TravelSky CRS System
Users' manual for entrance-level agents

English Version 1.0

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Chapter One

Becoming an authorized agent

Every agent who is using TravelSky Computer Reservation System (hereafter as the CRS) to make reservations and to use auxiliary services has to go through a daily process of entering the CRS,

becoming an authorized user, and gaining control of a virtual working area on a computer, which may probably be shared among few colleagues. This Chapter is organized to lead you through the process through introducing of each functionality involved, demonstrating how to input the transaction code and output result you will get, and explaining over the relevant terminologies. An error response list will be given to help you do basic troubleshooting.

Your will learn list:

Functionalities:

1. How to enter the CRS (>$$OPEN TIPC3)?
2. How to input your registration information/gain control of the virtual working area (SI: Personal-account-number/password/user group)?
3. How to temporarily relinquish your control of the virtual working area (AO:)?
4. How to regain your control of the virtual working area (AI:)?
5. How to modify your password (AN:)?
6. How to verify your working area status and to be informed of the physical device identifier (PID) number (DA:)?
7. How to exit the CRS (SO:)?

Transaction Codes:
>$$OPEN TIPC3
SI:
AO:
AI:
SO:
AN:
DA:

Terminologies:
Physical Identifier Device (PID)
Office number

Lesson one
How to enter the CRS

Upon physical connection between your computer and the CRS is ready and the application software is successful installed in your computer. You can enter the CRS by inputting:

>$$OPEN TIPC3

If your successfully entered the CRS, the system outputs the following message:

SESSION PATH OPEN TO: TIPC3

Lesson two
How to input your registration information and gain control of the virtual working area
(Sign-in)

A TravelSky personnel will create a personal account number, password for you and assign you subsequently to a certain user group based on the functions you will perform. For example you are a reservation agent, then you will be assigned to the reservation user group, which is coded as user group 41.

Upon obtaining your personal account number, password and user group information, you are qualified to sign in the system to gain control of a virtual working area.

Input format:

>SI: personal account number/password/user group (those information are not visible on the computer screen for your security reason).

Example:

>SI: 11111/123A/41

If the transaction is successful, system **outputs**:

BJS999 SIGNED IN A

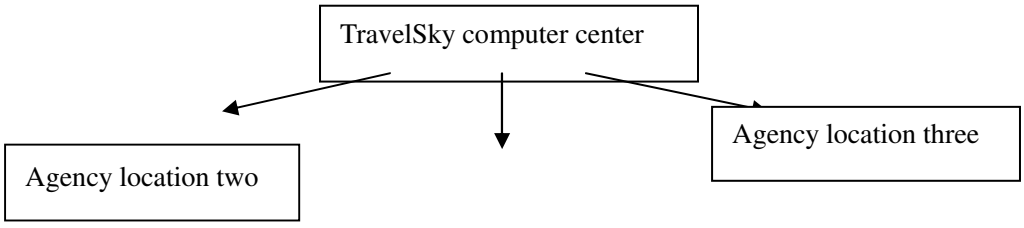
Virtual working area

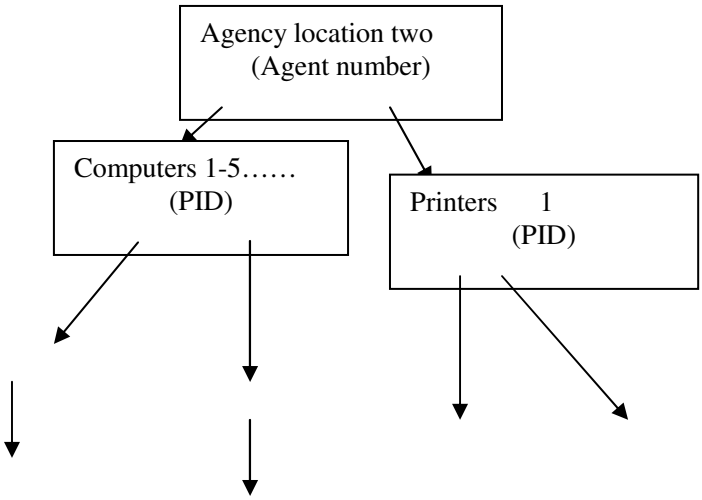
Office number

Error Response:

PROT SET	Wrong password input
USER GRP	Wrong User Group Input
PLEASE SIGN IN FIRST	Your have to input your personal account number, password, and user group information first before conducting other activities.

Tip: How TravelSky manage its agency network??(图。可以编辑的生动一点)





Lesson three

How to temporarily relinquish your control of the virtual working area (AO:)
How to regain your control of the virtual working area (AI:)

If you are going to leave your virtual working area idle for more than half an hour, it is strongly suggested to temporarily relinquish your control of it. Because by keeping your virtual working area active, you occupy the system resources, which may be used by the others.

1) Temporarily relinquish your control of the virtual working area, input:
>AO:

If the transaction is successful, system **Output:**

AGENT A- OUT

A, B, C, D…are used to different virtual working areas on one computer. You may be assigned with one or several virtual working areas depending on your authorization lever.

2) Regain your control of the virtual working area, input:
>AI: virtual working area code/personal account number/password

If the transaction is successful, system **output**:
Agent X (Virtual working area code)-in

Example

>AI: A/11111/123A

Agent A –IN

Error response:

After you temporary relinquished your control of the virtual working area, it becomes inactive. While your virtual working area is inactive, you will not be able to excess any services provided by the CRS unless your regain the control of it. So the system will output "PLEASE SIGN-IN FIRST" if your try to excess the CRS services while your working area is inactive.

Lesson Three

How to modify your password (AN:)
How to check out the statues of your virtual working area (DA:)

A distinctive password is assigned to each individual agent and TravelSky system has a very good mechanism to secure its secrecy. So there is not way the others will be able to steal your password unless you give them the chance. It's suggested that you modify your passwords from time to time.

You will only be able to modify your password after your obtain control of an active virtual working area.

Modification procedure:

Step one: checking out the statues of your virtual working area

Input

>DA: (details refer to Lesson five)

System output

Scenario 1:

```
A * 11111      26JUN     1534      41  BJS999
B          AVAIL
C          AVAIL
D          AVAIL
E          AVAIL
PID    = 20200    HARDCOPY   = 1016
TIME = 1620      DATE = 26JUN       HOST = LILY
AIRLINE = 1E  SYSTEM = CAAC01  APPLICATION = 3
```

*** means virtual working area A is active**

You can proceed to the next step to modify the password

Scenario 2**:**

```
A          11111      26JUN     1534      41    BJS999
B          AVAIL  Personal  Account  Number
C          AVAIL          Previous Sign-in time          Office number
D          AVAIL
E          AVAIL
PID    = 22222      HARDCOPY   = 1016
TIME =   1616      DATE =   26JUN       HOST = LILY
AIRLINE = 1E   SYSTEM =CAAC01  APPLICATION = 3
```

*** disappears which means virtual working area an inactive.**

When you temporarily relinquish control of the virtual working area, * sign on the previously active an area will disappear. You will have to regain the control of the virtual working area A (AI:) to proceed to the next step modifying the password.

Scenario 3:

```
          A          AVAIL
          B          AVAIL
          C          AVAIL
          D          AVAIL
          E          AVAIL
          PID    = 20200    HARDCOPY   = 1112
          TIME =   1815      DATE =   10OCT       HOST = LILY
          AIRLINE = 1E      SYSTEM =   CAAC01    APPLICATION =   3
```

Physical Identifier Device

Please compare scenario 2 with scenario 3. What you will see?

Right. (26JUN 1534 41 BJS999). You have a sharp eye for it.

If the system output like Scenario 3, that means you have to get your self authorized (sign-in SI:) before proceed to modify your password.

Step two: modify your password

Input format:
>AN: Current password/new password

Things to remember:
Password consists of maximum five numbers and one alphabet.
Correct password: 12345a 123b, 9t. Incorrect password:123,abc,12bb

DA: is a very pratical function to know your PID number and the statues of your virtual working area.

Step three: You will use your new password to excess the system next time.

Lesson Four

How to exit the CRS (SO:)

Are you ready to call it a day? Yes I do. Instead of going to the "Start Bar" for those who know well of Window, in TravelSky we do

>SO:

If the transaction is successful, the system response by:
BJS999 1111 SIGNED OUT A
That means agent with personal account number 1111 from BJS999 office signs out from the virtual working area A now.

Important thing to remember:

It happens sometimes that the system just won't let you exit. Don't force your way out because it could damage some of the work you have done previously. It would be wise to wait a little bit because the system need time to do a self-check and then follow the instruction it output.

Error response:
PENDING Agent area contains an incomplete PNR.

	Finish it or give it up Solution refer to Chapter Four
TICKET PRINTER IN USE	Agent is attached to a ticket printer with Ticketing
QUEUE PENDING	Virtual working area is attached to an office queue Solution refer to Chapter Six
PROFILE PENDING	A profile update in progress Solution input PSS: ALL

Chapter Two

Getting yourself informed of flight availability

Upon becoming of an authorized agent, you are ready to access the services provided by the system. Booking an air ticket, for example, is one of the basic yet most vastly used service s. However before making any air ticket reservation, you may probably want to be informed of flight segment schedule, availability and other information, such as stopover time, country, city, airport information and EST.

Your will learn list:

How to require flight schedule timetable?
1) For a specific period of time (SK)
2) For a particular day (DS)

How to require segment availability?
1) General (AV)
2) For first available flight segment? (FV)

How to require other helpful information?
1) How can I be informed of stopover information? (FF)
2) How can I inquire segment information? (DSG)
3) How can I know the price of the segment required? (FD)
4) How can I draw passenger list? (ML)
5) Tools to check country/city/airport information (CD/CNTD).
6) How to use the calculator? (CO)
7) How to

Transaction codes:
SK:
DS:
AV:
FA:
FF:
DSG:
FD:
ML:
CD/CNTD:
CO:

Terminologies:
Connection level

Lesson One

How to require flight schedule timetable (SK/ DS)

In this lesson, three major issues will be dealt with. They are as follows:

1. Major difference between SK: and DS: transaction
2. Standard format of transaction code input and system output
3. Examples of real time applications

Section One Major difference between SK: and DS:

You can use either transaction code SK: or DS: to require flight schedule timetable from the system. The only difference between the two-transaction codes is as follows:

By using DS: the system feedback flight schedule of the date that you have specified in your input.
By using SK: the system feedback flight schedule of a whole week which starts from three d ays before the specific date you input and ends three days after it.

For example:

>SK: PEKNNG/15OCT
Flight schedule timetable from PEK to NNG around 15th Oct.

12OCT(MON)/18OCT(SUN) PEKNNG
1 X2157 PEKNNG 1325 1635 737 0 M E X5 **07SEP24OCT** FYBHKLMNTV
2 X2157 PEKNNG 1325 1635 737 0 M 5 **18SEP23OCT** YBHKLMNTV
3 4G860 PEKNNG 1540 1900 733 0 M 2 **06OCT20OCT** YNMKHG
4 CZ361 PEKNNG 1550 1900 733 0 M 14 **21SEP** YKMGZ
5+ 4G852 PEKNNG 1630 1930 733 0 M 7 **04OCT18OCT** YNMKHGT

??????

>DS: PEKCSX/15OCT
Flight schedule timetable from PEK to CSX on 15th Oct.

15OCT(THU) PEKCSX
1- X2117 PEKCSX 0845 1035 733 0 M DS# FYBHKLMNTV
2 CZ3124 PEKCSX 1125 1330 735 0 M DS# YWKHM
3 CZ3142 PEKCSX 1515 1715 735 0 M DS# YWKHM
4+ SZ4734 PEKCSX 1530 1750 737 0 DS# YDKHB

Do you see the difference? Can you tell me why?

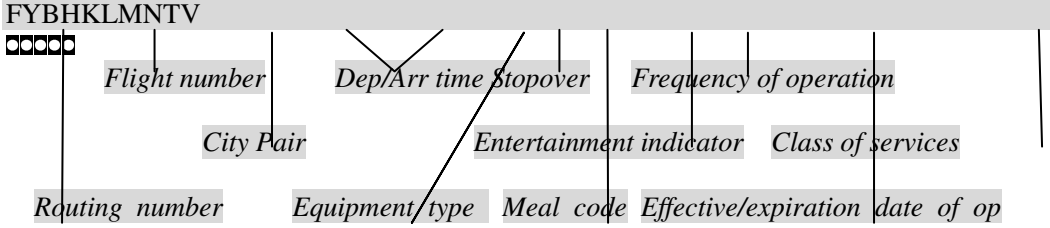
Section Two Standard transaction code input and output formats
Bearing the above mentioned difference in mind, we shall leave from below how to require f light schedule timetable according to the departure date, departure time, airline, class and othe r flight information such whether it is direct, non-stop flight or single connection Flight.

Input

>SK:/DS:option /origin dest/ date /time /airline code/ class

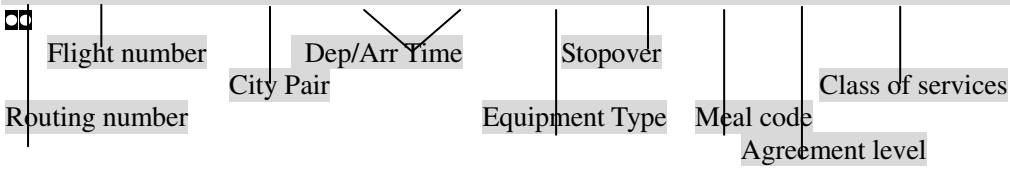
Output Flight depart from PEK to NNG during 12th Oct and 18th Oct

12OCT(MON)/18OCT(SUN) PEKNNG
1 X2157 PEKNNG 1325 1635 737 0 M E X5 07SEP24OCT FYBHKLMNTV



Remark:
Different scenarios of Frequency of Operation
1234567 means flight X2157 operates 7 days a week
X5 means flight X2157 operates 7 days a week except Friday.
123 means flight X2157 operates only on Monday, Tuesday, and Wednesday.
X123 means flight X2157 operates only on Thursday, Friday, Saturday and Sunday.

15OCT(THU) PEKCSX
1- X2117 PEKCSX 0845 1035 733 0 M DS# FYBHKLMNTV



Tip: DS# Agreement level
Any airline who want to use the Computer Reservation System(hereafter as the CRS) distributing their products has to sign an agreement with the respective CRS. Various level of services will be delivered to the airline according to the agreement signed between the two parties. DS# means the highest level agreement has been signed between the airline and the CRS. For the agent, the level of services may mean different ways of assigning seats to their booking request.

1) According to departure date

Display flights depart from PEK to NNG during the week (three days before and the three d ays after the specified date) around 15th Oct
>SK: PEKNNG/15OCT

12OCT(MON)/18OCT(SUN) PEKNNG
1 X2157 PEKNNG 1325 1635 737 0 M E X5 07SEP24OCT FYBHKLMNTV
2 X2157 PEKNNG 1325 1635 737 0 M 5 18SEP23OCT YBHKLMNTV
3 4G860 PEKNNG 1540 1900 733 0 M 2 06OCT20OCT YNMKHG
4 CZ361 PEKNNG 1550 1900 733 0 M 14 21SEP YKMGZ
5+ 4G852 PEKNNG 1630 1930 733 0 M 7 04OCT18OCT YNMKHGT

Display flights depart from PEK to SHA during the week around today

>SK: PEKSHA

```
  11DEC99(SAT)/17DEC(FRI) PEKSHA
1-  CA1501  PEKSHA 0840  1035  JET 0 M   23  08DEC22DEC FACDYBKMZV
2   CA1501  PEKSHA 0840  1035  JET 0 M   45  16DEC23DEC FAYBKMZV
3   CA915   PEKSHA 0935  1125  767 0 M   1   13DEC13DEC CDYSBHKLMT
4   CA915   PEKSHA 0935  1125  777 0 M   47  02DEC23MAR CDYSBHKLMT
5   MU5162  PEKSHA 1000  1220  340 0 M   24  11NOV23MAR FCYEVWQZ
6   MU560   PEKSHA 1050  1235  340 0 M   14  13DEC30DEC FACYEMVQZ
7+  MU513   PEKSHA 1050  1235  320 0 M   23  07DEC  DS# FPCJYKBEHI
**    SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

Things to remember: About Default Values

If you do not specify departure date and city or airport, then the system will take the date of today and the city where your terminal is located as the default value. As you can see from the left.

SK:PEKCAN means please display the flights of today which depart from PEK to CAN.

SK:CAN/20NOV (assume Beijing is the defaulty city) means please display flights depart from PEK to CAN between 17th and 23th Nov.

Display flights that depart from the city where the terminal local to CAN around the week o f 20th Nov

>SK: CAN/20NOV

```
17NOV(TUE)/23NOV(MON) PEKCAN
1  CZ3196  PEKCAN 0805  1105  320 0 M  47  25OCT25MAR CNSYTKHMGQVBZ
2  CA977  PEKCAN  0815  1110  744  0  M  6  31OCT05DEC
FACDYSBHKLMTGXW
3  CA977  PEKCAN  0815  1110  74L  0  M  2  27OCT
FACDYSBHKLMTGXW
4  CA1321  PEKCAN  0900  1200  767  0  M  6  31OCT
CDYBHKLMQTGXWV
```

Display flights that depart from PEK to CSX at 15th Oct.

>DS: PEKCSX/15OCT

```
15OCT(THU) PEKCSX
1-  X2117   PEKCSX 0845  1035  733 0 M  DS# FYBHKL
2   CZ3124  PEKCSX 1125  1330  735 0 M  DS# YWKHM
3   CZ3142  PEKCSX 1515  1715  735 0 M  DS# YWKHM
4+  SZ4734  PEKCSX 1530  1750  737 0    DS# YDKHB
```

Display flights that depart from PEK to CAN at 12th Dec.

>DS: PEKCAN/12DEC

```
   12DEC(SUN) PEKCAN
   1-  CA1321  PEKCAN 0915  1205  JET 0 M  DS# FACDYBKMZV
   2   WH2137  PEKCAN 1000  1250  300 0 M  DS# FYB
   3   CZ3102  PEKCAN 1210  1505  777 0 M  DS# CIYTKHMUEX*
```

4	CA1301	PEKCAN 1450	1745	JET 0 M	DS# CDYBKMZV
5	CZ3104	PEKCAN 1530	1820	777 0 M	DS# CIYTKHMUEX*
6	CZ3114	PEKCAN 1620	1920	757 0 M	DS# CIYTKHMUEX*
7	CZ3108	PEKCAN 1730	2035	757 0 M	DS# CIYTKHMUEX*
8+	CA1309	PEKCAN 1750	2035	777 0 M	DS# CDYBKMZV

Display flights that depart from PEK to CAN at today.

>DS: PEKCAN

27DEC(MON) PEKCAN

1	CA1301	PEKCAN 1450	1745	777 0 M	DS# CDYBKMZV
2	CZ3104	PEKCAN 1530	1820	77B 0 M	DS# FPCIYTKHMU
3	CZ3108	PEKCAN 1730	2035	757 0 M	DS# CIYTKHMUEX
4	CA177	PEKCAN 1810	2110	744 0 M	DS# FACDYSBHKL
5	CZ3110	PEKCAN 1830	2130	JET 0 M	DS# CIYTKHMUEX
6+	H4270	PEKCAN 1345	1830	737 1	DS# CYWUZ

2) According to departure date and airline

Display flight operates by MU which depart from SHA to CTU in the one week period around 15th Oct

>SK: SHACTU/15OCT/MU

12OCT(MON)/18OCT(SUN) SHACTU VIA MU

1	MU5403	SHACTU 1455	1750	M82 0 M	1	05OCT19OCT FYBEHIMQZ
2	MU5403	SHACTU 1455	1750	M82 0 M	246	03OCT24OCT FYBEHIMRTQZ
3	MU5403	SHACTU 1510	1750	JET 0 M	57	02OCT23OCT FYBEHIMQZ

Display flight operates by CZ, which depart from CAN to SHA at 16th OCT.

>DS: CANSHA/16OCT/CZ

16OCT(FRI) CANSHA VIA CZ

1-	CZ3611	CANSHA 0745	0940	320 0 M	DS# CYWKHM
2	CZ3523	CANSHA 0900	1100	777 0 M	DS# CDYWKHM
3	CZ3537	CANSHA 1025	1220	77B 0 M	DS# FCDYWKHM
4+	CZ3503	CANSHA 1610	1800	777 0 M	DS# CDYWKHM

Tip: What does "-" and "+" after the routing number mean?
"-" means there is one or more pages before the current one.
"+"means there is one or more pages after the currect one.

3) According to departure date, airline and class

Display flights depart from PEK to CSX that operate during the one week period around 14th Oct and has first class

>SK: PEKCSX/14OCT/F

```
11OCT(SUN)/17OCT(SAT) PEKCSX          F
1   X2135    PEKCSX 0805    1030    737 0 M        1      24AUG19OCT FYBHKLMNTV
2   X2117    PEKCSX 0845    1035    733 0 M        246    04AUG24OCT FYBHKLMNTV
3   WH2136   PEKCSX 1410    1620    310 0 M        25     18SEP23OCT FYBRH
4   CJ6712   PEKCSX 1640    1850    M82 0          1      12OCT12OCT FYVKME
5+  CJ6712   PEKCSX 1750    1950    M82 0          3      07OCT21OCT FYVKME
```

Display MU flights depart from PEK to SHA that operate during the one-week period around today and has first class

>SK: PEKSSHA/MU/F

```
16OCT99(SAT)/22OCT(FRI) PEKSHA VIA MU F
1   MU560    PEKSHA 1015    1200    340 0 M   14     20SEP01NOV FACYEMVQZ
2   MU513    PEKSHA 1045    1240    M90 0 M   27     19OCT26OCT FPCJYKBEHI     *
3   MU513    PEKSHA 1045    1240    JET 0 M   37     17OCT20OCT FPCJYKBEHI     *
4   MU5162   PEKSHA 1120    1305    340 0 M   247    10OCT28OCT FCYEVWQZ
5   MU583    PEKSHA 1140    1335    M11 0 M   X135 21OCT26OCT FCDYEVQZ
```

4) According to departure date, time and airline

Display CA flights depart after 11:00 AM from PEK to CAN that operate during the one we ek period around 20th DEC.

>SK: PEKCAN/20DEC/1100/CA

```
17DEC(FRI)/23DEC(THU) PEKCAN VIA CA
1-  CA1321   PEKCAN 0915    1205    763 0 M        45     16DEC17DEC FACDYBKMZV
2   CA1301   PEKCAN 1450    1745    JET 0 M        23     14DEC22DEC FACDYBKMZV
3   CA1301   PEKCAN 1450    1745    777 0 M        15     20DEC27DEC CDYBKMZV
4   CA1301   PEKCAN 1450    1745    767 0 M        67     18DEC19DEC CDYBKMZV
5   CA1301   PEKCAN 1450    1745    JET 0 M        45     16DEC23DEC FAYBKMZV
```

5) According to flight type such direct, nonstop or one connection flight.

Display direct flights that depart from PEK to CDS around the week of 10th Oct.

>SK: PEKCDG/10OCT/D

```
07OCT(WED)/13OCT(TUE) PEKCDG          DIRECT ONLY
1     CA933     PEKCDG   1210     1635     JET  0  M      67     03OCT     DS#
FACDYSBHKLMQTGX
2     CA933     PEKCDG   1210     1700     JET  0  M      15     02OCT     DS#
FACDYSBHKLMQTGX
3   AF129    PEKCDG 1230    1700    EQV 0 M     X13    02OCT24OCT PAJDYKHTVL
4     CA949     PEKCDG   0800     1700     JET  1  M      3      07OCT     DS#
FACDYSBHKLMQTGX
5     MU559     PEKCDG   2020     0615+1   340  1  M      26     03OCT24OCT
FPACJYKEHILMNRS
```

Display nonstop flights that depart from PEK to NRT around the week of 20th Oct.

>SK: PEKNRT/20OCT/N

```
17OCT(SAT)/23OCT(FRI) PEKNRT          NON-STOPS ONLY
1   IR800    PEKNRT 0735    1200    74L 0         4      01OCT       CY
2     CA925     PEKNRT   0925     1350     JET  0  M      134    15OCT     DS#
FACDYSBHKLMQTGX
```

```
3     CA925    PEKNRT  0925    1350    JET  0  M        X14    14OCT20OCT
FACDYSBHKLMQTGX
4     CA925    PEKNRT  0925    1350    767  0  M        5      23OCT    DS#
CDYSBHKLMQTGXWV
5+  NW002   PEKNRT 0940   1355   747 0 M     16    03OCT24OCT FJCYBMHQV
```

6) How to arrange displays in departure/arrival/elapsed time

Do you still remember the standard input format? Well, it is as follows:

>SK:/DS:option /origin <u>dest/</u> date /time /airline code/ class

This is the place where you can input the codes.
Departure time : P (if you do not specify, the system will take P as default value)
Arrival time: A
Elapsed time: E

Examples:

Display one-connection flights that depart from PEK to CAN during the week around 10th Dec in arrival time order.
>SK: A/CAN/10DEC/CI

Display CA direct flights that depart after 11:00AM from PEK to LAX at 10th DEC in arriv al time order.
>DS: A/PEKLAX/10DEC/1100/CA/D

```
    10DEC(FRI) PEKLAX VIA CA DIRECT ONLY
    1+  CA983   PEKLAX 1310   1150   74E 1 M   DS# FAPCDJYSHK
```

Display flights that depart from PEK to HGH at 10th OCT in elapsed time order.

>DS: E/PEKHGH/10OCT

```
10OCT(SAT) PEKHGH
1-  F65994   PEKHGH 1440   1620   320 0     DS# CYHBKLMGTQSVZ
2   F65938   PEKHGH 1515   1700   TU5 0     DS# YHBKLMGTQSVZ
3   CA1535   PEKHGH 1410   1600   733 0 M   DS# FAYBHKLMQTGXWV
4   F65940   PEKHGH 2010   2200   320 0     DS# CYHBKLMGTQSVZ
5+  CA1509   PEKHGH 0820   1015   763 0 M   DS# FACDYBHKLMQTGXW
```

Lesson Two
Display Flight Availability (AV)

The display availability transaction (AV:) enables the user to display flight details, including availability status of scheduled flights for any city pair in the system for any given date. That means even if the flights has no available seats for sale, by using AV: transaction code, you could still have that flight details displayed.

Format

AV: Option/Orig dest/date/time/airline code/flight type/class

Default as departure value whether it is a direct, nonstop or one-connection flight?

【Remark】

1.Display options：
P Sort routings by departure time
A Sort routings by arrival time
E Sort routings by elapsed time
The default sort option sorts the routings by departure time.
2.City pair is the mandatory element, others are optional.

Examples：

1. Display routings by departure date
2. Display routings by departure date and airline
3. Display routings by departure date and time
4. Display routings by departure date, time and airline
5. Display routings by arrival airport
6. Display return routings of the current routings displayed
7. Display routings by specific flight and date
8. Display routings by elapsed time
9. Display direct routings on the specific date
10. Display nonstop routings on the specific date
11. Display routings from specific GDS

1. AV：PEKSHA/10OCT
2. AV：PEKSHA
3. AV：PEKCAN/15OCT/CA
4. AV：SHACTU/10DEC/1100
5. AV：SHACTU/10DEC/1100/SZ
6. AV：PEKPVG/11DEC
7. AV：RA/21DEC
8. AV：CA983/1DEC
9. AV：E/PEKCAN/1DEC
10. AV：PEKFRA/1DEC/D
11. AV：SHAFRA/4DEC/N
12. AV：LONFRA/5DEC99/1A

Example

1. Display routings by departure date

Display available Flights that depart from PEK to SHA at 10th Oct

>AV:PEKSHA/10OCT

```
10OCT00(TUE) PEKSHA
1-  CA921   PEKSHA 0800   0955   777 0 M      DS# CS DS YS SS BS HS KS LS MS TS*
2   CA929   PEKSHA 0830   1030   744 0 M      DS# FS AS CS DS YS SS BS HS KS LS*
3   CA1501  PEKSHA 0840   1035   767 0 M      DS# CA DA YA BA KA MA ZA VA
4   MU513   PEKSHA 1050   1235   320 0 M      DS# FA PA CA JA YA KA BA EA HA IA*
5   MU583   PEKSHA 1140   1335   M11 0^M      DS# FS CA DA YA EQ VA QA ZS
6   CA934   PEKSHA 1305   1500   74E 0 M      DS# FS AS CS DS YS SS HS KS MS TS*
7+  CA985   PEKSHA 1410   1610   74E 0 M      DS# FS AS PS CS DS JS YS SS HS KS*
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

Connection level

Flight number | Dep/Arr time | number of stop indicator

Routing No. | Equipment type | Meal indicator | **Availability status code**

Orig/Dest | ASR indicator

Additional class of service indicator

Important things to remember

1.**Connection Level,** we talked about it in the lesson one. If you want to fresh it up, turn to page 11.
2. FCYSBHKLMQT are the classes of service.
3.**Availability status code** , the code that indicates the seat availability status of each class. The following status codes are being used frequently.

A	more than 9 seat are available for request
1-9	All seats in the request are not available, but this number is available. Nine also means nine or more seats available, but not as many seats as were requested (controlled flights only).
L	Waitlist
Q	Permanetly on request
S	Limit sales is in effect
C	Completely closed
X	Canceled
Z	No knowledgy

4. **"*" Additional class of service indicator.** If you wan to view the additional class of service, use the following transaction codes:
>AV:C/Routing No. or >AV:Flight number/date For example AV:MU513/10OCT

>AV: PEKSHA

```
01DEC(WED) PEKSHA
1-  MU5102  PEKSHA 1320   1535   340 0 M      DS# FA CA YA EQ VA ZA
```

```
2     FM104     PEKSHA 1350     1530     757 0^          DS# F4 YA HS W4 S5 Z5 GS
3     FM108     PEKPVG 1440     1625     737 0^          DS# FA YA HS W4 S5 Z5 GS
4     CJ6581    PEKSHA 1530     1715     300 0 M         DS# FA YA KS GS TS VS
5     FM102     PEKSHA 1610     1805     767 0^M         DS# FL Y1 HS W1 S1 ZQ GS
6     FM106     PEKSHA 1815     2015     767 0^          DS# F1 YA HS W4 S5 Z3 GS
7+    MU584     PEKSHA 1900     2055     M11 0 M         DS# FS CA YA VA WS
**       SHA-HONGQIAO  AIRPORT    PVG-PUDONG  AIRPORT
```

Things to remember:

About Default Values

If you do not specify departure date and city or airport, then the system will take the date of today and the city where your terminal is located as the default value. As you can see from the left.

AV:PEKCAN means please display the flights of today which depart from PEK to CAN.

AV:CAN/20NOV (assume Beijing is the defaulty city) means please display flights depart from PEK to CAN at 20th NOV.

Pay attention to date of flight (01DEC(WED)PEKSHA) the system output. Because if there no flight on the day you required, the system will output the first available flight on the following day.

If you do not remember what it is date of today, try this:

AV:PEKSHA**/.** Display flights that depart from PEK to SHA at **TODAY.**

AV:PEKSHA**/+** Display flights that depart from PEK to SHA at **TOMMORROW.**

AV:PEKSHA**/-** Display flights that depart from PEK to SHA at **YESTADAY.**

2) By **departure date and airline**

Display CA available flights that depart from PEK to CAN at 15th Oct

>AV: PEKCAN/15OCT/CA

```
15OCT00(SUN) PEKCAN VIA CA
1-   CA1321    PEKCAN 0915     1205     763 0 M         DS# FA AA DA YA BA KA MA ZA VA
2+   CA1301    PEKCAN 1450     1745     767 0 M         DS# CA DA YA BA KA MA ZA VA
```

3) By **departure time**

Display flights that depart after 11:00am from SHA to CTU at 10th DEC

>AV: SHACTU/10DEC/1100

```
10DEC(FRI) SHACTU
1-   SZ4502    SHACTU 1040     1315     757 0           DS# F8 YA IQ DQ KQ HQ GQ MA ZS
2    SZ4516    SHACTU 1505     1745     340 0           DS# FA YA IQ DQ KQ HQ GQ MA ZS
3    3U562     SHACTU 1700     1935     321 0 M         DS# FA YA WS LS RS HS GS MS KS TA*
4+   SZ4520    SHACTU 1640     2025     737  1          DS# YA IQ DQ KQ HQ GQ MA Z5
```

4) By **departure date, time and airline**

Display available SZ flights that depart around 11:00am from SHA to CTU at 10th DEC

>AV: SHACTU/10DEC/1100/SZ

```
10DEC(FRI) SHACTU VIA SZ
1-  SZ4502   SHACTU 1040    1315    757 0          DS# F8 YA IQ DQ KQ HQ GQ MA ZS
2   SZ4516   SHACTU 1505    1745    340 0          DS# FA YA IQ DQ KQ HQ GQ MA ZS
3+  SZ4520   SHACTU 1640    2025    737 1          DS# YA IQ DQ KQ HQ GQ MA Z5
```

Remark:

1) As indicated, routing three flights SZ4520 has a stopover point. To check out details of the stopover point, agents input as below:

>FF: SZ4520/10DEC or >AV: SZ4520/10DEC

5) By **departure date and arrival airport**

Display available flights that depart from PEK to PVG airport at 11th Dec

>AV: PEKPVG/11DEC

```
11DEC(SAT) PEKPVG
1+  FM108    PEKPVG 1440    1625    737 0^          DS# FA YA HS W4 S5 ZQ GS
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

〖Remark〗

1. There are two airports in Shanghai city, one is HongQiao airport (SHA) and the other is PuDong Airport (PVG). If agents input the three-letter code of PuDong airport (PVG), then flights that will be arrive on the particular airport will be displayed.
2. As the three letter code of Shanghai city is SHA as well, therefore if agent input >AV: PEKSHA, the system will display flights that will arrive on both airports (HongQiao and PuDong)
3. " ^ " following airplane type and stopover designator indicates that agents could provide Advanced Seats Reservation service to the customers ,
4. The system will output relevant information such as that shown above. SHA-HONGQIAO AIRPORT PVG-PUDONG AIRPORT

6) Display **return routings of the current routings shown**

>AV: PEKCAN/10DEC

```
 01DEC(FRI) PEKCAN
1-  CA1321   PEKCAN 0915    1205    763 0 M        DS# FA AS CA DS YA BS KS MA ZS VS
2   WH2137   PEKCAN 1000    1250    310 0 M        DS# FA YA BS
3   CZ3102   PEKCAN 1210    1505    777 0 M        DS# CA I2 YA TQ KQ HS MS US EA
XS*
4   CZ365    PEKCAN 1300    1600    757 0 M        DS# C1 DS IS YA TQ KQ HS MS GS
QS*
5   CA1301   PEKCAN 1450    1745    777 0 M        DS# CA DS YA BS KS MA ZS VS
6   CA174    PEKCAN 1500    1800    744 0 M        DS# FA CA YA BS KS TS VS
7   CZ3104   PEKCAN 1530    1820    777 0 M        DS# CA I2 YA TQ KQ HS MS UA EA
XS*
8+  CA1309   PEKCAN 1815    2100    777 0 M        DS# CA DS YA BS KS MA ZS VS
```

>AV: RA/21DEC

```
 21DEC(TUE) CANPEK
1- CZ3101 CANPEK 0820 1100 777 0 M DS# CA I2 YA TQ KQ HS MS UA EA
XS*
2 CZ345 CANPEK 0900 1140 77B 0 M DS# C7 DS P2 WS I2 YA TQ KQ HS
MS*
3 CZ3107 CANPEK 0930 1210 757 0 M DS# C8 I2 YA TQ KQ HS MS UA EA
XS*
4 CZ3103 CANPEK 1145 1420 777 0 M DS# CA I2 YA TQ KQ HS MS UA EA
XS*
5 CA1322 CANPEK 1305 1610 763 0 M DS# FA AS CA DS YA BS KS MS ZS VS
6 WH2138 CANPEK 1345 1635 310 0 M DS# FA YA BS
7 CZ354 CANPEK 1350 1630 757 0 M DS# C3 DS IS YA TQ KQ HS MS GS
  QS*
```

【Remark】

Agents may require return flight around a specific departure time as below:

>AV:RA/21DEC/1200 or AV：CANPEK/21DEC/1100

7.Display **all classes of services on a specific flight**

Display all classes of services on flight CA983 that will depart on 1st DEC **>AV: CA983/1DEC**

```
AV:CA 983 /01DEC
PEK F7 AS PS CA DS JS Y8 SS HS KS MS TS GS XS QS ZS VS WL
SHA FA AS P6 CA DS JS YA SA HA KA MA TA GS XS QA ZS VS WL
LAX
```

【Remark】 Agents have to use SS function instead of SD function to create a PNR. Details please refer to Chapter four.

8. Display **routings by elapsed time**

Display routings by elapsed times for the segment PEKCAN that depart on 1st DEC. **>AV: E/PEKCAN/1DEC**

```
 01DEC(WED) PEKCAN
1 CA1309 PEKCAN 1750 2035 777 0 M DS# CA DS YA BS KS MA ZS VS
2 CZ3104 PEKCAN 1530 1820 777 0 M DS# CA I2 YA TQ KQ HS MS UA EA
XS*
3 CZ3102 PEKCAN 1210 1505 777 0 M DS# CA I2 YA TQ KQ HS MS US EA
XS*
4 CA1301 PEKCAN 1450 1745 744 0 M DS# FA AS CA DS YA BS KS MA ZS VS
5 CZ346 PEKCAN 1300 1600 77B 0 M DS# CA DS PS WS IS YL TQ KQ HL
ML*
6 CZ3110 PEKCAN 1830 2130 777 0 M DS# CA I3 YA TQ KQ HS MS UA EA
XS*
7 CZ3108 PEKCAN 1730 2035 757 0 M DS# C5 I2 YA TQ KQ HS MS UA EA
```

```
XS*
8+ H4270     PEKCAN 1345     1830     737 1            DS# C8 YA WS U2 ZS
```

Compare with the displayed results of **>AV: PEKCAN/1DEC**

```
 01DEC(WED) PEKCAN
1    CZ3102   PEKCAN 1210    1505    777 0 M       DS# CA I2 YA TQ KQ HS MS US EA
XS*
2    CZ346    PEKCAN 1300    1600    77B 0 M       DS# CA DS PS WS IS YL TQ KQ HL
ML*
3    CA1301   PEKCAN 1450    1745    744 0 M       DS# FA AS CA DS YA BS KS MA ZS VS
4    CZ3104   PEKCAN 1530    1820    777 0 M       DS# CA I2 YA TQ KQ HS MS UA EA
XS*
5    CZ3108   PEKCAN 1730    2035    757 0 M       DS# C5 I2 YA TQ KQ HS MS UA EA
XS*
6    CA1309   PEKCAN 1750    2035    777 0 M       DS# CA DS YA BS KS MA ZS VS
7    CZ3110   PEKCAN 1830    2130    777 0 M       DS# CA I3 YA TQ KQ HS MS UA EA
XS*
8+   H4270    PEKCAN 1345    1830    737 1         DS# C8 YA WS U2 ZS
```

〖Remark〗

1. The default sorts routings by departure time and give priority to direct flight.

2. AV：E sort routings by elapsed time. If elapsed time is the same, then it will be sort by departure time.

9. Display **direct flights that depart on specified date**

Display direct flights for the segment PEKFRA that depart on 1st DEC

>AV: PEKFRA/1DEC/D

```
 01DEC(WED) PEKFRA          DIRECT ONLY
1    LH721    PEKFRA 1120    1430    747 0 M     AB* FZ CZ DZ HZ BZ LZ GZ YZ TZ WZ
2+   CA931    PEKFRA 1345    1640    74E 0 M     DS# FA AS CA DS YA SA HA KA MA TA*
```

〖Remark〗

Direct flight may stopover in certain points.

Compare with the displayed result of **>AV:PEKFRA/1DEC**

```
 01DEC(WED) PEKFRA
1    LH721    PEKFRA 1120    1430    747 0 M     AB* FZ CZ DZ HZ BZ LZ GZ YZ TZ WZ
2    CA931    PEKFRA 1345    1640    74E 0 M     DS# FA AS CA DS YA SA HA KA MA TA*
3    CA195    PEKCPH 1330    1625    763 0 M     DS# TL
     LH6225       FRA 1730   1900    M80 0       AB* CZ DZ HZ BZ LZ GZ YZ TZ WZ
4    SK996    PEKCPH 1330    1625    763 0         * DZ CZ SZ MZ BZ VZ GZ QZ LZ
     SK1635       FRA 1730   1900    M81 0 M       * CZ SZ MZ BZ HZ VZ GZ QZ LZ
5    AF129    PEKCDG 1335    1730    777 0 M     AB* PZ AZ NZ JZ CZ DZ YZ KZ HZ TZ*
 +   AF2418       FRA 1830   1950    320 0 M     AB* CZ DZ YZ SZ KZ HZ TZ MZ VZ LZ*
```

10. Display **nonstop flights that depart on a specific date**
Display nonstop flight for the segment SHAFRA that departs on 4th DEC
>AV:SHAFRA/4DEC/N

```
04DEC(SAT) SHAFRA          NON-STOPS ONLY
1+   LH729     PVGFRA 1415     1845     747 0 M      AB* FZ CZ DZ HZ BZ LZ GZ YZ TZ WZ
```

Compare with displayed result of **>AV: SHAFRA/4DEC**

```
 04DEC(SAT) SHAFRA
1-   LH729     PVGFRA 1415     1845     747 0 M      AB* FZ CZ DZ HZ BZ LZ GZ YZ TZ WZ
2    CA931     SHAFRA 0925     1640     74E 1 M      DS# F7 AS CA DS YA SA HA KA MA TA*
3    MU5143    SHAPEK 0825     1025     AB6 0 M      DS# FA YA EQ VA WS QA ZA
+    CA931         FRA 1345    1640     74E 0 M      DS# FA AS CA DS YA SA HA KA MA TA*
```

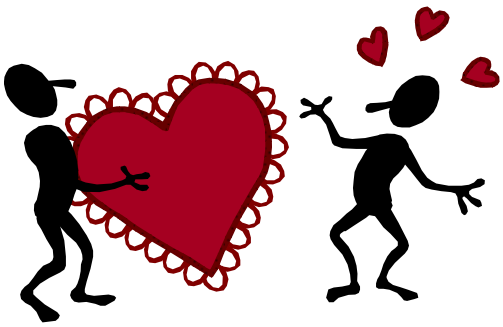
11．Display **routings from specific GDSs**

Display routings of the segment LONFRA departing on 5th DEC 12 in the AMADEUS system (1A).
>AV: LONFRA/5DEC99/1A

```
 05DEC(SUN) LONFRA   FROM   1A
1    LH4517   LHRFRA   0700    0925    321    0          C9 D9 H9 B9 L9 G9 Y9 T9 W9
2    BA902    LHRFRA   0740    1010    767    0          CZ DZ YZ BZ HZ KZ MZ LZ WZ
*
3    BA2714   LGWFRA   0745    1035    737    0          CZ DZ YZ BZ HZ KZ MZ LZ WZ
*
4    UA4820   LHRFRA   0830    1105    733    0          CZ DZ YZ BZ MZ HZ QZ VZ WZ
*
5    BD831    LHRFRA   0830    1105    733    0          CZ DZ SZ KZ LZ MZ VZ QZ
6    LH4611   LHRFRA   0910    1140    AB6    0          C9 D9 H9 B9 L9 G9 Y9 T9 W9
7    LH4505   STNFRA   0940    1200    735    0          C9 D9 H9 B9 L9 G9 Y9 T9 W9
8    LH4579   LHRFRA   1140    1410    733    0          C9 D9 H9 B9 L9 G9 Y9 T9 W9
```

〖Remark〗
To obtain routing information from other Global Distribution Systems (GDS), agents need to add the respective GDSs two letter code as per the format shown above. The current GDSs are as follows:

1A （AMADEUS）	AA （SABRE）
1G （GALILEO）	JL （AXESS）
1P （WORLDSPAN）	1T （TOPASS）
1F （INFINI）	1B （ABACUS）



Lesson Three
Display First Available Transaction

The first available transaction (FV:) is used to select and display routings that meet the input criteria and are currently available. This transaction is most useful during a period close to flight departure when most flights do not have seats available for sale.

Format

>FV: Option/Orig dest/date/time/seat number/airline code/class

【*Remark*】

1.Display options：
P Sort routings by departure time
A Sort routings by arrival time
E Sort routings by elapsed time
The default sort option sorts the routings by departure time.
2.City pair is the mandatory element, others are optional.

Examples：

1. Display first available routings by departure date
2. Display first available routings by departure date and class
3. Display first available routings by departure date and number of seats
4. Display first available routings by departure date, time
5. Display first available routings by departure date, time and airline
6. Display first available routing by departure date, time, airline, class and number of seats
7. Display routings by elapsed time

1. FV：PEKSHA/10OCT
2. FV：SHA/20OCT
3. FV：PEKSHA/Y
4. FV：PEKSHA/5
5 FV：PEKSHA/20OCT/1100
6. FV：PEKSHA/20OCT/1100/CA
7. FV：PEKSHA/20OCT/1100/5/CA/F
8. FV：E/PEKCAN

Examples

1. Display **first available routings by departure date**

Display first available flights that depart from PEK to SHA today.

>FV: PEKSHA

```
19OCT(TUE) PEKSHA
1    CJ6581   PEKSHA 1520     1720     300 0 M          DS#  FA YL
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

Availability statues code A means there are more than 9 seats available in F class.

Display first available flight that depart from default value origin to SHA at 20th OCT

>FV: SHA/20OCT

```
20OCT(WED) BJSSHA
1    MU513    PEKSHA 1045     1240     M90 0 M       DS# FL PL CL JL Y7 KS BS ES HS IS*
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

【**Remark**】If the departure city is the same as the terminal city/office information specified in the system, agents do not need to enter three letter city code of the departure one in their input.

2. Display **first available routings by departure date and class**

Display first available routings for segment PEKSHA in Y class that departs on today **>FV：PEKSHA/Y**

```
19OCT(TUE) PEKSHA          Y
1    CA992    PEKSHA 1745     1945     744 0 M          DS# F3 CA YA SS HS KS MS TS
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

3. Display **first available routings by departure date and number of seats**

Display first availability of 5 seats on routings that depart from PEK to SHA on today.

>FV：PEKSHA/5

```
19OCT(TUE) PEKSHA
1    CJ6581   PEKSHA 1520     1720     300 0 M          DS# FA YL
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

4. Display **first available routings by departure date and time**

Display first available routings for segments that depart on 20th OCT around 11:00. **>FV:PEKSHA/20OCT/1100**

```
20OCT(WED) PEKSHA
1    MU MU513     PEKSHA 1045   1240     M90 0 M      DS# FL PL CL JL Y7 KS BS ES HS IS
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

5. Display **first available routings by departure date, time and airline**

Display first Air China (CA) available routings for segment PEKSHA that departs on 20th OCT around 11:00.

>FV：PEKSHA/20OCT/1100/CA

```
20OCT(WED) PEKSHA VIA CA
1    CA932     PEKSHA 1150    1330     744 0 M          DS# FA C5 YA SA HA KA MA TA QA
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

6. Display **first available routing by departure date, time, airline, class and number of seats**

Display availability of three seats in F class on CA flight on 20th OCT around 11:00 for the segment PEKSHA.

>FV：PEKSHA/20OCT/1100/5/CA/F

```
20OCT(WED) PEKSHA VIA CA F
1    CA932     PEKSHA 1150    1330     744 0 M          DS# FA CA YA SA HA KA MA TA QA
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

Compare with the displayed results of AV：PEKSHA 20OCT

>AV: PEKSHA/20OCT

```
20OCT(WED) PEKSHA
1-   CA949     PEKSHA 0750     0945     74E 0 M          DS# FL CL YL SL HL KL ML TL QL
2    CA921     PEKSHA 0800     0950     763 0 M          DS# FL CL YL SL BL HL KL LL ML TL*
3    CA1501    PEKSHA 0840     1035     767 0 M          DS# CL YL BL KL
4    CA155     PEKSHA 1010     1200     733 0 M          DS# FL YL SL BL HL KL LL ML TL GL*
5    MU513     PEKSHA 1045     1240     M90 0 M          DS# FL PL CL JL Y7 KS BS ES HS IS*
6    MU583     PEKSHA 1140     1335     AB6 0 M          DS# FA YA EQ VA
7    CA932     PEKSHA 1150     1330     744 0 M          DS# FA C5 YA SA HA KA MA TA QA
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

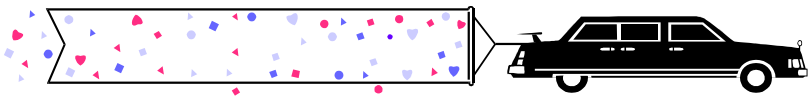
7．Display **first available routings by elapsed time**

Display first available routings by elapsed time for segment PEKCAN
>FV：E/PEKCAN

```
14FEB(MON) PEKCAN
1    CZ3104   PEKCAN 1530     1820     77B 0 M          DS# FA P2 C1 I1 YL TQ KQ HL ML
UL*
```

〖Remark〗

1. E means to sort routings by elapsed time.



Lesson Four
Display Stopover, Departure/Arrival time, and Equipment Type (FF)

FF can be used to display stopover city, departure/ arrival time and equipment type of a particular flight.

Format

>FF: Flight number / Date

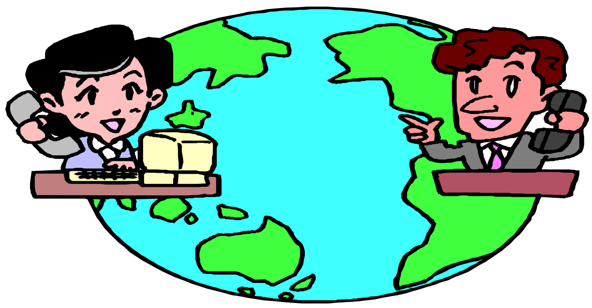
Example

1.Display CA929 flight information, input

>FF: CA929/9OCT

```
PEK             0830      74E
SHA    1020     1135
NRT    1520
```

Arrival time (1020, 1520); Stopover city (PEK, SHA, NRT); Departure time (0830, 1135); equipment type (74E)



Lesson Five
Display Segment Information (DSG)

The display segment transaction is used to display the segment detail information stored within the database for a particular flight, class, date, and city pair. The display includes basic information, such as code share, arrival and departure times, number of stops, equipment code, non-smoking, subject to government approval, and meal codes. The display for a controlled flight segment additionally includes note number, ad hoc change indicator, and flight information indicator, when applicable. The display for a leg available segment also includes note number, when applicable.

This function is very convenient for the agents to have a complete view of the segment in the PNR.

***Format* 1**

>DSG: option/ airline flight-nbr/class/ date/ segment

Format2

>DSG: option/ ele-nbr in a PNR/

Example

1.This input generates a complete display of the detail information for the flight CA981 Y class

>DSG: C/CA981/Y

```
CA981     Y (WED)12JAN          PEK          1000      744 BC
                        1000    DTW (130) 1210      320 S
                        1346    LGA ELAPSED TIME 16:46 DIST 7102M
```

2. This input generates a display of the detail information for the flight CA981 of today.

>DSG: CA981/Y

```
CA981     Y (FRI)14JAN        DTWLGA 1210   1346      320 S 0   0
```

3. This input generates a complete display of the segment PEKDTW detail information for the flight CA981 Y class on today.

>DSG: C/CA981/Y/PEKDTW

```
 CA981     Y (WED)12JAN            PEK          1000      744 BC   0   0
                                1000     DTW ELAPSED TIME 12:00 DIST 7102M
```

4. This input generates a display of the segment detail information for the two segments within the current PNR that are identified by the element display numbers two and three.

>RT MR142

```
1.WANG/BING SHENG MR142
2.  CA981   C     WE12JAN   PEKDTW RR1     1000 1000
3.  CA8474 F     WE12JAN   DTWDCA RR1     1155 1323
……..
```

>DSG:C/2/3

```
 CA981     C (WED)12JAN            PEK          1000      744 BC   0   0
                                1000     DTW ELAPSED TIME 12:00 DIST 7102M
 CA8474    F (WED)12JAN            DTW          1155      320 S    0   0
                                1323     DCA ELAPSED TIME   1:28 DIST 391M
```

5. This input generates a complete display of the segment detail information for all actionable segments in the itinerary.

>DSG:C

```
 CA981     C (WED)12JAN            PEK          1000      744 BC   0   0     NS
                                1000     DTW ELAPSED TIME 12:00 DIST 7102M
 CA8474    F (WED)12JAN            DTW          1155      320 S    0   0        GA
                                1323     DCA ELAPSED TIME   1:28   DIST 391M
```

〖Remark〗

CA981 flight number C class **WED** Wednesday **12JAN** date **PEK** departure city **1000** departure time **744** equipment type 0 stopover indicator **0** indicator **NS** nonsmoking indicator **GA** subject to government approval indicator **1000** arrival time **DTW** arrival city **ELAPSED TIME 12：00 total elapsed time for the segment** **DIST** distance **7102M** 7102 Miles

Lesson Six Fare Display

FD is the most convenient way to find out Chinese airlines domestic airfare information. If agents want to check out international airfares, please refer to QTE and XS FSD functions in the advanced manual.

Format 1

>FD: City pair/date/airline code

Example

1.Display Air China(CA) current fare for segment PEKSHA.

>FD: PEKSHA/. /CA

```
FD:PEKSHA/14FEB00/CA
CA FA          1710.00      3420.00      01JUL97              CNY
CA CA          1480.00      2960.00      01JUL97              CNY
CA YA          1140.00      2280.00      01JUL97              CNY
CA FB          1350.00      2700.00      01JUL97              CNY
CA CB          1170.00      2340.00      01JUL97              CNY
CA YB           900.00      1800.00      01JUL97              CNY
```

Fare type — *One-way fare* — *Two-way fare* — *Effective date* — *Expiration date* — *Currency*

Airline code

〖Remark〗

Airfare fluctuated with time. It's strongly suggested that agents, when enquire an airfare, specifies date and airline code as shown in the example above to obtain relatively precise information.

2.Display all CA fares for segment PEKSHA

>FD: PEKSHA/CA

```
FD:PEKSHA/14FEB00/CA
CA FA          1710.00      3420.00      01JUL97              CNY
CA CA          1480.00      2960.00      01JUL97              CNY
CA YA          1140.00      2280.00      01JUL97              CNY
CA FA          1650.00      3300.00      01JUL95 30JUN97      CNY
CA CA          1430.00      2860.00      01JUL95 30JUN97      CNY
CA YA          1100.00      2200.00      01JUL95 30JUN97      CNY
```

CA FB	1090.00	2180.00	28JUL96 30JUN97	CNY	
CA CB	940.00	1880.00	28JUL96 30JUN97	CNY	
CA YB	730.00	1460.00	28JUL96 30JUN97	CNY	
CA FB	1350.00	2700.00	01JUL97	CNY	
CA CB	1170.00	2340.00	01JUL97	CNY	

Fare type *one-way fare* *Two-way fare* *Effective date* *Expiration date* *Currency*

Airline code

〖Remark〗

If agents do not specify date, then all airfares that meet the requirement will be displayed.

3. Display airfare of certain time

>FD: PEKSHA/14FEB96/CA

CA FA	1650.00	3300.00	**01JUL95 30JUN97**	CNY	-
CA CA	1430.00	2860.00	**01JUL95 30JUN97**	CNY	
CA YA	1100.00	2200.00	**01JUL95 30JUN97**	CNY	

Format 2

Display airfare from current AV display

>FD: reference number

Example

4．>AV：PEKCSX（AV display as below）

```
 15FEB(TUE) PEKCSX
1-  X2117    PEKCSX 0830    1035    733 0 M        DS# FA YA BQ KQ TQ VQ
2    XW117    PEKCSX 0830    1035    737 0            YZ
3    CZ3124   PEKCSX 1115    1330    735 0 M        DS# YA TQ KQ HS MS UA ES XS Z5
4    CZ3142   PEKCSX 1710    1920    735 0 M        DS# YA TQ KQ HS MS US ES XS ZS
5    CJ6712   PEKCSX 1750    1955    M82 0          DS# F6 YA
6+   CZ3148   PEKCSX 1800    1950    735 0 M        DS# YA TQ KQ HA M5 UA E5 XS Z2
```

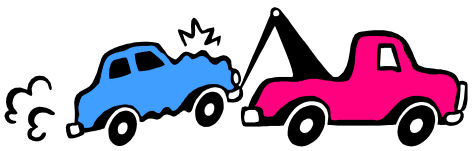
To display X2117 airfare, input

>FD：1

```
FD:PEKCSX/15FEB00/X2
X2 YA                1350.00          2700.00          01JUL97          CNY
X2 YB                 970.00          1940.00          01JUL97          CNY
X2 FA                2020.00          4040.00          06SEP97          CNY
X2 FB                1450.00          2900.00          06SEP97          CNY
X2 B                  870.00          1740.00          23MAR98           CNY
```

Error response：

AIRLINE　　Agent should add airline code into the input



Lesson Seven
Display Multiselection Passenger List (ML)

This transaction provides a list of passengers who meet specified or default criteria on a particular flight, date and origin/segment.

Format`

>ML: *Option* ***/flight number/****class****/date/****segment***

【Remark】

1. Option codes：
   B Booked passengers with confirmed reservations (HK, KK, KL, RR).
   C All passengers, regardless of segment status.
   X Passengers with a canceled status on the requested segment
   G Groups (group name only).
   U Unconfirmed passengers (HL, US, UU, HN).

2. City pair and date are mandatory elements. Other elements are optional.

Examples：

1. Complete multiselection list for all passengers on 7th OCT flight CA1321.
   1. ML：**C/**CA1321/7OCT
2. List of confirmed space PNRs for 7th OCT flight CA1321 Y class.
   2. ML：**B/**CA1321/Y/7OCT
3. List of passengers with a canceled status for 7th OCT CA1321
   3. ML：**X/**CA1321/7OCT
4. List of group PNR on 7th OCT flight CA1321
   4. ML：**G/**CA1321/7OCT
5. List of unconfirmed passengers on 7th Oct flight CA1321
   5. ML：**U/**CA1321/7OCT
6. List of reconfirmed passengers on 7Th OCT flight CA1321
   6. ML：**R/**CA1321/7OCT
7. List of passengers that have not confirmed yet **7.** ML：**NR/**CA1321/7OCT
8. List of individual passengers PNRs (non-group PNRs)
   8. ML：**NG/**CA1321/7OCT
9. List of confirmed but not yet reconfirmed group PNRs on 7th OCT flight CA1321
   9. ML：**GBNR/**CA1321/7OCT

Examples

1. Complete multiselection list for all passengers by flight number and departure date.

Agents from BJS191 display all PNRs that have been created by their own office personnel on 7th OCT flight CA1321.

位。

>ML: C/CA1321/7OCT

```
MULTI
CA1321 /07OCT                C
PEKCAN
  001     1GAO/FENG             MXMBE Y HK1    BJS191 06OCT          K
  002G 10GROUP                  MXMNB K HN10 BJS191 06OCT          K
  003     1JIE/HONG GUANG     P0KYQ Y HX2    BJS191 25SEP98       K
  004     1LI/BING              MXM6Y M6HL1    BJS191 06OCT          K
  005     1WANG/GE              P0KYQ Y HX2    BJS191 25SEP98       K
TOTAL NUMBER       16
```

Group designator

Class *Responsible office* *Pax information*

Passenger Reference number *Pax name* *Record locator or Group name* *Action code* *PNR creating date*

〖Remark〗

There are following types of passenger information:

F	Airport ticketing arrangement
I	Passengers holding inbound connections to the flight.
K	Passengers whose PNIs contain a customer number.
M	Passengers with special meals
O	Passengers with active OSI elements
Q	Passengers holding outbound connections from this flight.
S	Passengers with active SSR elements.
T	Ticketed passengers.
V	Passengers noted as very important person (VIP) or corporate important person (CIP).

In the above example, system outputs the complete passenger lists that have been created by the responsible office BJS191.Agents can have the system display selected passenger list by specify selection criteria.

2. List of **confirmed space PNRs on certain class**

List of confirmed space PNRs(HK,RR) for Y class on 7th OCT flight CA1321 that have been created by the agents' own city/office.

>ML: B/CA1321/Y/7OCT

```
MULTI
CA1321 /07OCT              B
PEKCAN
 001    1GAO/FENG            MXMBE Y HK1   BJS191 06OCT        K
TOTAL NUMBER      1
```

3. List of **passengers with a canceled status for 7th OCT CA1321**

>ML: X/CA1321/7OCT

```
MULTI
CA1321 /07OCT              X
PEKCAN
 001    1JIE/HONG GUANG     P0KYQ Y HX2   BJS191 25SEP98      K
 002    1WANG/GE            P0KYQ Y HX2   BJS191 25SEP98      K
TOTAL NUMBER      2
```

4. List of **group PNR on 7th OCT flight CA1321**

>ML:G/CA1321/7OCT

```
MULTI
CA1321 /07OCT              G
PEKCAN
 001G 10GROUP              MXMNB K HN10 BJS191 06OCT        K
TOTAL NUMBER      10
```

5. List of **unconfirmed passengers on 7th Oct flight CA1321 (HL, US, UU, HN)**

>ML:U/CA1321/7OCT

```
MULTI
CA1321 /07OCT              U
PEKCAN
 001G 10GROUP              MXMNB K HN10 BJS191 06OCT        K
 002    1LI/BING            MXM6Y M6HL1   BJS191 06OCT        K
TOTAL NUMBER      11
```

6．List of **reconfirmed passengers on 7Th OCT flight CA1321 (RR)**

>ML: R/CA1321/7OCT99

```
MULTI
CA1321 /20OCT              R
PEKCAN
 001    1CHENYUNXIAN          MXWJ4 F RR1   BJS458 19OCT        K      T
 002    1GONG/YUNFENG         M334H F RR1   HRB999 19OCT        K    Q T
 003    1WANGYUE              MNBVY F RR1   BJS166 19OCT        K      T
 004    1CHONG/KIEWLEONG    NV869 C RR1   CAN396 08OCT99      K      T
 005    1DOUGLAS/WOOD WA+ M3JP1 C RR2   BJS252 18OCT99      K      T
……
```

7．List of **passengers PNR that have not been confirmed yet on 7th OCT flight CA1321（HK，HL）**

>ML: NR/CA1321/7OCT99

```
MULTI
CA1321 /07OCT              NR
PEKCAN
 001    1GAO/FENG             MXMBE Y HK1   BJS191 06OCT        K
 001G   10GROUP               MXMNB K HN10 BJS191 06OCT        K
 002    1LI/BING              MXM6Y M6HL1   BJS191 06OCT        K
 ……
```

8．List of **individual passengers PNRs (non-group PNRs) on 7th OCT 1999 flight CA1321**

>ML: NG/CA1321/7OCT99

```
MULTI
CA1321 /07OCT              NG
PEKCAN
 001    1GAO/FENG             MXMBE Y HK1   BJS191 06OCT        K
TOTAL NUMBER      1
```

9．List of **confirmed but not yet reconfirmed group PNRs on 7th OCT 1999 flight CA1321**

>ML: GBNR/CA1321/7OCT99

```
MULTI
CA1321 /07OCT              GBNR
PEKCAN
NIL
TOTAL NUMBER      0
```

Review

It's very important for agents to have good view of available schedule and flights information before creating booking record for the customers. To achieve that agent should master the frequently used function such as

>AV
>FD

To improve agents' skills, it's recommended that agents have a good knowledge of the following functions as well:

- FF
- DSG
- ML

Other functions mentioned in this chapter are for agent's information only.

Chapter Three
Creating Passenger Name Record

Lesson One All about PNR

How to learn this lesson.

For many of you who have never used the reservation system to book a flight ticket, things like "creating a passenger name record" may sounds like a foreign language? Don't panic. You may think creating passenger name record as a

What is PNR

PNR is the abbreviation of Passenger Name Record. A PNR consists of a group of individual elements containing information on one or more passengers that travels together, their traveling routings, and seats occupied.

How PNRs are been used:

PNR can be used to make flight segment reservation, print a ticket, record frequent flyer information, book a hotel room and record other relevant information.

General PNR requirements:

1. Mandatory elements for manual ticketing or reservation PNR ：

- Name NM (GN)
- Segment SS、SD、SN、SA
- Contact CT
- Ticket Status TK

Optional elements:

- Remarks RMK
- Special service SSR
- Other service OSI

```
>NM:1WANG/JUN
SD:1Y/1
CT:66017755
TK:TL/1200/7DEC/BJS123
@
  CA1501 Y FR10DEC PEKSHA HK1
N6B4M
```

2．Mandatory elements for automatic ticketing：

- Name NM
- Segment SS、SD、SN、SA
- Contact CT
- Fare FN
- Fare calculation FC
- Form of payment FP

Optional elements:

- RMK, SSR, OSI
- Tour Code TC
- Endorsement EI

```
>NM:1WANG/JUN
SD:1Y/1
CT:66017755
TK:TL/1200/7DEC/BJS123
@
  CA1501 Y FR10DEC PEKSHA HK1
N6B4M
FP:CASH,CNY

>DZ:1
  CNY900.00   MVMYD
```

- Supplementary name (infant) XN

How to instruct the system executing the PNR?

After all the mandatory information being input for a certain PNR, you may do the EOT (end of transaction) to let the system double check if the input information are complete and correct (passenger number with ticket counts). Then the system will start to execute the PNR. There are three ways to conduct EOT. They are as follows:

Button down @ or \ on the computer keyboard
Input transaction designator **>DZ:** which means End of Transaction and print the ticket.

How to retrieve a PNR?

There are multiple ways of retrieve a PNR, you may retrieve through

1) Record Locator
>RT: xxxxx

2) Passenger name
>RT: Zhang/CA1301/10DEC

3) Passenger list that booked via the agent self
>ML: C/CA1301/10DEC

4) Airline record locator
>RRT: V/XXXXX/CA1301/10DEC

How to undo PNR?

If you took a wrong action against the PNR, you may consider to use the below the following function designator to undo it.
>IG or >I

How to cancel a PNR?
>XEPNR@

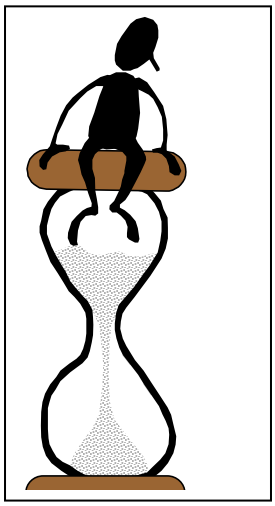
General PNR Structure:

A PNR is generally consisting of active portion and historical portion. To retrieve information from respective portion, we do as follows:
PNR active portion >RT:XXXXX
PNR historical portion >RTU1

Examples:

Depending on the method of issuing the air ticket, PNRs could be divided into three categories. PNRs that are created for reservation only, PNRs that are created for reservation and for manual ticketing, and PNRs that are created for reservation and for neutral ticketing.

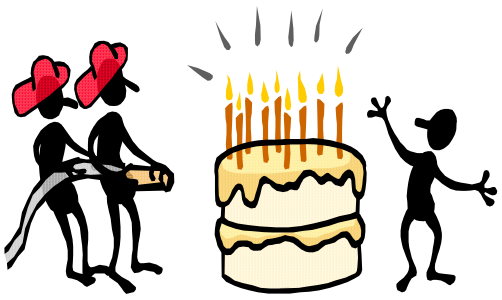
We are giving examples according to each PNR category.



Examples of creating reservation only PNRs
1) With one segment
2) With two consecutive segments
3) With two non-consecutive segments
4) With open segments
5) With ARNK segment
6) With SSR element
7) With OSI element
8) Containing hotel reservation information

Examples of manual ticketing PNRs
1) That a standard ticketing record needs to be created.
2) That multiple passenger ticketing record need to be created
3) That consecutive segments ticketing record need to be created.
4) That frequent flyer profile need to be created.

Examples of creating Neutral ticketing PNRs
1) For single passenger one way with full price
2) For single passenger one way with discounted price
3) For consecutive segments
4) For two way routing
5) For differently priced passengers (Adult and Child)
6) For infant
7) For passengers that have reserved seats in advance
8) That needs to be reprinted.
9) That containing international segments and free waived pieces of luggage
10) That containing international segment and multiple taxes information



Lesson Two
General guide to all PNR Function Designators

As we learned from the previous lesson, PNRs are consist of following elements：

- Name NM (GN)
- Segment SS、SD、SN、SA
- Contact CT
- Ticket statues TK
- Remark RMK
- Special service SSR
- Other service OSI

- Fare FN
- Fare calculation FC
- Form of payment FP
- Tour code TC
- Endorsement EI
- Supplementary name XN

In this lesson, we shall learn you in depth how to use the above mentioned function designators creating a PNR that meet the requirement of your customers. Please refer to “CRS automatic ticketing manual” for detailed information regarding FC, FN and FP functions, which will be involved in creating a PNR if you intend to issue the ticket automatically.

§1. Name Element (NM)

The name element is a mandatory element in creating PNR. It consists of a surname, preceded by the number of seats reserved for that family name. Initials, first names, titles, and special classification codes may be included in the name element.

§1.1 NM input

Format

>NM：Required seat number/passenger name (special passenger code)

Explanation

1. The name is composed of 26 English alpha characters.
2. Passenger surname and given name is separated by a slash.
3. Maximum one slash could be used for each passenger name.
4. Passenger name should be consisting of no less than 2 alpha characters.
5. Sequence of passenger list is arranged according to surnames.
6. The total length of per passenger name including surname, given name, title, initials and slash must not exceed 55 characters.
7. A PNR containing more than 9 passengers should be classified as group PNR. The one with 9 or less than 9 passengers shall be regarded as individual one.

Examples

1. Standard method
2. Passengers with the same surname
3. Unaccompanied child
4. Infant

1. Standard method

Please input the following passenger names
REINHARD/HAETTI、STEFAN/PLETZER、ZHU/QI。

>NM:1 ZHU/QI 1REINHARD/HAETTI 1STEFAN/PLETZER

>RT:
1.REINHARD/HAETTI 2.STEFAN/PLETZER 3.ZHU/QI
4.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
5.BJS123

【Remarks】

Output sequence is of according to the surnames

2. Passengers with the same surnames

Please input the following passenger names:
ZHANG JIAN、ZHANG QIANG、LIU QUN、LIU WEI、LIU HANG

>NM:1ZHANG/JIAN 1ZHANG/QIANG 1LIU/QUN 1LIU/WEI 1LIU/HANG

You may input as below as well：
>NM:**2**ZHANG/JIAN/QIANG **3**LIU/QUN/WEI/HANG

System accept both formats：
>RT:
3.LIU/QUN 4.LIU/WEI 5.LIU/HANG 1.ZHANG/JIAN 2.ZHANG/QIANG
4.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
5.BJS123

【Remarks】

1. Output sequence is according to surnames. Passengers with the same surnames, first input given name will be in front of the secondly input one. Number 2 and 3 in front of the passenger name input means the number of passengers with the same surnames.
2. The End of Transaction process reassigns passenger sequentially as showed above. Passenger number one is LIU/QUN, passenger number 2 is LIU/WEI。

4. Unaccompanied child

Create a NM element for an unaccompanied child of 4 years old: >NM: 1WANG/GANG (UM4)

>RT:
1.WANG/GANG (UM4)
2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
3.SSR UMNR YY NN1 UM4/P1
4.PEK099

【Remarks】

1. UM is the abbreviation of Unaccompanied Child. 4 means the child is 4years old.
2. SSR（Special Service Element）is generated automatically by the system to inform the airline over the unaccompanied child.，
3. By adding a few mandatory information to the above input, the agent completes the PNR as below. Line 6 SSR element is generated automatically by the system.

1.WANG/GANG(UM4) M4MDK
2. WH2137 Y SA10OCT PEKCAN RR1 1030 1310
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.C
5.T/783-2200499152
6.SSR UMNR WH HN1 PEKCAN 2137 Y10OCT UM4/P1
7.RMK CA/JV3C3
8.BJS123

5. Infant

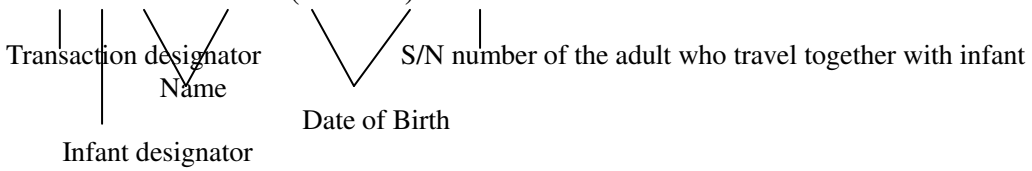
Create a NM element for an adult with an infant. The infant does not occupy seat.
>NM：1ZHAO/YIMING
XN:IN/ LIU/XIAO INF (MAR99)/P1

>RT:
1.ZHAO/YIMING
2.XN/IN/LIU/XIAO INF (MAR98)/P1
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4．BJS123

【Remark】

1. Infant from 0 to 2 years old has to have a ticket to board a flight. ；
1. Infant from 0 to 2 years old does not occupy seat. It's not necessary to input infant information element if the PNR is created to make reservation only and/ or for manual ticketing.
2. When you issue an infant ticket manually, fill in all information as you do with an adult ticket. Be careful to apply only the infant fare.
3. When you issue an infant ticket automatically, use >XN transaction designator to input infant information. Format refers to example above line 2.

2. XN/IN/LIU/XIAO INF (MAR98)/P1



3. Agent will input the reference number of the adult who travels together with infant so that when issuing the ticket, infant ticket will be printed following the adult's.
4. Further information over automatic ticketing; please refer to "CRS automatic ticketing manual" page 51 subject "infant ticket".
5. If an infant occupies a seat. Then agent should follow the procedure of making a reservation for a child to precede booking. Please refer to "Accompanied Child" Page 61.

§1.2 NM modification

Format

>Passenger name reference number / Number of passengers who need be modified Passenger name （special passenger code）

【Remarks】

Passenger name modification is different from modifications on other elements in a PNR.

Example

1．Modify passenger name in the below PNR with record locator M4MDS：

1.GAO/FENG 2.HAO/HAIDONG 3.LI/BING M4MDS
4. WH2137 Y SA10OCT PEKCAN HK3 1030 1310
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6．C
7.TL/1200/8OCT/BJS123
8.RMK CA/JV3C6
9.BJS123

Modify passenger reference number1's name from GAO/FENG to XIE/FENG as below:

>1/1XIE/FENG

System output：

2.HAO/HAIDONG 3.LI/BING 4.XIE/FENG M4MDS
5. WH2137 Y SA10OCT PEKCAN HK3 1030 1310
6.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
7．C
8.TL/1200/8OCT/BJS123
9.RMK CA/JV3C6
10.BJS123

Conduct end of transaction，then use RT to retrieve the PNR as below：

1．HAO/HAIDONG 2.LI/BING 3.XIE/FENG M4MDS
4. WH2137 Y SA10OCT PEKCAN HK3 1030 1310
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6．C
7.TL/1200/8OCT/BJS123
8.RMK CA/JV3C6
9.BJS123

【Remark】

1.Passenger reference number will only be adapted after conduction End of Transaction.
2.If system output "NO Name Change for CZ/Y" after agent input name modification, that means airline do not allow name modification.

2．How agents modify passenger name after tickets being issued：

1.ZHAO/YIMING 2.ZHAO/XIAOMING CHD 3.ZHENGHUI M56WN
4. MU5102 Y MO03AUG PEKSHA RR3 1315 1445
5. MU5305 Y TH20AUG SHACAN HK3 1520 1730
6.66017755
7.T
8. RMK/CA JEMGW
9. FN/FCNY1920.00/SCNY1920.00/C3.00/ACNY1920.00
10.FN/FCNY960.00/SCNY960.00/C3.00/ACNY960.00/P2
11. TN/781-6090536623/P1
12. TN/781-6090536624/P2
13. TN/781-6090536625/P3
14. FP/CASH,CNY
15. BJS123

Passenger number 2 ZHAO/XIAOMING should actually be ZHAO/XIAOMI. But the ticket has been issue as this moment. The agent should take the ticket back, void the ticket, cancel ticket number, modify PNR in the system and reissue ticket for the customer. Name modification procedure as below:

Modify the name by inputting:

>2/1 ZHAO/XIAOMI CHD
FC：PEK MU SHA 450.00YB50 MU CAN 510.00YB50 CNY960.00END/P4
FN：FCNY960.00/SCNY960.00/C3.00/ACNY960.00/P4

Conduct End of Transaction and print the ticket:

>DZ: 1/P4
CNY960.00 M56WN

〖Remark〗

1．Passenger 2's name need to be modified in the PNR, so agents should input as >2/1 ZHAO/XIAOMI CHD (we do not input wrong name anymore).
2．System assigns a new reference number "4" to the corrected name. In considering the fact that agent will use the reference number as passenger identity code in creating elements such as FC,FN or conducting transaction such as DZ. It is important for an agent to remember it.
3．Elements that were created by using the passenger reference number before the modification, in this case 2, will be moved to the history portion of the PNR. For example TN：……/P2，FN：……/P2 and so on will be moved to history portion of the PNR.

 Error response：

ELE NBR an invalid display reference number was entered on

	Change input
INFANT	You need to enter infant designator.
INVALID CHAR	This is an invalid character
NAME LENGTH	The name length is fewer than two characters or was too long
PLS NM1XXXX/XXXXXX	A slash should be used to separate passenger surname and given name or invalid number of slashes was entered.
SEATS	Invalid number of seats was entered.
NO NAME CHANGE FOR MU/Y	XX airline does not allow name change.

§2. Segment Elements（SS、SD、SA、SN）

Agents create segment to physically sell a flight seat.

There are four types of segments that appear within a PNR:

(1)	Actionable	SS、SD
(1)	Informational	SA
(2)	Arrival unknown	SA
(3)	Open	SN

Within the actionable segment category there are two functions used to request and record the sale of seats on a variety of airline segments.

1) Direct segment sell (SS)
2) Sell from display (SD)

The direct segment sell is used when the agent knows all of the information required to identify the specific booking that is desired. The sell from display function is used when the user has requested an availability, schedule or timetable display, and wants to sell one or more of the flights listed in the display.

§2.1 Direct segment sell（SS）

Format

>*SS:* ***flight number/class/date****/segment/action code/number of seats /Dept-Arr time*

【Remarks】

1. Agents can use SS function to book only on existing flights with the Chinese airlines.
2. For other airlines, agents may use SS function to book on any flights, even if that flight does not exist. So it's strongly suggested that agents should be well informed of the flight schedule before using SS function to book on other airlines. ;
3. Agents can enter maximum 5 flight number per time when using SS function to create a segment.

Example

1. Require a seat on Y Class of flight CA1301 that departs from PEK to CAN on 20th Oct.

>SS: CA1301/ Y /20OCT / PEKCAN/NN1/ 1450 1745

Function designator *Departure date* *Dept time*
Airline code *Class* *Dep/Arr city* *action coe* *ARR time*
Flight number *Number of seats requested*

>RT retrieves the result as below:

1. CA1301 Y SA20FEB PEKCAN DK1 1450 1745 74E S 0
2.PEK099

例 2. Waitlist one seat on Y class of flight CA1301 that depart from PEK to CAN on 20th Oct.

>SS:CA1301Y20OCT PEKCAN **LL1**

Action code 'LL1' means to waitlist one seat on the flight.

>RT retrieves the result as below:

1. CA1301 Y SA20FEB PEKCAN DW1 1450 1745 74E S 0
2.PEK099

【Remarks】

Agents should pay close attention to the following two contents that will appear in the output.

A. Output action code(Agent should have basic know of the action codes)：

(1) Airlines who have direct sell agreement with the CRS, or those flights that carry DS# in the AV display

DK, DR: Sold and confirmed
DW: Waitlist
NN: Need (no seat available, need to require)

(2) Airlines who have direct access agreement with the CRS

SS: Sold
NN: Need (no seat available, need to require)

(3) Airlines who connect to the CRS in CO-HOST manner.

SS: Sold
NN: Need (no seat available, need to require)

(4) Airlines who have no agreement with the CRS

NN: Need (availability statues of the flight is not explicit, need to require.)

B.Connection statues indicator:

TravelSky CRS has reached direct sell agreement with many domestic and international airlines. When the connections between the CRS and the airlines are down or function abnormal, which may cause problems in the agent selling process, the system shall warn agents accordingly during the agent selling process.

Example: Suppose the connection between TravelSky CRS and Sabre is down temporarily, system will generate "*DN*" in the segment element to warn agents.

AA6989 Y TU29SEP YYZYVR NN1 1245 1437 ***DN***
2. PEK099

Under this situation, agents may choose to precede the booking after the connection functioning normal or they can complete their booking and wait for SABRE response.

§2.2 Sell from display（SD）

The sell from display function is used when the user has requested an availability, schedule or timetable display, and wants to sell one or more of the flights listed in the display.

Format：

>SD: Routing number/class/date/action code/number of seats/arrival statues indicator

例 1.Flight availability:

>AV: PEKCAN/+

```
 30SEP(WED) PEKCAN
1-  CA1321   PEKCAN 0900    1200    340 0 M        DS# FA AS CA DS YA
                          BA HA KA LS MS QS TS GS XS WS VS
2   WH2137   PEKCAN 1030    1310    300 0 M        DS# FA YA BA RA HA
                          Z5
3   CZ3102   PEKCAN 1210    1500    777 0 M        DS# CA DS YA WA KA
                          HA MA GS QS VS BS ZS
4   XO9311   PEKCAN 1250    1555    TU5 0 M        AS#  YL KL HL MQ
5+  CZ346    PEKCAN 1435    1720    77B 0 M        DS# FS AS C6 D6 Y1
                          KA MA GS ZS
```

Book one seat on F class from the flight CA1321

□□ > SD： 1 F 1 □

Function designator
Routing number
Class
Number of seats

>RT retrieves the result as below:

1. CA1321 F WE30SEP PEKCAN DK1 0900 1200 340 S 0
2.PEK099

〖Remark〗

SD and SS output the same result。The only difference between SS and SD is that it takes one step to create a segment by using SS function while two steps to reach the same result by using SD function namely AV, SD.

Error response：

UNABLE: An attempt was made to perform a co-host segment sale with no classes displayed for the co-host flight. This occurs if the flight has departed or has been canceled.

Example: Book on D class of flight CA1321, system response:

```
CA1321 D   30SEP   PEKCAN NN1   UNABLE
        30SEP(WED) PEKCAN
1-   CA1321   PEKCAN 0900    1200    JET 0          DS# FA AS CA DS YA
                                BA HA KA LS MS QS TS GS XS WS VS
2    WH2137   PEKCAN 1030    1310    300 0 M        DS# FA YA BA RA HA
                                ZA
3    CZ3102   PEKCAN 1210    1500    777 0 M        DS# CA DS YA WA KA
                                HA MA GS QS VS BS ZS
4    XO9311   PEKCAN 1250    1555    TU5 0 M        AS#  YL KL HL MQ
5+   CZ346    PEKCAN 1435    1720    77B 0 M        DS# FS AS CA DA YA
                                KA MA GS ZS
```

ACTION: Invalid action code
SEATS: An invalid number of seats were entered
SEGMENT: Invalid city pair
TIME: Invalid time
FLT NUMBER: Invalid flight number
SCH NBR: An invalid routing number was referenced from a schedule timetable display.

§2.3 Creating arrival unknown segment（SA）

The arrival segment is used to specify and retain information concerning portions of the itinerary that are not actioned within the system, but are required to maintain continuity or are useful in providing connecting flight information. There are two types of arrival segments, full arrival and truncated arrival.

Format：

>SA：Date/original city destination city

Example

1.A passenger from TianJin city asks agent to book him a flight from PEK to SHA. The agent should indicate in the PNR that the passenger would travel from TianJin to PEK.

>RT:
1.WANG/JUN
2. CA1501 Y FR10DEC PEKSHA DK1 0840 1035 777 S 0
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.BJS123

>SA: 8DEC/TSNPEK

>RT:
1.WANG/JUN
2. ARNK TSNPEK
3. CA1501 Y FR10DEC PEKSHA DK1 0840 1035 777 S 0
4.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
5.66017755
6.TL/1200/07DEC/BJS123
7.BJS123

@
CA1501 Y FR10DEC PEKSHA DK1 0840 1035
N6B7K

2. Ground transportation segment

When print an air ticket, agent may encounter a problem that the system informs FC element is invalid.

1.WANG/JUN NK8TX
2. CA925 T FR24DEC PEKNRT RR1 0920 1350
3. CA922 T MO10JAN KIXPEK HK1 1535 2010
4.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
5.66017755
6.RMK CA/H1C93
7.FN/FCNY8520.00/SCNY6000.00/C9.00/XCNY166.00/TSWCNY166.00XT/ACNY8686.00
8.FP/CASH, CNY
9.BJS123

>FC: BJS CA TYO 514.65YLPX1M /- OSA CA BJS451.22YLPX1M NUC965.87END/
-ROE8.277400

FC input, system response:

CONTINUITY

A segment from NRT to KIX has to be created and added to the PNR to keep the continuity Among the segments. Afterwards agent should reenter FC element and print the ticket.

>SA:NRTKIX

FC: BJS CA TYO 514.65YLPX1M /- OSA CA BJS451.22YLPX1M NUC965.87END/
-ROE8.277400

1.WANG/JUN NK8TX
2. CA925 T FR24DEC PEKNRT RR1 0920 1350
3. ARNK NRTKIX
4. CA922 T MO10JAN KIXPEK HK1 1535 2010
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6.66017755
7.FC/BJS CA TYO 514.65YLPX1M /-OSA CA BJS 451.22YLPX1M NUC965.87END
ROE8.277400
8.RMK CA/H1C93
9.FN/FCNY8520.00/SCNY6000.00/C9.00/XCNY166.00/TSWCNY166.00XT/ACNY8686.00
10.FP/CASH,CNY
11.BJS123

>DZ: 1
CNY8686.00 NK8TX

3. Information segment

The passenger departs from SHA to PEK on Y class with flight MU5103 on 10th Dec. However the action code HK indicates that it's not an actionable segment but for agent information only.

>SA：MU5103Y10DEC SHAPEK HK

After the PNR been created, the system output:

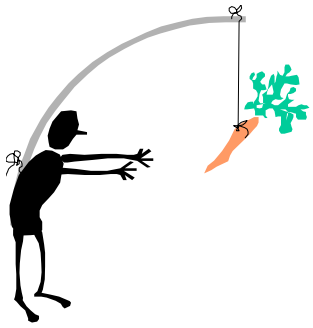
1.XIE/FENG M4MMG
2. MU5103 Y TH10DEC SHAPEK HK
3. CA1321 Y FR11DEC PEKCAN HK1 0900 1200
4.2536
5.T/999-2200605251
6.RMK CA/JV3LK
7.PEK099

〖Remark〗

1. Number of seats and departure time will not be specified in the SA segment or information segment.SA.
2. Information segment doesn't occupy a seat.

Error response：

FORMAT: Seat number shouldn't be entered with transaction designator >SA:
ACTION CODE: This is invalid action code
CITY PAIR: This is invalid city or city pair



§2.4 Open Segment Creation（SN）

The open segment is utilized to specify and retain information, such as segment and class, concerning portions of the itinerary that are not explicitly known at this time, but are required to present a true picture of the eventual itinerary. Information such as airline and departure date, which is not necessary to form the true picture of the eventual itinerary, can stay vague until it's decided. This usually occurs when the passenger is aware of the specifics for the outgoing portion of the itinerary, but is not certain of the specifics of the return trip.

Example

1.Create an Open segment on F class with flight departs from PEK to CAN on 10th Dec.

□>SN： YY / F / 10DEC / PEKCAN

□□□□

Class

Airline code *Departure Date* *Dept/Arr city*

Open segment action designator

>RT:
1.XIE/FENG M4MMN
2. CZ3101 K TU01DEC CANPEK RR1 0820 1050
3. YYOPEN F TH10DEC PEKCAN
4.C2526
5.T/999-1069235121-122
6.RMK CA/JV3LM
7.PEK099

2. Create a PNR for a passenger who bought a round-trip ticket PEK/SIN from Singapore airline. The return portion in Y class is open.

1. WANG/JUN M479T
2. SQ811 N SU20DEC PEKSIN RR1 0825 1450
3. SQOPEN Y SINPEK
4.66017755
5.FC/PEK B-20DEC A-20DEC SQ SIN 413.64YEE3/14 B-23DEC A-03JAN SQ PEK

413.64YEE3/14 NUC827.28END ROE8.27998
6.FN/FCNY6850.00/SCNY5000.00/C0.00/XCNY76.00/TCNY76.00SG/ACNY6926.00
7.EI/NON-END/RRTE/NO CHANGE OF FLT/DTE ALLOWED ON PEK-SIN

8.FP/CASH, CNY/AGT08310111
9.PEK099

【**Remark**】

1. A PNR cannot be fully open. Open segment is usually used for the return segment that is not explicitly known at the moment when the PNR was created.

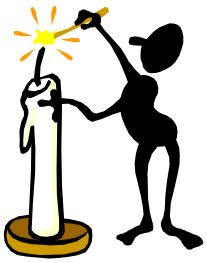
Error response：

CITY PAIR:	Invalid city or city pair.
AIRLINE:	Invalid airline code

Review

Transaction designator >SD: that is using AV checking out flight availability and then making reservation, is a very practical tool for agents. Each agent is required to master this transaction.

SS, SN and SA transactions are for information only. Agents can always resort to the manual for reference if it's necessary.



§3 Contact Element（CT）

The contact element is utilized to save the appropriate passenger contact information. This element is a mandatory element within any PNR, created from the Visual Display Unit. A travel agency contact with a travel agency security code is automatically generated at PNR creation time if a travel agency information entry exists for the travel agency office.

Format：

>CT：City code/ Text Passenger ID

Example

Passenger contact telephone number: 66017755-2509

>CT：PEK/66017755-2509

>RT：

1．PEK/66017755-2509
2．BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
3．BJS123

System output PNR as below：

>RT:

1.WANG/JUN P53WS
2. CA1501 Y FR10DEC PEKSHA DK1 0840 1035 777 S 0
3.**BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG**
4.**PEK/66017755-2509**
5.TL/1200/07DEC/BJS123
6.BJS123

§4. Ticket Status（TK）

The ticket status element contains ticketing information. It specifies ticketed passengers or the ticketing time limit for unticketed passengers. If it's not being ticketed within set period of time, the CRS will warn the agent that the ticket may be cancelled by the airline if not ticketing within the time limit by sending a teletype reminder.

There are several types of ticket status that will present in the PNR:

- Unticketed，namely time limit has to be entered in the PNR
  TK：TL

- Ticketed，namely ticket number has to be entered in the PNR.
  1． Manual ticketing： TK：T/
  2． Automatic ticketing： Ticket number element will be generated automatically.

§4.1 Input ticketing time limit

Format：

>TK：TL / time / date / city-office / passenger ID

Example

Input time limit for a PNR.

>TK：TL / 1200 / 8DEC / BJS123

Output：

>RT：
1.LI/SAN 2.ZHANG/WAN 3.ZHAO/YI M4MDS
4. WH2137 Y SA10OCT PEKCAN HK3 1030 1310
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6.66017755
7.**TL/1200/06OCT/BJS123**
8.RMK CA/JV3C6
9.BJS123

【Remarks】

Ticketing time limit is set according to each individual passenger. In the normal situation, passengers are required to issue ticket three days before departure.

§4.2 Input ticket number

Format

>TK：Type/Ticket number/Text/Passenger ID

Example

Input ticket number: 783-2203752149

>TK: T/783-2203752149

【Remark】

1. A complete ticket number is consisting of 13 digits. The first three digits represent the airline. The last ten digits represent the serial number of the ticket. If wrong ticket number has been input, error message will be output.

§4.3 Change ticket status (Replacing ticketing time limit with ticket number)

Passenger PNR as below：

1.LI/SAN 2.ZHANG/WAN 3.ZHAO/YI M4MDS
4. WH2137 Y SA10OCT PEKCAN HK3 1030 1310
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6.66017755
7.TL/1200/06OCT/BJS123
8.RMK CA/JV3C6
9.BJS123

Now that the passenger requires issuing the ticket, the action code has to be modified in one hand. On the other hand, ticket number will replace ticketing time limit.

>4RR
7/T/783-2203752151-2153
@
WH2137 Y SA10OCT PEKCAN RR3 1030 1310
M4MDS

PNR output：

1.LI/SAN 2.ZHANG/WAN 3.ZHAO/YI M4MDS
4. WH2137 Y SA10OCT PEKCAN RR3 1030 1310
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6.66017755
7.**T/783-2203752151-2153**
8.RMK CA/JV3C6
9.BJS123

Following actions should be taken for automatically ticketing:

>1/1Li San
2/1Zhang Li
3/1Zhao Yi
4RR
FC：PEK WH CAN 1360.00YB CNY1360.00END
FP：CASH，CNY
FN：FCNY1360.00/SCNY1360.00/C3.00 Input

>DZ: 1
CNY4080.00 M4MDS

>RT: M4MDS

1.Li San 2.Zhang Li 3.Zhao Yi M4MDS
4. WH2137 Y SA10OCT PEKCAN RR3 1030 1310
5.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
6.66017755
7.**T**
8.RMK CA/JV3C6
9.FN/FCNY1360.00/SCNY1360.00/C3.00/ACNY1360.00
10.**TN/783-6050974336/P1**
11.**TN/783-6050974337/P2**
12.**TN/783-6050974338/P3**
13.FP/CASH，CNY
14.BJS123

 **Error response**

DATE	Invalid date.
INVALID CHAR	An invalid character was entered in the ticket text.
OFFICE	Invalid office number
PLS INPUT FULL TICKET NUMBER	Please input full ticket number. Total 13 digits. 3 airline code digits plus 10 digits of ticket serial number.

§5．Special Service Requirement Element（SSR）

The special service requirement (SSR) element provides the ability to enter and retain the various special service requests required by a passenger. The service types follow the ATC/IATA standards.

Special services requirement, such as special meal, frequent flyer, unaccompanied children, shall be input by the agents manually.

In addition, the special service requirement carries notifications that airlines intend to inform pm the agents. The types of notifications are as follows:
Code share flights information
Online reservation information
Goshow, No-show passenger information

After each successful creation and modification of the SSR element, the contents of those elements will be forwarded respectively to the airlines queues (normally SR queue) via Teletype messages. Upon confirmation by the airline, this message will be returned to agents' queue. Agents can check out those messages through retrieving PNRs.

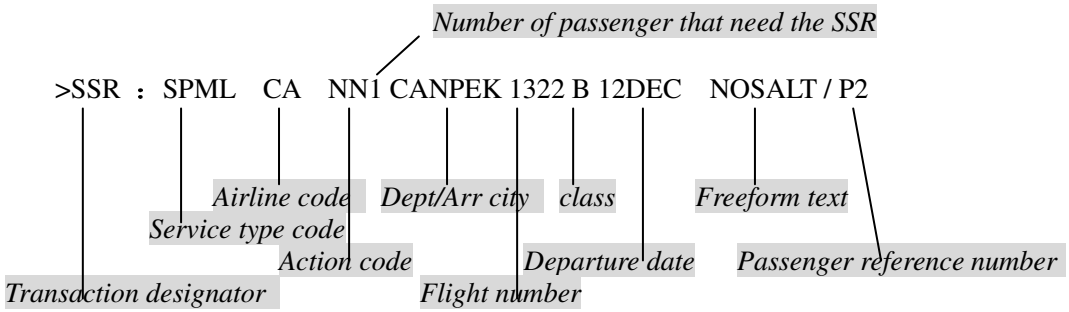
§5．1 Creating special service requirement

format：

>SSR：Type/airline code/action code/number of passenger/segment/freeform text/passenger ID/ reference number of the segment to which the SSR applies.

Example

1. Require no-salt meal for the second passenger

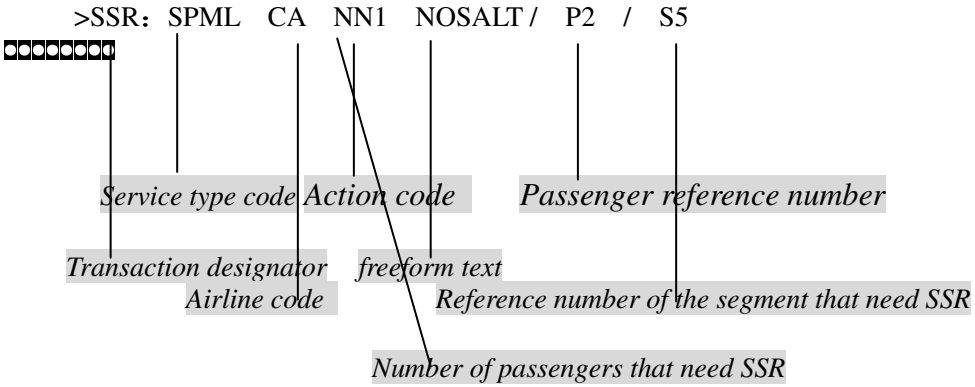


Output：

1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING M4MMV
4. CA1322 B SA12DEC CANPEK HK3 1305 1555
5. CA1321 Y SU13DEC PEKCAN HK3 0900 1200
6.C2526
7.TL/1200/01DEC/PEK099
8.SSR SPML CA HN1 CANPEK 1322 B12DEC NOSALT/P2
9.RMK CA/JV3N0
10.PEK099

You can use other method to do it:

>SSR: SPML CA NN1 NOSALT/P2/S5



Output:

1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING M4MMV
4. CA1322 B SA12DEC CANPEK HK3 1305 1555
5. CA1321 Y SU13DEC PEKCAN HK3 0900 1200
6.C2526
7.TL/1200/01DEC/PEK099
8.SSR SPML CA HN1 CANPEK 1322 B12DEC NOSALT/P2
9.SSR SPML CA HN1 PEKCAN 1321 Y13DEC NOSALT/P2
10.RMK CA/JV3N0
11.PEK099

2. Forward Ticket Number to airline via SSR

Some international airlines require agent forward ticket number via SSR function.

1.KONDO/KOJI MGV4B
2. JL782 B TU28DEC PEKNRT RR1 1500 1910
3. JL781 B MO10JAN NRTPEK HK1 1040 1340
4.BJS/T BJS/T 010-65053330-321/FESCO CHINA WORLD TOWER/LIU XIAO FANG
5.UJ
6.T
7.**SSR OTHS JL TKTN131-2567420439**
8.SSR OTHS 1E JL781 NON-SMOKING
9.SSR OTHS 1E JL781 DEP TERMINAL 2
10.SSR OTHS 1E JL782 NON-SMOKING
11.OSI JL TKTN131-2567420439
12.RMK JL/2548VT
13.FN/FCNY8520.00/SCNY5000.00/C0.00/XCNY166.00/TSWCNY166.00JP/ACNY8686.00
14.TN/131-2567420439/P1
15.FP/CHECK,CNY
16. BJS249

【Remarks】

1. Item 7 in the PNR is the Ticket Number element entered by the agent. Agents have to add airline code to ensure the messages will be forwarded to the specified airline's system.
2. Item 8,9,10 are messages that are returned by the airline system to the agent informing about the reservation status. Item 8 and 10 informs about none-smoking seat and boarding terminal respectively.

3. Agents forward passenger related information to airline system via SSR

>SSR:OTHS CA PSGRS ARRIVAL CAN AT 1DEC

Output:

1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING M4MMV
4. CA1322 B SA12DEC CANPEK HK3 1305 1555
5. CA1321 Y SU13DEC PEKCAN HK3 0900 1200
6.C2526
7.TL/1200/01DEC/PEK099
8.SSR SPML CA HN1 CANPEK 1322 B12DEC NOSALT/P2
9.SSR SPML CA HN1 PEKCAN 1321 Y13DEC NOSALT/P2
10.**SSR OTHS CA PSGRS ARRIVAL CAN AT 1DEC**
11.RMK CA/JV3N0
12.PEK099

4.Agents can create Frequent Flyer Profile through inputting FFP card number

There are two methods that agents can use to create a PNR for Frequent Flyer Passengers. Creating a PNR with Frequent Flyer Passenger card number, please refer to Chapter 11. Agent may choose to create a PNR first and then enter the Frequent Flyer Card number. SSR function plays very important role

1.ZHANGDD/CAACTEST
2. CA1301 Y WE20DEC PEKCAN RR1 1450 1745
3.T/999-2210256248
4.RMK PAX IS AIR CHINA CLUB MEMBER
5.PEK099

>SSR FQTV CA HK/CA 1001
@
CA1301 Y FR20DEC PEKCAN RR1 0840 1035
N3E4L

【Remarks】

After inputting SSR, system shall check if the name in the PNR accords with the name in the FFP card. If they are consistent, then SSR message will be accepted. If they are not consistent, system will feedback error response PND as below.

>SSR FQTV CA HK/CA 1001
USE PND: TXN TO ENTER CORPORATE PROFILE NUMBER IN PNR

5.Creating unaccompanied children element

>NM: 1WANG/GANG (UM4)

>RT:
1.WANG/GANG(UM4)
2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
3.SSR UMNR YY NN1 UM4/P1
4.PEK099

>SS: WH2137 Y 10OCT PEKCAN RR1
CT:66017755
TK:T/783-2200499152 input

>RT:
1.WANG/GANG(UM4) M4MDK
2. WH2137 Y SA10OCT PEKCAN RR1 1030 1310
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.T/783-2200499152
6.SSR UMNR WH HN1 PEKCAN 2137 Y10OCT UM4/P1
7.RMK CA/JV3C3
8.BJS123

§5．2 Messages that airlines intend to get through to agents

Some of the SSR messages, returned by the airlines system to the PNR, intend to inform the agents.

Example

1．Airline reminds agent to issue ticket as soon as possible.

1.ZHANG/SHUNGGN P02ZW
2. SQ286 Q FR14JAN AKLSIN HX1 1515 2015
3. SQ812 Q SA15JAN SINPEK HX1 0110 0710
4.BJS/T BJS/T 010-65053330-321/FESCO CHINA WORLD TOWER/LIU XIAO FANG
5.NC
6.TL/1200/14DEC99/BJS249/LIU
7.**SSR ADTK 1E TO SQ BY 14DEC OTHERWISE WILL BE XXLD**
8.RMK SQ/JD7KJ8
9.BJS249

2．Airline explains the reason to cancel the ticket.

1.YANG/QING MNBM7
2. KL569 B SA08JAN DARAMS HX1 0030 0755
3. KL897 B SA08JAN AMSPEK HX1 1635 0855+1 DCNT
4.BJS/T BJS/T 010-65053330-321/FESCO CHINA WORLD TOWER/LIU XIAO FANG
5.TL/1200/16DEC99/BJS249
6.SSR OTHS 1E XLD BY EXP./TKT
7.SSR OTHS 1E *FINAL REMINDER* PSE FIND ALT FOR WL OR XX IF NOT ACT
8.SSR OTHS 1E *2ND REMINDER* PSE FIND ALT FOR WL OR XX IF NOT ACT
9.SSR OTHS 1E *REMINDER*PSE FIND ALT FOR WL OR XX IF NOT ACT
10.RMK AK AMSKLX7I7RU
11.RMK AK SWI1G L8BJ16
12.BJS249

3． Code share flight related information notification.

If a code share flight was booked in a PNR, SSR element will be added to the PNR informing code share flight related information.

1.CHEN/SHUSHU N6RNE
2. CA981 K WE29DEC PEKDTW RR1 1000 1000
3.BJS/T BJS177/T 010-68510037/BJS BAO SHENG AIR PAX-FREIGHT TRAVEL AGENCY/
4.T
5.**SSR OTHS 1E CA FLT 981 OP BY NW -CKIN WITH NW**
6.RMK CA/HBECN
7.FN/FCNY7800.00/SCNY3900.00/C9.00/XCNY211.00/TXYCNY50.00US/TYCCNY42.00US/TXTCNY119.00US/ACNY8011.00
8.TN/999-3865663868/P1
9.FP/CASH, CNY
10.BJS177

4. Advanced seat reservation

1.TESTER
2. FM105 Y 21DEC SHAPEK HK1 1520 1720
3.NC
4.T
5.SSR SEAT FM HK1 SHAPEK Y21DEC 5AS
6.PEK099

5. Noshow passenger related information notification

1.CHAU/PAK CHUEN P6Q9E
2. CA101 B MO27DEC99PEKHKG HX1 0750 1050
3.BJS/T BJS/T 64182107/CHINA AIR INT. TRAVL SERVICE MEI LIAN TICKET CENTER//DUAN MIN LU ABCDEFG
4.BAIQUANWENCAI
5.T/999-4204547216
6.**SSR OTHS 1E CANCELED DUE TO NOSHO AT AIRPORT**
7.BJS562

6. Online booking notification

1.LI/PING 2.MENG/HUA 3.PEI/LIANG 4.XU/XIANG NRTSJ
5. CZ3104 C FR28JAN PEKCAN HK4 1530 1820
6.BJS/T 010-66151585/ZHANG JI YAN ABCDEFG
7.TEL2523PRICEPAYOFFLINE7080
8.TL/1430/28JAN/BJS391
9.**SSR OTHS CZ INTERNET BOOKING FROM BJS391**
10.RMK CA/KPJTB
11.BJS391

SPECIAL SERVICE REQUIREMENT CODES

AVML	Asian Vegetarian mean
BBML	Baby meal
BLND	Blind passenger（Specify if accompanied by seeing eye dog）
BSCT	Bassinet/carrycot/baby basket
BULK	Bulky baggage（specify number,weight,size if known）
CBBG	Cabin baggage
CHML	Child meal
DBML	Diabetic meal
DEPA	Deportee（Accompanied by an escort）
DEPU	Deportee（Unaccompanied）
EXST	Extra seat
FQTV	Frequent traveler mileage program information
FRAG	Fragile baggage
LANG	Language

MEDA Medical case（Company medical clearance may be required）

MAAS Meet and assist（specify details）

NSSA No smoking aisle seat
NSSW No smoking window seat
OTHS Requires action or provides reservations related information for which no SSR code exists and may or may not require a reply.
RQST Seat request (include specific number or preference)
SMSA Smoking aisle seat
SMSW Smoking window seat
STCR Stretcher passenger
TWOV Transit/transfer without visa
UMNR Unaccompanied minor
VGML Vegetarian meal
WCHC Wheelchair(C for cabin seat. Passenger completely immobile. Requires wheel To/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat)
WCHR Wheelchair(R for ramp. Passenger can ascend/descend steps and make own way to/from cabin seat, but requires wheelchair for distance to/from aircraft, i.e. across ramp, finger dock or to mobile lounge, as applicable)
WCHS Wheelchair (S for steps. Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps)

Lesson Three Optional PNR Elements

In lesson two, we learned about the mandatory PNR elements. In this lesson, we are introducing about the optional PNR elements which agents may find useful in day-to-day work.

The optional PNR elements are as follows:

1. OSI Other service information
2. RMK Remark element
3. MA Mail address element
4. BA Billing account element
5. OP Option element

§1. Other Service Information (OSI)

The other service information (OSI) element provides a mechanism for capturing and forwarding passenger related information that does not require an immediate action or reply. The corresponding Teletype message or Queue will be forwarded to airline responsible departments involved.

Format：

>OSI：Airline code/freeform text/passenger ID

Example

1. The third passenger is VIP. Create an OSI element for him.

□□> OSI：YY VIP CORPORATE VP/ P3
□□

Airline code
Freeform text
Passenger reference number
Transaction designator

Output：
1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING M4MMV
4. CA1321 Y SU13DEC PEKCAN HK3 0900 1200
5. CZ319 Y MO14DEC CANHKG HK3 0825 0905
6.C2526
7.TL/1200/01DEC/PEK099
8.OSI YY VIP CORPORATE VP/P3
9.RMK CA/JV3N0
10.PEK099

Appendix：

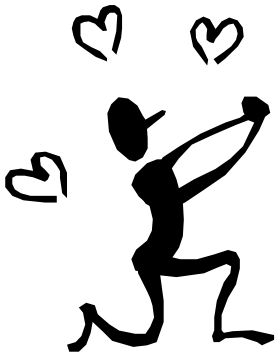
Other service types codes list:

Other service code

CHD	Child
COUR	Commercial courier
CTC	Contact(ed), (ing)
CTCA	Address (home or hotel)
CTCP	Phone nature not known
INF	Infant
SEMN	Ship's crew-seaman
SPON	Special passenger
TCP	The complete party is (follow with current total of party)
VIP	Very important passenger
TKNO	Ticket number

Error response：

AIRLINE	：	Invalid airline code
PSGR ID	：	Invalid passenger ID



§2. Remark Element (RMK)

The remarks element is utilized to record any information helpful in processing a passenger. Two types of Remark Elements exist to serve different functions.

Type one those messages that are entered by the agents

Type two those messages that are generated by the system automatically and carry airline PNR record locator

Type one manual input format：

>RMK： Type/Freeform text/Passenger ID

Example

1.Create a Remark element for passenger

Input：

> RMK：PLS KEEP SEATS

Output：

1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING M4MMV
4. CA1321 Y SU13DEC PEKCAN HK3 0900 1200
5. CZ319 Y MO14DEC CANHKG HK3 0825 0905
6.C2526
7.TL/1200/01DEC/PEK099
8.MA/MING LI,,EAST CHANGAN STREET NO 15/P3
9.OSI YY VIP CORPORATE VP/P3
10.RMK PLS KEEP SEATS
11.RMK CA/JV3N0
12.PEK099

Type two automatically generated remark element：

>RMK：Airline code/Airline PNR record locator

2.When agent create a PNR,

>SS：CZ3196 Y 10DEC PEKCAN NN1
NM：1GAO/FENG
CT：2526
TK：TL/1200/1DEC/PEK099
@

System output:

CZ3196 Y TH10DEC PEKCAN DK1 0805 1105
MD55D

Agent retrieve PNR,

>RT MD55D

1.GAO/FENG MD55D

2. CZ3196 Y TH10DEC PEKCAN HK1 0805 1105

3.2526

4.TL/1200/01DEC/PEK099

5.RMK CA/HZDY3

6.PEK099

If an airline PNR record locator, in the above example HZDY3, has been generated, which means the agent PNR has been created successfully.

CA will be applied to all Chinese airlines' flights.

When agents book on international airlines' flights, two Remark Elements will be generated. One bears the record locator from the airline and the other carries the record locator from the Connecting GDS's.

:

1.GAO/FENG MD72Q

2. CP983 H TH10DEC YYZYVR HK1 0845 1040 DS

3.2523

4.TL/1200/01DEC/PEK099

5.**RMK 1W/USTJQH** 1W（SABRE）system corresponding record locator

6.**RMK CP/USTJTW** CP airline system corresponding record locator

7.PEK099

3.The CRS notifies that the PNR is created by the airline

0.2BJJXZ NM2 M0P9X

3. H4182 Y FR04FEB PEKHAK RR2 1210 1610

4.67189666

5.T

6.RMK CA/JYJPG

7.RMK CLAIM PNR ACK RECEIVED

8.FN/FCNY1800.00/SCNY1800.00/C3.00/ACNY1800.00

9.TN/C05-6053541710/P1

10.TN/C05-6053541711/P2

11.FP/CASH, CNY

12.BJS315

〖Remark〗 **It's notified in the Remark element that the PNR has been generated through RRT function instead of created by the agent.** .

Error response：

SIZE : Freeform text is too long

PSGR ID : Invalid passenger ID

§ 3.Mailing Address Element (MA)

The mailing address element contains the address where a ticket is to be mailed. It is required when any ticket status element indicates a mail ticket. The information in a mailing address element is not validated.

Format

>MA: Passenger name, address/Passenger ID

Example

1.Create a mailing address element for the third passenger

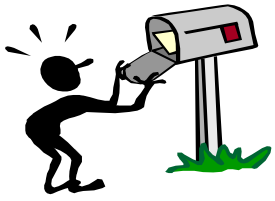
>MA:LI/MING,EAST CHANGAN STREET NO 15/P3

Transaction designator *name* *Address* *Passenger reference number*

PNR output:

1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING M4MMV
4. CA1321 Y SU13DEC PEKCAN HK3 0900 1200
5. CZ319 Y MO14DEC CANHKG HK3 0825 0905
6.C2526
7.TL/1200/01DEC/PEK099
8.MA/LI/MING,EAST CHANGAN STREET NO 15/P3
9.OSI YY VIP CORPORATE VP/P3
10.RMK CA/JV3N0
11.PEK099

Error response：
PSGR ID: Invalid passenger ID



§ 4. Option Element (OP)

The option element provides the ability to have the system queue a PNR to a specific office on a specific date.

Format

>OP: date/Office ID/Freeform text/Passenger ID

Example

1.Queue a PNR to BJS138 on 10th DEC。

>OP: 10DEC/BJS138/CHECK ON VISA / P1

Transaction designator *Date* *Office ID* *Freeform text* *Passenger ID*

Output:
1.LI/MING MVWD6
2. CZ3196 T TH10DEC PEKCAN HK1 0805 1105
3.C
4.OP/10OCT/BJS138/CHECK ON VISA/P1
5.T/4739084109431
6.RMK CA/JBSBW
7.PEK099

Error response：

DATE: Invalid date
INVALID CHAR: An invalid character was entered in the ticket text. OFFICE: Invalid office number

§ 5.Billing Account Element (BA)

The billing address element contains the address to which an invoice for tickets is to be sent. The information in the billing address element is not validated.

Format

>BA: Passenger name, address/Passenger ID

Example

1.Input billing account element for a passenger

>BA:GAOFENG,1218 PLAZA DR，BLOOMINGTON/P1

Transaction designator *Passenger name* *Address* *Passenger ID*

Output:

1.GAO/FENG 2.HAO/HAIDONG 3.LI/MING MX8RM
4. CZ3196 Y TH10DEC PEKCAN HK3 0805 1105
5.C2526
6.T/7493827403242
7.BA/GAOFENG ,1218 PLAZA DR,BLOOMTON/P1
8.RMK CA/JWTKY
9.PEK099

Error response：

PSGR ID: Invalid passenger reference number

Lesson Four　Execute a PNR

To execute a modified or newly created PNR, agents should apply End of Transaction (Transaction designator @ or \) to terminate the display of the PNR on the Visual Display Unit and to create a record in the system. PNRs will only take effect after it has been executed properly.

Format

@　Type

【*Remark*】

1. End of Transaction (hereafter as EOT) can take place at the end of each single transaction or a serial of transactions.
2. EOT will check automatically the completeness of the contents.
3. If EOT is applied successfully, PNR record locater and segment information will be displayed on the Visual Display Unit.

Example

1. Reconfirm and execute a PNR

>SD:1Y/**1**
NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123　　Input
> @
　CA1501 Y FR10DEC PEKSHA HK1　0840　1035
N6B4M

>RT:
1.WANG/JUN　N6B4M
2.　CA1501 Y FR10DEC PEKSHA HK1　0840　1035
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.RMK CA/K9M4R
7.BJS123

Under certain situation, agents may encounter problems such as not be able to conduct EOT by applying standard transaction code (@ or \). Agents may choose to apply the following type of function judging the situation.

Function code	Description
K	1．Convert KK,KL or TK to HK； 2 Convert UU,US or TL to HL； 3．Convert TN to HN； 4. Moves elements containing the action codes NO, UC, or UN to the history portion of the PNR. 5． Removes any segment schedule change indicators (blinking S, P, C) or flight information indicator (blinking I).
I	Lack of segment continuity
	Insufficient mailing time
	Blinking confirmation or schedule change indicators
	A connection less than the minimum connect time

2. Applying @K

Converts KK, KL, or TK action codes to HK, converts UU, US, or TL action codes to HL, converts TN to HN, and moves elements containing the action codes NO, UC, or UN to the history portion of the PNR. Removes any segment schedule change indicators (blinking S, P, C) or flight information indicator (blinking I).

PNR display：
>RT MWDP9
1.GAO/FENG MWDP9
2. 3Q4182 T TU20OCT PEKKMG **KK1** 1810 2110
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
4.NC
5.TL/1200/15OCT/BJS191
6.RMK CA/JNMBZ
7.BJS191

After applying @K, system output
>RT MWDP9
1.GAO/FENG MWDP9
2. 3Q4182 T TU20OCT PEKKMG **HK1** 1810 2110
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
4.NC
5.TL/1200/15OCT/BJS191
6.RMK CA/JNMBZ

7.BJS191
┼
Action code KK is converted to action code HK。

3. Applying @I

PNRs that lack of segment continuity. Meanwhile agents did not enter arrival information to mend it up. EOT function @ will not be applicable.

Newly created PNR as below：

1.XIE/FENG
2. CA977 Y SA10OCT **PEKCAN** DK1 0815 1115 763 S 0
3. 3U561 Y TH15OCT **CTUSHA** DK1 0800 1000 320 S 0
4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
5.NC
6.TL/1200/07OCT/BJS191
7.BJS191
┼

Apply @, system output

>@
CHECK CONTINUITY
┼

Under this condition, agent may apply @I to execute the PNR,

System output

┼@I
CA 977 Y SA10OCT PEKCAN DK1 0815 1115
3U 561 Y TH15OCT CTUSHA DK1 0800 1000
N6WG7

4. Occasionally, the stored version of a PNR is retrieved and modified simultaneously by more than one source if simultaneous modification has occurred; the response below is displayed on the VDU.

SIMULTANEOUS MODIFICATION—REENTER MODIFICATION

〖Remark〗

Meaning: Modifications to the PNR that were entered during the current display period are ignored. Because the PNR has been updated and ended by another user. The changes just made must be reentered.

The above occurrence only happens under two occasions：

1. The stored version of a PNR is retrieved and modified simultaneously by more than one source. The other source conducts EOT beforehand.
2. Retrieve and modify PNR immediately after issuing the ticket. EOTs done after system returning ticket number to the PNR is invalid.

>RT:
1.Gao/Hao MB4RZ
2. WH2369 F SU05DEC XIYCAN RR1 1410 1615
3.PEK 64276688
4.T
5.FC/XIY WH CAN 2500.00FB CNY2500.00END
6.RMK CA/KPP6Z
7.FN/FCNY2500.00/SCNY2500.00/C3.00/ACNY2500.00
8.TN//P1
9.FP/CASH, CNY
10.PEK099

Agent need to modify Form of Payment element，

>XE9
FP: CHECK, CNY input

>DZ: 1/P1
SIMULTANEOUS MODIFICATION—REENTER MODIFICATION

Apply IG and retrieve PNR by using record locator
>IG

>RT MB4RZ
1.Gao Hao MB4RZ
2. WH2369 F SU05DEC XIYCAN RR1 1410 1615
3.PEK 64276688
4.T
5.RMK CA/KPP6Z
6.FN/FCNY2500.00/SCNY2500.00/C3.00/ACNY2500.00
7.TN/783-6051234838/P1
8.FP/CASH,CNY
9.PEK099

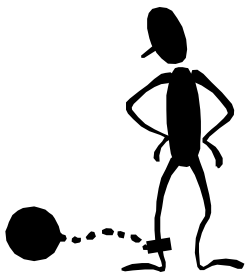
Compare the PNR before and after, you will discover the modification that has been done by the other source. You should reenter modification on the current PNR.

〖*Remark*〗

1. A retrieved PNR that has not been modified during the current display period is removed from the immediate access of the VDU. No further processing is necessary. This is equivalent to an ignore transaction.
2. Once all of the mandatory elements have been entered, the PNR is checked for segment continuity; airport/city codes are not equated but will be considered of fulfilling the continuity requirement. Under the condition of lacking segment continuity, EOT option code @I can be applied to force execution of EOT.
3. @IK can be applied simultaneously.
4. If a line of sentence appeared underneath the Visual Display area that means PNR internal data structures has been altered. Please contact with the help desk immediately.
5. A PNR has been created but has not yet been executed for more than 5 minutes. The system will automatically conduct IG to return the seat held to prevent unprofitable seat occupancy. Agents should enter IG and recreate a new PNR.

Error response：

CHECK CONTINUITY	Check segment continuity，apply @I
CONTACT ELEMENT MISSING	Lack of contact element to enter passenger contact telephone number.
MAX TIME FOR EOT - IGNORE PNR AND RESTART	A PNR has been created but has not yet been executed for more than 5 minutes. The system will automatically conduct IG to return the seat held to prevent unprofitable seat occupancy. Agents should enter IG and recreate a new PNR.
NAMES	PNR lacks name element.
SIMULTANEOUS MODIFICATION—REENTER MODIFICATION	Modifications to the PNR that were entered during the current display period are ignored. Because the PNR has been updated and ended by another user. The changes just made must be reentered.



Lesson Five Undo PNR

The ignore transaction (IG) provides two basic functions. The first allows the user to ignore all actions taken against the PNR during the current creation or update period. The second format of the transaction allows the user to selectively undo the cancellation of specified PNR elements canceled during the current creation or update period.

Format

>IG

Example

PNR

>RT M01W6

1.TU/LIJUN M01W6

2. CZ3375 H WE10FEB CSXCAN HK1 0810 0855

3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA

4.76589234

5.TL/1000/01FEB/BJS191

6.RMK CA/HH49W

7.BJS191

To add one more segment (Depart from CAN to SHA on 15th FEB.), input as below:

>SS:CZ3613/Y/15FEB/CANSHA/NN1

Output

1.TU/LIJUN M01W6

2. CZ3375 H WE10FEB CSXCAN HK1 0810 0855

3. CZ3613 Y MO15FEB CANSHA DK1 0750 0940 320 S 0

4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA

5.76589234

6.TL/1000/01FEB/BJS191

7.RMK CA/HH49W

8.BJS191

As we can read from above, CZ3613 has been added to the PNR with status code DK. However the PNR hasn't been executed at this moment. Under this situation, if the agent decides to undo the PNR, he can apply IG function as below.

>IG

System output

>RT:M01W6 IGNORED

As we can read from below, the PNR has been undone.

>RT:M01W6
1.TU/LIJUN M01W6
2. CZ3375 H WE10FEB CSXCAN HK1 0810 0855
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
4.76589234
5.TL/1000/01FEB/BJS191
6.RMK CA/HH49W
7.BJS191

The IG function could be applied to other modifications (For example name change, ticketing time limit change, PNR split etc.) so long as that modification hasn't been executed.

Lesson Six　Try to create a PNR

一、Reservation only PNRs

1．PNR with one segment

Passenger plans to depart from PEK to SHA on 10th DEC.

>AV:PEKSHA/10DEC

```
AVPEKSHA10DEC
  10DEC(FRI) PEKSHA
1-   CA1501    PEKSHA 0840     1035     777 0 M          DS# CA YA BA KS MA
2     WH2520    PEKSHA 1130     1320     310 0 M          DS# FA YA BS
3     MU583     PEKSHA 1140     1340     M11 0^M          DS# FS CA YA EQ VA
4     CA983     PEKSHA 1310     1455     74E 0 M          DS# FS PS CS JS YS SS HS KS MS
TS*
5     NW5983    PEKSHA 1310     1455     EQV 0 M              * JZ CZ YZ BZ MZ HZ QZ VZ
6     MU5102    PEKSHA 1320     1535     M11 0 M          DS# CA YA EQ VA QA ZS
7+   CA991     PEKSHA 1340     1540     74M 0 M          DS# FS CS YS SS HS KS MS TS GS
XS*
**       SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

>SD:1Y/**1**
NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123　　input

>RT:
1.WANG/JUN
2.　CA1501 Y FR10DEC PEKSHA DK1　0840　　1035　　777 S 0
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.BJS123

> @
　CA1501 Y FR10DEC PEKSHA HK1　0840　　1035
N6B4M

2. PNR with two consecutive segments

Passenger plans to depart from PEK to SHA in Y class on 10th DEC and from SHA to CAN inY class as well on 19th DEC.

```
  >AV:PEKSHA/10DEC
AVPEKSHA10DEC
 10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840     1035     777 0 M          DS# CA YA BA KS MA
2    WH2520   PEKSHA 1130     1320     310 0 M          DS# FA YA BS
3    MU583    PEKSHA 1140     1340     M11 0^M          DS# FS CA YA EQ VA
4    CA983    PEKSHA 1310     1455     74E 0 M          DS# FS PS CS JS YS SS HS KS MS
TS*
5    NW5983   PEKSHA 1310     1455     EQV 0 M              * JZ CZ YZ BZ MZ HZ QZ VZ
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT

 >SD: 1Y1              input
 >RT:
  1.  CA1501 Y FR10DEC PEKSHA DK1   0840     1035          777 S 0
  2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
  3.BJS123

>AV:SHACAN/19DEC
19DEC(SUN) SHACAN
1-  FM303     SHACAN 0800     1000     737 0            DS# FA YA HS W4 S5 ZQ GS
2    MU5379   SHACAN 0815     1010     AB6 0 M          DS# FA YA EQ VA ZS
3    FM301    SHACAN 1125     1340     757 0            DS# FA YA HS W4 S5 ZQ GS
4    CZ3524   SHACAN 1205     1350     777 0 M          DS# CA I2 YA TQ KQ UA EA Z4
5    CZ3538   SHACAN 1345     1545     77B 0 M          DS# FA P2 CA I2 YA TQ KQ UA EA
Z5
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT

>SD4Y1              Input
>RT:
  1.  CA1501   Y FR10DEC PEKSHA DK1   0840     1035          777 S 0
  2.  CZ3524   Y SU19DEC SHACAN DK1   1205     1350          777 S 0
  3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
  4.BJS123

>NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123
 @
   CA1501   Y FR10DEC PEKSHA DK1   0840     1035
   CZ3524   Y SU19DEC SHACAN DK1   1205     1350
N6B4P
```

3. PNR with two none-consecutive segments

Passenger plans to depart from PEK to SHA in Y class on 10th DEC and from NGB to PEK in Fclass on 19th DEC.

```
>AV:PEKSHA/10DEC
10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2   WH2520   PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3   MU583    PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4   CA983    PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS
TS*
5   NW5983   PEKSHA 1310    1455    EQV 0 M            * JZ CZ YZ BZ MZ HZ QZ VZ
6   MU5102   PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

```
>SD: 1Y1            input
>RT:
 1.  CA1501 Y FR10DEC PEKSHA DK1   0840    1035        777 S 0
 2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
 3.BJS123
```

```
>AVNGBPEK19DEC
 19DEC(SUN) NGBPEK
1-  G8611    NGBPEK 0840    1040    737 0          DS# YA BA KQ QQ Z5
2   H4269    NGBPEK 1105    1305    737 0          DS# CA YA U3 ZS
3   CA1542   NGBPEK 1115    1330    733 0 M        DS# F8 YA BS KS MA
4+  H4197    NGBPEK 1655    1850    738 0 M        DS# F2 YA U5 ZS
```

```
>SD: 3F1            input

>RT:
   1.  CA1501   Y FR10DEC PEKSHA DK1   0840    1035        777 S 0
   2.  CA1542   F SU19DEC NGBPEK DK1   1115    1330        733 S 0
   3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
   4.BJS123

>NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123
@I
    CA1501   Y FR10DEC PEKSHA DK1   0840    1035
    CA1542   F SU19DEC NGBPEK DK1   1115    1330
N6B4Q
```

4.PNR with open segment

Passenger plans to depart from PEK to SHA in Y class on 10th DEC; return journey will be open on Air China flight in Y class.

>AV:PEKSHA/10DEC

```
10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2   WH2520   PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3   MU583    PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4   CA983    PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS
TS*
5   NW5983   PEKSHA 1310    1455    EQV 0 M            * JZ CZ YZ BZ MZ HZ QZ VZ
6   MU5102   PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
7+  CA991    PEKSHA 1340    1540    74M 0 M        DS# FS CS YS SS HS KS MS TS GS
XS*
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

>SD: 1Y1 input

>RT:
1. CA1501 Y FR10DEC PEKSHA DK1 0840 1035 777 S 0
2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
3.BJS123

>SN:CA/Y/SHAPEK

>RT
1. CA1501 Y FR10DEC PEKSHA DK1 0840 1035 777 S 0
2. CAOPEN Y SHAPEK
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.BJS123

>NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123
@
CA1501 Y FR10DEC PEKSHA DK1 0840 1035
CAOPEN Y SHAPEK
N6B4W

5.PNR with ARNK surface transportation segment

Passenger plans to depart from PEK to SHA in Y class on 10th DEC and from NGB to PEK in Fclass on 19th DEC.

```
>AV: PEKSHA/10DEC
10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2   WH2520   PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3   MU583    PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4   CA983    PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS
TS*
5   NW5983   PEKSHA 1310    1455    EQV 0 M          * JZ CZ YZ BZ MZ HZ QZ VZ
6   MU5102   PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

```
>SD: 1Y1            input

>RT:
  1.  CA1501 Y FR10DEC PEKSHA DK1   0840    1035        777 S 0
  2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
  3.BJS123
```

```
>AVNGBPEK19DEC
 19DEC(SUN) NGBPEK
1-  G8611    NGBPEK 0840    1040    737 0          DS# YA BA KQ QQ Z5
2   H4269    NGBPEK 1105    1305    737 0          DS# CA YA U3 ZS
3   CA1542   NGBPEK 1115    1330    733 0 M        DS# F8 YA BS KS MA
4+  H4197    NGBPEK 1655    1850    738 0 M        DS# F2 YA U5 ZS
```

```
>SD: 3F1            input
>RT:
   1.  CA1501   Y FR10DEC PEKSHA DK1   0840    1035        777 S 0
   2.  CA1542   F SU19DEC NGBPEK DK1   1115    1330        733 S 0
   3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
   4.BJS123
```

>SA:SHANGB

```
>NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123
  @I
    CA1501   Y FR10DEC PEKSHA DK1   0840    1035
    CA1542   F SU19DEC NGBPEK DK1   1115    1330
N6B4Q
```

6.PNR with Special Service Requirement element (SSR)

Passenger departs from PEK to SHA in Y class on 10th DEC and he requires for no-salt meal.

>AV: PEKSHA/10DEC

```
10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2    WH2520  PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3    MU583   PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4    CA983   PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS
TS*
5    NW5983  PEKSHA 1310    1455    EQV 0 M          * JZ CZ YZ BZ MZ HZ QZ VZ
6    MU5102  PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
7+   CA991   PEKSHA 1340    1540    74M 0 M        DS# FS CS YS SS HS KS MS TS GS
XS*
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

>SD: 1Y/**1**
NM:1WANG/JUN
CT:66017755
TK:TL/1200/7DEC/BJS123
SSR: SPML CA NN1 PEKSHA 1501 Y 10DEC NOSALT/P1 input

>RT:
1.WANG/JUN
2. CA1501 Y FR10DEC PEKSHA DK1 0840 1035 777 S 0
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.SSR SPML CA HN1 PEKSHA 1501 Y 10DEC NOSALT/P1
7.BJS123

> @
  CA1501 Y FR10DEC PEKSHA HK1 0840 1035
N6B4M

7.PNR with Other Service Information (OSI)

Passenger is the deputy governor VIP. He plans to depart from PEK to SHA in C class on 10th DEC.

>AV:PEKSHA/10DEC

```
10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2    WH2520  PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3    MU583   PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4    CA983   PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS TS*
5    NW5983  PEKSHA 1310    1455    EQV 0 M            * JZ CZ YZ BZ MZ HZ QZ VZ
6    MU5102  PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
7+  CA991    PEKSHA 1340    1540    74M 0 M        DS# FS CS YS SS HS KS MS TS GS
XS*
**      SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

>SD: 1C/**1**
NM:1WANG/TEST
CT:66017755
TK:TL/1200/7DEC/BJS123
OSI:CA VIP IS WANG/TEST,GANSUSHENG FUSHENGZHANG TCP3.PNR/KLDVP
Input

>RT:
1.WANG/JUN
2. CA1501 C FR10DEC PEKSHA DK1 0840 1035 777 S 0
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.**OSI CA VIP IS WANG/TEST,GANSUSHENG FUSHENGZHANG TCP3.PNR/KLDVP**
7.BJS123

> @
  CA1501 C FR10DEC PEKSHA HK1 0840 1035
N6B53

8.PNR with hotel accommodation service element

Passenger departs from PEK to SHA in C class on 10th DEC and requires hotel accommodation service.

>AV:PEKSHA/10DEC

```
10DEC(FRI) PEKSHA
1-   CA1501    PEKSHA 0840      1035      777 0 M          DS# CA YA BA KS MA
2     WH2520    PEKSHA 1130      1320      310 0 M          DS# FA YA BS
3     MU583     PEKSHA 1140      1340      M11 0^M          DS# FS CA YA EQ VA
4     CA983     PEKSHA 1310      1455      74E 0 M          DS# FS PS CS JS YS SS HS KS MS TS*
5     NW5983    PEKSHA 1310      1455      EQV 0 M              * JZ CZ YZ BZ MZ HZ QZ VZ
6     MU5102    PEKSHA 1320      1535      M11 0 M          DS# CA YA EQ VA QA ZS
**       SHA-HONGQIAO AIRPORT    PVG-PUDONG AIRPORT
```

>SD: 1C/**1**
NM:1WANG/TEST
CT:66017755
TK: TL/1200/7DEC/BJS123

>RT:
1.WANG/JUN
2. CA1501 C FR10DEC PEKSHA DK1 0840 1035 777 S 0
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.BJS123

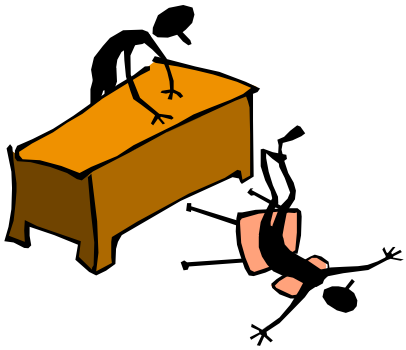
>HA：PEK/9OCT/10OCT

```
HA:BJS/09OCT/10OCT   -RMB      BEI JING
 1   中国大饭店                    LHTL EP CITY       *****
     CHINA WORLD HOTEL
DBLB   ADVR   C   ADVR   C
 2   港澳中心瑞士酒店              LHTL EP CITY       *****
     H.K MACA CENTER SWISSOTEL
SGLB   ADVR   C   ADVR   C          DBLB   ADVR   C   ADVR   C
 3   昆仑饭店                      LHTL EP CITY       *****
     KUNLUN HOTEL
DBLB   ADVR   C   ADVR   C          DBLX   ADVR   C   ADVR   C
SUIB   ADVR   C   ADVR   C
```

>HB：2/1SGLB1/10DEC PEKSHA CA1501

>RT:
1.WANG/JUN
2. CA1501 C FR10DEC PEKSHA DK1 0840 1035 777 S 0
3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
4.66017755
5.TL/1200/07DEC/BJS123
6.HTL 1E SS1 BJS IN09DEC OUT10DEC SGLB RMB748 H.K MACA CENTER SWISSOTEL /10DEC PEKSHA CA1501
7．BJS123

> @
  CA1501 C FR10DEC PEKSHA HK1 0840 1035
N6B53



二、Manual ticketing PNRs

1. Normal type

Passenger plans to depart from PEK to SHA in Y class on 10th DEC.

```
>AV: PEKSHA/10DEC
10DEC(FRI) PEKSHA
1-   CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2    WH2520   PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3    MU583    PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4    CA983    PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS
TS*
5    NW5983   PEKSHA 1310    1455    EQV 0 M            * JZ CZ YZ BZ MZ HZ QZ VZ
6+   MU5102   PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

```
>SD:1Y/RR1
NM:1WANG/JUN
CT:66017755
TK:T/999-6022947658
@
    CA1501 Y FR10DEC PEKSHA RR1   0840    1035
N6B4L
```

2. Three passenger plans to depart from PEK to SHA in Y class on 10th DEC.

```
>AV: PEKSHA/10DEC
10DEC(FRI) PEKSHA
1-   CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2    WH2520   PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3    MU583    PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4    CA983    PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS TS*
5    NW5983   PEKSHA 1310    1455    EQV 0 M            * JZ CZ YZ BZ MZ HZ QZ VZ
6+   MU5102   PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

```
>SD: 1Y/RR3
NM:1WANG/QIANG 1LIU/HUI 1ZHAO/JIANPING
CT:66017755
TK:T/999-6022947658-660
@
    CA1501 Y FR10DEC PEKSHA RR3   0840    1035
N6DTJ
```

3. Two passengers plans to depart from PEK to SHA, from SHA to CAN in Y class on 10th and 19th DEC respectively.

```
  >AV:PEKSHA/10DEC
AVPEKSHA10DEC
 10DEC(FRI) PEKSHA
1-  CA1501   PEKSHA 0840    1035    777 0 M         DS# CA YA BA KS MA
2    WH2520   PEKSHA 1130    1320    310 0 M         DS# FA YA BS
3    MU583    PEKSHA 1140    1340    M11 0^M         DS# FS CA YA EQ VA
4    CA983    PEKSHA 1310    1455    74E 0 M         DS# FS PS CS JS YS SS HS KS MS
TS*
5    NW5983   PEKSHA 1310    1455    EQV 0 M             * JZ CZ YZ BZ MZ HZ QZ VZ
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT

 >SD:1Y2            input
 >RT:
  1.  CA1501 Y FR10DEC PEKSHA DK2 0840    1035          777 S 0
  2.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
  3.BJS123

>AV:SHACAN/19DEC
19DEC(SUN) SHACAN
1-  FM303    SHACAN 0800    1000    737 0           DS# FA YA HS W4 S5 ZQ GS
2    MU5379   SHACAN 0815    1010    AB6 0 M         DS# FA YA EQ VA ZS
3    FM301    SHACAN 1125    1340    757 0           DS# FA YA HS W4 S5 ZQ GS
4    CZ3524   SHACAN 1205    1350    777 0 M         DS# CA I2 YA TQ KQ UA EA Z4
5    CZ3538   SHACAN 1345    1545    77B 0 M         DS# FA P2 CA I2 YA TQ KQ UA EA
Z5
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT

>SD4Y2              input
>RT:
  1.  CA1501   Y FR10DEC PEKSHA DK2   0840    1035          777 S 0
  2.  CZ3524   Y SU19DEC SHACAN DK2   1205    1350          777 S 0
  3.BJS/T PEK/T 010-63406973/SHIPU TRAVE AGENCY/LIU DE PU ABCDEFG
  4.BJS123

>NM:1WANG/LIANG 1GU/MING
CT:66017755
TK:T/999-2200769334/784-2358102431/P1
TK:T/999-2200769335/784-2358102432/P2
 @
   CA1501   Y FR10DEC PEKSHA DK2   0840    1035
   CZ3524   Y SU19DEC SHACAN DK2   1205    1350
N6B3Q
```

4．Create Frequently Flyer profile

Passenger bought ticket with segment PEKCAN in Y class that departs on 20th DEC. This passenger is a Frequent Flyer who hold FFP card 1001 as well.

>PND：1001 (Retrieve passenger related information though inputting FFP card number)

```
PND:NBR 1001                                                    PEK0106
1 NM:1ZHANGDD/CAACTEST
2 CT:HOME/852-333/3333333 H
3*SSR:FQTV CA HK/CA 1001
4*RMK:PAX IS AIR CHINA CLUB MEMBER
  AIR PREF AIR CHINA
  SEAT PREF BOEING AIRCRAFT FLIGHT
OSI:CA VIP IS AIR CHINA GOLDEN CARD
** PLEASE CHECK ADDRESS **
```

>NI：1-4 （adding item 1 to 4's contents into the PNR）.

>RT：

```
  1.ZHANGDD/CAACTEST
  2.HOME/852-333/3333333 H
  3.SSR FQTV CA HK/CA 1001
  4.RMK PAX IS AIR CHINA CLUB MEMBER
  5.PEK099
```

>SS：CA1301Y20DEC/PEKCAN/RR1

TK：T/999-2210256248

@

```
    CA1301 Y FR20DEC PEKCAN RR1    0840      1035
N3E4L
```

Agent can choose to create PNR first and then add FFP card number.

```
1.ZHANGDD/CAACTEST
  2. CA1301 Y    WE20DEC    PEKCAN    RR1      1450 1745
  3.T/999-2210256248
  4.RMK PAX IS AIR CHINA CLUB MEMBER
  5.PEK099
```

Enter card number

```
  >SSR FQTV CA HK/CA 1001
  @
    CA1301 Y FR20DEC PEKCAN RR1    0840      1035
  N3E4L
```

三、BSP automatic ticketing PNR

1. one-way single person full price ticket

Passenger plans to depart from PEK to SHA in Y class with flight CA1501 on 10th DEC. YB class airfare is RMB1360.

```
  >AV:PEKSHA/10DEC
AVPEKSHA10DEC
 10DEC(FRI) PEKSHA
1-   CA1501   PEKSHA 0840    1035    777 0 M        DS# CA YA BA KS MA
2    WH2520   PEKSHA 1130    1320    310 0 M        DS# FA YA BS
3    MU583    PEKSHA 1140    1340    M11 0^M        DS# FS CA YA EQ VA
4    CA983    PEKSHA 1310    1455    74E 0 M        DS# FS PS CS JS YS SS HS KS MS TS*
5    NW5983   PEKSHA 1310    1455    EQV 0 M            * JZ CZ YZ BZ MZ HZ QZ VZ
6    MU5102   PEKSHA 1320    1535    M11 0 M        DS# CA YA EQ VA QA ZS
7+   CA991    PEKSHA 1340    1540    74M 0 M        DS# FS CS YS SS HS KS MS TS GS
XS*
**      SHA-HONGQIAO AIRPORT   PVG-PUDONG AIRPORT
```

```
  >SD:1Y/RR1
    NM:1Wang/Jun
    CT:66017755
    FC:PEK CA SHA 900.00YB CNY900.00END
    FP:CASH,CNY
    FN:FCNY900.00/SCNY900.00/C4.00       input

   >DZ:1
     CNY900.00            MVMYD
```

2. Single person one way discounted ticket

Passenger buys a Y class ticket on flight CZ3108 from PEK to CAN. 20% discount was given which makes the price staying at RMB1360. No endorsement will be allowed.

```
   >NM:1Wang/Jun
    SS:CZ3108/M/03OCT/PEKCAN/RR1
    CT:66017755
    FC:PEK CZ CAN 1090.00YB80 CNY1090.00END
    FN:FCNY1090.00/SCNY1090.00/C4.00
    EI: Endorsement not allowed
    FP:CASH,CNY

   >DZ:1
     CNY1090.00            NZN41
```

3. Round trip ticket

Passenger buys PEK-HAK-PEK round trip ticket.

>NM：1Wang/Jun
SS：H4182Y03OCTPEKHAK/RR1
SS：H4181Y07OCTHAKPEK/RR1
CT：66017755
FC：PEK H4 HAK 1800.00YB H4 PEK 1800.00YB CNY3600.00END
FN：FCNY3600.00/SCNY3600.00/C4.00
FP：CHECK,CNY

>DZ:1
CNY3600.00 NQL8P

4. Ticket with consecutive segment

Passenger buys PEK-HAK-SHA round trip ticket

>NM：1Wang/Jun
SS：H4182Y03OCTPEKHAK/RR1
SS：H4119Y07OCTHAKSHA/1
CT：66017755
FC：PEK H4 HAK 1800.00YB H4 SHA 1330.00YB CNY3130.00END
FP：CHECK,CNY
FN：FCNY3130.00/SCNY3130.00/C4.00

>DZ:1
CNY3130.00 M460R

5. Differently priced Passenger ticket (Adult accompany a child)

An adult and a child of 9 years old depart from PEK to HAK in Y class, HAH to SHA in Fclass on 3rd and 7th OCT respectively.。

Air fare：PEKHAK YB CNY1800.00；HAKSHA FB CNY1990.00

>NM:1Cheng/Wei1Cheng/Xiaowei**CHD**
SS:H4182Y03OCT PEKHAK RR2
SS:H4119F07OCT HAKSHA RR2
CT:66017755
FC:PEK H4 HAK 1800.00YB H4 SHA 1990.00FB CNY3790.00END**/P1**
FC:PEK H4 HAK 900.00YB50 H4 SHA 1000.00FB50 CNY1900.00END/P2
FP:CHECK,CNY
FN:FCNY3790.00/SCNY3790.00/C4.00**/P1**
FN:FCNY1900.00/SCNY1900.00/C4.00/P2

>DZ:1
CNY5690.00 M460R

6. Infant ticket

Passenger buys Y class tickets for himself and for an infant who was born on DEC 1999. Their flight departs from SZX to PEK on 3rd OCT. 20% discount over the airfare was given.

>NM:1Wang/Jun
SS: CA1304 K 03OCT SZXPEK RR1 /1740 2035
CT: 66017755
FN:FCNY1120.00/SCNY1120.00/C4.00
FP:CASH,CNY
FC:SZX CA PEK 1120.00YB80 CNY1120.00END
EI: Endorsement not allowed
XN:IN/Wang/Xiaoyan INF(DEC99)/P1
FN:IN/FCNY140.00/SCNY140.00/C0.00
FC:IN/SZX CA PEK 140.00YB10 CNY140.00END
FP:IN/CASH,CNY

>DZ:1
CNY1260.00 M0N33

7. Advance seat reservation

> RT:MABCD
1.AAA/F 2.BBB/S 3.CCC/G
4. CA1302 Y MO01MAY CANPEK HK3 1200 1445
5. TEL 66017755
6. T/TL/1200/27APR/PEK099
7. PEK099

Now that passenger requires issuing ticket, agents need to do the following modification:
>1/1Zhao/Yiming
2/1Qian/Hailiang
3/1Sun/Jiahao
4RR
XE6
FC:CAN CA PEK 1360.00YB CNY1360.00END
FP:CASH,CNY
FN:FCNY1360.00/SCNY1360.00/C4.00

>DZ:1
CNY4080.00 MABCD

8．Reissue ticket

>RT NQL8P
1.Zhao/Yiming NQL8P
2. H4182 Y SA03OCT PEKHAK RR1 1205 1535
3. H4181 Y WE07OCT HAKPEK HK1 0800 1120
4.66017755
5.T
6.RMK CA/H5T3E
7.FN/FCNY3600.00/SCNY3600.00/C4.00/ACNY3600.00
8.TN/C05-66492580236/P1
9.FP/CHECK,CNY
10.PEK099

To reissue the ticket, modify as below:：
>XE5/8
FC:PEK H4 HAK 1800.00YB H4 PEK 1800.00YB CNY3600.00END

>DZ:1
CNY3600.00 NQL8P

9.International ticket, which includes fee, exempted pieces of luggage.

PNR：
>NM:1ZHAO/YIMING MR
SS:CA985 T 31DEC PEKSFO/RR1/1410 1205
CT:66017755
FC:PEK **F-PC** CA SFO 731.88TABO NUC731.88END/ROE8.27998
FN:FCNY6060.00/SCNY3300.00/C9.00/TXYCNY50.00US/TYCCNY42.00US/TXTCNY117.00US
EI:NON END/RER REF PENALTY CNY1000.00
FP:CASH,CNY
TC:F/ACCNN

>DZ:1
CNY6269.00 MN40B

10. International tickets that involves multiple taxes.

>NM:1ZHAO/YIMING MR 1QIAN/HAILIANG MR 1SUN/JIAHAO MR
SS:CA937H18MAY/PEKLHR/RR3/1350 1800
SS:AF1271H22MAY/LHRCDG/3/1015 1220
SS:AF2522H27MAY/CDGMUC/3/1825 1955
SS:LH151Y31MAY/MUCFRA/3/1455 1555
SS:CA932H01JUN/FRAPEK/3/1835 1600+1
CT:66017755
FN:FCNY18730.00/SCNY9500.00/C0.00/**TCNY2.00FR/TQXCNY59.00FR/TXTCNY308.00FR**
FC:BJS A-18NOV CA LON AF PAR M 1131.15YHEE6M/SP AF MUC B-24MAY LH X/FRA CA
- BJS 1131.15YHEE6M NUC2262.30END/ROE8.27916 **XT CNY28.00FR CNY66.00DE**
- CNY76.00DE CNY138.00GB
TC:F/AJWNN
FP:CHECK,CNY/GR.CA.LETTER.0011638

>DZ:1
CNY19099.00 MN40M

Lesson Seven　Retrieval of PNR

The PNR retrieval function is used to locate and display specific PNR data that is stored within the database. Agents has following options to retrieve the PNR:

By PNR record locator：	>RT:xxxxx
By passenger name：	>RT:ZHANG/CA1301/10DEC
By passenger list：	>ML:C/CA1301/10DEC >RT: reference number
By airline record locate：	>RRT:V/xxxxx/CA1301/10DEC
Retrieve complete PNR：	>RT:C/xxxxx
Retrieve PNR history portion：	>RT:U/1
Return to PNR current portion：	>RT:A

1、Retrieve PNR by Record locator

Upon PNR being created and executed, a record locator, consisting of 5 digits or alphabet character, will be returned to the PNR by the CRS.

Format

>RT: record locator

Example

1.Retrive PNR N1PSZ.

>RT N1PSZ

Output

1.SHEN/JIE N1PSZ
2.　CA1501 Y　　TU29SEP　PEKSHA RR1　　0840 1035
3.SHA/T SHA/T 021-62339770/SF XIAN XIA ROAD BOOKING OFFICE/WENG
4.62339987
5.T/999124455682-83
6.RMK CA/KWSEN
7.SHA391

2、Retrieve PNR by passenger name

We can retrieve PNR by passenger name, flight number, departure date and segment.

Format

>RT: Name / Flight / Date / Segment

Example

2.Retrieve passenger with name Cheng Peng on flight CA1501 that departs on 24th Aug.

>RT:CHEN/CA1501/24AUG

Output

```
NAME LIST
CA1501/24AUG
001    1CHEN/WILLIAM       P9NM0 C RR1   BJS160 20AUG99
002    1CHENPENG           NENC2 C RR1   BJS160 23AUG
003    1CHENDERONG          MH4E5 Y HX2   BJS160 09AUG99
004    1CHENXINGYU          MMYZ8 Y RR2   BJS160 16AUG99
END
```

System displays all PNRs on 24th Aug. CA1501 with passenger name that imitated with C.

〖Remark〗

1. Agents may input passenger full name or surname only.
2. If agents enter passenger surname only, system will display all PNRs with the same passenger surnames.

3、Retrieve PNR by passenger list

Agents can retrieve a list of PNR that have been created within their own office number. Then agents can retrieve individual PNR by inputting PNR reference number.

Format

>ML:C/CA1301/10DEC
>RT: reference number

Example

3．Passenger list

```
>ML：B/CA1501/6OCT
MULTI
CA1501 /06OCT                B
PEKSHA
001     1LIANGYU              PBJS3 Y RR1    BJS191 29SEP98       K       T
002     1LINTONG              NGC35 Y RR1    BJS191 30SEP98       K       T
TOTAL NUMBER      2
```

To retrieve passenger number one's PNR, input as below:

```
>RT1
1.LIANGYU PBJS3
2.   CA1501 Y     TU06OCT    PEKSHA RR1     0840 1035
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA ABCDEFG
4.T
5.RMK CA/JCD4V
6.FN/FCNY900.00/SCNY900.00/C4.00/ACNY900.00
7.TN/999-6091714065/P1
8.FP/CASH,CNY
9.BJS191
```

To retrieve passenger number two's PNR, input as below:

```
>RT2
1.LINTONG NGC35
2.   CA1501 Y     TU06OCT    PEKSHA RR1     0840 1035
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA ABCDEFG
4.T
5.RMK CA/HY3MB
6.FN/FCNY900.00/SCNY900.00/C4.00/ACNY900.00
7.TN/999-6091714248/P1
8.FP/CASH,CNY
9.BJS191
```

4、Retrieve PNR by airline record locator

The TravelSky Computer Reservation System is consisting have Inventory Control system (hereafter as ICS) and Computer Reservation system (hereafter as CRS). If a PNR is created in ICS, no corresponding record will be generated in CRS. If agents intend to retrieve this PNR, he or she should apply RRT function

Two steps to complete RRT function：

1. RRT: V displays the wanted PNR on the Visual Display unit.
2. RRT:Ok validate and execute the PNR in CRS.

Format

>RRT: V / Record locator / Flight / Departure date
>RRT: OK

Example

4. Passenger requires agent to issue a ticket with only airline record locator JZS19. None CRS record locator exists.

>RRT:V/JZS19/MU5110/10OCT
System displays PNR JZS19 on the VDU.
1.GAO/FENG
2. MU5110 Y SA10OCT PEKNKG HK1 1205 1335
3.NC
4.TL/1200/07OCT/SHA001
5.SHA001

>RRT：OK
1.GAOFENG NDTRR
2. MU5110 Y SA10OCT PEKNKG HK1 1205 1335
3.NC
4.TL/1200/7OCT/BJS191
5.RMK CA/JZS19
6.RMK CLAIM PNR ACK RECEIVED
7.BJS191
@
MU5110 Y SA10OCT PEKNKG HK1 1205 1335
NDTRR

As we can see from above, the CRS generates a record locator NDTRR in response to the record locator JZS19 in ICS. JZS19 is moved to RMK element, which indicate that the PNR has been created effectively in CRS and agents may proceed with other transaction over this PNR.

5、Retrieve complete PNR　　RTC

A PNR may be modified several times during the reservation process. Any modification done by the agent will be recorded in the history portion of a PNR.RT function retrieves the active portion of a PNR. Agent may use RTC function designator to retrieve the complete PNR, inclusive history and active portion.

Format 1

>RT:C/Record Locator

Format 2

>RT: Record locator
>RT:C

Example

1. Retrieve the complete PNR by record locator MZ1YG
   >RTC/MZ1YG

   Display:
   004　　HDQCA 9983 0137 31JUL98 /RLC3
   1.CHEN/XUFAN(001) MZ1YG
   001　2.　CA1321 K　　MO10AUG98PEKCAN RR1　　0900 1200
   DR(001)　RR(001)
   001　3.BJS/T BJS233/T 010-65128344/XH AIR THROUGH TRANSPORT SERVICE CO./YANG HONG PEI ABCDEFG
   001　4.PEK/TAS01
   003　5.T/9991124995051LGR
   002　6.RMK CA/H45VF
   001　7.BJS233

〖Remark〗

The serial number in front of each line shows the display period(update) during which the element was created：

1. As we can read from above, lines of contents that bear serial number 001 were created during the first display period. Name, segment, contact and responsibility element were created then.
2. RMK element was added during the second display period.
3. Ticket Statues was added during the third display period.
4. During the fourth (004) display Period, agents made last modification on the PNR. Modification time and agent account number were recorded in the line as well.

2. Let's go through a PNR that had been modified several times.

>RTM99JJ

1.Huang/Feihu M99JJ
2. CA1301 C FR14JAN PEKCAN RR1 1450 1745
3.BJS/T BJS/T-010-65002266-8360/BJS HUI DA TICKET CHENCY/DU GANG
4.9069
5.T
6.RMK CA/KWTXV
7.FN/FCNY1760.00/SCNY1760.00/C3.00/ACNY1760.00
8.TN/999-6053660090/P1
9.FP/CASH,CNY
10.BJS324

>RT:C

010 PEK1E 9986 0317 14JAN
1.Huang/Feihu(006) M99JJ
006 2. CA1301 C FR14JAN PEKCAN RR1 1450 1745
NN(006) DK(006) HK(006) RR(008)
001 3.BJS/T BJS/T-010-65002266-8360/BJS HUI DA TICKET CHENCY/DU GANG
001 4.9069
008 5.T
005 6.RMK CA/KWTXV
006 7.FN/FCNY1760.00/SCNY1760.00/C3.00/ACNY1760.00
010 8.TN/999-6053660090/P1
006 9.FP/CASH,CNY
001 10.BJS324

>PN:
001 BJS324 9644 1215 13JAN00
002 HDQCA 9983 1215 13JAN00 /RLC1
002/003 RMK CA/HZPM1
003 HDQCA 9983 0050 14JAN /2/SNC
001/004 CA1301 Y FR14JAN PEKCAN DL1 1450
NN(001) DK(001) HK(001) NO(003) DL(004)
004 BJS324 9644 0231 14JAN
005 HDQCA 9983 0231 14JAN /RLC4
001/006 C 1HUANG/FEIHU
004/006 CA1301 Y FR14JAN PEKCAN XX1 1450
NN(004) DK(004) HK(004) XX(006)
006 BJS324 9644 0237 14JAN
007 HDQCA 9983 0237 14JAN /RLC6

Explanation of each transaction：

1. Agent from BJS324 with account number 9644 had executed the PNR successfully the first time at 12:15 GMT / 20:15 Beijing Time on 13th Jan.
2. Airline system received the reservation teletype message and returned record locator RLC1 at Beijing Time 20:15 on 13th Jan. HDQCA is the ICS system designato. 9983 is the system account number.
3. Airline notified the agent that seat had been cancelled.
4. Agent had initially booked on CA1301 on Y class. However it had been cancelled by the airline(NO). Agent had recreated a segment to replace it later.
5. Airline reconfirmation on the latest created segment.
6. Modification on passenger name, segment.Adding FC,FN,FP elements.
7. Airline confirmation on the newly created segment.

>PN:
001/008 TL/1200/14JAN/BJS324
008 BJS324 9644 0317 14JAN I
009 HDQCA 9983 0317 14JAN /RLC8
006/010 FC/PEK CA CAN 1760.00CB CNY1760.00END
010 PEK1E 9986 0317 14JAN

8. Agent from BJS324 with account number 9644 cancelled the ticketing time limit in the PNR at GMT 03:17, Beijing Time 11:17 on 14th Jan.
9. Airline confirmation over the agent modification.
10. After the ticket had been issued automatically, system moved FC element into the history portion of the PNR and returned ticket number. 9986 is the system account number which is held responsible on transmitting ticket number.

Let's go back to the active portion of the PNR, check out what has happened:

>RT:C
010 PEK1E 9986 0317 14JAN
1.Huang/Feihu(006) M99JJ
006 2. CA1301 C FR14JAN PEKCAN RR1 1450 1745
NN(006) DK(006) HK(006) RR(008)
001 3.BJS/T BJS/T-010-65002266-8360/BJS HUI DA TICKET CHENCY/DU GANG
001 4.9069
008 5.T
005 6.RMK CA/KWTXV
006 7.FN/FCNY1760.00/SCNY1760.00/C3.00/ACNY1760.00
010 8.TN/999-6053660090/P1
006 9.FP/CASH,CNY
001 10.BJS324

【Remark】
During the sixth display period, agent created the segment with action code NN. NN means reply required from the airline indicating action taken using appropriate code. As there were available seats for booking, NN was converted to DK. After agent conducted End of Transaction, DK was changed to HK. Agent changed HK to RR on the 8th display period.

6. Retrieve history portion of PNR RT:Ux

Retrieve history portion of PNR by display period number. Agents can use this function to check out if the airline had feed backed on their request. Function designator :RT：U**x**，x represents the number of display period.

Format

>RT: U the number of display period.

Example

1.Active portion of the PNR

>RTM99JJ

1.Huang/Feihu M99JJ
2. CA1301 C FR14JAN PEKCAN RR1 1450 1745
3.BJS/T BJS/T-010-65002266-8360/BJS HUI DA TICKET CHENCY/DU GANG
4.9069
5.T
6.RMK CA/KWTXV
7.FN/FCNY1760.00/SCNY1760.00/C3.00/ACNY1760.00
8.TN/999-6053660090/P1
9.FP/CASH,CNY
10.BJS324

Retrieve history portion of the PNR：

>RT:U1

001 BJS324 9644 1215 13JAN00
002 HDQCA 9983 1215 13JAN00 /RLC1
002/003 RMK CA/HZPM1
003 HDQCA 9983 0050 14JAN /2/SNC
001/004 CA1301 Y FR14JAN PEKCAN DL1 1450
NN(001) DK(001) HK(001) NO(003) DL(004)
004 BJS324 9644 0231 14JAN
005 HDQCA 9983 0231 14JAN /RLC4
001/006 C 1HUANG/FEIHU
004/006 CA1301 Y FR14JAN PEKCAN XX1 1450
NN(004) DK(004) HK(004) XX(006)
006 BJS324 9644 0237 14JAN
007 HDQCA 9983 0237 14JAN /RLC6 +

>PN:

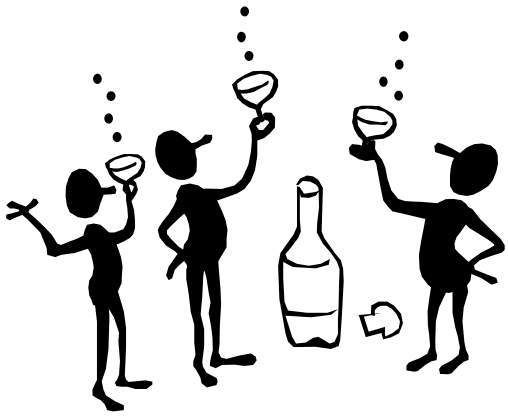
001/008 TL/1200/14JAN/BJS324 -
008 BJS324 9644 0317 14JAN I
009 HDQCA 9983 0317 14JAN /RLC8
006/010 FC/PEK CA CAN 1760.00CB CNY1760.00END
010 PEK1E 9986 0317 14JAN

You can retrieve modification that had been done after the fourth step by input as below：

>RT:U4

“4” means the step four. System output：

001/004 CA1301 Y FR14JAN PEKCAN DL1 1450
NN(001) DK(001) HK(001) NO(003) DL(004)
004 BJS324 9644 0231 14JAN
005 HDQCA 9983 0231 14JAN /RLC4
001/006 C 1HUANG/FEIHU
004/006 CA1301 Y FR14JAN PEKCAN XX1 1450
NN(004) DK(004) HK(004) XX(006)
006 BJS324 9644 0237 14JAN
007 HDQCA 9983 0237 14JAN /RLC6
001/008 TL/1200/14JAN/BJS324
008 BJS324 9644 0317 14JAN I
009 HDQCA 9983 0317 14JAN /RLC8
006/010 FC/PEK CA CAN 1760.00CB CNY1760.00END
010 PEK1E 9986 0317 14JAN



7.Return to action portion of PNR　　RT：A

Agent may want to return to active portion of PNR whilst checking through the complete PNR (RTC) or history portion of it (RT: Ux). Agent can do it by input RT: A.

```
>PF              --Return to the place where the PNR begins.
010         PEK1E 9986 0317 14JAN
        1.Huang/Feihu (006) M99JJ
006 2.   CA1301 C      FR14JAN    PEKCAN RR1      1450 1745
           NN(006)    DK(006)    HK(006)    RR(008)
001    3.BJS/T BJS/T-010-65002266-8360/BJS HUI DA TICKET CHENCY/DU GANG
001    4.9069
008    5.T
005    6.RMK CA/KWTXV
006    7.FN/FCNY1760.00/SCNY1760.00/C3.00/ACNY1760.00
010    8.TN/999-6053660090/P1
006    9.FP/CASH,CNY
001 10.BJS324
```

```
 >RT：A
1.Huang/Feihu M99JJ
2.   CA1301 C      FR14JAN    PEKCAN RR1      1450 1745
3.BJS/T BJS/T-010-65002266-8360/BJS HUI DA TICKET CHENCY/DU GANG
4.9069
5.T
6.RMK CA/KWTXV
7.FN/FCNY1760.00/SCNY1760.00/C3.00/ACNY1760.00
8.TN/999-6053660090/P1
9.FP/CASH,CNY
10.BJS324
```

Review

We learned about how to retrieve a PNR in this chapter. The most vastly used methods are to retrieve by record locator and customer name.

To gain better knowledge of how a PNR is created and processed, agent should know functions such as RTC,RTUx as well as the meaning of the PNR contents well. Agents who are dealing with international ticket have to have an extensive knowledge of RT.

IG function undoes all modifications that have been done on PNR before it is executed.

Lesson Eight　PNR Modification and Cancellation

Quite often agents need to modify the PNR. There are different methods are applied to different element in the PNR. Two most vastly used ways are as below:

XE: reference number – cancel the element (Applicable to all elements except name element)
Add new contents.
To modify name element, "1/1ZHANG/HANG" format shall be applied.
To cancel the PNR in whole, retrieve it first, then input XEPNR@. Once it's cancel, the PNR cannot be recovered anymore. So it's suggested to retrieve the active PNR and double check before cancellation.

Example

Modify the following PNR

>RT MWDBQ
1.ZHANG/KE MWDBQ
2.　SZ4516 Y　　MO01FEB　SHACTU HK1　　1040 1320
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
4.64357823
5.TL/1200/25JAN/BJS191
6.RMK CA/JNDVY
7.BJS191
┼

1. **Passenger intends to change to flight SZ4516 that departs on 2cd FEB.**
   >XE2

System Output：
1.ZHANG/KE MWDBQ
2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
3.64357823
4.TL/1200/25JAN/BJS191
5.RMK CA/JNDVY
6.BJS191
┼
Original segment has been cancelled. New segment has to be created by using SS function.
>SS：SZ4516Y1FEBSHACTUNN1
@
　SZ4516　Y TU02FEB　SHACTU DK1　　1040 1320
MWDBQ

2．Modify passenger name and issue ticket.

Following modification has to be done ：

1． Modify passenger name
2． Modify action code
3． Cancel ticketing time limit
4． Add FC, FN, FP elements.

```
>RT MWDBQ
1.ZHANG/KE MWDBQ
2.  SZ4516 Y      TU02FEB    SHACTU HK1      1040 1320
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
4.64357823
5.TL/1200/25JAN/BJS191
6.RMK CA/JNDVY
7.BJS191

>1/1ZHAN/KE
2RR
XE5
FC:SHA SZ CTU 1290.00YB CNY1290.00END
FN:FCNY1290.00/SCNY1290.00/C3.00
FP:CASH,CNY

>DZ: 1
CNY1290.00      MWDBQ
```

3．Cancel PNR

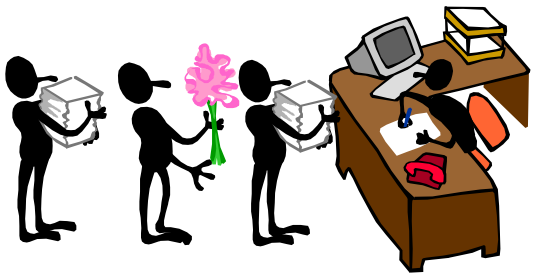
```
 >RT:NW972
 1.Wei/Li NW972
 2.  CA1301 Y      MO17JAN    PEKCAN RR1      1450 1745
 3.BJS/T PEK/T-010-64679078/HAI XIA TRAVEL AGENCY TICKET OFFICE/FENG ZHU
 4.SHUO KE FA
 5.T
 6.RMK CA/K5JX2
 7.FN/FCNY1360.00/SCNY1360.00/C3.00/ACNY1360.00
 8.TN/999-6051923394/P1
 9.FP/CASH,CNY
10.BJS105

>XEPNR@
PNR CANCELLED NW972
```

System output：

```
>RT NE972
     *THIS PNR WAS ENTIRELY CANCELLED*
005         HDQCA 9983 0212 17JAN /RLC4
        X1.Wei/Li(001) NW972
001 X2.   CA1301 Y     MO17JAN    PEKCAN XX1      1450 1745
           RR(001)   DR(001)   RR(001)   XX(004)
001 X3.BJS/T PEK/T-010-64679078/HAI XIA TRAVEL AGENCY TICKET OFFICE/FENG
ZHU
             ZHI ABCDEFG
001 X4.SHUO KE FA
001 X5.T
002 X6.RMK CA/K5JX2
001 X7.FN/FCNY1360.00/SCNY1360.00/C3.00/ACNY1360.00
003 X8.TN/999-6051923394/P1
001 X9.FP/CASH,CNY
001 10.BJS105                                                              +

>PN
001         BJS105 11324 0742 13JAN00 I                                    -
002         HDQCA 9983 0742 13JAN00 /RLC1
001/003 FC/PEK CA CAN 1360.00YB CNY1360.00END
003         PEK1E 9986 0743 13JAN00
004         BJS105 11324 0212 17JAN
005         HDQCA 9983 0212 17JAN /RLC4
```



Lesson Nine PNR Adjustment Functions

We will learn about the below functions:

Rearrange Segment Continuity **CS**
Enter Newly Created Segments Into an Existing PNR **ES**
Split **SP**

§ 1. Rearrange Segment Continuity (CS)

The system attempts to arrange segments in order in the PNR to achieve continuity, by the date, city, and times information within the segment. In some instances, the system cannot determine the proper order. The segments are rearranged using the rearrange segment continuity transaction.

Format

>CS: PNR segment serial number/PNR segment serial number

Example

1. Passenger intends to buy roundtrip ticket PEK/CAN/PEK. PEK/CAN segment is open. While returns with flight CA1322 on 10th Sept..

Agent creates CAN/PEK segment.
1. CA1322 Y SU10SEP CANPEK DK1 1305 1610 763 S 0
2.PEK099

Then agent creates PEK/CAN segment.
1. CA1322 Y SU10SEP CANPEK DK1 1305 1610 763 S 0
2. YYOPEN Y PEKCAN
3.PEK099

It's obvious that the segment sequence is not correct. PEK/CAN segment should precede CAN/PEK segment. To modify it, input as below:
>CS：2 / 1

Output:
1. YYOPEN Y PEKCAN
2. CA1322 Y SU10SEP CANPEK DK1 1305 1610 763 S 0
3.PEK099

Agent may not enter other data.

Error response
ELE NBR: Invalid segment serial number

§ 2 Enter newly created segments into an existing PNR (ES)

When the creation of a PNR is initiated before it is known that a passenger has an existing PNR, any new segments that have been sold must be canceled or merged into the existing PNR before the user is allowed to proceed with the modification of the existing PNR. The user can ignore the retrieved PNR, ignore the new segments, then retrieve the existing PNR again and continue processing. Another alternative is to merge the existing segments into the existing PNR. This is accomplished with the enter segment function.

Format

>ES：

Example

1. Create a segment element for a passenger and merge it with existing passenger PNR.

Agent creates a segment with SS function,
>SS CA1321Y10OCT PEKCAN NN1
Output:
1. CA1321 Y SA10OCT PEKCAN DK1 0900 1200 340 S 0
2.PEK099

Retrieve existing PNR M4MMN:
1.XIE/FENG M4MMN
2. CZ3101 K TU01DEC CANPEK HK1 0820 1050
3.C2526
4.TL/1200/5OCT/PEK099
5.RMK CA/JV3LM
6.PEK099

>ES:

Output
1.XIE/FENG M4MMN
2. CA1321 Y SA10OCT PEKCAN DK1 0900 1200 340 S 0
3. CZ3101 K TU01DEC CANPEK HK1 0820 1050
4.C2526
5.TL/1200/5OCT/PEK099
6.RMK CA/JV3LM
7.PEK099

〖Remark〗 If there are plenty of seats available , agent can retrieve the PNR and add the new segment in. If seats are scarcely available, agent doesn't want to risk of losing the seat that he or she gets hold of by chance. Then he or she could apply the ES function.

Error response：
NO PNR: The PNR doesn't exist.

§ 3. PNR Split (SP)

The split transaction is used to create a separate split PNR (SPNR) for some passengers and/or group space in an existing or original PNR (OPNR). This is required if the itinerary of some passengers is separated from others in the same PNR.
You will learn split a none-group PNR in this chapter. Details over splitting a group PNR please refer to Lesson Ten.

Format

>SP:Passenger reference number/Passenger reference number…

Example

1.A PNR with three passengers: ┼
>RT MS5RV
1.HAO/HAIDONG 2.LI/BING 3.XIE/FENG MS5RV
4. MU5118 Y TU20OCT PEKTNA HK3 1050 1130
5.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
6.NC
7.TL/1200/15OCT/BJS191
8.RMK CA/H85NJ
9.BJS191
┼

Split passenger HAO/HAIDONG and XIE/FENG from the PNR, input:
>SP: 1/3

System output:
1.HAO/HAIDONG 2.XIE/FENG
3. MU5118 Y TU20OCT PEKTNA HK2 1050 1130
4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
5.NC
6.TL/1200/15OCT/BJS191
7.RMK CA/H85NJ
8.BJS191
┼
After reconfirmation, input End of Transaction function
@
MU5118 Y TU20OCT PEKTNA HK2 1050 1130
MS6XS SPLIT FROM MS5RV

A new PNR with record locator MS6XS was created for passengers HAO/HAIDONG and GAOFENG. There is only one passenger in the original PNR with record locator MS5RV.

```
>RT MS6XS
 1.HAO/HAIDONG 2.XIE/FENG MS6XS
 3.  MU5118 Y      TU20OCT    PEKTNA HK2      1050 1130
 4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
 5.NC
 6.TL/1200/15OCT/BJS191
 7.RMK CA/H874K
 8.BJS191
```

LI/BING is the only passenger in the original PNR MS5RV.

```
>RT MS5RV
1.LI/BING MS5RV
2.  MU5118 Y      TU20OCT    PEKTNA HK1      1050 1130
3.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
4.NC
5.TL/1200/15OCT/BJS191
6.RMK CA/H85NJ
7.BJS191
```

【Remark】

In some of the CRS, on particular flights only one time split transaction is allowed. Therefore, if a PNR has segment that involves those flight, then only one split transaction will be allowed for this PNR as well. If agent needs to further split the PNR upon the passenger request, agent has to create a new PNR.

Review

Agent should master SP function. The other function is only for knowledge.

Lesson Ten Group PNR

A passenger group of over 9 members will be regarded as a group, otherwise they will be considered as individuals. Agent is required to process group booking specially. Due to the complexity involved in dealing with group booking, we dedicate this chapter to introduce about the details.

We shall talk about the following topics sequentially.

- Group name element and group element GN
- Retrieval of group PNR
- Group PNR split
- Group PNR modification
- Issue group ticket

§ 1. Group Name Element and Group Element GN

The only difference between group PNR and individual passenger PNR is that a group name has to be created in additional to the passenger names.

- **Group name** **GN**
- Name NM
- Segment SS、SD、SN、SA
- Contact CT
- Ticket statue TK

Group name was entered to any PNR who has 9 or more passengers. It's a mandatory element to the PNR. The group name element contains the name as well as the number of passenger in the group.

Format

>GN: Number of passengers in the group group name

【Remark】

1. There are no restrictions as to how the group should be named.
2. The group name consists of alpha characters and slashes.
3. The minimum size is two alpha characters and the maximum is 50 alpha characters.
4. Agent is not allowed to modify group name after it's been created.
5. A PNR with 9 or more than 9 passengers will be considered as a group. Otherwise it will be considered as individual PNR.
6. A group PNR contains maximum 511 passengers.
7. There are no restrictions as to when the group name element must be entered. The agent may add the group name during the creation of a new PNR or during the modification of an existing PNR.
8. The entry of a group name element allows the agent to retrieve the PNR by using the group name and segment in addition to the individual name and segment retrieval that

exists for all individual names within a PNR.

9. Agents may cancel or split the group PNR after it has been created. The splited PNR will be considered as group PNR who is using the same group name as well.

Example

1.Create a group PNR of 12 passengers using the name CAAC/GROUP.

>GN:12TANGSHAN

Number of passengers in the group
Group name

Output:

0.12TANGSHAN **NM**0
1.PEK099

〖Remark〗

A number will follow NM to indicate how many passenger names has been input into the group PNR. In the above example none of the passenger names have been input, so system output 0.

2. Create a complete group PNR

>GN：12TANGSHAN
SS：3Q4122/Y/20JAN/PEKKMG/NN12
CT：0315-2812992
TK：TL/1200/10JAN/BJS367
NM：1GAO/YUMIN 1JIANG/XIHONG 1LI/JINGYU 1LI/JINYONG 1LI/YAJUN
- 1SUN/MINGHUI 1SUN/SHULAN 1WANG/YAYUN 1XIAO/YUANSHENG 1YANG/CUIFEN
- 1YANG/CUIYAN 1ZHENG/HUANHUAN
@
3Q4122 Y TH20JAN PEKKMG HN12 1200 1500
MCG2Y

〖Remark〗

1. GN is the group name function designator.
2. Even if there are still available seats on the flight, the initial action code for a group PNR will be HN (have requested.). The PNR will be directed to the corresponding airline queue to be reviewed by the airline controllers.
3. Airline controllers will convert the action code from HN (have requested) to KK (confirming) to confirm the reservation.
3. If the airline is unable to allocate available seats to the group PNR, airline controller will convert the action code from HN (have requested) to UU (unable).
4. Group tickets have to be issued one week before departure.

§ 2. Group PNR retrieval

The same method of retrieving individual PNR could be applied to group PNR.

By Record locator:	>RT:xxxxx
By passenger name:	>RT:ZHANG/CA1301/10DEC
By passenger name list:	>ML:C/CA1301/10DEC
	>RT:passenger reference number
By airline record locator:	>RRT:V/xxxxx/CA1301/10DEC
Retrieve complete PNR:	>RT:C/xxxxx
Retrieve PNR history portion:	>RT:U/1
Return to PNR active portion:	>RT:A

Other methods that can be applied:

Retrieve passenger name list:

>RT:xxxxx

>RT:N

or >RT:N/xxxxx

By passenger name list:

>ML:G/CA1301/10DEC

>RT: reference number

Or >RT:N/reference number

Example

1. Retrieve group PNR by record locator

>RT:MCG2Y
0.12TANGSHAN NM12 MCG2Y
13. 3Q4122 Y TH20JAN PEKKMG RR12 1200 1500
14.BJS/T BJS/T 0315-2812992/TANGSHAN AVIATION SERVICE SERVICE CENTRE/WEI JUN
15.0315-2812992
16.T/6023344751-62
17.RMK CA/HSWFP
18.BJS367

2. Retrieve all passengers' names of the above PNR.

>RT:N

0.12TANGSHAN NM12 MCG2Y
1.GAO/YUMIN 2.JIANG/XIHONG 3.LI/JINGYU 4.LI/JINYONG 5.LI/YAJUN
6.SUN/MINGHUI 7.SUN/SHULAN 8.WANG/YAYUN 9.XIAO/YUANSHENG
10.YANG/CUIFEN
11.YANG/CUIYAN 12.ZHENG/HUANHUAN
13. 3Q4122 Y TH20JAN PEKKMG RR12 1200 1500
14.BJS/T BJS/T 0315-2812992/TANGSHAN AVIATION SERVICE SERVICE CENTRE/WEI JUN
15.0315-2812992
16.T/6023344751-62
17.RMK CA/HSWFP
18.BJS367

3.Retrieve group PNR with passenger name by record locator

>RT:N/MCG2Y

0.12TANGSHAN NM12 MCG2Y
1.GAO/YUMIN 2.JIANG/XIHONG 3.LI/JINGYU 4.LI/JINYONG 5.LI/YAJUN
6.SUN/MINGHUI 7.SUN/SHULAN 8.WANG/YAYUN 9.XIAO/YUANSHENG
10.YANG/CUIFEN
11.YANG/CUIYAN 12.ZHENG/HUANHUAN
13. 3Q4122 Y TH20JAN PEKKMG RR12 1200 1500
14.BJS/T BJS/T 0315-2812992/TANGSHAN AVIATION SERVICE SERVICE CENTRE/WEI JUN
15.0315-2812992
16.T/6023344751-62
17.RMK CA/HSWFP
18.BJS367

4. Retrieve group list on flight 3Q4122

>ML G/3Q4122/.

MULTI
3Q4122 /20JAN G
PEKKMG
001G 0TANGSHAN MCG2Y Y RR12 BJS367 19JAN00 K T
TOTAL NUMBER 12

>RT:N/1

〖Remark〗

Agents are allowed to retrieve PNRs that have been created within their own office.

5．0 following NM indicates that no passenger name has been input.

>RT M4MDY
0.20CAAC/GROUP NM**0** M4MDY
4. CZ3196 Y TH24SEP PEKCAN HN**20** 0800 1045
5.66017755
6.TL/1200/10SEP/PEK099
7.RMK CA/JV3CS
8.PEK099

6.As we can see from below. The number of passenger names that had been input (NM3) does not accord with seats reserved (HN20).

>RT M4MDY
0.20CAAC/GROUP NM**3** M4MDY
4. CZ3196 Y TH24SEP PEKCAN HN**20** 0800 1045
5.66017755
6.TL/1200/10SEP/PEK099
7.RMK CA/JV3CS
8.PEK099

>RTN
0.20CAAC/GROUP NM**3** M4MDY
1.BAI/JIANPO 2.CAO/SHANGLI 3.DIAO/WEI
4. CZ3196 Y TH24SEP PEKCAN HN**20** 0800 1045
5.66017755
6.TL/1200/10SEP/PEK099
7.RMK CA/JV3CS
8.PEK099

〖Remark〗

There are no restrictions as to when the passenger name must be entered into a group PNR. The agent may add the passenger name during the creation of a new PNR or during the modification of an existing PNR, but the agent must input all passenger names before issue the ticket; otherwise airline may cancel the PNR. In the individual passengers PNR, number of passenger name must accord with the seats applied.

§ 3. Group PNR Split

The split transaction is used to create a separate split PNR (SPNR) for some passengers and/or group space in an existing or original PNR (OPNR). This is required if the itinerary of some passengers is separated from others in the same PNR.

Splitting a group PNR is special in the sense that passenger name can be input anytime before issuing the tickets. We shall introduce about it from the below three aspects:

1. Split passengers from a group PNR.
2. Split unassigned seats from a group.
3. Split both passenger and unassigned seats from a group PNR.

It's important for agent to know that one time PNR split is allowed in the system in general. For some particular airlines, agents are not allowed to conduct PNR split.

1. Split passenger from a group PNR;

Similar to splitting individual PNRs.

Format

>SP:passenger reference number/passenger reference number/...

Example

1. PNR:

>RT N/MD66M
0.10TRAVEL NM10 MD66M
1.CHEN/LONG 2.LU/XIAO 3.LU/HAO **4.LU/FANG** **5.TANG/CHE** 6.TANG/KOU
7.WANG/LIANG 8.ZHANG/JIE 9.ZHANG/HONG 10.ZHAO/ZHENGQUAN
11. X2117 B TH04FEB PEKCSX HN**10** 0835 1040
12.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
13.67548930
14.TL/1200/25JAN/BJS191
15.RMK CA/J514V
16.BJS191

All 10 passengers' name is input. Agent needs to split passenger number 1,4,5. Input:

>SP1/4/5

Output

0.**3**TRAVEL NM**3**
1.CHEN/LONG 2.LU/FANG 3.TANG/CHE
4. X2117 B TH04FEB PEKCSX HN**3** 0835 1040
5.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
6.67548930
7.TL/1200/25JAN/BJS191
8.RMK CA/J514V
9.BJS191
┼
A number PNR is created after conducting End of Transaction.

@
X2 117 B TH04FEB PEKCSX HN**3** 0835 1040
MD721 SPLIT FROM MD66M
┼

〖Remark〗

"MD721" is split from "MD66M".
"MD721" is the split PNR with three passengers.
"MD66M" is the original PNR with 3 passengers less.

Retrieve both PNRs to compare:

>RT:N/MD721
0.3TRAVEL NM3 MD721
1.CHEN/LONG 2.LU/FANG 3.TANG/CHE
4. X2117 B TH04FEB PEKCSX HN3 0835 1040
5.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
6.67548930
7.TL/1200/25JAN/BJS191
8.RMK CA/J529J
9.BJS191

>RT:N/MD66M
0.7TRAVEL NM7 MD66M
1.LU/XIAO 2.LU/HAO 3.TANG/KOU 4.WANG/LIANG 5.ZHANG/JIE
6.ZHANG/HONG 7.ZHAO/ZHENGQUAN
8. X2117 B TH04FEB PEKCSX HN7 0835 1040
9.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
10.67548930
11.TL/1200/25JAN/BJS191
12.RMK CA/J514V
13.BJS191

2.Split unassigned seats from a group.

Agents need to specify the number of seats that will be split from the group.

Format

>SP:G/number of seats

Example

PNR

>RT MHNG3
 0.15KKK NM**0** MHNG3
 1. CZ3609 T SU14FEB CANSHA HN**15** 0750 0940
 2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
 3.65438790
 4.TL/1200/01FEB/BJS191
 5.RMK CA/JVRRT
 6.BJS191
┼

Agent needs to split 5 unassigned seats from the group PNR.
 >SP:G5

Output

 0.**5**KKK NM**0**
 1. CZ3609 T SU14FEB CANSHA HN**5** 0750 0940
 2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
 3.65438790
 4.TL/1200/01FEB/BJS191
 5.RMK CA/JVRRT
 6.BJS191
┼
A PNR is created

>@
 CZ3609 T SU14FEB CANSHA HN**5** 0750 0940
M5907 SPLIT FROM MHNG3

Retrieve both PNR (split PNR and original PNR) to compare.

>RT M5907
0.**5**KKK NM**0** M5907
1. CZ3609 T SU14FEB CANSHA HN**5** 0750 0940
2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
3.65438790
4.TL/1200/01FEB/BJS191
5.RMK CA/HXE99
6.BJS191

>RT MHNG3
0.**10**KKK NM**0** MHNG3
1. CZ3609 T SU14FEB CANSHA HN**10** 0750 0940
2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
3.65438790
4.TL/1200/01FEB/BJS191
5.RMK CA/JVRRT
6.BJS191

3.Split both passengers and unassigned seats from a group

This function is suggested to be used under the situation that portion of the seats have been assigned to passengers that have their name entered in the system and the other portion of the seats remain unassigned (no passenger name entered).

Format

>SP: G/number of seats/passenger reference number/passenger reference number…

Example

>RT:MXBX3
0.**10**TOUR NM**3** MXBX3
4. CZ3379 Y TH15OCT CSXCAN HN**10** 1420 1520
5.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
6.NC
7.TL/1200/05OCT/BJS191
8.RMK CA/H4JD6
9.BJS191

Split passengers with reference number 1,3 and 4 seats, input:

>SP:G2/1/3

Output:

```
 0.4TOUR NM2
 3.  CZ3379 Y     TH15OCT   CSXCAN HN4     1420 1520
 4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
 5.NC
 6.TL/1200/05OCT/BJS191
 7.RMK CA/H4JD6
 8.BJS191
     ┼
```

System output after conducted End of Transaction:

```
 @
    CZ3379   Y TH15OCT   CSXCAN HN4     1420 1520
 MXCF0 SPLIT FROM MXBX3
```

Retrieve PNR MXCF0 and compare.

```
 >RT MXCF0
 0.4TOUR NM2 MXCF0
 3.  CZ3379 Y     TH15OCT   CSXCAN HN4     1420 1520
 4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
 5.NC
 6.TL/1200/05OCT/BJS191
 7.RMK CA/H4K0S
 8.BJS191
```

§ 4. Group PNR Modification

Methods used to modify group PNR and individual passengers PNR are quite similar. To cancel passenger in a group PNR, agents may apply the following methods:

1. Cancel passenger（individual passenger PNR follows the same method）;

2. Cancel unassigned seats;

3. Cancel both passengers and unassigned seats.

1. Cancel passenger

Format

>XE: P/Passenger reference number/passenger reference number…

Example

1. Cancel FAN/ZHIYI and HAO/HAIDONG in the below PNR

>RT:NFT48
1.**FAN/ZHIYI** 2.GAO/FENG 3.**HAO/HAIDONG** 4.LI/BING NFT48
5. 3Q4343 Y TU20OCT KMGCAN HK**4** 1015 1140
6.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
7.NC
8.T/543786486549087
9.RMK CA/H6X4C
10.BJS191

To cancel the two passengers, input

XE:P/1/3

System output

2.GAO/FENG 4.LI/BING NFT48
5. 3Q4343 Y TU20OCT KMGCAN HK**2** 1015 1140
6.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
7.NC
8.T/543786486549087
9.RMK CA/H6X4C
10.BJS191

Reconfirm and conduct EOT, system output:

@
3Q4343 Y TU20OCT KMGCAN HK2 1015 1140
NFT48

Retrieve PNR NFT48 and compare.

>RT NFT48
1.GAO/FENG 2.LI/BING NFT48
3. 3Q4343 Y TU20OCT KMGCAN HK2 1015 1140
4.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU
5.NC
6.T/543786486549087
7.RMK CA/H6X4C
8.BJS191

2. Cancel unassigned seats

Format

>XE:G/number of seats

Example

2. Cancel two seats from below PNR.

┼>RT:ME4F8
0.10GOOD NM**0** ME4F8
1. FM543 Y MO19OCT NKGCTU HN**10** 1445 1640
2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
3.NC
4.TL/1200/15OCT/BJS191
5.RMK CA/H6ZLB
6.BJS191

Input:
>XE:G/2

System output
0.8GOOD NM**0** ME4F8
1. FM543 Y MO19OCT NKGCTU HN**8** 1445 1640
2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
3.NC
4.TL/1200/15OCT/BJS191
5.RMK CA/H6ZLB
6.BJS191

Reconfirm and conduct EOT, system output:
┼@
FM 543 Y MO19OCT NKGCTU HN**8** 1445 1640
ME4F8

Retrieve PNR and compare:
>RT ME4F8
0.8GOOD NM**0** ME4F8
1. FM543 Y MO19OCT NKGCTU HN**8** 1445 1640
2.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SHU HUA
3.NC
4.TL/1200/15OCT/BJS191
5.RMK CA/H6ZLB
6.BJS191

3.Cancel both passengers and unassigned seats:

This function is suggested to be used under the situation that portion of the seats have been assigned to passengers that have their name entered in the system and the other portion of the seats remain unassigned (no passenger name entered).

Format

>XE:G/Number of seats/P/passenger reference number…

Example

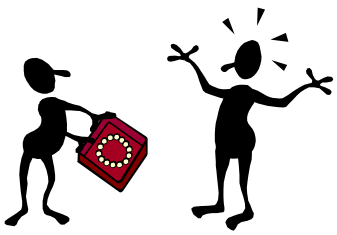
3. Cancel passenger 1,2 and 3 seats.

>RT：N/M4MDY
0.20CAAC/GROUP NM**3** M4MDY
1.BAI/JIANPO 2.CAO/SHANGLI 3.DIAO/WEI
4. CZ3196 Y TH24SEP PEKCAN HN**20** 0800 1045
5.66017755
6.TL/1200/10SEP/PEK099
7.RMK CA/JV3CS
8.PEK099

>XE:G3/P/1/2

Retrieve PNR and compare:

>RT:N
0.20CAAC/GROUP NM**1** M4MDY
1.DIAO/WEI
2. CZ3196 Y TH24SEP PEKCAN HN**15** 0800 1045
3.66017755
4.TL/1200/10SEP/PEK099
5.RMK CA/JV3CS
6.PEK099



§ 5. Issue Group Ticket

To issue group ticket manually, agents should use consecutive ticket numbers and input ticket number range into the PNR. Below chapter will be focused on automatic ticketing issues:

Agents are allowed to print maximum 30 tickets in one time.

1. Group of less than passengers

Example

1. >RT:MDG8V
0.24CASGRP NM24 MDG8V
25. NW087 Y SA12FEB LGADTW HK24 1240 1435
26. NW087 C SA12FEB DTWPEK HK24 1540 1840+1
27.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SU HUA
28.NC
29.TL/1200/10FEB/BJS191
30.BJS191

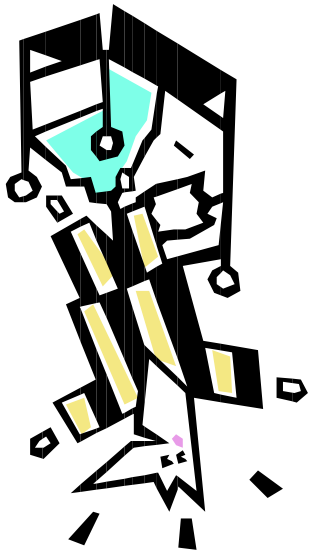
Modify PNR and issue ticket:
>XE:29
FC:NYC F-PC NW X/DTT NW BJS 1966.00C2F NUC1966.00END/ROE1.0000

FN:FUSD1966.00/ECNY16280.00/SCNY16280.00/C20.00/TCNY103.00US/TXFCNY25.00US
TC:F/J22BA827
EI:NW ONLY/BSR 8.278145
FP:CHECK,CNY

System output:
0.24CASGRP NM24 MDG8V
25. NW087 Y SA12FEB LGADTW HK24 1240 1435
26. NW087 C SA12FEB DTWPEK HK24 1540 1840+1
27.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SU HUA ABCDEFG
28.NC
29.FC/NYC F-PC NW X/DTT NW BJS 1966.00C2F NUC1966.00END ROE1.00
30.FN/FUSD1966.00/ECNY16280.00/SCNY16280.00/C10.00/XCNY128.00/TCNY103.00 US/TXFCNY25.00US/ACNY16408.00
31.TC/J22BA827
32.EI/NW ONLY/BSR 8.278145
33.FP/CHECK,CNY
34.BJS191

System output after printed the ticket：

0.24CASGRP NM24 MDG8V
25. NW087 Y SA12FEB LGADTW HK24 1240 1435
26. NW087 C SA12FEB DTWPEK HK24 1540 1840+1
27.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SU HUA
28.NC
29.T
30.FN/FUSD1966.00/ECNY16280.00/SCNY16280.00/C20.00/XCNY128.00/TCNY103.00
US/TXFCNY25.00US/ACNY16408.00
31.TN/012-2567503672/P1
32.TN/012-2567503673/P2
33.TN/012-2567503674/P3
34.TN/012-2567503675/P4
35.TN/012-2567503676/P5
36.TN/012-2567503677/P6
37.TN/012-2567503678/P7
38.TN/012-2567503679/P8
39.TN/012-2567503680/P9
40.TN/012-2567503681/P10
41.TN/012-2567503682/P11
42.TN/012-2567503683/P12
43.TN/012-2567503684/P13
44.TN/012-2567503685/P14
45.TN/012-2567503686/P15
46.TN/012-2567503687/P16
47.TN/012-2567503688/P17
48.TN/012-2567503689/P18
49.TN/012-2567503690/P19
50.TN/012-2567503691/P20
51.TN/012-2567503692/P21
52.TN/012-2567503693/P22
53.TN/012-2567503694/P23
54.TN/012-2567503695/P24
55.FP/CHECK,CNY
56.BJS191



2. To issue tickets for a group of more than 30 passengers, agents should print them in couple of times.

0.84CASGRP NM**84** MDG8J
25. NW087 Y SA12FEB LGADTW HK**84** 1240 1435
26. NW087 C SA12FEB DTWPEK HK**84** 1540 1840+1
27.BJS/T PEK/T 010-65538922/CHINA AIR SERVICE COMPANY/DONG SU HUA ABCDEFG
28.66160652
29.TL/1200/1FEB/BJS191
30.FC/NYC F-PC NW X/DTT NW BJS 1966.00C2F NUC1966.00END ROE1.00
31.FN/FUSD1966.00/ECNY16280.00/SCNY16280.00/C10.00/XCNY128.00/TCNY103.00 US/TXFCNY25.00US/ACNY16408.00
32.TC/J22BA827
33.EI/NW ONLY/BSR 8.278145
34.FP/CHECK,CNY
35.BJS191

Before print the ticket, cancel item 29 the ticketing time limit:
>XE:29 input

>DZ:1/P1-P30
CNY488400.00 MDG8J

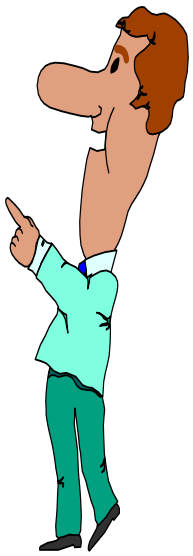
>RT: MDG8J
>DZ:1/P31-P60
CNY488400.00 MDG8J

>RT: MDG8J
>DZ:1/P61-P84
CNY390720.00 MDG8J

3.Print tickets for portion of passengers in the group.
Print ticket for the 15th passenger in the above PNR.

>DZ:1/P15

Print ticket for the 1st, 21st and 24th passenger in the above PNR:
>DZ:1/P1/P21/P24



Chapter Four Office QUEUEs

1. General Information

The office queue system provides a means of communication between the system and mechanized offices. An agent or an application program can place items on an office queue. The item placed on an office queue can be a message or a record key. The types of messages that can be placed on an office queue are as follows:

- Agents' PNR modification notification
- System notifications over actions that agents should take
- Agents information exchange
- Airline notice to agents
- Ticketing status notification
- Other information

Agents can obtain system and PNR update via Queues that are of vital importance for the sale and operational activities. Timely action taken by the agents to deal with those issues may help to avoid of unnecessary loss.

>QT

QT BJS166			
GQ 0023 0200	RP 0002 0200 P	KK 0015 0200	RE 0000 0200
SR 0001 0200	TC 0003 0200	TL 0005 0200	SC 0004 0200

The system has 8 types of office queues, they are GQ、KK、SR、SC、TL、RP、TC、RE，Each queue has its particular function.

GQ：General Message。Each office must have a general office queue. Items are queued on the general office queue if a specific reason code does not exist for a defined office queue.

RP：Freeform QUEUE（Supper Report）for agents information exchange

KK：Replay Record Queue

SR： SSR Request Queue

TC： Ticked Change Queue

TL：Time Limit Queue

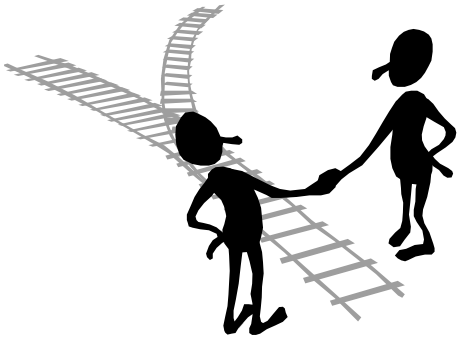
SC：Schedule Change Queue

RE：Passenger Rebook

2. Office QUEUE processing

In the following lessons, we shall introduce you how to process the messages that have been delivered to your queues. It's strongly suggested that a dedicated person from each office should be assigned the tasks of processing the queues in time because quite often very important messages over all aspects of ticketing sales activities will be delivered to you through queues by airlines or systems. Timely and correct actions should be taken to deal with those messages to ensure a smoothly and productive sale.

Each queue functions differently which results in different processing methods. We shall go into details in the following lessons.



Lesson One KK Queue

Messages that are delivered to KK queue are majorly from the airline control offices. Those messages are response to agents' requests of services such as airline flight seats, special meal and special services. 。

Under normal situation, airlines will response on agents' requests or waitlists such as flight seats, special meal and special services in following ways.

1.Confirming；
2.Cancelling；
3.Other Modification；

Normally airlines will deliver responses over agents' requests of flight seats and services, information over change or cancellation of flight, class of services and warning over time limits that have been places on PNR via KK queue. If agents do not process KK queue timely, it may result in unnecessary loss, which could be otherwise, avoid on the agents as well as their customers.

Examples：

1．Airline confirm agents seats request:

BJS189 REPLY RCD (0090)
1.GAO/FENG LI MGHGH
2. MU5114 I SU08NOV PEKTAO **KL1** 1555 1710
3.BJS/T BJS189/T 010-65233385/BUSINESS & TRADE PAX-TREIGHT SERVICE CO./HANG
EN FU ABCDEFG
4.65198530
5.TL/1200/06NOV98/BJS189
6.RMK CA/H1234
7.BJS189

2. Seat cancellation causes by passenger NOSHO

BJS189 REPLY RCD (0090)
1.HAO/HAIDONG M4HC6
2. CZ3114 M TH05NOV98PEKCAN RR1 1520 1820
3. CA1302 K FR06NOV98CANPEK **HX1** 1845 2125
4.BJS/T BJS189/T 010-65233385/BUSINESS & TRADE PAX-TREIGHT SERVICE CO./HANG
EN FU ABCDEFG
5.65197585
6.T/T9993933565421-2
7.**SSR OTHS 1E CANCELED DUE TO NOSHO AT AIRPORT**
8.RMK CA/HNBP9
9.BJS189

3.Airline confirm agents' special meal or special service request

BJS189 REPLY RCD (0090)
1.LI/CHENGHONG NZB65
2. CA960 L SU04OCT ZRHPEK HK1 1455 0705+1
3.BJS/T PEK/T 010-65975127/ZHAOSHANG CITS/FANG JIANLING ABCDEFG
4.65043069-JI
5.TL/1200/25SEP98/BJS199
6.SSR OTHS CA **KK1** NOSALT/P1
7.RMK CA/K2D3L
8.BJS189

Lesson Two TL Queue

Messages on TL queue are those generated by the system automatically during the scanning of ticketing time limit. Normally a ticketing time limit will be set either by the airline or the agents and placed in the PNR. The system runs a program to scan them during nightly file maintaince. If the PNR has reached the time limit programmed, system will generate a warning and deliver it to the particular office TL queue. Agents should take immediately action to process this warning.

Corresponding PNR details will be delivered to the queue accompanying the warning message. Agents may release the message after processing it or return it to the queue for further action.

It happens quite often that airline cancel the booking due to agent didn't issue it before the end of the time limit programmed. Before airline cancel the booking, it will always send a warning beforehand. If the agents didn't update them properly and timely, they could not remind or warn the customers accordingly. Then the situation could develop to the state that all parties involved, airline, agents, customers, will be impacted negatively.

1. TL queue:

```
BJS138 TIM-LIM TKT      (0140)
┼ 0.110JMKH/GRP NM0 P1NCR
 1.  CA931  K    TH12NOV   PEKFRA HK110 1345 1640
 2.  CA932  K    FR04DEC   FRAPEK HK110 1840 1110+1
 3.BJS/T  BJS189/T  010-65233385/BUSINESS  &  TRADE  PAX-TREIGHT  SERVICE
CO./HANG
      EN FU ABCDEFG
 4.TEL 65233385HANG
 5.TL/1200/06NOV98/BJS189
 6.RMK CA/HY79G
 7.BJS138
```

Current system time:

```
>DA:
A*        1       06NOV     0730      41     BJS138
B         AVAIL
C         AVAIL
D         AVAIL
E         AVAIL
PID     = 14329     HARDCOPY   = 1112
TIME =   0800      DATE =   06NOV        HOST = LILY
AIRLINE = 1E       SYSTEM =   CAAC01   APPLICATION =   3
```

System will generate warning to the agent TL queue before time limit ends.

Lesson Three SC Queue

After the flight schedule being changed, the action code of the PNRs that agents had created previously would be changed to UN, TK, TL etc., accordingly as well. To inform agents about the change, corresponding PNR will be delivered to the particular office queue.

Under different situation, different processing methods have to be applied. If the booking had been issued, then agents should manually modify action code TK to RR. If airline changed the flight schedule or placed flight protection, agent should inform passenger timely as well. Therefore it's of vital importance for the agents to update SC queue in time.

Example：

```
BJS186 SCHEDULE CHG     (0175)
 1.HUANG/YUSHENG 2.ZHAN/MINLI N3VE4
 3.  CZ3192 M     WE07OCT   PEKSZX RR2     0940 1240
 4.  CA1304 K     FR09OCT   SZXPEK TK2     1800 2055                S
 5.BJS/T PEK/T 010-68539379/PEK JIN YUAN AVATION TRANSPORT SERVICE
CO./CHU
    YU DE ABCDEFG
 6.62011496
 7.T/3933729305-8
 8.RMK CA/KXTGL
 9.BJS186
```

RTC

```
003       PEKCA 9983 0239 30SEP98 /2
      1.HUANG/YUSHENG(001) 2.ZHAN/MINLI(001) N3VE4
001   3.  CZ3192 M     WE07OCT   PEKSZX RR2     0940 1240
          DR(001)   RR(001)
001   4.  CA1304 K     FR09OCT   SZXPEK TK2     1800 2055                S
          RR(001)   DR(001)   RR(001)   TK(003)
001   5.BJS/T PEK/T 010-68539379/PEK JIN YUAN AVATION TRANSPORT SERVICE
          CO./CHU YU DE ABCDEFG
001   6.62011496
001   7.T/3933729305-8
002   8.RMK CA/KXTGL
001   9.BJS186
001       BJS186 4081 0047 28SEP98
002       HDQCA 9983 0047 28SEP98 /RLC1
001/003   CA1304 K     FR09OCT   SZXPEK  UN2     1740 2035                S
          RR(001)   DR(001)   RR(001)   UN(003)
003       PEKCA 9983 0239 30SEP98 /2
```

Through retrieve the complete PNR, we can see the flight departure time has been modified from 1740 to 1800, consequently arrival time from 2035 to 2055.

Lesson Four TC Queue

TC queue contains normally two types of messages. Type one messages are those that generated by the system automatically to remind agents of the modification they have done on the ticketing time limit and ticket number. The other types of messages are those concerning voided BSP ticket record. If agents want to keep track of the voided BSP ticket number, he or she could apply TPR function after voiding the ticket number in order to store the relevant information into the TC queue.

1.Agent modify ticket number:

```
BJS139 TKT CHANGE
1.LI/MING MR N6YC4
2.  CJ638  Y    SU08NOV  HKGDLC RR1    1320 1610
3.HKG/T HKG/T 00852-29262000/JEBSEN REAVEL/REX WOO ABCDEFG
4.HKG/JEBSEN TRAVEL 29238775 PINKY
5.T/782 4200246966
6.RMK CA/J37C8
7.HKG139
RTU1
001      HKG139 13674 0352 04NOV98
002      HDQCA 9983 0352 04NOV98 /RLC1
001/003 T/TL/1600/05NOV98/HKG139
003      HKG139 13674 0441 04NOV98
004      HDQCA 9983 0441 04NOV98 /RLC3
003/005 T/785 7826624313
005      HKG139 13674 0623 04NOV98
006      HDQCA 9983 0623 04NOV98 /RLC5
```

1.Agent used PVT function to void the ticket. The voided ticket's information is store subsequently into TC queue. As we can see below the stored information include: office number, voided ticket number, PNR record locator, agent person account number, and voiding time, date.

```
BJS187 TKT CHANGE
PAST BSP TICKETS VOIDED
BJS187
999-6649114127 NZ5N2    28SEP98  VOIDED
                        BY  4086     AT  29SEP98 0110
```

Lesson Five SR Queue

Quite often airline controllers add SSR message into agent PNR in order to pass on certain information. The changes that have been on the PNR will be stored in SR queue to remind agent.

Information that airline needs to pass on to agents include warnings for issuing ticket, confirmation on agent request.

Example:
Airline cancelled M class on a certain flight and informed agent to rebook on K class.

```
BJS138 SSR REQUEST (0053)
 0.16SHTM NM0 M1K5C
1. CZ8933 M TH12NOV KWLCAN NO16 1920 2015
2.CAN/T CAN132/T 020-7662857/GUANGDONG PROVINCE TRAIN CYTS/ZANG DUAN
3.86528091
4.TL/1700/07NOV/CAN132
5.SSR OTHS 1E CZ8933 PLS CHG TO K CLS
6.CAN132
```

RT：C

```
008 HDQCZ 9983 0253 30OCT98 /7/SNC
001 0.16SHTM NM0 M1K5C
001 1. CZ8933 M TH12NOV KWLCAN NO16 1920 2015
      NN(001) NN(004) HN(004) NN(006) HN(006) NO(008)
001 2.BKD 16 CNL 0 SPLIT 0
001 3.CAN/T CAN132/T 020-7662857/GUANGDONG PROVINCE TRAIN CYTS/ZANG DUAN
      ABCDEFG
001 4.86528091
001 5.TL/1700/07NOV/CAN132
003 6.SSR OTHS 1E CZ8933 PLS CHG TO K CLS
001 7.CAN132
```

Lesson Six RP Queue

RP queue receive messages that agents pass on among themselves. Agent can use QE function to create a message and direct it to the specific office.

1.Deliver a message to a certain office

>QE:RP/BJS187

GOOD MORNING.

GAOFENG

Input message by the end and conduct End of Transaction, then the message will be transmitted to the corresponding queue.

Agents from BJS187 will retrieve message as below.

BJS189 SUPVR REPORT (0000)

GOOD MORNING

GAOFENG
FROM AGENT 987 PID14331 PEK099 0815 10/11/98

Agent personal account, terminal and office number will be indicated in the message as well.

Lesson Seven GQ Queue

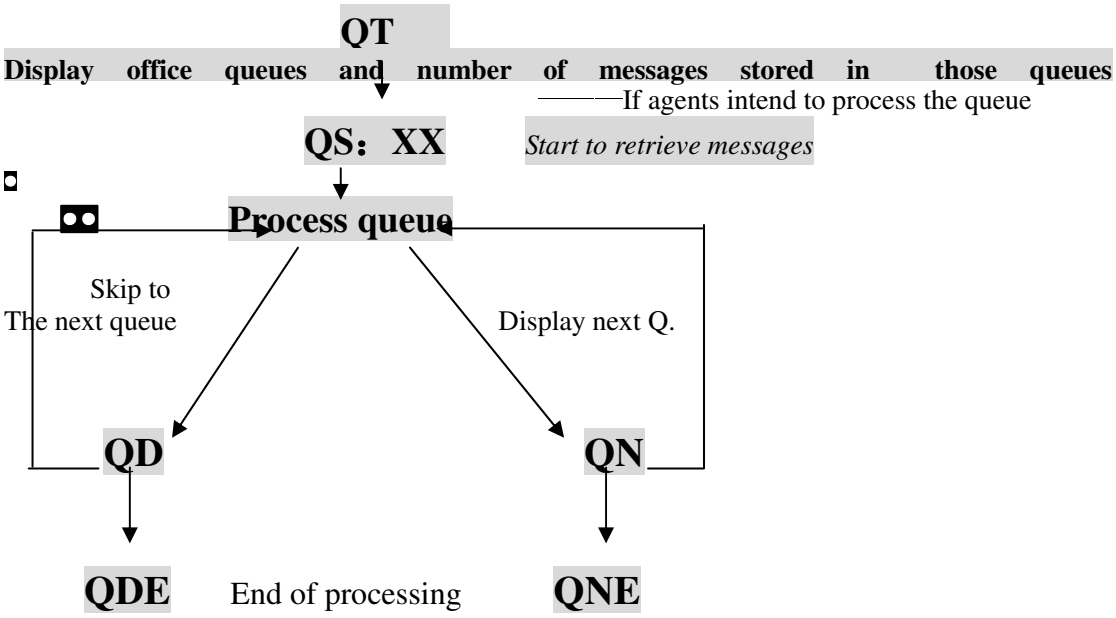
Due to the fact that the types of queues that will be created in each office are limited and some of the messages cannot be categorized into those available queues. GQ queue is designed consequently to receive any messages that cannot be categorized. The types of messages that will be included in the GQ queue are various and related to PNR or ticket issues.

Chapter Five　Queue Processing

The office queue system provides a means of communication between the system and mechanized offices.

A set of queues will be created for each individual office according their particular need. Most of messages on the queue are delivered automatically by the system according to its contents. The operation personnel can create some of the messages manually as well.

Queue processing work flow：



Lesson One　Queue Total (QT)

The QT transaction provides information about the active office queues for a city/office. The status information consists of the queue mnemonics, the number of items on each queue for the office, the queue limit on each queue, and the print indicator if the office queue is being printed.

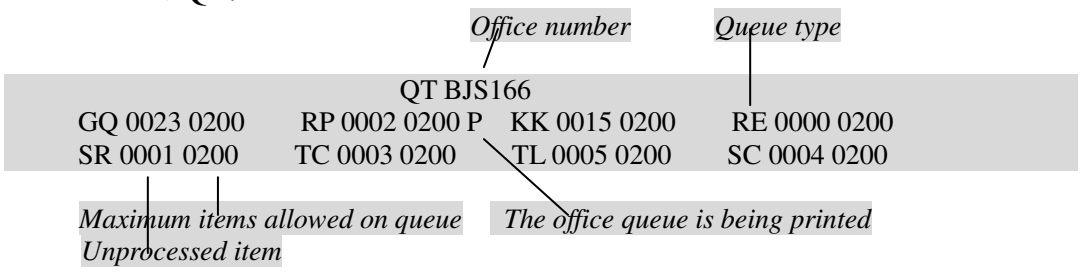
It's suggested that agents get informed of the amount of messages need to be processed before get down to individual items.

Format

>QT:

Example

>QT：



〖Remark〗

1. Take example of KK, maximum items allowed on this queue is 200. There are currently 15 items need to processed
2. When items on a queue exceed the maximum amount, the exceed items will be printed on the associated print.

Error response：

FORMAT
　　The user has entered erroneous input

ILLEGAL
　　Transaction rejected due to wrong customer number

OFFICE
　　The office does not exist

Lesson Two Queue Start (QS)

The QS transaction associates an agent with an office queue and displays the first entry. The agent continues to be associated with the queue until terminated with a queue-end function. The queue-end must be attached to the QN, QC, QD, or QB transaction.

Format

>QS：Queue type

Example

Process TL queue

>QS：TL

Office code

Variable reason code text determined by the controlling queue type

Number of messages remaining in the queue

```
   BJS166 TIM-LIM TKT       (0004)
0.17XIMAN NM0 NT36Y
1.      F65941 L     TU22SEP    PEKLHW US17    1040 1300
2.   BJS/T BJS/T 010-66075322/PEK XIMAN AVIATION SERVICE
  CENTRE/ZHANG XI MAN ABCDEFG
3.TL/1200/17SEP98/BJS166
4.RMK CA/K6Y78
5.BJS166
```

〖Remark〗

1. The number appeared in the parenthesis on the first line indicate the amount of unprocessed items.

2. When agents retrieve PNR, system outputs NO PNR. That means the PNR has expired due to the agent did not process it in time. Under this situation, agent should use QN function to remove the corresponding item from the queue.

Error response：

FORMAT
The user has entered additional erroneous input.

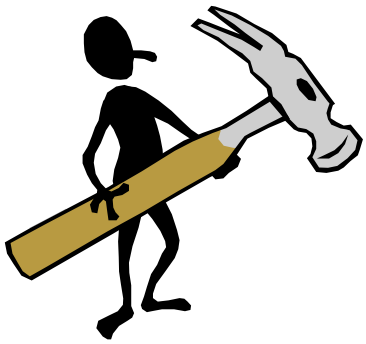
ILLEGAL
Transaction rejected due to wrong customer number.

NO QUEUE
The specified office queue does not exist.

OFFICE
The user has attempted to process an office queue for an office that does not exist.

Q EMPTY
Indicates the office queue is empty and there are no items to display.

WORKING Q
Indicates the agent is already associated with an office queue. An agent can work only one office queue at a time. The reason code (aa) and city-office designation (aaaxxx) of the office queue the agent is presently working is displayed.



Lesson Three Queue Defer (QD)

The QD transaction defers the processing of a displayed item to a later time. The item can be placed at the end of the queue or delayed from being returned to the queue until a given date and time. The maximum delay period is established as a system parameter.

Example

1. Defer processing of a displayed item. The item is placed at the end of the normal queue presently being worked

>QD：

〖Remark〗

1. The defer processed item will be placed at the end of the normal queue presently being worked.

2. Next item will be displayed on screen and amount of unprocessed items remains the same.

3. When agents retrieve PNR, system outputs NO PNR. That means the PNR has expired due to the agent did not process it in time. Under this situation, agent should use QN function to remove the corresponding item from the queue.

4. >Q EMPTY indicates the office queue is empty and there are no further items to display. Use QDE to terminate the connection to the office queue.

2. Defer processing of a display time and terminate the association of the agent with the queue.

>QD：E

Error response：

FORMAT

Invalid QD transaction format input

NO DISPLAY

The QD transaction was not preceded by the display of a queue item.

Lesson Four Queues Next (QN)

The QN transaction removes the displayed item from the office queue and displays the next item from the office queue.

Example

1. Remove a displayed item from the priority queue and retrieve next item from the priority queue. This example assumes another priority queue item exists.

   >QN：

2. Remove a displayed item from the queue and terminate association of agent with the office queue;

   >QN：E

〖Remark〗

.

1. QN function will remove item permanently from the queue. Agents are suggested to reconfirm the processing before remove the item using QN.
2. Unprocessed items will be reduced after each QN transaction.
3. When agents retrieve PNR, system outputs NO PNR. That means the PNR has expired due to the agent did not process it in time. Under this situation, agent should use QN function to remove the corresponding item from the queue.
4. If agent input QN function after he or she had processed the last item in the queue, system output Q EMPTY, agent should input QNE to terminate association with the office queue.
5. Comparison between QD and QN

Transaction	Similarity	Difference
QD	Retrieve next item	Return display item back to the queue for further processing.
QN	Retrieve next item	Remove displayed item from the queue.

Error response：

Error response：

ILLEGAL

The QN transaction was disabled by an application.

NO DISPLAY

The QN transaction was not preceded by the display of a queue item.

Lesson Five Queue Repeat (QR)

The QR transaction repeats the display of the current queue item. Agents normally works on several tasks at the same time, for example check flight availability, create a PNR and so on. After finishing other tasks, to retrieve the queue items that agent was working; most convenient way would be to use QR function.

Example

Repeat the display of the current queue item.

>QR：

〖Remark〗

QR display contents of each item.

Error response

NO DISPLAY

The QR transaction was not preceded by the display of a queue item.

Lesson Six　Queue Change（QC）

The QC transaction places a displayed item on another office queue. The other office queue can be for the same office or any other office on the system.

Format

>QC：Queue type / Destination / Priority / Termination

Example

1. Place a displayed item on GQ queue for the same city/office and display next item.

   >QC：GQ

2. Place a displayed item on RP queue on office BJS123 and termination the association of the agent with the queue.

   >QC：RP/BJS123/E

3. Give highest priority to placing a display item on RP office queue for city/office BJS123 and terminate association of agent with the queue.

>QC：RP/BJS123/P/E ——*Termination designator*

Priority designator

Office code

Queue type

【Remark】:

1. The above time will be displayed with highest priority because it's specified in the function input.

Error response：

FORMAT	The user has entered additional erroneous input.
ILLEGAL	The QC transaction was disabled by an application.
NO DISPLAY	Q The QC transaction was not preceded by the display of a queue item.
OFFICE	The user has attempted to place an item on an office queue for an invalid office.

Lesson Seven Queue Enter（QE）

The QE transaction places a PNR for a message on a specified office queue or distributes a message to a number of offices, using the broadcast capability. The QE transaction provides a basis for an agent-to-queue communication system. A message must be transmitted with the input to queue it. A freeform message will normally be delivered to RP queue.

Format1

Deliver freeform contents
>QE：RP
Freeform contents

Example

1．Send a message to the own office RP queue。

>QE：RP
THIS IS A TEST MESSAGE

2．Send a message to office BJS123 RP queue.

Queue type
city/office code

>QE：RP/BJS123
THIS IS A TEST MESSAGE————*Message to be sent*

3．Send a message to BJS123 RP queue and place it on the priority queue.

>QE：RP / BJS123 / P
THIS IS AN IMPORTANT MESSAGE.

〖Remark〗 P is the transaction designator for priority. Message sent with this code will be displayed with priority on the receiving party's queue.

Format

Deliver the contents of a PNR record locator to the specified office queue.

>QE：Queue type / city/office / PNR / date / time / priority

Example

1. Send a PNR with record locator M2TXN to office BJS187 TC queue.

>QE：TC / M2TXN / BJS187

【Remark】 Agents need to add the office code even for sending a PNR to his or her own office queue.

2. Send a PNR with record locator M2TXN to BJS123 KK queue for delivery starting 10 May after 0930. The item is placed on the priority queue.

Queue type
Office code
PNR record locator
Set delivery date
Set delivery time

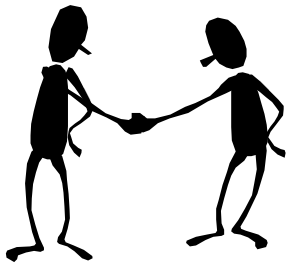
>QE：KK / BJS123 / M2TXN / 10MAY / 0930 / P ——*Priority designator*

【Remark】

The PNR will be displayed on the KK queue of the specified office on the set date and time with priority to other content in the same queue.

Error response：

FORMAT	The user has entered erroneous input.
OFFICE	The user has attempted to place an item on an office queue for an invalid office.
Q TYPE	An attempt was made to add an item to an office queue assigned as restricted.
RL	The user has entered erroneous record locator.



Examples on how agents process queues：

>QT：BJS187

```
                              QT BJS187
GQ 0000 0200      RP 0001 0200      KK 0091 0200      RE 0000 0200
SR 0020 0200      TC 0013 0200      TL 0038 0200      SC 0003 0200
```

〖**Remark**〗**Total numbers of items in each queue will be displayed first.**

>QS：SC

```
 BJS187 SCHEDULE CHG     (0002)
 1.LU/XIAOHUI M58KT
 2.  SA287   C     SA16OCT   HKGJNB  UN1     2350 0650+1              S
 3.  SA287   C     SU17OCT   HKGJNB  KL1     0710 1355                S
 4.BJS/T PEK/T 010-65906694/DLC HUAXUN INTL AIR TRANS CO. PEK BRANCH/ZHAO
 5.65906699 MRWEI
 6.TL/1200/15OCT99/BJS187
 7.RMK AK JNBSA RJ82WX
 8.BJS187
```

〖**Remark**〗

1. Agents start to process SC queue with QS function. The total numbers of unprocessed items are specified in the parenthesis on the first line of output content.
2. We can read from above, flight was changed from 16OCT to 17OCT as well as the departure time due to airline changed the flight schedule.
3. Let's work on this PNR.

>RTC

```
004        SWI1G 9999 0726 15OCT99
       1.LU/XIAOHUI(001) M58KT
001   2.  SA287   C     SA16OCT   HKGJNB  UN1     2350 0650+1              S
          NN(001)   DW(001)   HL(001)   UN(003)
004   3.  SA287   C     SU17OCT   HKGJNB  KL1     0710 1355                S
          KL(004)
001     4.BJS/T  PEK/T  010-65906694/DLC  HUAXUN  INTL  AIR  TRANS  CO.  PEK
BRANCH/ZHAO
001   5.65906699 MRWEI
001   6.TL/1200/15OCT99/BJS187
002   7.RMK AK JNBSA RJ82WX
001 8.BJS187
```

>PN

```
001        BJS187 4085 0937 14OCT99
002        SWI1G 9999 0938 14OCT99
003        SWI1G 9999 0648 15OCT99
004        SWI1G 9999 0726 15OCT99
```

〖**Remark**〗We can see from above PNR information that customer has not issued the ticketand the flight seat on 17th OCT were confirmed. Agent can now inform the customer to issue the ticket and return temporarily this item to corresponding office queue for further processing.

>QD

```
 BJS187 SCHEDULE CHG     (0002)
 1.王文芳  NGBYR
 2.  CA985  Y    SA16OCT  PEKSHA TK1    1400 1600                S
 3.BJS/T PEK/T 010-65906694/DLC HUAXUN INTL AIR TRANS CO. PEK BRANCH/ZHAO
ZHI RONG
 4.T
 5.RMK CA/JE97X
 6.FN/FCNY900.00/SCNY900.00/C3.00/ACNY900.00
 7.TN/781-6050868106/P1
 8.FP/CASH,CNY
 9.BJS187
```

〖Remark〗

1. Agent use QD function to return the item to the corresponding queue. The unprocessed number of item in the queue remains the same.
2. The next item in the queue is now displayed on the VDU. As we can see, the action code is TK. Ticket had been issued as the ticket number had been created. To process this item, we retrieve the complete PNR first.

>RTC

```
01        PEKCA 9983 0753 15OCT99 /4
01    1.王文芳(001) NGBYR
004   2.  CA985  Y    SA16OCT  PEKSHA TK1    1400 1600                S
          RR(004)  DR(004)  RR(004)  TK(006)
01    3.BJS/T  PEK/T  010-65906694/DLC  HUAXUN  INTL  AIR  TRANS  CO.  PEK
      BRANCH/ZHAO ZHI RONG 4.T
01    5.RMK CA/JE97X
01    6.FN/FCNY900.00/SCNY900.00/C3.00/ACNY900.00
01    7.TN/781-6050868106/P1
01    8.FP/CASH,CNY
01    9.BJS187
```

>PN

```
001       BJS187 18233 0157 15OCT99 I                                    -
002       HDQCA 9983 0157 15OCT99 /RLC1
001/003 FC/PEK MU SHA 900.00YB CNY900.00END
003       PEK1E 9986 0157 15OCT99
001/004    MU584  Y    FR15OCT99PEKSHA XX1    1825 2010
          RR(001)  DR(001)  RR(001)  XX(004)
004       BJS187 18233 0330 15OCT99
005       HDQCA 9983 0330 15OCT99 /RLC4
004/006    CA985  Y    SA16OCT  PEKSHA  UN1    1245 1445                S
          RR(004)  DR(004)  RR(004)  UN(006)
006       PEKCA 9983 0753 15OCT99 /4
```

【**Remark**】

1. Flight departure time had been changed. Agent should inform the customer accordingly.
2. Agent should modify action code to RR.

>RT：NGBYR

```
 1.王文芳 NGBYR
 2. CA985 Y SA16OCT PEKSHA TK1 1400 1600 S
 3.BJS/T PEK/T 010-65906694/DLC HUAXUN INTL AIR TRANS CO. PEK BRANCH/ZHAO
ZHI RONG
 4.T
 5.RMK CA/JE97X
 6.FN/FCNY900.00/SCNY900.00/C3.00/ACNY900.00
 7.TN/781-6050868106/P1
 8.FP/CASH,CNY
 9.BJS187
```

>2RR

@

```
CHECK BLINK CODE
```

>@K

```
  CA 985 Y SA16OCT PEKSHA RR1 1400 1600
NGBYR
```

【**Remark**】

1. Blink code “s” is attached to segment element in a PNR if the flight schedule has been changed. @K modifies action code. “TK” → “HK” →“RR”
2. Agent informs passenger the flight change, modify action code to RR and remove the item from the queue.

>QN

```
BJS187 SCHEDULE CHG (0001)
 1.BAI/ZHENXIU 2.CAO/SHOUMENG M3HP2
 3. NW015 B MO08NOV HNLKIX HK2 0915 1405+1 *NW*
 4.BJS/T PEK/T 010-65906694/DLC HUAXUN INTL AIR TRANS CO. PEK BRANCH/ZHAO
ZHI
    RONG ABCDEFG
 5.65906698
 6.TL/1200/06NOV/BJS187
 7.RMK AK HDQNW LX648Q
 8.BJS187
```

Agents normally works on several tasks at the same time, for example check flight availability, create a PNR and so on. After finishing other tasks, to retrieve the queue items that agent was working; most convenient way would be to use QR function.

>QR

```
BJS187 SCHEDULE CHG
 1.BAI/ZHENXIU 2.CAO/SHOUMENG M3HP2
 3.  NW015   B     MO08NOV   HNLKIX HK2     0915 1405+1                *NW*
 4.BJS/T PEK/T 010-65906694/DLC HUAXUN INTL AIR TRANS CO. PEK BRANCH/ZHAO
ZHI
      RONG ABCDEFG
 5.65906698
 6.TL/1200/06NOV/BJS187
 7.RMK AK HDQNW LX648Q
 8.BJS187
```

••••••

To terminate agent's association with the queue, agent input:

>QNE or >QDE

Chapter Six General information

To facilitate the communication between the product and service provider (airlines, hotels car rental companies and etc.), with the agents. We have designed general information system that include Sign-in bulletin board, general static file, city/airportand travel information inquiry system and other information inquiry system.

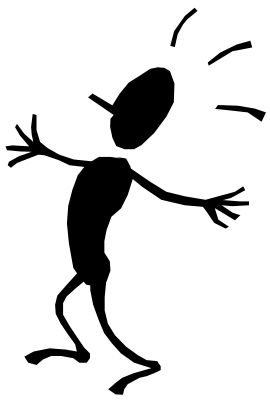
Lesson One Sign-in Bulletin Board

When agents sign into the system, various latest information from product and service provider will be displayed on the VDU.

```
###################ATTENTION###################
WE ARE GOING TO CONDUCT MAINTENANCE TO THE
CRS SYSTEM DURING 15:00:00 GMT AND
16:00:00 GMT OF 27DEC03 . PLEASE GET READY
FOR THIS.
SHOULD YOU HAVE ANY QUESTIONS PLEASE FELL FREE
TO CONTACT US AT 86-010-84018401 OR MAIL TO
HELPDESK@TRAVELSKY.COM
**********************************************************
*AIR CHINA NOTES,YI:CA/TZ42
```

〖Remark〗

TravelSky updates that information daily upon the request of the product and service providers. To make the bulletin board comfortable for agents to read, TravelSky places control over the amount of contents allowed to be displayed. Those messages t hat exceed the limitation will be move to YI profile. To retrieve it, agents input **>YI:CA/TZ42**”。



Lesson Two General Information Files

General information files are Static files that, once established, stay in the system for an indefinite period of time and contain infrequently changed data such as airline telephone index etc. Authorized personnel update general information files periodically upon demand. The files are stored according to different topics and subtopic. YI function can be used to retrieve information accordingly.

一、Display general information index

Format

>YI：

Output：

```
YI:GENERAL INFORMATION INDEX                    PH:
 1.  MHOTEL                    2.  SHOTEL/CITY
 3.  HOTEL/!/9999              4.  MAIRFARE
 5.  SAIRFARE/AIRLINE          6.  MAIRAGRE
 7.  SAIRAGRE/AIRLINE          8.  MITPHON
 9.  SITPHON/CITY             10.  MAIRPHON
11.  SAIRPHON/AIRLINE         12.  MCAAC
13.  SCAAC/AREA               14.  MAPTPHON
15.  SAPTPHON/AREA            16.  MCITY
17.  SCITY/COUNTRY            18.  SITAFARE/INFO
19.  MTKTINFO                 20.  CA/INFO
21.  CZ/INFO                  22.  MU/INFO                    +
```

〖说明〗

1. 22 topics were displayed above. To check the contents in the topic, agents Input YI: MHOTEL.
2. If a topic contains one or more slashes, that means subtopics exist in this topic. To check out the contents of the subtopic, please refer to the following paragraphs.

二、Check contents in topic and subtopic

1. Check contents in topics

Format

>YI：Topic

1. Check domestic telephone area code, corresponding topic is MDOMTEL

>YI：MDOMTEL

Output：

*** Domestic telephone area code index ***

---

01. YI:SDOMTEL/PEK Beijing
02. YI:SDOMTEL/SHA Shanghai
03. YI:SDOMTEL/TSN Tianjin
04. YI:SDOMTEL/JI Hebei
05. YI:SDOMTEL/JIN Shaanxi
06. YI:SDOMTEL/MENG Mongolia
07. YI:SDOMTEL/LIAO Lianling
08. YI:SDOMTEL/JILIN JiLin
09. YI:SDOMTEL/HEI Heilongjiang
10. YI:SDOMTEL/GAN JingXi

From the above index, we learned that to check the telephone area code of Beijing, we have to input function code as below:

>YI：SDOMTEL/PEK

System output:

YI:SDOMTEL/PEK

Beijing 10

2. Check contents in subtopics

Format

>YI：I/Topic

1.We take the example of item 20 CA/INFO that was displayed in the general information index. As we learned before that if a slash"/" exist in a topic, there will be subtopics to be discovered. In the case, there are subtopics in CA/INFO.

To check out the content, agents input as below：

>YI：I/CA

_PH:

1. 950906B	2. 950906A
3. 950906C	4. 950906D
5. 950906E	6. 950906F
7. 950906G	8. 950906I
9. 950906J	10. 950906K
11. 950906L	12. 950906M
13. 950906N	14. 950906P
15. 950906Q	16. FLT98

〖Remark〗

There are 42 subtopics in the CA topic.

To check out detailed information in the subtopic, agents input

>YI：Topic/Subtopic

2．Example

>YI：CA/FLT98

YI:CA/FLT98
********** 通 知 **********
经海关总署批准，中国国际航空公司自一九九
八年三月十五日起在目前北京-青岛-新加坡航线上
全程承办国际客，货业务.
一 航班号
由于航权限制，北京-青岛-新加坡航线，仍使用
双航班号执行，即CA1555D/CA955和CA956/CA1556D
二 订座
……

〖Remark〗 Agents can use YI function to check all kinds of static files that were stored in the system.

Lesson Three
Check Country/City/Airport Information

Agents need to use various codes in daily work. The system provide agents CNTD/CD/ CN functions to help agents check out correct information in the system.

1. Check city/airport three letter codes

Format

>CNTD：T/City

Check three letter code for Shanghai, agents input：

>CNTD：T/SHANGHAI

SHA SHANGHAI CN

Remark：SHA City three letter code
SHANGHAI City full name
CN Two letter code for China

2、Check city full name by three letter code

Format

>CD：City Three letter code

Example: Check which city does SHA represent. Input：

>CD：SHA

SHA/SHANGHAI，CN，3，1，C

3、Check city three letter code by first few letters of the full city name

Format

>CNTD：A/first few letters of the full city name

例.>CNTD：A/BEI （The first three letters of BEIRUT）

BEY BEIRUT LB
BHY BEIHAI CN
LAQ BEIDA LY ……

4.Check two-letter country code

Format

>CNTD：N/Country name

Example. Check two letter country code for China, input:

>CNTD：N/CHINA

CN CHINA

5. Check country name with two-letter country code

Format

>CNTD：C/two letter country code

Example check which country does US represents? input：

>CNTD：C/US

US UNITED STATE

6、Check airline two letter code

Format

>CNTD：M/Airline

Example. Check two-letter code for AIR CHINA. Input：

>CNTD：M/AIR CHINA

CA AIR CHINA

7、Check airline name by two letter code.

Format

>CNTD：D/airline two letter code

Example which airline does LH represents. Input：

>CNTD：D/LH

LH LUFTHANSA

It's suggested that agents remember the frequently used codes so that he or she could Apply them immediately. For those codes that agents cannot be sure of, use the help func tion to check it out. Input >HELP CNTD.

Lesson Four Calculator Function

The CO functions provide basic calculator ability to the agent.

1、 Arithmetic

Format

>CO：Formula

Example： >CO：100/6

= 16.67

2. Time difference calculation

Format 1

>CO：T/City pair

Example: How many hours differ between PEK and NYC

>CO：T/PEKNYC

PEK: 10OCT98 1613 NYC: 10OCT98 0313

GMT: 10OCT98 0813 TIM DIF: 13

Beijing Time *Greenwich Mean Time* *difference* *US Eastern Time*

Beijing Time 10 OCT 98 16：13

NYC Time 10 OCT 98 03：13

Greenwich Mean Time 10 OCT 98 08：13

Beijing is 13 hours earlier than NYC.

Format 2

>CO：T/Two letter city code/Date/Time

Display city time versus Greenwich Mean Time.

Example: Check GMT time versus Beijing time year 99, 1st January hour 00:00.

>CO：T/PEK/1JAN99/0000

PEK:01JAN99 0000

GMT: 31DEC98 1600

Beijing time 1st Jan. 1999 hour 00:00 is 31st DEC. 1998 hour 16:00.

三、Mile/Kilometer conversion

Format 1

CO：K/Mile Miles convert to Kilometers

Format 2

CO：M/Kilometers Kilometers convert to miles

Lesson Five Check date and time

1、Check date

Format

>DATE：Date/number of days/number of days.（Default date is the current one.）

Example

1. >DATE：1JAN00

```
+0   01JAN00  SAT
+1   02JAN00  SUN
+5   06JAN00  THU
+10  11JAN00  TUE
+15  16JAN00  SUN
+20  21JAN00  FRI
+25  26JAN00  WED
+30  31JAN00  MON
```

〖Remark〗 Date and time of the week are displayed.

2.Display dates in 6 and 90 days

>DATE:6/90

```
+0   17FEB00  THU
+6   23FEB00  WED
+90  17MAY00  WED
```

3. Display dates of 2 days, 15 and 20 days after 30th DEC 1999.

>DATE:30DEC99/-2/15/20

```
-2   28DEC99  TUE
+0   30DEC99  THU
+15  14JAN00  FRI
+20  19JAN00  WED
```

二、Check time

Formation

>TIME：City/Date/Time/City (Default time is current time)

1.Display current time

>TIME:

```
TIME:
                PEK
TIME DIFF       0.0
12HR LOCAL      01:39P
24HR LOCAL      1339
DATE            17FEB
UTC (GMT)       0539
UTC +/-         8.0
```

2.Display NYC, SFO Time versus Beijing Time 1st Jan hour 00:00 2000.

>TIME：1JAN00/0000/NYC/SFO

```
-TIME:1JAN00/0000/NYC/SFO
                PEK             NYC             SFO
TIME DIFF       0.0             -13.0           -16.0
12HR LOCAL      12:00M          11:00A(-1)      08:00A(-1)
24HR LOCAL      0000            1100(-1)        0800(-1)
DATE            01JAN           31DEC           31DEC
UTC (GMT)       1600            1600            1600
UTC +/-         8.0             -5.0            -8.0
```

3.Display Beijing, London and Sydney time versus NYC Time 1st Jan hour 00:00 year 2000.

>TIME: NYC/1JAN00/0000/PEK/LON/SYD

```
                NYC             PEK             LON             SYD
TIME DIFF       0.0             13.0            5.0             16.0
12HR LOCAL      12:00M          01:00P          05:00A          04:00P
24HR LOCAL      0000            1300            0500            1600
DATE            01JAN           01JAN           01JAN           01JAN
UTC (GMT)       0500            0500            0500            0500
UTC +/-         -5.0            8.0             0.0             11.0
```

Lesson Six
Length, Weight, Temperature Measurement Conversion

CV function can be use to convert between different length, weight temperature Measurements.

Format

>CV：Sign digit unit

【Remark】

"Sign" + / -;

"Unit" MI（Mile）、KM（Kilometer）、
C（Centigrade）、F（Fahrenheit）、
LB（Pound）、 KG（Kilogram）。

Example

1.Convert 100 kilometers to miles

>CV：100 KM

```
KILOMETERS    MILES
100           62.14
```

2.Convert 35 Centigrade to Fahrenheit

>CV：35 C

```
CELSIUS     FAHRENHEIT
35          95.0
```

Lesson Seven　Paging

The paging transactions display the contents of the paging storage on a VDU or clear the paging storage area. Control of the display is provided by a comprehensive set of paging commands that allow the user to specify the page and paging level to display or clear. An optional field following the standard input specifies the level.

1. A comprehensive set of paging commands

PN	PAGE NEXT
PB	PAGE BACK
PF	PAGE FIRST
PL	PAGE LAST
PG	PAGE CURRENT

Format

>PN：（or PB：、PF：、PL：、PG）
Or
Full screen display>PN:1　(PB:1、PF:1、PL:1、PG:1)

Example

1.Use YI function to display general information index

>YI：

```
YI:GENERAL INFORMATION INDEX                              -PH:
1.  MHOTEL                    2.  SHOTEL/CITY
3.  HOTEL/!/9999              4.  MAIRFARE
5.  SAIRFARE/AIRLINE          6.  MAIRAGRE
7.  SAIRAGRE/AIRLINE          8.  MITPHON
9.  SITPHON/CITY              10. MAIRPHON
11. SAIRPHON/AIRLINE          12. MCAAC
13. SCAAC/AREA                14. MAPTPHON
15. SAPTPHON/AREA             16. MCITY
17. SCITY/COUNTRY             18. SITAFARE/INFO
19. MTKTINFO                  20. CA/INFO
21. CZ/INFO                   22. MU/INFO                  +
```

At the last line of the above page, “+” sign was placed to indicate there are more pages to come.

To display the next page, input >PN：

```
     YI:GENERAL INFORMATION INDEX                -PH：        _
  23.  SZ/INFO                    24.  MINTTEL
  25.  SINTTEL/PART               26.  MDOMTEL
  27.  SDOMTEL/CITY               28.  SDTRVL/PROVC
  29.  MDTRVL                     30.  MDAGENCY
  31.  MSEATCTL                   32.  SDAGENCY/CITY
  33.  DAGENCY/!/9999             34.  MITRVL
  35.  CITY/CITY                  36.  SITRVL/CITY
  37.  MCRDCARD                   38.  SCRDCARD/CITY
  39.  CARD/!/9999                40.  MTRAIN
  41.  STRAIN/CITY                42.  MFDSHOP
  43.  SFDSHOP/CITY               44.  3U/INFO                +
```

【Remark】

On the right top corner there is a "-" sign which means a previous page exist. On the right bottom corner there is a "+" sign which means there are still pages to come.

Display the last page, input：

>PL：

```
   YI:GENERAL INFORMATION INDEX              -PH:          —
    95.  MCZINFO                   96.  MMUINFO
    97.  MCJINFO                   98.  MMFINFO
    99.  MSZINFO                  100.  MWHINFO
   101.  MCAACPH                  102.  ZUH/INFO
   103.  MITAIR/INFO              104.  MMITAIR
   105.  TIM                      106.  CA1INX/INFO
   107.  CA2INX/INFO              108.  CATEST
   109.  INFO                     110.  KKK
   111.  INFO1                    112.  INFO2
   113.  INFO3                    114.  INFO4
   115.  INFO5                    116.  INFO6
```

On the right top corner there is a "—" sign which means the current page is the last one.

To display previous page, input：>PB：

To display first page, input >PF：

If by mistake, agent purged the current page, agent can recover it by inputting >PG：function to redisplay the contents

Display full screen

Example： Display the above page in full screen format

>PG：1

```
YI:GENERAL  INFORMATION    INDEX      -PH:
 1.  MHOTEL                    2.  SHOTEL/CITY
 3.  HOTEL/!/9999              4.  MAIRFARE
 5.  SAIRFARE/AIRLINE          6.  MAIRAGRE
 7.  SAIRAGRE/AIRLINE          8.  MITPHON
 9.  SITPHON/CITY             10.  MAIRPHON
11.  SAIRPHON/AIRLINE         12.  MCAAC
13.  SCAAC/AREA               14.  MAPTPHON
15.  SAPTPHON/AREA            16.  MCITY
17.  SCITY/COUNTRY            18.  SITAFARE/INFO
19.  MTKTINFO                 20.  CA/INFO
21.  CZ/INFO                  22.  MU/INFO
23.  SZ/INFO                  24.  MINTTEL
25.  SINTTEL/PART             26.  MDOMTEL
27.  SDOMTEL/CITY             28.  SDTRVL/PROVC
29.  MDTRVL                   30.  MDAGENCY
31.  MSEATCTL                 32.  SDAGENCY/CITY
33.  DAGENCY/!/9999           34.  MITRVL
35.  CITY/CITY                36.  SITRVL/CITY
37.  MCRDCARD                 38.  SCRDCARD/CITY
39.  CARD/!/9999              40.  MTRAIN
41.  STRAIN/CITY              42.  MFDSHOP
43.  SFDSHOP/CITY             44.  3U/INFO              +
```

〖Remark〗

In the areas where telecommunication infrastructures are not well established, it's not recommended for the agents to display full screen because general functionalities of This single one may impact the system negatively.

Appendix 1 Function Designators Index

AV

1. Display routings by departure date	**1.** AV：PEKSHA/10OCT
	2. AV：PEKSHA
2. Display routings by departure date and airline	**3.** AV：PEKCAN/15OCT/CA
3. Display routings by departure date and time	**4.** AV：SHACTU/10DEC/1100
4. Display routings by departure date, time and airline	**5.** AV：SHACTU/10DEC/1100/SZ
5. Display routings by arrival airport	**6.** AV：PEKPVG/11DEC
6. Display return routings of the current routings displayed	**7.** AV：RA/21DEC
7. Display routings by specific flight and date	**8.** AV：CA983/1DEC
8. Display routings by elapsed time	**9.** AV：E/PEKCAN/1DEC
9. Display direct routings on the specific date	**10.** AV：PEKFRA/1DEC/D
10. Display nonstop routings on the specific date	**11.** AV：SHAFRA/4DEC/N
11. Display routings from specific GDS	**12.** AV：LONFRA/5DEC99/1A

FV

1. Display first available routings by departure date	**1.** FV：PEKSHA/10OCT
	2. FV：SHA/20OCT
2. Display first available routings by departure date and class	**3.** FV：PEKSHA/Y
3. Display first available routings by departure date and number of seats	**4.** FV：PEKSHA/5
4. Display first available routings by departure date, time	**5** FV：PEKSHA/20OCT/1100
5. Display first available routings by departure date,time and airline	**6.** FV：PEKSHA/20OCT/1100/CA
6. Display first available routing by departure date, time, airline, class and number of seats	**7.** FV：PEKSHA/20OCT/1100/5/CA/F
7. Display routings by elapsed time	**8.** FV：E/PEKCAN

SK

1. Display flight schedule according to departure date	**1.** >SK: PEKNNG/15OCT
	2. >SK: PEKSHA
2. Display flights that depart from the city where the terminal local to CAN around the week of 20th Nov	**3.** >SK: CAN/20NOV

3.Display flight operates by MU which depart from SHA to CTU in the one week period around 15th Oct **4.** >SK:SHACTU/15OCT/MU

4.Display flights depart from PEK to CSX that operate during the one week period around 14th Oct and has first class **5. >**SK: PEKCSX/14OCT/F

5.Display MU flights depart from PEK to SHA that operate during the one-week period a round today and has first class **6.** >SK: PEKSSHA/MU/F

6.Display CA flights depart after 11:00 AM from PEK to CAN that operate during the on e week period around 20th DEC. **7.** >SK:PEKCAN/20DEC/1100/CA

7.Display direct flights that depart from PEK to CDS around the week of 10th Oct. **8.** >SK:PEKCDG/10OCT/D

8.Display nonstop flights that depart from PEK to NRT around the week of 20th Oct. **9**. >SK:PEKNRT/20OCT/N

9.Display one connection flights that depart from PEK to CAN during the week around 1 0thDec in arrival time order. **10.** >SK:A/CAN/10DEC/CI

DS

1.Display flights that depart from PEK to CSX at 15th Oct.. **1.** >DS: PEKCSX/15OCT

2.Display flights that depart from PEK to CAN at 12th Dec..**2.** >DS: PEKCAN/12DEC

3.Display flights that depart from PEK to CAN at today. **3.** >DS:PEKCAN

4.Display flight operates by CZ which depart from CAN to SHA at 16th OCT. **4.**>DS: CANSHA/16OCT/CZ

5.Display CA direct flights that depart after 11:00AM from PEK to LAX at 10th DEC in arrival time order. **5.** >DS: A/PEKLAX/10DEC/1100/CA/D

6.Display flights that depart from PEK to HGH at 10th OCT in elapsed time order. **6.** >DS:E/PEKHGH/10OCT

FF

1. Display 9th OCT CA929 flight stopover and departure/arrival information **1.** >FF:CA929/9OCT

FD

1.Display Air China (CA) current fare for segment PEKSHA. **1.** >FD:PEKSHA/./CA

2.Display all CA fares for segment PEKSHA **2.** >FD:PEKSHA/CA

3. Display airfare of certain time **3.**>FD:PEKSHA/14FEB96/CA

4. Display X2117 airfare

Use AV to display all available routing for the segment. **4.** >AV：PEKCSX

Display selected segment's airfare by input routing reference number >FD：1

ML

1. Complete multiselection list for all passengers on 7th OCT flight CA1321.

1. ML：**C/**CA1321/7OCT

2. List of confirmed space PNRs for 7th OCT flight CA1321 Y class.

2. ML：**B/**CA1321/Y/7OCT

3.List of passengers with a canceled status for 7th OCT CA1321

3. ML：**X/**CA1321/7OCT

4.List of group PNR on 7th OCT flight CA1321

4. ML：**G/**CA1321/7OCT

5．List of unconfirmed passengers on 7th Oct flight CA1321

5. ML：**U/**CA1321/7OCT

6．List of reconfirmed passengers on 7Th OCT flight CA1321

6. ML：**R/**CA1321/7OCT

7．List of passengers that have not confirmed yet **7.** ML：**NR/**CA1321/7OCT

8．List of individual passengers PNRs (non-group PNRs)

8. ML：**NG/**CA1321/7OCT

9．List of confirmed but not yet reconfirmed group PNRs on 7th OCT flight CA1321

9. ML：**GBNR/**CA1321/7OCT

DSG

1.This input generates a complete display of the detail information for the flight CA981 Y class

1. >DSG:C/CA981/Y

2. This input generates a display of the detail information for the flight CA981 of today.

2. >DSG: CA981/Y

3.This input generates a complete display of the segment PEKDTW detail information for the flight CA981 Y class on today.

3. >DSG:C/CA981/Y/PEKDTW

4. This input generates a display of the segment detail information for the two segments within the current PNR that are identified by the element display numbers two and three.

4. >RT MR142
>DSG:C/2/3

5.This input generates a complete display of the segment detail information for all actionable segments in the itinerary.

5. >DSG:C

Reservation only or manual ticketing PNRs：

NM (GN)	Name element（Group name）
SS、SD、SN、SA	Segment element
CT	Contact element
TK	Ticket status
RMK	Remark element
SSR	Special Service Request
OSI	Other Service Information

@	End of Transaction

Automatic ticketing PNRs：

NM（GN）	Name element（group name）
SS、SD、SN、SA	Segment element
CT	Contact element
FC	Fare calculation
FN	Air fare
FP	Form of payment
>DZ: 1	End of transaction and print ticket

RT

Retrieve PNR by record locator：	>RT:xxxxx
Retrieve PNR by passenger name：	>RT:ZHANG/CA1301/10DEC
Retrieve PNR by passenger list：	>ML:C/CA1301/10DEC >RT: reference number
Retrieve complete PNR：	>RT:C/xxxxx
Retrieve PNR history portion：	>RT:U/1
Retrieve group PNR and passengers names	>RT:N/xxxxx
Retrieve complete group PNR	>RT:NC/xxxxx

RRT

Retrieve airline PNR by airline record locate	>RRT:V/xxxxx/CA1301/10DEC
Execute the PNR	>RRT:OK

SITA AIRFARE：

>RT:xxxxx	Retrieve PNR
(>SEL:x/x/x)	Select segments that their fare will be calculated (optional))
>QTE:	Calculate airfare
>XS FSU x	Horizontal CACL amounts/indicators/descriptions（Optional）
>XS FSG x	Display of associated rule
>XS FSQ x	Display components of quoted fare
>XS FSS x	Display of reservation conditions
>XS FSP	Fare quotation
>XS FSI	Itinerary pricing
>XS FSD	Fare display
>XS FSN	Rule text
>XS FXC	Display of fares in other currency
>XS FXH	Display of add-ons
>XS FSL	Display routing
>XS FSE	Information display
>XS FSM	Display of mileage
>XS FSO	Display of mileages by route code

>XS FSC Display of currency conversion
>XS FXB Display of BSR/BBR for a currency
>XS FXT Display of tax information
>XS FXR Display currency, airport, country information.
>XS FXA Display of interline agreements

>XS FSN FSD H Display FSD help information

>XS FSPN Page next
>XS FSPL Page back
>XS FSPC Page current
>XS FSPG3 Display Specific page
>XS FSDPG2 Display particular page in a specific function introduction text

TIM：

>TIM TIFV Entry for formatted visa information
>TIM TIFH Entry for formatted health information
>TIM TIFA Entry for both formatted visa and health information
>TIM TIDFT/city/sect/subsect/page Display entire full text
>TIM TIRGL To obtain all group codes and group names.
>TIM TIRGL/Group name (for example NATO)
To obtain a particular group information
>TIM TILCC/COUNTRY NAME
To obtain all city/countries code from country name
>TIM TIRCC To obtain all city/country codes for all countries
>TIM TIRCC/CTY To obtain all city codes for a country.
>TIM TIHELP For help with specific database entries.
>TIM TIRULES To obtain the rules, terms & definitions index
>TIM TINEWS To obtain the news index
>TIPN Page next
>TIPF Page first
>TIPG Page current
>TIPB Page back
>TIPL Page last

Appendix 2.Error Response

SI

PROT SET	Wrong password input
USER GRP	Wrong User Group Input
PLEASE SIGN IN FIRST	Your have to input your personal account number, password, and user group information first before conducting other activities.

SO

PENDING	Agent area contains an incomplete PNR. Finish it or give it up Solution refer to Chapter Four
TICKET PRINTER IN USE	Agent is attached to a ticket printer with Ticketing
QUEUE PENDING	Virtual working area is attached to an office queue Solution refer to Chapter Six
PROFILE PENDING	A profile update in progress Solution input PSS: ALL

FD

AIRLINE	Agent should add airline code into the input

NM

ELE NBR	an invalid display reference number was entered on Change input
INFANT	You need to enter infant designator.
INVALID CHAR	This is an invalid character
NAME LENGTH	The name length is fewer than two characters or was too l long
PLS NM1XXXX/XXXXXX	A slash should be used to separate passenger surname and given name or invalid number of slashes was entered.
SEATS	Invalid number of seats was entered.
NO NAME CHANGE FOR MU/Y	XX airline does not allow name change.

SS、SD

UNABLE: An attempt was made to perform a co-host segment sale with no classes displayed for the co-host flight. This occurs if the flight has departed or has been canceled.

Example: Book on D class of flight CA1321, system response:

```
CA1321 D 30SEP PEKCAN NN1 UNABLE
```

```
        30SEP(WED) PEKCAN
1- CA1321 PEKCAN 0900     1200     JET 0              DS# FA AS CA DS YA
                                   BA HA KA LS MS QS TS GS XS WS VS
2     WH2137 PEKCAN 1030     1310     300 0 M          DS# FA YA BA RA HA
                                   ZA
3     CZ3102 PEKCAN 1210     1500     777 0 M          DS# CA DS YA WA KA
                                   HA MA GS QS VS BS ZS
4     XO9311 PEKCAN 1250     1555     TU5 0 M   AS#  YL KL HL MQ
5+ CZ346     PEKCAN 1435     1720     77B 0 M          DS# FS AS CA DA YA
                                   KA MA GS ZS
```

ACTION: Invalid action code
SEATS: An invalid number of seats were entered
SEGMENT: Invalid city pair
TIME: Invalid time
FLT NUMBER: Invalid flight number
SCH NBR: An invalid routing number was referenced from a schedule timetable display.

TK

DATE Invalid date.
INVALID CHAR An invalid character was entered in the ticket text.
OFFICE Invalid office number
PLS INPUT FULL TICKET NUMBE
Please input full ticket number. Total 13 digits. 3 airline code digits plus 10 digits of ticket serial number.

@

CHECK CONTINUITY Check segment continuity, use @I.
CONTACT ELEMENT MISSING
Lack of contact element, agents need to input customer contact telephone number into PNR.
MAX TIME FOR EOT - IGNORE PNR AND RESTART
Agents have created a segment element, however he or she did not do End of Transaction within 5 minutes. Under this situation, system will conduct IG function to ignore the creation that agents had done. Agents should apply IG function again and recreate the PNR.
NAMES Lack of name element in the PNR
SIMULTANEOUS MODIFICATION—REENTER MODIFICATION
Modifications to the PNR that were entered during the current display period are ignored. Because the PNR has been updated and ended by another user. The changes just made must be reentered.

QT

FORMAT The user has entered additional erroneous input.

ILLEGAL	The QT transaction was disabled by an application.
OFFICE	The user has attempted to place an item on an office queue for an invalid office.

QS

FORMAT	The user has entered additional erroneous input.
ILLEGAL	Transaction rejected due to wrong customer number
NO QUEUE	The specified office queue does not exist.
OFFICE	The user has attempted to process an office queue for an office that does not exist.
Q EMPTY	Indicates the office queue is empty and there are no items to display.
WORKING Q	Indicates the agent is already associated with an office queue. An agent can work only one office queue at a time. The reason code (aa) and city-office designation (aaaxxx) of the office queue the agent is presently working is displayed.

QD

FORMAT	Invalid QD transaction format input
NO DISPLAY	The QD transaction was not preceded by the display of a queue item.

QN

FORMAT	Invalid QN transaction format input
NO DISPLAY	The QN transaction was not preceded by the display of a queue item.

QC

FORMAT	The user has entered additional erroneous input.
ILLEGAL	The QC transaction was disabled by an application.
NO DISPLAY	Q The QC transaction was not preceded by the display of a queue item.
OFFICE	The user has attempted to place an item on an office queue for an invalid office.

QE

FORMAT	The user has entered erroneous input.
OFFICE	The user has attempted to place an item on an office queue for an invalid office.
Q TYPE	An attempt was made to add an item to an office queue assigned as restricted.
RL	The user has entered erroneous record locator.

Error response

ACTION	An invalid action code was entered on creation, or there was an action code change.
AIRLINE	An invalid action identifier was entered
CHECK CONTINUITY	Check segment continuity, use @I.
CONTACT ELEMENT MISSING	Lack of contact element, agents need to input customer contact telephone number into PNR.
DATE	An invalid date was entered, or a required date is missing.
ELE NBR	An invalid display reference number was entered on a Change input.
FLT NUMBER	Incorrect flight number
FORMAT	The input is invalid
ILLEGAL	Transaction rejected due to wrong customer number
INFANT	You need to enter infant designator.
INVALID CHAR	This is an invalid character
MAX TIME FOR EOT - IGNORE PNR AND RESTART	Agents have created a segment element, however he or she did not do End of Transaction within 5 minutes. Under this situation, system will conduct IG function to ignore the creation that agents had done. Agents should apply IG function again and recreate the PNR.
NAME LENGTH	The name length is fewer than two characters or was too l long
NAMES	Lack of name element in the PNR
NO DISPLAY	The QD transaction was not preceded by the display of a queue item.
NO NAME CHANGE FOR MU/Y	XX airline does not allow name change.
NO QUEUE	The specified office queue does not exist.
OFFICE	The user has attempted to process an office queue for an office that does not exist.
PENDING	Agent area contains an incomplete PNR. Finish it or give it up Solution refer to Chapter Four
PLEASE SIGN IN FIRST	Your have to input your personal account number, password, user group information first before conducting other activities.
PLS NM1XXXX/XXXXXX	A slash should be used to separate passenger surname and given name or invalid number of slashes was entered.
PROFILE PENDING	A profile update in progress Solution input PSS: ALL
PROT SET	Wrong password input
Q TYPE	An attempt was made to add an item to an office queue assigned as restricted.
Q EMPTY	Indicates the office queue is empty and there are no items to display.

QUEUE PENDING	Virtual working area is attached to an office queue Solution refer to Chapter Six
RL	The user has entered erroneous record locator.
SCH NBR	An invalid routing number was referenced from a schedule timetable display.
SEATS	Invalid number of seats was entered.
SEGMENT	Invalid city pair
SIMULTANEOUS MODIFICATION—REENTER MODIFICATION	Modifications to the PNR that were entered during the current display period are ignored. Because the PNR has been updated and ended by another user. The changes just made must be reentered.
TICKET PRINTER IN USE	Agent is attached to a ticket printer with Ticketing
TIME	Invalid time
UNABLE	An attempt was made to perform a co-host segment sale with no classes displayed for the co-host flight. This occurs if the flight has departed or has been canceled.

Example: Book on D class of flight CA1321, system response:

```
CA1321 D   30SEP   PEKCAN NN1   UNABLE
       30SEP(WED) PEKCAN
1-   CA1321   PEKCAN 0900    1200    JET 0          DS# FA AS CA DS YA
                                BA HA KA LS MS QS TS GS XS WS VS
2    WH2137   PEKCAN 1030    1310    300 0 M        DS# FA YA BA RA HA
                                ZA
3    CZ3102   PEKCAN 1210    1500    777 0 M        DS# CA DS YA WA KA
                                HA MA GS QS VS BS ZS
4    XO9311   PEKCAN 1250    1555    TU5 0 M        AS#  YL KL HL MQ
5+   CZ346    PEKCAN 1435    1720    77B 0 M        DS# FS AS CA DA YA
```

USER GRP	Wrong User Group Input
WORKING Q	Indicates the agent is already associated with an office queue. An agent can work only one office queue at a time. The reason code (aa) and city-office designation (aaaxxx) of the office queue the agent is presently working is displayed.

Appendix 3. Major GDSs Worldwide：

Code	Name	Business area
1A	AMADEUS	Europe
1E	TravelSky	P.R.China
1F	INFINI	Japan
1G	GALILEO	Europe/U.S.A
1J	AXESS	Japan
1P	WORLDSPAN	U.S.A
1T	TOPAS	Korea
1W	SABRE	U.S.A
1X	GETS	U.S.A

Appendix 4. International Organization and Abbreviation：

••••ICAO•INTERNATIONAL CIVIL AVIATION

ICAO	INTERNATIONAL CIVIL AVIATION ORGANIZATION
IATA	INTERNATIONAL AIR TRANSPORT ASSOCIATION
WTO	WORLD TOURISM ORGANIZATION
UFTAA	UNIVERSAL FEDERATION OF TRAVEL AGENTS' ASSOCIATION
WHO	WORLD HEALTH ORGANIZATION
IMCO	INTERNATIONAL GOVERNMENTAL MARITIME CONSULTATIVE ORGANIZATION
OECD	ORGANIZATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT
IASET	INTERNATIONAL ASSOCIATION OF SCIENTIFIC EXPERTS IN TOURISM
ATA	AIR TRANSPORTATION ASSOCIATION
OAG	OFFICIAL AIRLINE GUIDE
SITA	SOCIETY INTERNATIONAL DE TELECOMMUNICATION AERONAUTIQUES

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Appendix 5. China BSP airline index 1 (Arranged in the sequence of Code alphabet)

Code	Airline	Ticket code
2Z	Changan airline	C01
3Q	China Yunnan airline	592
3U	China Sichuan airline	C10
4G	Shenzhan airline	C09
9Y	Air Kazakstan	452
AF	Air France	057
AN	Ansett Australia	090
AY	Finnair Oyj	105
AZ	Alitalia-Linee Aeree Italiane	055
BA	British Airways p.I.c.	125
BI	Royal Brunei Airlines Sdn.Bhd.	672
CA	Air China International Corporation	999
CJ	China Northern Airlines	782
CP	Canadian Airlines International Limited	018
CZ	China Southern Airlines	784
F6	China National Aviation Corporation	619
FM	Shanghai airlines	774
G8	Great Wall Airline	C02
HU	Hainan Airlines Company Limited	C05
IV	Fujian Airlines Company Limited	791
JL	Japan Airlines Company Limited	131
KA	Hong Kong Dragon Airlines Limited	043
KE	Korea Air Lines Co. Ltd	180
KL	KLM Royal Dutch Airlines	074
LH	Deutsche Lufthansa AG	220
LY	EL AL Israel Airlines Ltd.	114
MF	Xiamen Airlines	731
MH	Malaysian Airline System Berhad	232
MU	China Eastern Airlines	781
NH	All Nippon Airways Co.Ltd.	205
NW	Northwest Airlines.Inc.	012
NX	Air Macau Company Limited	675
OS	Austrian Airlines	257
OZ	Asiana Airlines Inc.	988
PK	Pakistan International Airlines	214
QF	Qantas Airways Ltd.	081
SC	Shangdong Airlines	C07
SQ	Singapore Airlines	618
SR	Swiss Air Transport Co.Ltd.	085
SK	Scandinavian Airlines System	117

SZ	China Southwest Airlines	785
TG	Thai Airways International Public Company Ltd.	217
UA	United Airlines, Inc.	016
VN	Vietnam Airlines Corporation	738
WH	China Northwest Airlines	783
WU	Wuhan Airlines	C12
XW	China Xinhua Airlines	779
XO	China Xinjiang Airlines	651
Z2	Styrian Airways GmbH	C15

Appendix 5. China BSP airline index 2

Appendix 5. China BSP airline index 2

Appendix 5. China BSP airline index 2
(Arranged in the sequence of Airline Ticket code)

Ticket code	Airline	Airline code
•012	Northwest Airlines.Inc	NW

012 Northwest Airlines.Inc NW

016	United Airlines, Inc	UA
018	Canadian Airlines International Limited	CP
043	Hong Kong Dragon Airlines Limited	KA
055	Alitalia-Linee Aeree Italiane	AZ
057	Air France	AF
074	KLM Royal Dutch Airlines	KL
081	Qantas Airways Ltd.	QF
085	Swiss Air Transport Co.Ltd.	SR
090	Ansett Australia	AN
105	Finnair Oyj	AY
114	EL AL Israel Airlines Ltd.	LY
117	Scandinavian Airlines System	SK
125	British Airways p.I.c.	BA
131	Japan Airlines Company Limited	JL
180	Korea Air Lines Co. Ltd	KE
205	All Nippon Airways Co.Ltd.	NH
214	Pakistan International Airlines	PK
217	Thai Airways International Public Company Ltd.	TG
220	Deutsche Lufthansa AG	LH
232	Malaysian Airline System Berhad	MH
257	Austrian Airlines	OS
452	Air Kazakstan	9Y
592	China Yunnan airline	3Q
618	Singapore Airlines	SQ
619	China National Aviation Corporation	F6
651	China Xinjiang Airlines	XO
672	Royal Brunei Airlines Sdn.Bhd.	BI
675	Air Macau Company Limited	NX
731	Xiamen Airlines	MF
738	Vietnam Airlines Corporation	VN
774	Shanghai airlines	FM
779	China Xinhua Airlines	XW
781	China Eastern Airlines	MU
782	China Northern Airlines	CJ
783	China Northwest Airlines	WH
784	China Southern Airlines	CZ
785	China Southwest Airlines	SZ
791	Fujian Airlines Company Limited	IV
988	Asiana Airlines Inc.	OZ
999	Air China International Corporation	CA
C01	Changan airline	2Z

C02	Great Wall Airline	G8
C05	Hainan Airlines Company Limited	HU
C07	Shangdong Airlines	SC
C09	Shenzhan airline	4G
C10	China Sichuan airline	3U
C12	Wuhan Airlines	WU
C15	Styrian Airways GmbH	Z2