

Agent Quick Reference Guide

MORRIS MURDOCK

TRAVEL

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MISC

PERSONAL QC CHECKLIST

- ◆ Check HK status/CF #s Returned
- ◆ Verify Seats Confirmed
- ◆ Verify Tickets Issued
- ◆ Verify PNR Faxed/Emailed correctly

RECORD VERIFICATION

- ◆ Read and understand the previous documentation
- ◆ Check PNR History to determine what action has been performed
- ◆ If appropriate, contact the original agent(s) for clarification
- ◆ Ask questions
- ◆ Seek help
- ◆ Document what you do completely
- ◆ Take accountability traveler’s request and ensure their needs are met

Throughout this reference, the following symbols represent special keys on your keyboard:

- ⌘ **Change Key**
- # **Cross of Lorraine**
- PCC **Pseudo City Code**
- § **End Item**

CRT OPERATIONS

- SI*1234 Sign in to all work areas
- SO..... Sign out ONE work area
- SO*.....Sign out ALL work areas
- ⌘B Change to work area B
- AAAKB73 Change work area to be in PCC KB73
- *S Display current work area
- *S* Display all work areas
- *S*P Display work area and printer designation
- S/*..... Redisplay the daily sign-in message
- #J Display CRT set address

CALCULATOR

- T⌘22#3 Add
- T⌘350-18 Subtract
- T⌘45*6 Multiply
- T⌘925/3 Divide

CALENDAR

TαJUL/09 Monthly Calendar
 Tα15DEC-30 Determine date 30 days prior to Dec 15
 Tα15DEC#30 Determine date 30 days after Dec 15
 TαMENU Calculation and conversion entries

SABRE REFERENCE

N*/SHORTCUTS Display commonly used Sabre shortcuts
 DU*/CLS Display Class of Service Codes
 DU*/CAR/TYPES List car types
 DU*/CAR/EQP List car equipment codes
 CARTYPEHELP List car type definitions
 CARTYPEPEUDOHELP List vehicle groups
 DU*/HTL/TYPES List room type codes
 DU*/HTL Vendor codes and room types
 DU*/MLS List meal codes & descriptions
 DU*/SPM List special meal type codes
 DU*/SPM#YY List special meal types by carrier

ENCODE—DECODE

ENCODE	DECODE
W/-ALDELTA	W/*DL
W/CRHERTZ	W/CR*ZE
W/HLHYATT	W/HL*HY

CITY/AIRPORT

W/-CCBOSTON (City Code) W/*BOS
 W/-ATMIA Lists 10 closest airports to another airport
 W/-CYREXBURG, ID, Lists 10 closest airports to city
 W/-CYLOGAN, UT#CYBOISE, ID Mileage between two cities
 W/-CYAVIGNON, FR#CYNICE, FR Mileage—Int'l
 W/-APSKY HARBOR Find city code using airport name
 W/-MBFT.CAMPBELL Lists closest airports to Military Base
 W/-ATLAX#ATDFW Gives mileage between airports
 HCCTEXAS or HCCTX Encode/Decode States
 HCCC/ITALY OR HCCC/IT Encode/Decode Countries
 W/-ATTUL#CYTULSA, OK Distance between an Airport (AT) and a city (CY)

EQUIPMENT/AIRCRAFT TYPE

W/EQ*767 Decode equipment type
 W/EQ*L3 Decode from availability, Line 3

DECODE AGENT SINE

H*ASWH5BAZZ . . . Find agent name associated with sine gives agent’s name for agent sine H*AS(PCC) A(2-letter agent sine)

W/*WH0B. Decode PCC

SABRE HELP

- ◆ Use Format Finder (under Agent Tools link)
- ◆ Access eServices Tab in MySabre

WEATHER

αWEA/CF*ATL. City forecast for today, tonight, tomorrow—ATL
 αWEA/EF*ATL. Extended forecast for ATL—5days
 αWEA/EF*ATL/2. Display Page 2 of extended forecast
 αWEA/WX*HLN Latest weather conditions—HLN
 Wα1 Display current conditions, segment 1
 Wα3CF. Display city forecast, segment 3
 αWEA/HELP. Display weather formats

VERIFY CONNECTION TIME

VCT*. Verify connection times in itinerary
 VCT*1/2 Verify segments 1 and 2
 T*CT-JAX Minimum connection times for JFK, ALL airlines
 T*CT-LGA/AA Min. connection times for LGA, Am.Airlines only
 T*CT-LAX/AAJL Connect times between AA and JL in LAX

VERIFY FLIGHT INFO

V*DL817/9JUL Verify by airline flight number, date
 VI*. View entire itinerary
 VI*1 Verify line 1 of itinerary
 VA*1. Verify line 1 of availability
 2CO437/13OCT Current flight info by flight number & date

DISPLAY SEGMENT MILEAGE

WDFWPARLGW. Display segment mileage—no PNR necessary
 WN Display segment mileage of all air segs in PNR
 WNS3/8 Display segment mileage for segs 3 and 8
 WNS3-8. Display segment mileage for segs 3 thru 8

TIME OF DAY

T*LON Time of day in specific city
 TαETCTY/CTY Calculate time difference between cities
 TαETHHMMCTY/CTY Calculate time of other city given 1 time
 TαETHHMM/DDMMM#HHMM Calculate new time/date (#ADD, -SUB)
 TαETHHMM#HHMM Calculate new time (#ADD, -SUB)
 TαETHHMMTCTY/DDMMM-HHMMTCTY/DDMMM .. Elapsed time between 2 cities

CTY City
HH Hour
DD Day
MM Minutes
MMM Month

TICKETING REFERENCE/INFORMATION

WETP*DL Display E-ticket profile for DL
 WETR*T0067224431222 Display ETR by ticket number
 WETR*2 Display info by item # (from *T)
 WTDB*2 Display paper ticket by item number
 W/*AA#*CO Display baggage and interline agreement between 2 airlines
 W/*DL#NALL Display interline paper and baggage agreement for DL

INTERNATIONAL

DC*CUR Display list of currency codes for all countries
 DC*CHINA Display Bankers' Buying Rate for specific country
 DC*EUR Display Bankers' Buying Rate for specific currency
 DC*EUR200 Convert 200 Euros into US Dollars
 DC#USD300/CAD Converts 300 USD to CAD (Canadian) currency
 N*/GLOBEA Display country & city geography info, 1st letter of country name

PNR

DISPLAY PNR

- *-WG5B-JONES/B Display PNR created in PCC WG5B
- *-XXXX-SMITH/ROBERT. Display all Robert Smith PNRs in all bridged PCC's
- *-JACKSON/B RETRIEVE pre-existing PNR
- *AA51/01MARIAD-MILLER..... Display PNR using flight, date, city, name
- *AA51/01MAY-HOFFMAN Display PNR by flight number, date and name
- *-2DEC-JONES/R Display PNR by name and date
- *3 Display PNR for similar name list
- *L Redisplay similar name list
- *QBLERO Display PNR by record locator

ENTERING PNR COMPONENTS

- SMITH/MARY..... Enter passenger name
- ADAMS/SALLY*C10..... Enter name and age of child
- 9406-222-3333-H Enter passenger phone number
- 7TAW230/ Enter ticketing field with agent queue number
- 5/103 MAIN STREET Enter address in remarks
- 5-*AX37772224444666#12/10-XN..... Enter Form of Payment
- 5-CH#JOE SCHMOE Enter cardholder name to FOP (for WN)
- 51^α- Delete FOP
- DK8015552222 Add Customer Number (DK number)
- *PDK Display DK number
- E End Transaction
- ER End transaction and Redisplay the PNR
- IR Ignore changes to PNR and Redisplay in original state
- I Ignore PNR

FORMAT DISPLAYS

*A	Entire PNR
*B	Seat Assignment Info
*I	Entire Itinerary
*IA	Air Itinerary Only
*IC	Car Itinerary Only
*IH	Hotel Itinerary Only
*P3	Other Airlines GFAQ Field (SSR Requests)
*P4	American GFAQ Field
*P5	All Remarks Fields
*P6	Received From Field
*P7	Ticketing Field
*P9	Phone Field
*PAC	Accounting Lines
*PDK	Display DK Number
*/	Address Field
*_	Form of Payment Field
*H	Entire PNR History
*HIA	Air History Only
*HIC	Car History Only
*HIH	Hotel History Only
*P5H	Remarks History Only
*FF	Frequent Flyer Info in PNR
*T	Displays ticketing field and any tickets issued
*PE	Displays Cardmember's Email Address in PNR
*PQ	Displays Stored Fare
*PQH	Displays Stored Fare History
*#	Display remarks that will print on itinerary
*	Display Trams info

PNR MODIFICATION—CHANGING PNR DATA

-1 ^α	Delete name 1
-1 ^α SMOOT/JOHN	Change name 1
-2-4 ^α	Delete names 2 through 4
-2.3 ^α	Delete 3rd person in 2nd name field
92 ^α 208-333-8888-B	Change line 2 of phone field
92 ^α	Delete line 2 of phone field
91/3 ^α	Delete line 1 and 3 of phone field
91-3 ^α	Delete line 1 through 3 of phone field

PNR MODIFICATION—CHANGING REMARKS

52 ^α	Delete line 2 of remarks
51-5 ^α	Delete line 1 through 5 of remarks
51,3 ^α	Delete lines 1 and 3 of remarks
56 ^α /IBM CORP	Change line 6 of remarks to reflect new address
53 ^α -*VI4444111133336666#06/10-XN
.....	Change FOP, line 3 of remarks to reflect new FOP

**PNR MODIFICATION—
INSERTING & REARRANGING REMARKS**

52//IBM CORP..... Insert address line info after line 2
 90/435-555-5555-A Insert phone number after line 0 (becomes line 1)
 53//12 Move remarks line 12 after line 3
 51//6-10..... Move remarks line 6 through 10 after line 1

**PNR MODIFICATION—
CANCEL/INSERT/REARRANGE SEGMENTS**

/2A Insert ARNK after seg 2
 /1/3 Insert segment 3 after seg 1
 /2/01Y1..... Insert after seg 2 and sell in one entry
 XI Cancel entire itinerary—air, car, hotel
 XIA Cancel air only
 XIC Cancel car only
 XIH Cancel hotel only

PNR MODIFICATION—SEGMENT STATUS

.3HK..... Change SEGMENT STATUS to HK
 .2HK630A745A..... Change seg 2 to HK and add times
 .1-4HK Change segment status to HK for segs 1-4
 .1XK Cancel seg (no message sent to airline)
 EWR End Work Redisplay (work schedule change for all segments)

PNR MODIFICATION—REDUCE NUMBER IN PARTY

,2 Reduce to a party of 2
 -1st Delete name 1

SPECIAL SERVICE REQUESTS/OSI MESSAGES

3NSST1/12A Request seat 12A for seg 1
 3NSST2/14F-2.1,3.1 Request seat 14F, seg 2, names 2 and 3
 4GA/7AB-2.0..... Request seat 7AB, all seg, name 2.0
 3VGML4/LOW FAT-2.2 Request SPML, no code, seg 4, name 2.2
 3VGMLA-2.1 Request SPML, all segments, name 2.1 (OA)
 4VGMLA-2.1 Request SPML, all segments, name 2.1 (AA)
 3WCHR2-2.1 Request WCHR, seg 2, name 2.1
 4WCHRA-1.1 Request WCHR, all segments, name 1.1, AA
 4OSI SPEAKS FRENCH ONLY OSI message, no action taken (AA)
 3OSI YY SPEAKS SPANISH ONLY.. General facts message to all airlines in itinerary

DISPLAY PROFILES (STARS)

N*-COMPANY-LASTNAMEDisplay passenger profile
N*-WH6B-COMPANY-LASTNAME Display branch office profile
N*3..... Display profile from line 3 of similar name list
NM Move all A lines of star into PNR

CLONE PNRS

ECEnd transaction and clone itinerary
IC Ignores transaction and clone itinerary
ECAPR End, clone itinerary, all passenger data including name field
ICAPD Ignore Clone All Passenger Data

PNR—FQTV ENTRIES

FFDL1234567-1.1 Add FF Number for name 1.1
FFUA1234444/SK-1.1..... FQTV info of specific passenger to different carrier
FF2^α..... Delete 2nd FF number

AIR

AVAILABILITY

DAY OF WEEK INDICATORS

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

SALES TAGS

TA Multi Access
 DC/DCA Direct Connect
 AB/AT Answerback

ACTION CODES

NN Request status
 LL Waitlist segment
 SS Seat sold
 DS Seat not confirmed, desired
 HK Sold in Sabre, message sent to carrier
 GK Sold directly with carrier, no message sent
 XK Cancel segment, no message sent
 UC Unable / Waitlist Closed
 HL Holding Waitlist

VERIFY ITINERARY

VI* Verify itinerary
 VA*1 Verify line 1 of CPA
 VCT* Verify connection time

AIR AVAILABILITY

131JULSLCCVG8A Basic availability entry (with departure time)
 131JULSLCCVG11A-1P Display flights between times specified
 131JULSLCCVG#DL Carrier specific
 131JULSLCCVG/9A By ARRIVAL time
 122FEBIAHMSP8A#NW-K Availability, specific time, airline, class of service
 108DECFLLBOS-SCH Request schedules and flight availability
 S08DECFLLBOS Schedule display only—not availability
 S08DECFLLBOS#DL Schedule display, CARRIER specific
 S08DECFLLBOS/ES All schedules regardless of frequency

MODIFICATIONS TO ORIGINAL AVAILABILITY

- 1* Display more availability
- S* Display more schedules
- 1#2 Add 2 days
- 1-2 Subtract 2 days
- 1*OA Redisplay Original availability
- 1*R Redisplay Last availability
- 1STL Change to show CONNECTION City
- 1*ORIG Return to availability W/O connecting city
- 1*9P Change Departure Time
- 1*/10A Change Arrival Time
- 1*DBHM Change Departure City
- 1*AMCI Change Arrival City
- 118JUN Change DATE
- 1#UA Specific carrier (to UA)
- 1#ALL Return to ALL CARRIER availability
- 1-K Availability for "K" class of service

RETURN AVAILABILITY

- 1R Return same day
- 1R9P Return same day, specific time
- 1R#7 Return availability—plus 7 days
- 1R23JUN Return – specific date
- 1R3JUN6P Return availability by date & time
- 1R23JUNLGA Return specific date/change depart city
- 1R28JUN2P#DL Return specific date/time/carrier

DIRECT ACCESS AVAILABILITY AND MODIFICATIONS

- 124JUNATLMSP7A#NW Basic entry—carrier specific
- 1#US Change carriers (to US)
- 1#* Additional availability
- 1#*6P Availability by departure time
- 1#*R Redisplay most recent availability
- 1#23MAY Request availability for specific date
- 1#R17JUN*3P Return avail, specific date, 3PM depart
- 1#2 Change current availability—two days later
- 1#SAB Change to neutral Sabre availability

SELLING FROM AVAILABILITY

- 01Y3 Sell 1 seat/Y-Class/line 3 of availability
- 01Y3Y4 or 01Y3* Sell 1 seat/Y-Class/connecting flights, lines 3 and 4
- 01Y1GK or 01Y1YK Sell passive seg from availability
- 01Y1GK*3N4RRA Sell passive seg from avail with airline record locator
- 01Y3LL Waitlist 1 coach seat from availability, line 3
- 0A Sell ARUNK
- 0DL539Y18MARSLCBOINN1 Long sell segment
- 0KLOPENY22NOVDTPDXDS1 Sell open segment

CHANGE CLASS OF SERVICE, CANCEL, & REARRANGE SEGMENTS

WCAK Change all booked segments to K class
 WC1B/3K Change class of service for specific seg
 WC1-3/F Change segments 1 through 3 to F class
 X1 Cancel segment 1
 X1-4 Cancel segments 1 through 4
 X1/3 Cancel segments 1 and 3
 XI Cancels entire itinerary (air, car & hotel)
 XIA Cancel air segments only
 XIA,-7 Cancel air segments only, resell same flights 7 days earlier
 X1*01Y2 Cancel seg 1, rebook Y class, line 2 of availability
 X2,#1 Cancel seg 2, rebook same flight 1 day LATER
 X2,-2 Cancel seg 2, rebook same flight 2 days EARLIER
 /2/3 Rearrange segments—insert segment 3 after 2

SEATS

SEATS—DISPLAY

4G3*..... Display seat map for segment 3
4G*DL379Y17AUGCVGPHX..... Display seat map—no PNR present
*B Display all reserved seats in PNR
*P3 Display seats requested through SSR msg

SEATS—REQUESTING

4G1/17A..... Request seat 17A for segment 1
4G2/15AB..... Request 15A and 15B for segment 2 (2 pax in PNR)
4G1/12A-1.1 Request 12 A for segment 2 name 1.1
4GA/NW..... Request non-smoking window, all segs
4G1/NA..... Request non-smoking aisle, seg 1
4G3/NX..... Request aisle across on seg 3

SEATS—CANCEL PRE-RESERVED

4GX1 Cancel all seats, segment 1
4GX1-1.1 Cancel seats, segment 2, name 1.1
4GXALL..... Cancel ALL seats, ALL segments
4GX1/12C..... Cancel seat 12C only in segment 2
4GX1/25AB Cancel seats 25A&B in segment 1
4GXUA Cancel all seats for United

FARES & PRICING

FARE QUOTES

FQATLLAS22SEP Fare quote display—all airlines/date specific
 FQATLLAS22SEP#R27SEP Fare quote display with departure/return date
 FQMIALGW22SEP-AA-DL-CO . Fare quote display, SPECIFIC AIRLINES, date specific
 FQATLDEN19JUN-AA. Fare quote display, airline specific, ALL dates
 FQATLDEN19JUN#R23JUN-AA. Fare quote display, airline specific, DATE SPECIFIC
 FQATLDEN12OCT Fare shop display, ALL AIRLINES, ALL FARES
 FQATLDEN12OCT\$XP-DL .. Fare quote display, no penalty fare on specific airline
 ALL.....Adult normal and excursion fares
 ,CChildren fares
 ,I Infant Fares
 RW Around the World Fares
 BB Business Class Fares
 #BQSpecify Class of Service
 NXP Normal/Excursion/Promo
 XR No restrictions
 XP No penalties
 XA..... No advance purchase
 #SD..... Display Fare in descending order
 #R (date)..... Include return date in fare display

FARES QUOTES—FROM AVAILABILITY

FQL1 Display fare quote from availability
 FQL1/2 Display fare quote from availability—Connecting flights
 FQL1#R23DEC Display fare quote from availability—with return date

FARE QUOTE—FROM ITINERARY

FQS1 Display fare quote from segment
 FQS1/2 Display fare quote from segments—connecting flights
 FQ08MAY07DFWDEN15MAY07-DL Display historical fares information

FARES—QUICK FARE CHANGES

FQ*.....Redisplay FQ
 FQ*22MAY.....Change date
 FQ*DMIA Change DEPARTURE CITY
 FQ*AFLL.....Change ARRIVAL CITY
 FQ*TPABOS..... Change BOTH CITIES
 FQ*-UA Change AIRLINE
 FQHELP.....Access FQ Reference in Sabre

FARES—RULES DISPLAY

RDCVGORD16MARBE14IP-TW ... Display rules by city pair, date, fare basis, airline
 RD2 Rule display from FQ display
 RD** Redisplay last rule display
 RD11*M View Rules Display menu after FQ entry made (line 11)
 RD3*2/3/6 View specific rule category(s) by number after FQ entry
 RD*3/5/7 Redisplay rules for specific categories (after an RD entry)
 RD6*TR Display travel restrictions for line 6
 RD6*RE Display refund info, line 6
 RD6*RE/PN Display refund and penalty info, line 6
 RD6*PN Display penalty info, line 6
 PN Penalty TI Res/Ticket Issue
 RE Refund TR Travel Restrictions
 (TR-min/max stay, season, blackouts, effective dates, flight applicable, stopovers,
 day/time)

ITINERARY PRICING

WP Price itinerary as booked
 WP* Redisplay lasts price
 WPS1/3 Price itinerary segs 1 and 3
 WPS1/3#P2ADT/1CHD.. Price itinerary, segs 1 and 3, passenger types Adult/Child
 WPQY06 Command price itinerary at Y06 fare basis code
 WPRQ#QY06 Command price and create PQR at Y06 fare basis code
 WPQ//DP25 Command price with discount percentage (25%)

STORE PRICE

PQ Store fare in PNR (create Price Quote Record)
 PQS1/3 Store fare—segs 1 and 3
 PQM-FREE FLOW Manual pricing
 *PQ Display first stored fare quote
 *PQ2 Display an individual PQ by number
 *PQSB Display PQ summary with breakdown (by pass. type)
 *PQH Display history of PQ records
 WPRQ#QY06 Command price and create PQR at Y06 fare basis code
 WPQ//DP25 Command price with discount percentage (25%)
 PQD1 Delete a specific price quote record
 PQD-ALL Delete all price quote records

BARGIN FINDER
&
BARGIN FINDER
PLUS

BARGAIN FINDER & BARGAIN FINDER PLUS

WPNCPrice at lowest available fare
 WPNCSSearch for lowest fare possible—may not be available
 WPNCBPrice segments at lowest available fare and rebook itinerary
 WPNCB#XP Price and book with no penalty restrictions
 WPNC#S1/3..... Price at lowest available fare, segs 1 and 3
 WPNC#P2ADT/1CHD.. Price at lowest available fare for passenger (adult & child)

CHANGE CLASS OF SERVICE

WC2Q Change seg 2 to Q class
 WC3-6B..... Change segs 3 through 6 to B class
 WCAKChange ALL segments to K class
 WC1F/2Q/3F..... Change multiple segs (1, 2, 3) to various classes

BARGAIN FINDER PLUS

WPNI Request lowest available fare with alternate itineraries
 WPNIS Request lowest fare, alternate itins, regardless of availability
 WPNIM Search for Multi-Airport (co-terminals)
 WPNIS/ADLAAUA Search for preferred airlines (maximum 3 airlines)
 WPNI/XUAWN..... Search for alternate itineraries excluding specific carriers
 WPNI/D..... Search for non-stop/direct flights
 WPNI#S1/4 Search with specific segments
 WPNI/T2..... Search alternate itineraries within time range (2hr each side)
 WPNI#XP Search for itineraries without penalties
 WPNI* Redisplay alternate itinerary options
 WPNI/*AC-MIA*FLLPBI Bargain Finder using alternate airports

SELL FROM BARGAIN FINDER PLUS OPTIONS

WC#1..... Sell new itinerary, Option 1
 WC#1X Sell new itinerary, cancel current itinerary

CAR

CAR AVAILABILITY—WITHOUT AIR

CFIAH/15AUG-18AUG/8A-8ABasic shopper's entry – defaults to ACAR
 CFIAH/15AUG-18AUG/8A-9A/EC,CC-ZE,ZI
 Shopper's entry (includes car type, specific car companies)
 CFTPA/4AUG-9AUG/8A-3P/EC/W Shopper's entry—Car type and rate code

CAR AVAILABILITY WITH DROP OFF TO LOCATION

CFIAH-DFW/12SEP-15SEP/8A-8A/ICAR.....Shopper's entry with DROP OFF in
 alternate location

CAR AVAILABILITY FROM ITINERARY

CF1/2.....Availability by arrival/departure info from segments 1 & 2
 CF1/2/ICARAvailability by segments, specific car type
 CF1-6OCT-6P/IC.....Availability by arriving segment—specific return date
 CF*1.....Display specific item from shopper list

CAR SELL

0C1.....Basic entry—sell from line 1
 0C3#2Basic entry—sell 2 cars from line 3
 0C1/CD-123456.....Basic entry—with CD number
 0C1/ID-999888.....Basic entry—with ID number
 /FT-332255111..... Sell with FF Number
 /SI-RQST NONSMK CAR..... Sell with special info
 /RC-BEST Sell with Rate Code
 /PC-XXXX..... Sell with promo code or coupon (XXXX = code)
 /GVI4222333344445555EXP 11 09-Smith Sell with guarantee information

CAR CANCEL

XIC Cancel car segments only
 X2.....Cancel segment 2

OFF-AIRPORT LOCATIONS

QQLZEATL Obtain city location index—ALL locations
 QQLZELAX/C..... Obtain city location index—city area
 QQLZELAX/N..... Obtain city location index—North (also S, E, W)
 CP*3.....Display policy, hours, address from line 3
 CP*O Redisplay city location index
 CQ*L Change availability to location index
 CFDFW-C/23JUN-30JUN/9A-9A.....
 Shopper's entry for CITY locations, multiple vendors

MODIFY CAR AVAILABILITY

CF* Redisplay last Car Shop Screen
 CF*/CCAR.....Change CAR TYPE
 CF*/ACAR..... Change back to ALL car types
 CF*/13JUN..... Change PICKUP DATE
 CF*4P Change PICKUP TIME to 4P
 CF*-14JUN..... Change RETURN DATE
 CF*-9P Change RETURN TIME to 9P
 CF*-8A-3PChange PICKUP AND RETURN TIMES
 CF*EWRChange PICKUP CITY
 CF*/07JUN-10JUN/8A-3P..... Change DATES/TIMES
 CQ*-ZD..... Change CAR COMPANY (from CQ only)

RULES—DISPLAYS

CF*R12 Rules for CF display line 12, shopper’s display
 CQ*R3Rules for CQ display line 3, vendor specific display

POLICY INFORMATION FROM CF/CQ

CF*P1Display info for vendor on line 1 of shopper’s display
 CF*P1/M..... MAKES/MODELS info from line 1of shopper’s display
 CF*P1/DDROP-OFF policy from line 1 of shopper’s display (CF)
 CQ*P View policy from VENDOR SPECIFIC display (CQ)
 CQ*P/M..... MAKES/MODELS from VENDOR SPECIFIC display (CQ)
 CQ*P/DDROP-OFF policy from VENDOR SPECIFIC display (CQ)
 CP*Display complete car policy record for CQ

POLICY INFORMATION—ALL LOCATIONS

CP*ZEATL..... Display all policies, SPECIFIC VENDOR/CITY
 CP*ZEATL/SS/MA ... Display policy, vendor and city specific, selective categories
 CP*ZECORP/DROP Display policy—drop charges, vendor specific
 CPL *ZISFO Display ALL locations by vendor and city (ZI in SFO)
 CP*3..... Display policy from index, line 3

Use Either Key Word Code or Categories

AR..... Age Requirements
 SQ.....Special Equipment
 SSShuttle Services
 LRLicense Requirement
 SC Surcharges
 A Makes
 TX Tax
 OL.....Other Locations
 WAWaiver
 PY Payment Options

MODIFY CONFIRMED CAR SEGMENT**CM SEGMENT NUMBER/CODE—NEW INFORMATION**

EX: CM3/CT-SCAR..... (Change car type to SCAR, seg 3)

The following codes may be used in modification entries. Some modifications will affect the rental rate.

/DO-..... Drop Off City
 /ARR-.....Arrival Time
 /RET-..... RETURN Time
 /DT-..... Drop off time
 /FT-..... Frequent Traveler
 /RD-..... RETURN Date
 /CT-..... Car Type*
 /SQ-..... Special Equip. Req.
 /ID-..... ID Number
 /SI-..... Special Service Info
 /NM-..... Customer Name
 /G.....Guarantee (ex. GCA5555444433332222 EXP 12 08-SMITH)
 /PD-..... PICK-UP Date

CAR BOOKING CODES**LOCATION INDICATORS—COUNTER AND CAR**

S-IN..... Counter in terminal, shuttle to car
 S-ON..... On-terminal property, shuttle to car
 OFF..... Counter and car off airport property—shuttle
 NON..... Non-airport, Non-shuttle
 IN..... Counter and car in airport terminal

OPTIONAL QUALIFIERS

/ARR-.....Arrival Time
 /NM-.....Name
 /DO-.....Drop-off Location
 /RET-..... Return Time

RATE CATEGORIES

S..... Standard
 P..... Promotional
 C..... Corporate
 I..... Industry

MILEAGE INDICATORS

UN..... Unlimited Mileage
 FM..... Partial Free Mileage

ENCODE/DECODE

W/-CRBUDGET
W/CR*AL

PSEUDO VEHICLE CODES

AVAN All Vans
AWGN All Wagons
AFWD All 4-wheel drive
ACNV..... All convertibles

RATE PLAN

D Daily (per day)
E Weekend (per day)
W Weekly
M Monthly

HOTEL

HOTEL—AVAILABILITY

HOTORD /15JUN-18JUN1..... By city code, specific dates, 1 person
HOTORD/15JUN-3NT1/HY/RC-P
..... No itin, specific dates, hotel chain, rate code (PROMOTIONAL)
HOT1/18JUN1 Based on seg 1, 1 person
HOT1/3NT1/HY/RC-P.... Based on seg 1, 1 person, specific hotel chain, rate code
HOT* Display more availability
HOT** Redisplay last availability
HOT*1 Redisplay availability starting with specific line number
HOTNYC/MC..... List all Marriott hotels in New York City
HOTLHR/7SEP-8SEP1/*RA List only RATE ASSURED properties
HOX*1 Display points of interest from availability

HOTEL—BY REFERENCE POINT

HOTFL-EPCOT CENTER/20MAY-INT1/RC-ALL
..... Availability by reference point—domestic
HOTC/FR-LOUVRE/20MAY-INT2/RC-ALL.....
..... Availability by reference point—international
HCCFLORIDA..... Encode 2 letter STATE CODE
HCCC/France Encode 2 letter COUNTRY CODE
HCCFL*A..... Display list of all “A” items in Florida
HCCC/FR*E Display list of all “E” items in France
HOT*14..... Display item 14 from ref point list
HOT*14/14SEP-INT2/RC-ALL..... Obtain availability from item 14 on ref point list

HOTEL—MODIFY AVAILABILITY

HOT/HI Change to list single hotel chain
HOT/HI,SI,MC Change to list multiple hotel chains
HOT/RC-C..... Change rate category (to Corporate)
HOT/24JUN-27JUN2..... Change dates
HOT-3 Subtract 3 days
HOT#1 Add 1 day

HOTEL—ADDITIONAL QUALIFIERS

/RC-ALL..... All rate codes
/RC-C,W,P Specific rate codes (C-Corporate,W-Weekend,P-Promotional)
/R-100 Maximum rate of \$100 or more
/R#75..... Minimum rate of \$75 or less
/A Specific location: A-Airport, C-City, R-Resort, S-Suburban
/BW or /BW,MC,SI..... Specific hotel chain(s)
/N-YANKEE..... Specific hotel name (3-10 characters)
/D-5 Specific distance—within 5 miles
/94404..... Specific zip code
/PT-RSRT..... Property type code (RSRT-resort)

HOTEL

HOTEL—DELETE QUALIFIERS

HOT/CA-X Delete city or area
HOT/XX.....Delete chain code
HOT/PC-X..... Delete zip code
HOT/N-X..... Delete hotel name qualifier
HOT/D-X Delete distance qualifier

HOTEL—DESCRIPTIONS

HOD*4.....Display description from line 4 of availability
HOD*G Display guar/deposit info
HOD*..... Redisplay last description
HOD#3Display hotel description from itinerary segment 3
HOD23173.....Display description by property number
HOD23173/20JAN-2NT2 Display availability by property number
HOD*JPY Display rate in specific currency

HOTEL—SELL/CANCEL

OH1#3 Basic sell entry (1 room from line 3 in HOD)
OH1#2/GDS601122233334444EXP 12 09-SMITH..... Sell and guarantee room
01A1KRAC/GDPSTAX37331115555777EXP 12 09-SMITH.. Sell room with deposit
ORCF2 Resend direct connect, seg 2
XIHCancel ALL HOTEL segs only

HOTEL—MODIFY CONFIRMED SEGMENT

HOM2D/11MAY-14MAY Modify date, segment 2
HOM2O/SI-LOWER FLOOR.....Modify Optional data in SI-field of seg 2
HOM2O/CD-123444.....Modify Optional data—add CD #
HOM1O/NM-2.1.....Modify name association, seg 1

The following codes may be used in optional modification entries:

/ID-ID Number
/NM- Customer Name
/CD- Corporate Discount Number
/FT- FQTV Number
/EX- Extra Person
/RA-Roll-Away Adult

QUEUES

QUEUES—COUNTING & ACCESSING

QC/.....	Queue count—all queues with PNRs in PCC
QC/-.....	Queue count—all queues with PNRs in PCC with LABEL
QC/230-239.....	Queue count—queue 230-239
QC/220.....	Queue count—specific queue
QC/200#AL-AA.....	Queue count—airline codes
QC/200#SD-23SEP.....	Queue count—travel date
QC/200#TD-28SEP.....	Queue count—ticketing date
QC/200#TD-23SEP-28SEP.....	Queue count—ticketing date range
QC/200#CT-KB73.....	Queue count—creation city (PCC)
QC/200#SI-AAW.....	Queue count—agent creation sine
QC/200#CD-23SEP.....	Queue count—creation date
Q/220.....	Access specific queue
QR.....	Remove PNR from queue
QXI.....	Exit queue, ignore and leave all PNRs on queue
OXER.....	Exit queue, end and redisplay PNR
QXIR.....	Exit queue, ignore and redisplay PNR
I.....	Ignore, leave PNR on queue and display next PNR
Q*.....	Display prefatory remark of current PNR on queue
*QH.....	Display queue history
QI*SYS.....	Display PIC list (Sabre Canned)
QI*.....	Display PIC list (MMT customized)
QN.....	Display Queue Name Table (by name)
QN*/Q.....	Display Queue Name Table (by queue #)

QUEUES—PLACING

QP/55/11.....	Place PNR on specific queue with PIC 11
QP/KB7399/1.....	Place PNR on specific queue with in PCC KB73 with PIC 1
QP/KB7399/1#WH5B132/1.....
.....	Place PNR on multiple queues in multiple PCC's (max 3)

MMT ASSIGNED QUEUES

- ◆ Queues 1-49—reserved for Sabre System use only
- ◆ Queues 50-199—reserved for MMT use for various purposes
- ◆ Queues 200-209—reserved as default office queues in each PCC (office manager will monitor these)
- ◆ Queues 200-511—reserved for agent use and assigned by the ITS department as needed

DEFAULT OFFICE/PCC QUEUES

- ◆ 200—Office Default
- ◆ 201—Schedule Changes URGENT
- ◆ 202—Car/Hotel/Tour
- ◆ 203—General Non-Urgent
- ◆ 204-205—Reserved for future MMT use
- ◆ 206-209—Available for office use as needed (manager decides how to use these queues)

AGENT INDIVIDUAL QUEUES

Each agent is assigned 10 queues for his/her exclusive use. Some are pre-assigned for specific uses and others are available for the agent to use as he/she needs. Please see info below for an ex. of an agent who is assigned queues 240-249:

- ◆ 240—Agent Default
- ◆ 241—Schedule Changes URGENT
- ◆ 242—Car/Hotel/Tour
- ◆ 243—General Non-Urgent
- ◆ 244—Seats
- ◆ 245-246—Reserved for future MMT use
- ◆ 247-249 —Available for agent use as needed (agent decides how to use these queues)