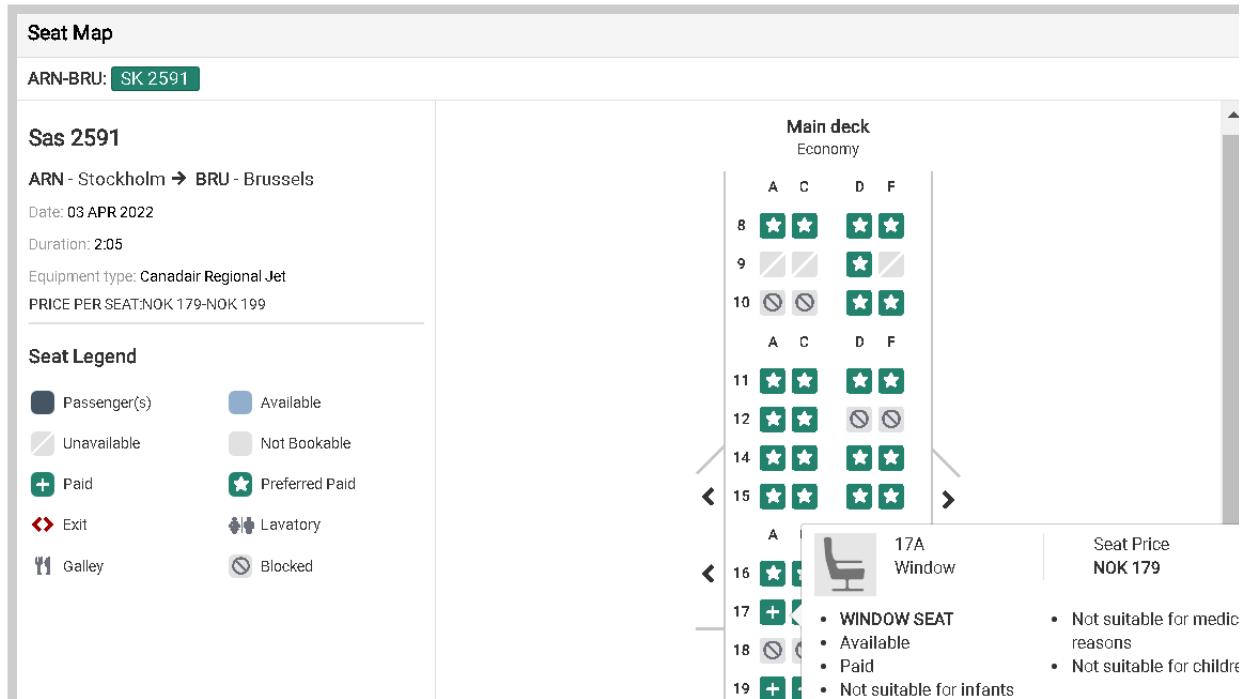
 **Solution**

Parent step: 1

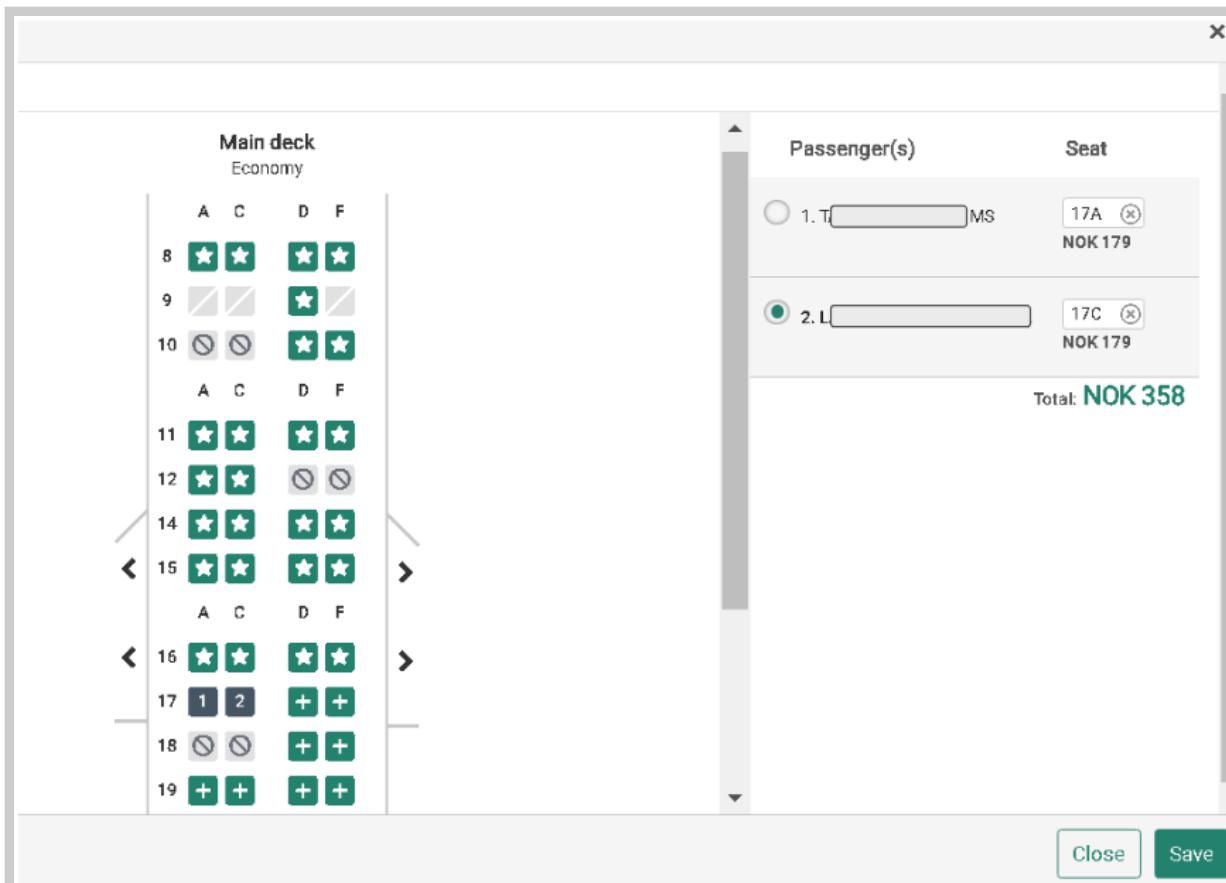
How to add Seating

1. Jump to the correct office ID on the same window: **AAAPCC name**.
2. Open PNR: ***PNR**.
3. Make sure the segments' status is **HK**.
4. Open the seat map with **4Gx*** command, where **x** is the segment number on which we will select the seat.

Example: **4G1***:



5. Hover over a specific seat to check its price and inform the customer.
6. If the **customer is not interested** just close this window.
7. If the **customer would like to proceed** with the payment, click on a specific seat to add it to the passenger:



We will see the total price for the specific flight.

8. Click on **SAVE** button.

9. Close the window.

10. Display the Seats list with *B to check their status. It has to be HK or KK:

*B«						
SEATS/BOARDING PASS						
1	SK25910	03APR	ARNBRU	KK	17A	NW P 1.1
1	SK25910	03APR	ARNBRU	KK	17C	NA P 2.1

NW - window seat

NA - aisle seat

Action should be saved in the end with **6your initials, ER**

IR to refresh the PNR.

10. At the same time, if the seat is chargeable, an Air Extra will appear:

*AE«

ANCILLARY SERVICES

1. WINDOW SEAT	1.1
STATUS - HD1/PAYMENT REQUIRED	
AMOUNT - 179NOK	
TOTAL - 179NOK	
FLIGHT - SK2591003APRARNBRU	
DOC/CF - CPN	
2. AISLE SEAT	2.1
STATUS - HD1/PAYMENT REQUIRED	
AMOUNT - 179NOK	
TOTAL - 179NOK	
FLIGHT - SK2591003APRARNBRU	
DOC/CF - CPN	

To open the seat map open PNR Services in graphical mode and choose Air Extras

To remove Seating

1. Retrieve the list with reserved seats using the command *B.
2. The command 4GX1,2 will cancel the seats and the ancillary request for lines 1 and 2 at the same time.

Action should be saved in the end with 6your initials, ER.

Step 19

 Solution

Parent step: 1

How to add a chargeable meal

1. Jump to the correct office ID on same window: AAPCC name.
2. Open PNR: *PNR
3. Make sure the segments' status are HK.
4. Open ticket list for all passengers: *T

Manual handling

1. WPAE*T2 to check the price catalog for e-ticket on row 2:

WPAE*T2«			
AIR EXTRAS			
BG-BAGGAGE	CXR	SEG/CPA	FEE
1 T2 -PRE PAID CARRY ON 8KG 18LB	SK	1-BCNCPH	120 X
2 T2 -PRE PAID BAGGAGE	SK	1-BCNCPH	295 X
ML-MEAL/BEVERAGE			
3 T2 -PIZZA SLICE 80MIN FLT	SK	1-BCNCPH	50 N
4 T2 -KIDS MEAL 80 MIN FLT	SK	1-BCNCPH	75 N
5 T2 -GLUTEN LACTOSE FREE 80 MIN FLT	SK	1-BCNCPH	110 N
6 T2 -VEGETARIAN LACTO OVO 80MIN FLT	SK	1-BCNCPH	110 N
7 T2 -POULTRY MEAL 80 MIN FLT	SK	1-BCNCPH	110 N
8 T2 -MEAT MEAL 80 MIN FLT	SK	1-BCNCPH	110 N
9 T2 -FISH OR SHRIMP MEAL 80 MIN FLT	SK	1-BCNCPH	110 N

2. AE¥1Ax¥Nx.1 to add the desired ancillary from specific line x in the list for passenger x.1

Example: AE¥1A9¥N1.1:

AE¥1A9¥N1.1«	
ANCILLARY SERVICES	
1.FISH OR SHRIMP MEAL 80 MIN FLT	1.1
STATUS - HN1/REQUESTED	
AMOUNT - 110NOK	
TOTAL - 110NOK	
FLIGHT - SK1586T22APRBCNCPH	
DOC/CF -	CPN

3. *AES to check if any SSR is required:

*AES«

ANCILLARY SERVICES

1.FISH OR SHRIMP MEAL 80 MIN FLT	1.1	M
GROUP - ML	SSR - CFML	
RFIC - G	RFISC - 02E	
EMD TYPE - 2	WAIVE -	
ETKT -	CPN -	
REFUND - N	COMMISSION - N	
SEAT PDC -		
TRAVEL DATE - 01JAN80 TO 31DEC99	GUARANTEED - T	
PURCHASE BY - 21APR22/2359	TKT - Y	
TAX EXEMPT - N		
MKT/OP CARRIER - SK/SK		
FEE OWNER - SK	INTERLINE - N	

4. If in the SSR row, there is a specific code, it needs to be inserted for the ancillary to get confirmed.

5. Use the command **3SSR code** - passenger association

Example: **3CFML-1.1**

3CFML-1.1«

*

- Action should be saved in the end with 6 your initials ER and IR to refresh the PNR.

- *AE to check that the status of the air extra is HD/Payment required.

*AE«

ANCILLARY SERVICES

1.FISH OR SHRIMP MEAL 80 MIN FLT	1.1	
STATUS - HD1/PAYMENT REQUIRED		
AMOUNT - 110NOK		
TOTAL - 110NOK		
FLIGHT - SK1586T22APRBCNCPH		
DOC/CF -	CPN	

If the ancillary service is still pending with HN status, refresh a few more times or check if the SSR status was rejected by the airline.

To remove Air Extra:

If the customer does not pay, remove the Air extra with command AE¥XALL to remove all ancillary items or AE¥X1 to remove a specific item (where 1 is the air extra's number from the list visible after typing *AE command). Save with 6 your initials and ER.

Also, remove the SSR if it was inserted: refer to the topic How to add OSI & SSR.

Step 20

Solution

Parent step: 1

How to add OSI and SSR

OSI - Other Service information

- **To add** the OSI, use the following command:

3 OSI airline code free text

Example: 3OSI UX HONEYMOON TRIP

Exception: For American Airlines we should use 4OSI AA free text.

- **To remove** the OSI field after adding it, use the command:

*P30 to open the list with OSI numbers

Locate on which line the OSI you need to change is 3line you need to delete¤

*P30¤

GENERAL FACTS

7.OSI SK HONEYMOON TRIP

Example: 37¤

Exception: For American Airlines we should use 47¤

Every action should be saved in the end with 6your initials, ER.

SSR - Special Service Request

- **To add** the SSR, use the following command:

3SSR code/free text(optional) - passenger association

Example: 3CFML-1.1

or: 3PETC/DOG IN CABIN 30X20X40 TTL W 6KG

Exception: For American Airlines we should use 4CFML-1.1

or: 4PETC/DOG IN CABIN 30X20X40 TTL W 6KG

- **To remove** the SSR field after adding it, use the command:

*P3S to open the list with SSR numbers

Locate on which line the SSR you need to delete is 3line you need to delete¤

Example: 37¤

Exception: For American Airlines we should use 47¤

Every action should be saved in the end with 6your initials, ER.

Step 21

 Solution

Parent step: 1

How to add Passport Information and Frequent Flyer (APIS/ FOID & FF)

> APIS/DOCS

- **To add** the DOCS, use the following command:

3DOCS(segment number)/(document type)/(document issue country)/(document number)/(document nationality country)/(date of birth:DDMMYY)/(gender)/(document expiration date:DDMMYY)/(last name)/(first name)/(middle name or initial)-(name number)

Example: 3DOCS1-2/P/GRC/AN13456/GRC/11APR90/M/25MAR25/DEPP/JOHNNY-2.1

Exception: For American Airlines we should use 4DOCS1-/P/GRC/AN13456/GRC/11APR90/M/25MAR25/DEPP/JOHNNY-2.1

Acceptable document types include:

Document Type	Definition
A	Alien resident card
C	Permanent resident card
D	Taiwan travel permit for Chinese mainland residents
DB	Secure Flight Passenger Data (Sabre created)
I	National ID
P	Passport
PD	Diplomatic Passport
PM	Mission/Service Passport
PS	Special Passport
T	Refugee travel document and re-entry permit, US Travel document
F	Facilitation document
M	Military
N	Naturalization certificate
V	Border crossing card

Acceptable gender codes include:

Gender Code	Definition
M	Male
F	Female
MI	Male Infant
FI	Female Infant
U	Undisclosed Gender <i>Note: This gender code is valid for APIS and Secure Flight (SFPD) formats only</i>
X	Unspecified

- **To remove** the DOCS field after adding it, use the command:
*P3D to open the list with SSR numbers

Locate on which line the SSR you need to delete is 3line you need to delete¤

*P3D¤

GENERAL FACTS

8.SSR DOCS SK HK1/P/GRC/AN13456/
GRC/11APR90/M/25MAR25/DEPP/JOH
NNY

Example: 38¤

Exception: For American Airlines we should use 48¤

Every action should be saved in the end with 6your initials, ER

> FOID

- **To add** the FOID, use the following command:

3FOID/PP optional country code passport number

Example: 3FOID/PPHK1234567890123

Exception: For American Airlines we should use 4FOID/PPHK1234567890123

Acceptable FOID types may include:

FOID type	Definition
CC	Credit Card
FF	Frequent Flyer Number
PP	Passport (check the exact spelling of the passenger name in the PNR against the passport spelling before issuing the ticket)
DL	Drivers License
NI	National Identity
TN	Ticket Number
ID	Locally Defined ID Number
CN	Confirmation Number or Record Locator
BK	Bank code (for Germany only - must be a Eurocheck card/ must be 18 digits - if necessary, fill in with zeroes by inserting zeroes between the routing number and the account number)

- **To remove** the FOID field after adding it, use the command:

*P3S to open the list with SSR numbers

Locate on which line the SSR you need to delete is 3line you need to delete¤

Example: 39¤

Exception: For American Airlines we should use 49¤

Every action should be **saved** in the end with 6your initials, ER.

FREQUENT FLYER NUMBER

- **To add** the FF, use the following command:

FF airline code FF number - name number

Example: FFUS87658768-2.1

- **To edit** the Frequent Flier number, use the command:

*FF to open the list with FF

Locate on which line the FF you need to change is

FFline you need to amend¤new FF number

Example: FF1¤US87658769-2.1

- **To remove** the Frequent Flier number, use the command:

*FF to open the list with FF numbers

Locate on which line the FF you need to delete is FFline you need to delete¤

Example: FF1¤

Every action should be **saved** in the end with 6your initials, ER

Step 22



Parent step: 1

How to add remark

- **To add** a general remark, use the following command:

5 free text

Example: 5 passengers are traveling with parents in booking ABCDEF

- **To edit** a general remark, use the command:

*P5 to open the list with remarks

Locate on which line the remark you need to change

5line you need to amend **new remark**

Example: 52~~x~~passenger is traveling with parents in booking DEFABC

- **To remove** the remark after adding it, use the command:

*P5 to open the list with remarks

Locate on which line the remark you need to remove

5line you need to delete **x**

Example: 52~~x~~

Every action should be **saved** in the end with 6your initials, ER

Step 23

 Solution

Parent step: 24

How to check fare rules

General

If a ticket was exchanged, usually you need to check the original ticket and insert the original ticket issue date in your command. Guidelines on how to check which cancellation rules will apply for reissued tickets can be found [here](#).

We **always** need to identify **first** the number of the pricing units and fare components, to understand the penalty application. For more information, please check [this page](#).

If there is **more than one pricing unit** in the ticket, but in the fare rules it is not mentioned to apply the penalty per pricing unit, by default, we apply the penalties **per each PU** as a sum.

> 1st option to display the fare rules

WETR*Ticket line

If the ticket number must be inserted use **WETR*Tkt number** (tkt number should be inserted without a hyphen '-')).

FQ20MAR20CDGATH15JUN20¥QABCDEFG-AF

Where:

20MAR20 - date of ticket issuance.

CDGATH - the city pair

15JUN20 - date of departure(for this city pair destination)

ABCDEFG - fare basis

AF - airline 2-letter code

After, use the command **RD1*PE** to read the penalties where **1** is the option of the correct fare basis.

By using **RD1*M**, you can see the menu of the fare rules, in case you need to check another category (1 is used as an example, the number must always be the correct line of the fare basis).

> 2nd option to display the fare rules

WETR*Ticket line

If the ticket number must be inserted, use **WETR*Tkt number** (tkt number should be inserted without a hyphen '-')).

RD20MAR20CDGATH15JUN20ABCDEFG-AF*PE

Where:

20MAR20 - date of ticket issuance.

CDGATH - the city pair

15JUN20 - date of departure (for this city pair destination)

ABCDEFG - fare basis

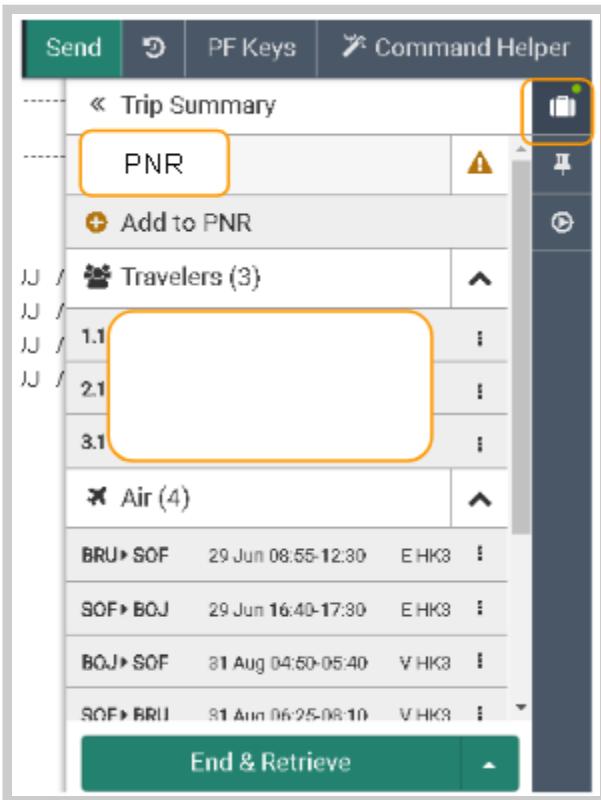
AF - airline 2- letter code

The penalty rule will be displayed right away.

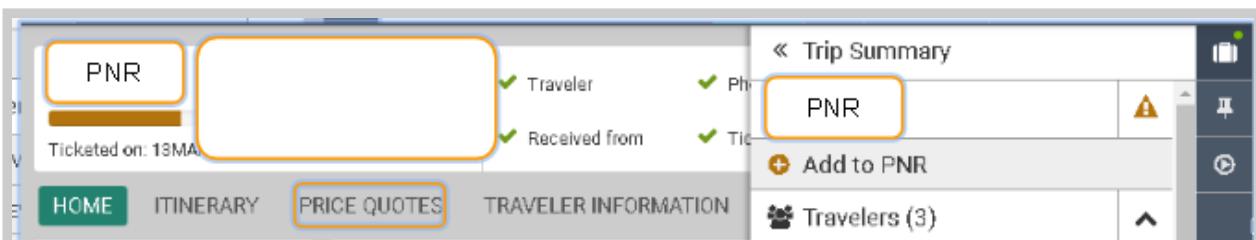
> 3rd option to display the fare rules

Use graphical mode in Sabre (not to be used for Amadeus tickets):

1. Click on the below buttons (suitcase image and then PNR):



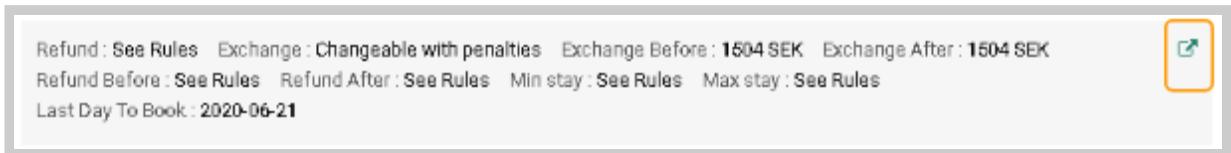
2. Click on PRICE QUOTES (to close the Trip Summary window click on suitcase image):



3. Click on the arrow below:

HOME	ITINERARY	PRICE QUOTES	TRAVELER INFORMATION	REMARKS	TICKETING	HISTORY
Price Quote (1)						
				Link Payment	Link travelers	Delete
1	FB 406 Bulgaria Air	BRU 29JUN, 08:55 ➔ SOF 29JUN, 12:30	13 Mar 00:56 Date Stored	⚠ 16 Mar 00:53 Last Day to Purchase	SABRE	NOK 2591
	FB 983 Bulgaria Air	SOF 29JUN, 16:40 ➔ BOJ 29JUN, 17:30	System Status	E/V ADT Class Type		
	FB 976 Bulgaria Air	BOJ 31AUG, 04:50 ➔ SOF 31AUG, 05:40				
	FB 405 Bulgaria Air	SOF 31AUG, 06:25 ➔ BRU 31AUG, 08:10				

4. And then on the green symbol to check the fare rules:



5. Select by clicking the **PENALTIES** and the fare basis for which you would like to find the rules:

Fare Rules

ADT ▾ BRU-BOJ: ENOBAG BOJ-BRU: VNOBAG Copy Fare Rules

13 - ACCOMPANIED TRAVEL
14 - TRAVEL RESTRICTIONS
15 - SALES RESTRICTIONS
16 - PENALTIES
17 - HIP/MILEAGE EXCEPTIONS
18 - TICKET ENDORSEMENTS
19 - CHILDREN DISCOUNTS
20 - TOUR CONDUCTOR
DISCOUNTS
21 - AGENT DISCOUNTS
22 - ALL OTHER DISCOUNTS
23 - MISCELLANEOUS

1. BRU-SOF (E) , 2. SOF-BOJ (E)

CANCELLATIONS
TICKET IS NON-REFUNDABLE.
NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
FOR NON-REFUNDABLE TICKETS THE YQ SURCHARGE
WILL NOT BE REFUNDED.
FOR NO - SHOW -
-CHARGE EUR 50 / GBP 50 / CHF 60/ USD 60
THE CURRENCY OF THE CHARGEY SHOULD BE
THE SAME AS THE CURRENCY OF ORIGIN.
ALL TRANSACTIONS/TICKET CANCELLATIONS/

Close

> 4th option to display the fare rules

WETR*Ticket line

If the ticket number must be inserted use **WETR*Tkt number** (tkt number should be inserted without a hyphen '-')).

WPB20MAR21

Where:

20MAR21 - date of ticket issuance.

This is backdate pricing. So after, you can use the command **WPRD*PE**, to read the penalty rules. It will be successful if there is **only 1 fare basis** in the ticket.

If there is **more than 1 fare basis** in the ticket, then this command will open only the pricing unit view of the pricing mask.

In the case that we have more than 1 fare basis (for example, 1 roundtrip ticket with 2 different fare bases), then the correct command after **WPB20MAR21** would be:

WPRD*PE¥S1 for the 1st fare basis

and

WPRD*PE¥S2 for the 2nd fare basis, and so on.

In case we do not find in Sabre the correct fare base option, we can try in Amadeus as shown [here](#).



Please note that in some cases there might be no information in Penalties and thus we should check if there is a Voluntary Refunds (VR) category as well, as the information regarding the fees and charges might be there.

Step 24

Question

Parent step: 1

How to check fare rules

Fare rules

1. [How to check fare rules](#) Step 23
2. [What if there are a few same fare basis? \(while selecting fare basis\)](#) Step 25
3. [What if there is a combination of different fares? \(while selecting fare basis\)](#) Step 26

Step 25

Solution

Parent step: 24

What if there are a few same fare basis?

Pay attention to the fare cost of the ticket and the currency in which the fares are displayed:

ELECTRONIC TICKET RECORD CRS CODE:1536

INV: CUST: PNR:

TKT:176 ISSUED:19JAN22 PCC:B9HK IATA:77216311

NAME:H IMR

FORM OF PAYMENT FCI: 0

1 CASH

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	EK	0771	U	24APR	CPTDXB	1820	OK	ULSOSZA1	OPEN
						NVB:23APR		NVA:23APR	BAG:2PC
2	EK	0001	U	25APR	DXBLHR	0745	OK	ULSOSZA1	OPEN
						NVB:24APR		NVA:24APR	BAG:2PC

FARE **ZAR4720.00**

TOTAL ZAR6145.75

FARE CALCULATION
CPT EK X/DXB EK LON296.30NUC296.30END ROE15.929412

FQ19JAN22CPTLHR24APR22-EK¥QLSOSZA1«

CPT-LON CXR-EK SUN 24APR22 **ZAR**

THE FOLLOWING CARRIERS ALSO PUBLISH FARES CPT-LON:
 8U 9W A3 AA AB AF AY AZ BA BD CA CX DE DT ET EW EY HM IB KL KQ
 KU LH LO LT LX MH MK MS MT NW NZ OA OK OS OU PS QR SA SK SN SQ
 SV SW TK TP UU VK VS WB WY

//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
 ALL FEES/TAXES/SVC CHARGES INCLUDED WHEN ITINERARY PRICED
 SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED

EK	CPTLON.EH	24APR22	MPM	7221		
V	FARE BASIS	BK	FARE	TRAVEL-TICKET AP	MINMAX	RTG
1	ULSOSZA1	U¥0	4720.00	T06FE	-	- / - EH01
2	ULSOSZA1	U¥0	6220.00	T06FE	-	- / - EH02
3	ULSOSZA1	U¥0	6550.00	T06FE	-	- / - EH03
4	ULSOSZA1	U¥0	7030.00	T06FE	-	- / - EH04
5	ULSOSZA1	U¥0	7230.00	T06FE	-	- / - EH05
6	ULSOSZA1	U¥0	8170.00	T06FE	-	- / - EH06
7	ULSOSZA1	U¥0	8280.00	T06FE	-	- / - EH07
8	ULSOSZA1	U¥0	8460.00	T06FE	-	- / - EH08
9	ULSOSZA1	U¥0	8480.00	T06FE	-	- / - EH09¥

In the above example, the correct rule will refer to the **first option**.

If we have EQUIV FARE PD on the ticket

For example, there is the below ticket:

```
TKT:8801205477151      ISSUED:17AUG2023OSL PCC:1ADA IATA:8  
NAME:JIN/GUANGMING MR  
FOP:VIXXXXXXXXXXX8041*XXXX/132987 C  
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B  
1 HU 7970 Q 240CT BEGPEK 1100A OK Q02B  
  
FARE EUR440.00 TAX 43YQ TAX 2271YR TAX 53LG  
      TAX 229RS TAX 12RF  
TOTAL SEK7812          EQUIV FARE PD SEK5204  
  
COMM: 0  
  
BEG HU BJS479.67NUC479.67END ROE0.91728 XT53LG229RS12RF
```

When we request the fare rules, we may receive multiple results for the fare basis:

```
FQ17AUG23BEGPEK240CT23-HU¥QQ02B«  
  
BEG-BJS      CXR-HU      TUE 240CT23      SEK  
THE FOLLOWING CARRIERS ALSO PUBLISH FARES BEG-BJS:  
9W A3 AA AB AC AF AY AZ BA BD BR CA CI CX CZ DE EK ET EW EY FZ  
GA GF HG IB IT JL JU KE KL KQ KU LH LO LT LX MA MF MH MK MS MU  
NH OA OK OS OU OZ PS QF QR RO SA SK SN SQ SU TG TK TP UA UL VN  
VS VV WY ZH  
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//  
ALL FEES/TAXES/SVC CHARGES INCLUDED WHEN ITINERARY PRICED  
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED  
EUR CONVERTED TO SEK USING BSR 1 EUR - 11.8269925 SEK  
HU      BEGBJS.FE      240CT23      MPM  
      V FARE BASIS      BK      FARE      TRAVEL-TICKET AP      MINMAX RTG  
1      Q02B            Q 0      7818      T04DE      -      -/ - FE01  
  
HU      BEGBJS.EH      240CT23      MPM      6288  
      V FARE BASIS      BK      FARE      TRAVEL-TICKET AP      MINMAX RTG  
2      Q02B            Q 0      5204      T17SE      -      -/ - EH01
```

The 1st fare basis is **NOT** correct as it is not the same fare value in EUR:

RD1*PE«

V	FARE BASIS	BK	FARE	TRAVEL-TICKET AP	MINMAX	RTG
1	Q02B	Q O	7818	T04DE - - / -	FE01	
PASSENGER TYPE-ADT AUTO PRICE-YES						
FROM-BEG T0-BJS CXR-HU TVL-24OCT23 RULE-2B01 IPRFE/327						
FARE BASIS-Q02B SPECIAL FARE DIS-E VENDOR-ATP						
FARE TYPE-XOX OW-ECONOMY CLASS ONE WAY EXCURSION FARE						
EUR 661.00 CONS E10APR23 D-INFINITY FC-Q02B FN-						
SYSTEM DATES - CREATED 09APR23/2318 EXPIRES 04DEC23/0414						

16.PENALTIES

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
BEFORE DEPARTURE-WHOLLY UNUSED TICKETS. REQUEST
IS MADE BEFORE DEPARTURE OF JOURNEY.
AFTER DEPARTURE-PARTIALLY USED TICKETS. REQUEST
IS MADE AFTER DEPARTURE OF JOURNEY.

CANCELLATIONS

CHARGE EUR 150.00 FOR CANCEL/REFUND.

CHARGE EUR 100.00 FOR NO-SHOW.

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
CHILDREN DISCOUNT DOES NOT APPLY
INFANT UNDER 2 WITHOUT SEAT REFUNDS FREE

The **correct option** in our case is number 2 which matches the ticket equivalent fare value and it also matches the fare value in EUR:

RD2*PE*

V	FARE	BASIS	BK	FARE	TRAVEL-TICKET	AP	MINMAX	RTG
2	Q02B		Q 0	5204	T17SE	-	- / -	EH01
PASSENGER TYPE-ADT AUTO PRICE-YES								
FROM-BEG TO-BJS		CXR-HU		TVL-24OCT23	RULE-2B01	IPREUAS/4		
FARE BASIS-Q02B				SPECIAL FARE	DIS-E	VENDOR-ATP		
FARE TYPE-XOX		OW-ECONOMY CLASS	ONE WAY	EXCURSION FARE				
EUR	440.00	2000	E16MAR23	D-INFINITY	FC-Q02B	FN-		
SYSTEM DATES - CREATED 16MAR23/0413 EXPIRES 17SEP23/2313								

16. PENALTIES

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
BEFORE DEPARTURE-WHOLLY UNUSED TICKETS. REQUEST
IS MADE BEFORE DEPARTURE OF JOURNEY.
AFTER DEPARTURE-PARTIALLY USED TICKETS. REQUEST
IS MADE AFTER DEPARTURE OF JOURNEY.

CANCELLATIONS

CHARGE EUR 200.00 FOR CANCEL/REFUND.

CHARGE EUR 200.00 FOR NO-SHOW.

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
CANCELLATION
CHILD CHARGES SAME AS ADULT.
INFANT WITHOUT SEAT FREE OF CHARGE.

Step 26

 Solution

Parent step: 24

What if there is a combination of different fares?

1. Open the ticket to check the fare basis and the ticket details:

WETR*2*

ELECTRONIC TICKET RECORD CRS CODE:1536

INV: CUST:9053848721 PNR
TKT:176 ISSUED:07JAN22 PCC:80NJ IATA:50604794

NAME:ZI MS

FORM OF PAYMENT FCI: 6

1 CAXXXXXXX0206*XXXX /944118 S
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 EK 0204 L 15APR JFKDXB 1120 OK LLEIPUS1 OPEN
NVB:15APR NVA:15APR BAG:2PC
2 EK 0652 L 16APR DXBMLE 0945 OK LLEIPUS1 OPEN
NVB:16APR NVA:16APR BAG:2PC
3 EK 0661 T 22APR MLEDXB 1815 OK TLEFPUS1 OPEN
NVB:22APR NVA:22APR BAG:2PC
4 EK 0203 T 23APR DXBJFK 0250 OK TLEFPUS1 OPEN
NVB:23APR NVA:23APR BAG:2PC

FARE USD650.00

TOTAL USD928.37

¥

MD*

FARE CALCULATION

¥

NYC EK X/DXB EK MLE 350.00 EK X/DXB EK NYC 300.00 IUC 650.00 END ROE1
.00 XFJK4.5

TAX BREAKDOWN

TAX	130.00YQ TAX	39.40US TAX	6.11YC TAX	7.00XY
TAX	3.96XA TAX	5.60AY TAX	2.80ZR TAX	19.00F6
TAX	30.00BQ TAX	30.00H9 TAX	4.50XF	

2. Find the fare rules of each fare basis.

Fare rules result:

FQ07JAN22JFKMLE15APR22-EK¥QLLEIPUS1«

NYC-MLE	CXR-EK	FRI 15APR22	USD
THE FOLLOWING CARRIERS ALSO PUBLISH FARES NYC-MLE:			
9W AA AB AC AF AI AY AZ B6 BA BD BR CA CI CO CX CZ DL ET EY GF HU IG KE KL KU LA LH LO LX MH MU NW OS QR SN SQ SU SV TG UA UL UN VS WY			
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//			
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED			
EK	NYCMLE.AT	15APR22	MPM 10599
V	FARE BASIS	BK	FARE TRAVEL-TICKET AP MINMAX RTG
1	LLEIPUS1	L¥R	700.00 D31MY T19JA - 4/ 6M AT01
2	LLEIPUS1	L¥R	896.00 D31MY T19JA - 4/ 6M AT02
3	LLEIPUS1	L¥R	1002.00 D31MY T19JA - 4/ 6M AT03
4	LLEIPUS1	L¥R	1148.00 D31MY T19JA - 4/ 6M AT04
5	LLEIPUS1	L¥R	1266.00 D31MY T19JA - 4/ 6M AT05
6	LLEIPUS1	L¥R	1488.00 D31MY T19JA - 4/ 6M AT06

In this case, we should pay attention to the fare calculation in the ticket, where you can see that the part referring to the fare basis **LLEIPUS1** costs **350NUC**. ROE equals 1.00, since normally 1 US Dollar=1 NUC.

That means that if we had a round trip with the same fare basis, its cost would be **350NUC*1 ROE(USD/NUC)*2 directions=700USD**

Hence, again the **1st option** suits us the most.

3. For the **inbound** trip with a different fare basis we get the below result:

FQ07JAN22JFKMLE15APR22-EK¥QTLEFPUS1«

NYC-MLE	CXR-EK	FRI 15APR22	USD
THE FOLLOWING CARRIERS ALSO PUBLISH FARES NYC-MLE:			
9W AA AB AC AF AI AY AZ B6 BA BD BR CA CI CO CX CZ DL ET EY GF HU IG KE KL KU LA LH LO LX MH MU NW OS QR SN SQ SU SV TG UA UL UN VS WY			
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//			
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED			
EK	NYCMLE.AT	15APR22	MPM 10599
V	FARE BASIS	BK	FARE TRAVEL-TICKET AP MINMAX RTG
1	TLEFPUS1	T¥R	600.00 D31MY T19JA 2/3 4/ 6M AT01
2	TLEFPUS1	T¥R	1116.00 D31MY T19JA 2/3 4/ 6M AT02

That means that if we had a round trip with the same fare basis, its cost would be **300NUC*1 ROE(USD/NUC)*2 directions=600USD**

So, check the rules for the **1st option**.

Attention

ALWAYS check in the fare rules how the airline instructs you to proceed so that you can decide which fare basis you must select for your calculations (most restrictive fare, per pricing unit, per direction, etc.)!

Step 27

Solution

Parent step: 11

How to rebook with Auto-calculation (WFRF)

Preparation for ATC rebooking:

1. Jump to the correct office ID on the same window: AAAPCC.

2. Open PNR: *ABCDEF

3. Do availability following the instructions here.

4. Book a seat from the availability request:

0|number of seats|booking class|option number

Example: 02K5

- If the option contains **two or more flights**, use the following format:

0|number of seats | booking class | option number |booking class | option number

or: 0|number of seats|booking class|option number *

- If the **booking class will be the same** for all the related flights

Example: 02K5K6

or: 02K5*

Otherwise:

- Click on the respective booking class
- Then click on the Sell button to add the segments to PNR

- **To edit** the booking class of a segment after adding it, use the command:

WC segment number|new class

Example: WC1-2M

Always use the **VCT*** command to check the minimum connection time between two flights. If you encounter any of the errors listed below when performing this command, suggest alternative flights based on the customer's preference.

Error message:

INVALID CONNECT TIME SEGMENTS 1 AND 2 - MINIMUM IS 45 MINUTES
VERIFY ANY REMAINING SEGMENTS

5. Pricing

Price all segments that the customer intends to use. *If s/he asks to rebook OB and keep IB you have to include in the command new Outbound and old Inbound.*

Adult: WFRFTRx¥Ayy¥Nx.1¥Sx

Where:

WFRF - stable command

TRx is the line of the passenger's ticket record

AYY - airline two-letter code

Nx.1 - number of the passenger

Sx - segments the customer intends to use

Example: WFRFTR2¥ATK¥N1.1¥S1-2/ 5-6

Child: WFRFTRx¥Ayy¥Nx.1¥Sx¥PCNN

Where PCNN is an indicator that the pricing should be done with a child's discount.

Infant: WFRFTRx¥Ayy¥Nx.1¥Sx¥PINF

Where PINF is an indicator that the pricing should be done with the infant's discount.

If the passenger is an infant, remember to add an SSR line with 3INFT/SURNAME/NAME TITLE/DOB-1.1 (Line of adult associated with).

Youth: WFRFTRx¥Ayy¥PBNN¥Nx.1¥Sx¥KP0 - Pricing entry for 12-17 yrs depends upon airline to airline.
Always refer to the original PQ. To use this entry it is important to check the name field in PNR as well.

The original pricing command is : WPSx¥PBNN¥Nx.1

Steps to identify the original pricing/issue entry in Sabre:

1. *PQS

2. *PQx, where x is the PQ number for the certain passenger

3. Look for this format on the top of PQ display: WFRFTRx¥Ayy¥PBNN¥Nx.1¥Sx¥KP0

4. If the respective youth indicator (**PBNN**) is identified, use it for the repricing of the itinerary

6. Walkthrough of the pricing mask

Auto-calculation screen:

WF WFRR COMPARISON SUMMARY			SCREEN 30	
REISSUE	PLACE	STO		
			EXCHANGE	REISSUE
			SEK	CUR SEK
BASE	5800	5800		0
TTL TAXES	3577	3577		0
	-----	-----		-----
TOTAL	9377	9377	CHG FEE AMOUNT	0
COLLECT FEE AS TAX < >				N/A>
COLLECT FEE IN TTL < >				
			TOTAL	0
TAX COMPARISON < >	MULTIDOCS < >			
NEXT < >		VIEW FARE CALCULATION < >	QUIT < >	
LAST DATE TO PURCHASE	15MAR2019			

Alternative pricing commands:

WFRFTRx¥Ayy¥Nx.1¥Sx¥NCB - to get the **best available price** (automatically updates the booking class of the segments included in the command). It always shows you the best available pricing combination.

Example: **WFRFTR2¥ATK¥N1.1¥S1-2/ 5-6¥NCB**

Attention

Always make sure that there is no downgrade in the booking classes kept!

7. Scenarios:

- Customer wishes to think or is not interested in rebooking:

1. Insert X in the box next to 'QUIT'.

2. Ignore the PNR with I command.

- The customer is ready to pay during the call. After the payment is completed successfully:

1. Save the segments.

2. Use the same steps as above.

3. Insert **X** in the box next to 'NEXT' as in the mask above.

4. Insert **0** in the commission field.

5. **X** in the box next to **RETAIN**:

WF WFRTK	TICKETING INSTRUCTIONS	SCREEN 40
TOTAL- GBP	20.00 ADD COLLECT	74.00 CHANGE FEE
ADD COLL COMM AMT <input type="text"/>		
COMM PCT	<input type="text" value="0"/>	
TOURCODE	<input type="text"/>	
BAG ALLOWANCE NIL	VIEW/MODIFY BAG	<input type="checkbox"/>
ENDORSEMENTS UPDATE <input type="checkbox"/>		
USD220.50 NONREFUNDABLE		
CASH <input type="checkbox"/>	CK <input type="checkbox"/>	CC <input checked="" type="checkbox"/>
CC NBR	<input type="text" value="CAXXXXXXXXXXXXX9171"/>	
CC EXP	<input type="text" value="XXXX"/>	
MANUAL APPROVAL	<input type="text"/>	
SUPPRESS CC DATA ON INVOICE <input checked="" type="checkbox"/>		
RETAIN <input checked="" type="checkbox"/>		PREV <input type="checkbox"/>
		QUIT <input type="checkbox"/>

The system response will be: **TRANSACTION RETAINED**

5. After the Price quote is saved, send the order to the ticketing team.

To **remove** the segment the customer will not use, use the command:

X segment number

Example: X1-2

where **1-2** are the segment numbers in the PNR to be deleted.

Actions should be saved in the end with **6your initials, ER**. Refresh the PNR using the "IGNORE AND REDISPLAY" command **IR** to make sure the airline locator is generated for all sectors.

Step 28

How to rebook with manual calculation - Unused ticket

Preparation for manual rebooking calculation:

1. Jump to the correct office ID on the same window: AAAPCC.

2. Open PNR: *ABCDEF

3. Do the availability

4. Book a seat from the availability request:

0 | number of seats | booking class | option number

Example: 02K5

- If the option contains **two or more flights**, use the following format:

0 | number of seats | booking class | option number | booking class | option number

- If the **booking class will be the same** for all the related flights:

0 | number of seats | booking class | option number *

Examples:

02K5K6

02K5*

Otherwise:

- just click on the respective booking class
- Then click on Sell button to add the segments to PNR.

To **edit** the booking class of a segment after adding it, use the command:

WC segment number| new class

Example: WC1-2M

Always use the **VCT*** command to check the minimum connection time between two flights. If you encounter any of the errors listed below when performing this command, suggest alternative flights based on the customer's preference.

Error message:

INVALID CONNECT TIME SEGMENTS 1 AND 2 - MINIMUM IS 45 MINUTES

VERIFY ANY REMAINING SEGMENTS

5. Try **WFRF**. If the **WFRF** command does not work or does not guarantee the reissue cost, please continue with the next step. Also, check the Rebooking tab in Edvin for additional information.

6. Check the Fare Rules.

The most important fare rules are:

16. PENALTIES

11. BLACKOUTS

03. SEASONS

04 . FLIGHT APPL

05. ADV RES/TKTG

06. MIN STAY

07. MAX STAY

If changes are permitted, continue with the next step.

6. Pricing

Price all segments that the customer intends to use. *If s/he asks to rebook OB and keep IB you have to include in the command new Outbound and old Inbound.*

Adult: WPSx

Example: WPS3/5-6

Child: WPSx¥PCNN¥Nx.1

Infant: WPSx¥PINF¥Nx.1

Alternative pricing commands:

Command	Description	Creates PQ?
WPNCB¥Sx	To find best available combination (it may downgrade the booking class)	NO
WPA¥Sx¥Nx.1	To find alternative pricing options, especially useful for tickets with baggage upsell	YES
WPPNEG¥Sx	To price NEGO/IT fares	NO
WPSx¥BRfare family Example: WPS1¥BRCL ASSIC	To price the segments with a specific fare family, especially useful for tickets with baggage upsell	NO
WPSx¥Bdate of ticket issuance	Backdate pricing	NO
WPSx¥TC-(cabin code) Note: Cabin codes include: <ul style="list-style-type: none">• PB - Premium first class cabin• JB - Premium business class cabin• SB - Premium economy class cabin• AB - "All cabin"• FB - First class cabin• BB - Business class cabin• YB - Economy class cabin	To price by cabin code	NO
WPS1¥Nx.1/x.1¥PADT/CN N Example: WPS1¥N1.1/2.1¥PADT/CN N	To price with one command different types of passengers, associated with specific passengers	NO

7. Compare the new fare with the old fare and new taxes one by one with old taxes.

For this action you can either:

- Display the original ticket on another screen
- Use the PQ command to temporarily store the price quote and then retrieve the new one on the top and the old one on the bottom. To check the **PQ numbers**, use the command *PQS.

8. Once you find the ticket difference, add it to the penalty.

9. Scenarios:

- The customer wishes to think or is not interested in rebooking: ignore the PNR with I command.
- The customer is ready to pay during the call: Store the new price quote with PQ command (if not used already).

To remove the segment the customer will not use, use the command:

X segment number

Example: X1-2

where 1-2 are the segment numbers in the PNR.

10. Actions should be saved in the end with 6your initials, ER.

Step 29

 Solution

Parent step: 32

How to rebook with manual calculation - Partially used ticket

Live 03rd July 2023

- If ATC is not working, always check fare rules (Category 16) and max/min. stay (Category 06 & 07) quoting rebooking charges for manual rebooking. For checking the rules [here](#).

- The most important fare rules are:

16. PENALTIES

11. BLACKOUTS

03. SEASONS

04. FLIGHT APPL

05 .ADV RES/TKTG

06. MIN STAY

07. MAX STAY.

- If changes are permitted, then we continue with manual calculation. Entry to price partially used ticket in Sabre first, and, if this is not working we are using Amadeus (**FQP** command or FQP script).
- For the scenario: "*Voluntary rebooking of partially used ticket after a previous involuntary reissue*", it is better for the FL agents to proceed with manual calculation in order not to downgrade fare.

Once we are done with checking fare rules we will also check the category of fare which is seasonality, blackout, and combinations to see if we have any restrictions.

To check seasonality, blackout, and combinations after running above the **FQ** command, use the commands **RD1*03** (Seasonality), **RD1*10** (Combinations), and **RD1*11** (Blackouts).

Entry to check fare Brand/Family:

FQ departure city arrival city- airline¥B booking class

Example: **FQORYEWR-TP¥BT**

> Commands for manual pricing of partially used tickets

1. Without Brand/Fare Family:

WFRTR ticket number¥A airline¥Sx¥Ny.1, where we include only the new inbound segments

Example: **WFRTR2¥ATP¥S3-4¥N1.1**

2. With Brand/Fare Family:

WFRTR2¥ATP¥S3-4¥N1.1¥BRCLASSIC

If child or infant passengers are there then we will use the below commands to price manually.

3. For Child we will enter **PCNN** for eg.:

Without brand: **WFRTR2¥ATP¥S3-4¥N1.1¥PCNN**

With brand: **WFRTR2¥ATP¥S3-4¥N1.1¥PCNN¥BRCLASSIC**

4. For INF we will enter **PINF** for eg.:

WFRTR2¥ATP¥S3-4¥N1.1¥PINF



If there are multiple passengers then we need to perform the above entries individually for each passenger.

> Steps for manual calculation for partially used tickets

1. After selecting the new segments we can proceed with the command **WFRTR2¥AQR¥N1.1¥S7-9** instead of FQP in Amadeus:

The screenshot shows a flight search results page. At the top, there is a header with flight numbers and departure/arrival times. Below this, a message states 'SKD CHG - TIMES DIFFER FROM BOOKED'. Following this, several mandatory API requirements are listed: 'MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA' and 'PLS ENTER SSR CTCM OR CTCE FOR IROP ALERTS'. A specific segment is highlighted with a red box, showing flight 8 QR 7630 from DOHYUL to SS1 on 12JUL at 0830, with a duration of 1440 minutes and a note '/DCQR /E'. Below this, another set of requirements is shown: 'PAX MUST POSSESS REMOVABLE MASK OR FACE COVERING', 'MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA', and 'PLS ENTER SSR CTCM OR CTCE FOR IROP ALERTS'. Further down, a 'TKT/TIME LIMIT' section is present with the value '1.T-10MAY-80NJ*AWS'.

2. The outbound trip is marked as **F(Flown)**. We fill in the CODE boxes with X for the inbound trip and the same (X) in **NEXT** box to continue:

WFRTR2¥AQRVN1.1¥S7-9*

WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10

N1.1

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN			
FLT	BK DATE	BRDOFF	FB/TKT DES
STAT	CODE		
1 AC	308	L 12MAY YVRYUL	BLR5R1FX
2 X QR	764	B 12MAY YULD0H	BLR5R1FX
3 X QR	498	B 14MAY DOHIKA	BLR5R1FX
4 O QR	491	W 06JUL IKAD0H	WLCAP1ZX
5 X QR	763	W 06JUL DOHYUL	WLCAP1ZX
6 X AC	309	L 06JUL YULYVR	WLCAP1ZX

BASE CAD 1897.00 EQV USD 1349.00
389.80 YQ 16.00 YR 63.99 XT
TTL USD 1818.79 VALIDATING CXR QR

NEXT MULTIDOCS QUIT

3. In PRICE-P/MANUAL-M box insert P so that the system prices automatically take into consideration the historical data of the used outbound segments:

WF WFR ITINERARY CALCULATION - NEW TICKET SCREEN 20

PSGR TYPE ADT SOLD/TKTD GEGGEG PURCH DATE 10MAY20

BASE Curr CAD EQV Curr USD FARE CALC Curr NUC

REISSUE PLCE GEG ORIG ROE 1.498456

CXR QR CORP ID

		FB/TKT DES	AMOUNT	
1	YVRYUL L	<input type="text"/>	<input type="text"/>	F
AC	12MAY	<input type="text"/>	<input type="text"/>	
2 X	YULD0H B	<input type="text"/>	<input type="text"/>	F
QR	12MAY	<input type="text"/>	<input type="text"/>	
3 X	DOHIKA B	<input type="text"/>	<input type="text"/>	F
QR	14MAY	<input type="text"/>	<input type="text"/>	
4 O	IKAD0H O	<input type="text"/>	<input type="text"/>	
QR	12JUL NVB 12JUL	<input type="text"/>	<input type="text"/>	
MD-D	<input type="checkbox"/>			

ADDL FARE CONSTRUCTION

PRICE-P/MANUAL-M P QUIT

4. Insert in NEXT box X:

WF WFRC

FARE CALC FROM PT OF ORIGIN

SCREEN 24

FARE CALC

YVR AC X/YMQ QR X/DOH QR THR Q YVRTHR10.00 1026.29QR X/DOH Q

R X/YMQ AC YVR390.49NUC1426.78END ROE1.408456

NUC	1426.78	ROE	1.408456
BASE CAD	2010.00		
EDV USD	1430.00	TTL TAX	469.79 TTL USD 1899.79

NEXT RETURN TO AGENT PRICING QUIT

5. Here is our calculation of the ticket difference. We fill in the **CHG FEE AMOUNT** as per fare rules (airline's PENALTY) and click in **NEXT** box X.

WF WFRR

COMPARISON SUMMARY

SCREEN 30

REISSUE PLACE GEG

BASE CAD

	EXCHANGE	NEW AMT	REISSUE
	USD	USD	CUR USD
EQV	1349.00	1430.00	81.00
TTL TAXES	469.79	469.79	0.00
TOTAL	1818.79	1899.79	81.00

CHG FEE AMOUNT 58COLLECT FEE ON END

TOTAL 81.00

TAX COMPARISON NEXT RETURN TO AGENT PRICING QUIT 

Note: If the currency is different in the fare rule from the one of the PCC (mentioned also under REISSUE column, next to CUR), then we need to **convert the currency** as per ticketing office currency.

Attention

Important! As we need to fill in the exact tax difference (tax by tax) in the Rebooking wizard for manual calculation (partially used for this scenario), if we notice that there is a tax difference (from TTL TAXES), we should click on "TAX COMPARISON" to see each tax in detail and specify them on the Rebooking Wizard-related page (Manual Rebooking).

6. We fill in the **NEW TKT FULL COMM AMT & ADD COLL COMM AMT** just **0**. Also, we can see the baggage allowance of 02 pc if it is priced with baggage, and the Fulfillment team (TKT) will fix it later.

We also select the Form of Payment always **CASH** and click in **RETAIN** box X.

After retaining the transaction if we do **IR** the stored fare **will not be saved**, hence if we want to store the fare we need to enter **ER** to store the fare.



Note: We do **ER ONLY** when the passenger agrees to the changes and we have received the payment from the passenger.

WF WFRTK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- USD 131.00 ADD COLLECT

NEW TKT FULL COMM AMT 0
ADD COLL COMM AMT 0 COMM PENALTY
WAIVER

TOURCODE
BAG ALLOWANCE 02P VIEW/MODIFY BAG
ENDORSEMENTS UPDATE
NON END/CHNG PENALTIES/AS PER RULE/VALID ON QR SERVICES ONLY

CASH CK CC
CC NBR CC EXP
MANUAL APPROVAL SUPPRESS CC DATA ON INVOICE

RETAINT PREV QUIT

TRANSACTION RETAINED

7. Now, to see the details of the calculation performed by the agent on Sabre, as well as the Fare Basis for the new segments and new tax breakdown, use the command *PQS and select the **RETAINED REISSUE**

mask with the command ***PQRx**, where x corresponds to the mask number, 2 in the below screenshot. Also, we do not need to perform manual calculations on our own.

```
*PQS*
PRICE QUOTE RECORD - SUMMARY BY NAME NUMBER

RETAINED FARE
NAME PQ TYPE TKT DES      N/S/A CREATED      TKT TTL
1.1  1  ADT              S  10MAY USD  1818.79

RETAINED REISSUE
NAME PQR TYPE TKT DES      TYPE      CREATED    NEW TKT TTL STAT
1.1  S  2                EXCH A/C  23MAY USD  1899.79
```

```
*PQR2*
PQR - REISSUE DETAILS

PQR 2 WFRTR2¥AQR¥N1.1¥S7-9

EXCH TKT 1 [REDACTED] TTL USD 1818.79
          A/C           TTL USD 81.00

BASE FARE      EQUIV AMT      TAXES/FEES/CHARGES      TOTAL
CAD2010.00     USD1430.00    469.79XT    USD1899.79

XT BREAKDOWN
  389.80YQ      16.00YR      18.40CA      17.80SQ
  0.89XG      1.00PZ      19.20G4      2.40IR
  4.30I6

ADT-01 BLR5R1FX OLCAP1RW
YVR AC X/YMQ QR X/D0H QR THR Q YVRTHR10.00 1026.29QR X/D0H Q
R X/YMQ AC YVR390.49NUC1426.78END R0E1.408456
VALIDATING CARRIER SPECIFIED - QR
CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES
NON END/CHNG PENALTIES/AS PER RULE   ¥
```

> What if we are not able to price the itinerary by using WFRTR command?

Follow the same current process:

- Login to Amadeus,
- Emulate to respective OID,
- Enter the **FQP** command.

1. You have to include the used segments first, then after the dash, all new ones that are requested.
Also, check the **Rebooking** tab in Edvin for additional information.
2. Command: **fqp(dep.city)/ayy/c(class)/d(date of flown seg)(dest.city)-/ayy/c(class)/d(date of new seg+dest.city)/r,office id,date of issue**
3. In case of child we insert in the end **RCHD,office ID** and for infant **RINF, office ID** as per below:

Adult: fqp(dep.city of OB)/a(YY of OB)/c(class of OB)/d(date of flown seg of OB)(dest.city of OB)-/a(yy of new IB)/c(class of new IB)/d(date of new seg+dest.city of new IB)/r,(first 3 letters of office id),date of issue.

Child: fqp(dep.city of OB)/a(YY of OB)/c(class of OB)/d(date of flown seg of OB)(dest.city of OB)-/a(yy of new IB)/c(class of new IB)/d(date of new seg+dest.city of new IB)/RCHD,(first 3 letters of office id),date of issue.

Infant: fqp(dep.city of OB)/a(YY of OB)/c(class of OB)/d(date of flown seg of OB)(dest.city of OB)-/a(yy of new IB)/c(class of new IB)/d(date of new seg+dest.city of new IB)/RINF,(first 3 letters of office id),date of issue.

4. Select the lowest available price, considering that the original outbound farebasis should be the same as in the initial ticket, while the new inbound farebasis should combine with the outbound one and the baggage allowance of the original ticket. Open the respective option with **FQQ1**(1 is the number of the correct option).
5. Compare the price of the new mask with the old ticket. Fare with fare and one by one the taxes.
6. Create a payment link as usual and if a passenger wants to proceed, continue with the same procedure of normal manual calculation of unused ticket as above.
7. Use the rebooking wizard to send the PNR to ticketing.
8. More information can be found under the Rebooking wizard folder.
9. If an order needs urgent ticketing, select the "Mark as urgent" checkbox. For more info check [HERE](#).
10. Select change status and reason in the rebooking wizard.

Step 30

 Solution

Parent step: 32

What if the tax shows negative amount?

If the pricing mask shows a negative amount in the taxes see below:

After all the basic steps are followed from the regular process of manual rebooking for partially used tickets, always check the taxes separately within this pricing mask to make sure that there are no taxes with negative amounts using the steps below:

COMPARISON SUMMARY			SCREEN 30
WF	WFRR	REISSUE PLACE MEL	
BASE USD	700.00	700.00	0.00
EXCHANGE	NEW AMT		REISSUE
AUD	AUD		CUR AUD
EQV	965.00		0.00
TTL TAXES	695.40	684.40	-11.00
TOTAL	1660.40		-11.00
CHG FEE AMOUNT			
COLLECT FEE AS TAX	<input type="checkbox"/>	FEE TAX CODE/AMT	<input type="checkbox"/>
COLLECT FEE IN TTL	<input type="checkbox"/>	FEE TAX CODE/AMT	<input type="checkbox"/>
		TOTAL	0.00
TAX COMPARISON <input checked="" type="checkbox"/>			
NEXT	<input type="checkbox"/>	RETURN TO AGENT PRICING	<input type="checkbox"/>
		QUIT	<input type="checkbox"/>

1. Insert 'X' in 'TAX COMPARISON' and press 'ENTER'. Here you can see all the taxes displayed for the ticket. You can insert 'A' in 'ADDITIONAL TAXES' to make sure that all the taxes are displayed correctly:

TAX COMPARISON SUMMARY			SCREEN 31
WF	WFRST	EXCHANGE	NEW AMT
EQV		AUD	TAX
			AUD
			REISSUE
			CUR AUD
60.00	AU	50.00	-10.00
111.20	WY	110.20	-1.00
78.20	YQ	78.20	0.00
391.40	YR	391.40	0.00
31.30	TR	31.30	0.00
12.40	SG	12.40	0.00
TTL	695.40	684.40	-11.00
ADDITIONAL TAXES-A <input type="checkbox"/> A			
ZP	<input type="checkbox"/>		
XF	<input type="checkbox"/>		
NEXT	<input type="checkbox"/>	QUIT	<input type="checkbox"/>

2. In all the **taxes that show negative amounts in the right column**, please **update the middle column (NEW AMT)** in the same amount as the original so that they can **result in 0** as no amount needs to be collected for them.

3. Once you have inserted the correct amounts in the taxes (if needed), insert 'X' in 'NEXT' to see the below:

COMPARISON SUMMARY			SCREEN 30
WF WFRR	REISSUE PLACE MEL		
BASE USD	700.00	700.00	0.00
	EXCHANGE	NEW AMT	REISSUE
	AUD	AUD	CUR AUD
EQV	965.00		0.00
TTL TAXES	695.40	695.40	0.00
-----			-----
TOTAL	1660.40		0.00
CHG FEE AMOUNT			PENALTY
COLLECT FEE AS TAX	<input type="checkbox"/>	FEE TAX CODE/AMT	<input type="checkbox"/>
COLLECT FEE IN TTL	<input type="checkbox"/>	FEE TAX CODE/AMT	<input type="checkbox"/>
-----			-----
		TOTAL	0.00
TAX COMPARISON		<input type="checkbox"/>	
NEXT	<input checked="" type="checkbox"/> X	RETURN TO AGENT PRICING	<input type="checkbox"/>
		QUIT	<input type="checkbox"/>

4. Insert the penalty amount and again 'X' on 'NEXT' as long as **ALL** the amounts in the right column are 0 or positive. Follow the same process for retaining the mask as in the step here.

Step 31

Solution

Parent step: 32

How to check the baggage allowance in the fares priced

To check the baggage allowance, we continue with **NEXT** and see it is already there: **BAG ALLOWANCE 30K**.

Only if it's not visible we can insert **X** in the **VIEW/MODIFY BAG** or manually from the **PQ**.

Step 32

Question

Parent step: 11

How to rebook with manual calculation - Partially used ticket

New Question

1. How to rebook with manual calculation - Partially used ticket Step 29
2. What if the tax shows negative amounts? Step 30
3. How to check the baggage allowance in the fares priced Step 31

Step 33

Solution

Parent step: 1

Sabre baggage upsell rebooking

Whenever we have one or more passengers with ticket upsell, ATC pricing might not work properly for both passengers.

1. *T: Display an Electronic Ticket when the booking file is present.

```
*T<
TKT/TIME LIMIT
1.T-28AUG-2BPB*AW1
2.TE 117 [REDACTED] -AT [REDACTED]/[REDACTED] 2BPB*AW1 0942/28AUG*I
3.TE 117 [REDACTED]-AT [REDACTED]/[REDACTED] 2BPB*AW1 0942/28AUG*I
```

WETR*(Number of the line): Retrieve the Electronic ticket with the line number.

Example: WETR*2

This passenger does not have checked baggage (0 PC):

WETR*2«

ELECTRONIC TICKET RECORD CRS CODE:1536
INV: CUST: PNR:
TKT:117[REDACTED] ISSUED:28AUG23 PCC:2BPB IATA:57211534
NAME:[REDACTED]/[REDACTED] MR
FORM OF PAYMENT FCI: 0
1 CASH
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 SK 1854 N 10DEC ALCARN 1050 OK NLEOGHT OPEN
NVB:10DEC NVA:10DEC [REDACTED] BAG: NIL
2 SK 12 N 10DEC ARNLLA 1540 OK NLEOGHT OPEN
NVB:10DEC NVA:10DEC [REDACTED] BAG: NIL

FARE EUR78.00
TOTAL EUR154.65

FARE CALCULATION

ALC SK X/STO SK LLA85.02NUC85.02END ROE0.91728

This passenger has 1 PC of checked baggage:

WETR*3«

ELECTRONIC TICKET RECORD CRS CODE:1536
INV: CUST: PNR:
TKT:117[REDACTED] ISSUED:28AUG23 PCC:2BPB IATA:57211534
NAME:[REDACTED]/[REDACTED] MR
FORM OF PAYMENT FCI: 0
1 CASH
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 SK 1854 N 10DEC ALCARN 1050 OK NLESOSM OPEN
NVB:10DEC NVA:10DEC [REDACTED] BAG: 1PC
2 SK 12 N 10DEC ARNLLA 1540 OK NLESOSM OPEN
NVB:10DEC NVA:10DEC [REDACTED] BAG: 1PC

FARE EUR95.00
TOTAL EUR171.65

FARE CALCULATION
ALC SK X/STO SK LLA103.55NUC103.55END ROE0.91728

Make sure to check the fare rules, our fee, and any products the customer may have, before proceeding.

2. If the new segments are located on lines 3-4:

1	SK1854N	10DEC	7	ALCARN	HK2	1050	1455	/DCSK*N6BN8C /E	
2	SK	12N	10DEC	7	ARNLLA	HK2	1540	1700	/DCSK*N6BN8C /E
OPERATED BY SAS CONNECT									
3	SK1854K	20DEC	3	ALCARN	SS2	1220	1625	/DCSK /E	
4	SK	16K	20DEC	3	ARNLLA	SS2	1750	1910	/DCSK /E

3. The next step is to check the original **brand name/fare family**:

- *PQS: To check all stored fare files:

*PQS«

PRICE QUOTE RECORD - SUMMARY BY NAME NUMBER

RETAINED FARE

NAME	PQ	TYPE	TKT	DES	M/S/A	CREATED	TKT	TTL
1.1	S	2	ADT		S	28AUG EUR		171.65
2.1		1	ADT		S	28AUG EUR		154.65

DELETED RECORD EXISTS - *PQD

- *PQ1: To retrieve the store fare file

The below fare is **without the baggage** for passenger 2:

*PQ1«

PRICE QUOTE RECORD - DETAILS

FARE NOT GUARANTEED UNTIL TICKETED

PQ 1 ASK¥KP0.1¥PL¥N2.1¥PADT¥RQ

BASE FARE	TAXES/FEES/CHARGES	TOTAL
EUR78.00	76.65XT	EUR154.65ADT

XT BREAKDOWN

59.00YQ	6.42JD	3.27QV	0.630G
7.33YA			

ADT-01 NLEOGHT

LAST DAY TO PURCHASE 29AUG/2359

ALC SK X/STO SK LLA85.02NUC85.02END ROE0.91728

VALIDATING CARRIER SPECIFIED - SK

NONREF/RESTR APPLY PER FARE COMP/

01 O ALC SK1854N 10DEC 1050 NLEOGHT	10DEC2310DEC23	NIL
-------------------------------------	----------------	-----

02 X ARN SK 12N 10DEC 1540 NLEOGHT	10DEC2310DEC23	NIL
------------------------------------	----------------	-----

LLA	¥	
-----	---	--

- *PQ2: The below fare is **with the baggage** for passenger 1.

4. Find below highlighted information on the code for the **brand name/fare family for passengers with baggage**.

Brand name/fare family will always be mentioned after BR:

*PQ2«

PRICE QUOTE RECORD - DETAILS

FARE NOT GUARANTEED UNTIL TICKETED

PQ 2 ASK¥KP0.1¥PL¥S1/2***BRGOSMART**¥N1.1¥PADT¥RQ

BASE FARE	TAXES/FEES/CHARGES	TOTAL
EUR95.00	76.65XT	EUR171.65ADT
XT BREAKDOWN		
59.00YQ	6.42JD	3.27QV
7.33YA		0.630G
ADT-01 NLESOSM		
LAST DAY TO PURCHASE 29AUG/2359		
ALC SK X/STO SK LLA103.55NUC103.55END ROE0.91728		
VALIDATING CARRIER SPECIFIED - SK		
NONREF/RESTR APPLY PER FARE COMP/		
01 O ALC SK1854N 10DEC 1050 NLESOSM	10DEC2310DEC23	01P
02 X ARN SK 12N 10DEC 1540 NLESOSM LLA	10DEC2310DEC23	01P
		¥

5. ATC pricing command will be as per below:

- If the 2.1 passenger **without baggage**: WFRFTR2¥S3-4¥N2.1

WFRFTR2¥S3-4¥N2.1«

WF WFRR EXCHANGE SUMMARY
REISSUE PLACE AMS

SCREEN 30

	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
BASE	78.00	138.00	60.00
TTL TAXES	76.65	87.62	10.97
TOTAL	154.65	225.62	70.97

	CHG FEE AMOUNT
COLLECT FEE AS TAX	80.00
COLLECT FEE IN TTL	----- TOTAL 150.97
FEE TAX CODE/AMT	
FEE TAX CODE/AMT	

TAX COMPARISON	MULTIDOCs	
NEXT X	VIEW FARE CALCULATION	QUIT
LAST DATE TO PURCHASE 30AUG2023		

WF WFRTK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- EUR 70.97 ADD COLLECT 80.00 CHANGE FEE

ADD COLL COMM AMT
COMM PCT
TOURCODE
BAG ALLOWANCE NIL VIEW/MODIFY BAG
ENDORSEMENTS UPDATE
EUR138.00 NONREFUNDABLE/NONREF/RESTR APPLY PER FARE COMP/

CASH CK CC
CC NBR CC EXP

- If the 1.1 passenger has baggage included: WFRFTR3¥S3-4¥N1.1¥BRGOSMART

Brand name/ fare family needs to be mentioned after BR in the pricing command.

WFRFTR3¥S3-4¥N1 .1¥BRGOSMART«

WF WFRR EXCHANGE SUMMARY
REISSUE PLACE AMS

SCREEN 30

	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
BASE	95.00	155.00	60.00
TTL TAXES	76.65	87.62	10.97
TOTAL	171.65	242.62	70.97

CHG FEE AMOUNT

COLLECT FEE AS TAX

FEE TAX CODE/AMT

COLLECT FEE IN TTL

FEE TAX CODE/AMT

TOTAL 140.97

TAX COMPARISON

MULTIDOCs

NEXT

VIEW FARE CALCULATION

QUIT

LAST DATE TO PURCHASE 30AUG2023

WF WFRTK TICKETING INSTRUCTIONS
TOTAL- EUR 70.97 ADD COLLECT

SCREEN 40

70.00 CHANGE FEE

ADD COLL COMM AMT

COMM PCT

TOURCODE

BAG ALLOWANCE 01P VIEW/MODIFY BAG

ENDORSEMENTS UPDATE

EUR155.00 NONREFUNDABLE/NONREF/RESTR APPLY PER FARE COMP/

Manual baggage upsell rebooking

If the ATC command is not working properly or baggage is not picked in the new fare, we will need to use the following manual commands.

The manual pricing command will be as per below:

- If the 1.1 passenger has baggage included: WPS3-4¥N1.1¥BRGOSMART

WPS3-4¥N1.1¥BRGOSMART«

20DEC DEPARTURE DATE----LAST DAY TO PURCHASE 30AUG/23:59

BASE FARE		TAXES/FEES/CHARGES		TOTAL: EUR242.62
1-	EUR155.00	EUR87.62XT	EUR242.62ADT	
XT	70.00YQ 6.42JD	3.27QV	0.630G	
	7.30YA			
	155.00			
		87.62		

ADT-1 KKEOSM

ALC SK X/STO SK LLA168.96NUC168.96END ROE0.91728

NONREF/RESTR APPLY PER FARE COMP/

VALIDATING CARRIER - SK

BRANDED FARE /SAS GO SMART-GOSMART

FORM OF PAYMENT FEES PER TICKET MAY APPLY

ADT	DESCRIPTION	FEE	TKT TOTAL
	OBFCA - CC FEE	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 1611	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 361480	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 361482	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 516470	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 530232	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 552575	0.00	242.62
	OBFCA - CC NBR BEGINS WITH 1	4.76	247.38

As a consequence, the baggage will be included in the new itinerary. If we do not use this command, and instead we use **WPS3-4¥N1.1** then the baggage **will not be included**.

- For the passenger without baggage: **WPS3-4¥N2.1**

WPS3-4¥N2.1«

20DEC DEPARTURE DATE----LAST DAY TO PURCHASE 30AUG/23:59

BASE FARE		TAXES/FEES/CHARGES		TOTAL: EUR225.62
1-	EUR138.00	EUR87.62XT	EUR225.62ADT	
XT	70.00YQ 6.42JD	3.27QV	0.630G	
	7.30YA			
	138.00			
		87.62		

ADT-1 KKEOGHT

ALC SK X/STO SK LLA150.43NUC150.43END ROE0.91728

NONREF/RESTR APPLY PER FARE COMP/

VALIDATING CARRIER - SK

FORM OF PAYMENT FEES PER TICKET MAY APPLY

ADT	DESCRIPTION	FEE	TKT TOTAL
	OBFCA - CC FEE	0.00	225.62
	OBFCA - CC NBR BEGINS WITH 1611	0.00	225.62
	OBFCA - CC NBR BEGINS WITH 361480	0.00	225.62
	OBFCA - CC NBR BEGINS WITH 361482	0.00	225.62
	OBFCA - CC NBR BEGINS WITH 516470	0.00	225.62
	OBFCA - CC NBR BEGINS WITH 530232	0.00	225.62



Keep in mind always to retrieve the **Stored PQ** to check if the baggage was included along with the particular brand as well as if the price has been processed.