

RESERVATION GUIDE

SIGN IN & SIGN OUT HELP SINE

Sign in all work areas	BSI\$1234PM/GS
Sign in work area A	BSIA1234PM/GS
Display multiple work areas	B\$
Move to work area C	BC
Sign out current work area	BSO
Sign out all areas	BSO\$

ENCODE & DECODE HELP ENCODE

Encode City	KC/CHICAGO	(CHICAGO = city name)
Decode City	KD/ICN	(ICN = city code)
Display current rate of exchange	4C*JAPAN	(JAPAN = country name)
Display country and currency code starting with F	4C*F	(F = first letter of country)
Encode airline	KAC/DRAGONAIR	(DRAGONAIR = airline name)
Decode airline	KAD/KA or KAD/043	(KA or 043 = airline code)
Display alliance code table	KAL-/*O	(*O = ONEWORLD / *A = STAR ALLIANCE / *S = SKYTEAM)
Encode hotel name	HCHILTON	(HILTON = hotel name)
Decode hotel chain code	HCHI	(HI = hotel chain code)
Encode specific car associate	CRCAVIS	(AVIS = car associate name)
Decode car associate	CRCZE	(ZE = car associate code)

Flight Schedule Timetable HELP SCHEDULE

Display schedule for current date	SHKGYVR
Display schedule for a specific date & carrier	S11JULHKGNYC-CX
Display 30-day schedule with a specific date	S#01MAYHKGSYD
Display schedule of connecting flight	S@NYCDEN

Continuation Entries (Flight Schedule Timetable)

Move to previous schedule	SU
Additional Schedule	SD
Specific number of days & time from initial entry	S7D6A
Return with a specific date	S/R25MAY
Change date	S05MAY
Specific carrier	S-QF
Redisplay schedules	S*

AVAILABILITY HELP AVAIL

General availability	A01JANHKGTPPE	(Hong Kong to Taipei on January 1)
Specify date & time	A11FEBHKG BKK1200	(Hong Kong to Bangkok on Feb 11 at 12:00pm)
Specify carrier	A20APRHKG NRT-CX	(Hong Kong to Tokyo on April 20 via Cathay Pacific)
Specify participating alliance (One World)	A30MAYDENSFO-/*O	(Denver to San Francisco on May 30 with One World)
Specify connection point	A30MAYHKGAMS/LON	(Hong Kong to Amsterdam on May 30 with London as connecting point)
Specify connection point & carrier	A17OCTHKG LHR/SIN-SQ	(Hong Kong to London on 17 Oct with Singapore as connecting point via SQ)

Continuation Entries (Availability) HELP ACONT

Move up – previous availability	AU
Move down – more availability	AD
Change date	A01JUN
Delete / Change previous airline request	A-CX
Specify connecting city	A/NRT
Redisplay previous availability	A*
Availability for tomorrow	AT
Availability for yesterday	AY
Return flight availability	A/R01JUL
Change departure city	A@DSFO
Change arrival city	A@ASYD
Change departure & arrival cities	A@SFOSYD
Availability 7 days forward	A7D

RESERVATION GUIDE

DIRECT ACCESS AVAILABILITY		
Direct Access basic availability	@AI@A14JULDELFRA0600	(Direct access availability on Jul 17 from Delhi to Frankfurt at 6:00am)
Direct Access by line number 2	A@2	
Move up	@AU	
Move down	@AD	
Direct access return flight	@A/R20JUL	(Direct access return flight on Jul 20)

SELL FROM AVAILABILITY	HELP 0AVAIL	
Single segment	03H1	(0 = System, 3 = Number of seats, H = class, 1 = Line number)
Waitlist from availability all airlines	0L1B1	(0 = System, L = waitlist, 1 = Number of seats, B = class, 1 = Line number)
Connection segments	01V2*	(Sell 1 seat, V-class on segments 2 & 3)
Connecting flights with different class codes	01V2W3	(Sell 1 seat V-class on line 2 and W-class on line 3)
Manual single segment sell	0QF98Y18JUNHKGBNENNI	0(flight number)(class)(date)(depart city)(arrive city)NN(number of seat)
Manual single segment sell (waitlist)	0QF98Y18JUNHKGBNELLI	0(flight number)(class)(date)(depart city)(arrive city)LL(number of seat)
Memo segment sell (YK)	0CX2700Y10JULBKHKHGYK1	0(flight number)(class)(date)(depart city)(arrive city)YK(number of seat)

OTHER SELLING ENTRIES	HELP OPEN / HELP 0A	
Open segment sell with date	0CXOPENB30JUNHKGSYDPS1	0(airline)OPEN(class)(date)(depart city)(arrive city)PS(number of seat)
Open segment sell	0CXOPENYHKGTPEPS1	0(airline)OPEN(class)(depart city)(arrive city)PS(number of seat)
Passive air segment sell	0CX293Y20JULHKGFCOMK1	0(flight number)(class)(date)(depart city)(arrive city)MK(number of seat)
Create ARRIVAL UNKNOWN segment	0A	
Insert ARRIVAL UNKNOWN segment	/2/0A	Insert ARNK after segment 2

SEGMENT MODIFICATION (Cancellation and Change)	HELP @PNR	
Cancel entire itinerary	XI	
Cancel single or multiple segments	X3 or X2/3	
Cancel range of segments	X2-4	(Cancel segments 2 to 4)
Move single segment 4 after 2	/2S4	
Updates and redisplay the PNR	EWGR	
Change booking class	X1#0/M	Cancel segment 1 and rebook to M-class
Change date of departure	X1#0/10MAY	Cancel segment 1 and rebook on May 10
Change booking class and date of departure	X1#0/M10MAY	Cancel segment 1 and rebook on May 10, M-class

NAME FIELD	HELP NAME	
Adult Name	-WONG/MAY.MS	-(surname) / (name) . (title)
Child Name	-CHAN/KEUNG.MSTR*C05	-(surname) / (name) . (title) * C (age)
Infant Name	-HO/SUSAN.MS*INF	-(surname) / (name) . (title) * INF
Same Surname	-LO/DAVID.MR/MARY.MS	-(surname) / (name) . (title) / (name) . (title)
Different Surname	-NG/PETER.MR#-CHOI/KAM.MS	-(surname) / (name) . (title) # - (surname) / (name) . (title)
Input infant's age	3SAN1.1INFT-2.1/04OCT07	3SA=for all segments N= passenger number INFT- name associate (ADT) / date of birth
Input child age	3SAN2.1CHLD/24OCT03	3SA=for all segments N = passenger number CHLD / date of birth
Change passenger name	-1@NELSON/C.MR	-(passenger number) @ (surname) / (name) . (title)
Change name for a specific passenger	-2@.1/JOHN.MR	-(passenger number) @ . (passenger number) / (name) . (title)
Change child age for a specific passenger	-3@.1*C08	-(passenger number) @ . (passenger number) * C (age)
Delete passenger name	-2@	-(passenger number) @

PHONE FIELD	HELP 9		
Agency phone field	9-BETTY	9-(agents name)	
Passenger 's business contact number	9*28681177-B	9*(contact number)-B	(B = BUSINESS)
Multiple contact numbers	9*28683377-B/28683388-H	9*(contact number)-B / (contact number)-H	(H = HOME)
Change phone field from item 2	92@2868 3377-H	92@(contact number)-H	

TICKETING FIELD	HELP 7	
Create an option date ticketing field on Nov 12	7TAX/00/12NOV	7TAX / (category) / (date)
Create a ticketing field for a ticketed passenger	7T/	
Modify Ticketing Date	7@TAX/00/20FEB or 7@T/	

END OR IGNORE A PNR		
End transaction	E	
End & Redisplay PNR	ER	
Ignore transaction	I	
Ignore and Redisplay PNR	IR	

RESERVATION GUIDE

SEAT MAP REQUEST (SEAT ASSIGNMENT)		HELP SEAT
Display seatmap for segment 1 on a PNR	41*	4(1 = segment) * ← connects to the segment specified to display the map
Display seatmap from line 2 of availability / coach	42*Y	4(2 = line 2 of availability) * (Y = class) ← economy / coach class
Reserve specific seats on segment 1	4RS1\$12A13B	4R(S1 = segment 1) \$ (12A13B = seat number(s))
Reserve specific seat on segment 1 (one name field)	4RS1-1\$16A	4R(S1 = segment 1) (-1 = passenger number) \$ (16A=seat number)
Reserve multiple seats on segment 1	4RS1\$25ABC	4R(S1 =segment 1) \$ (25ABC = seat numbers)
Cancel seat assignment on segment 1	4RX1	4RX (1 = segment 1)
Change reserved seat to a specific seat	4R@1\$14B	4R @ (1 = segment 1) \$ (14B = changed seat number)
Display seat fax	*S	
SPECIAL SERVICE REQUEST (SSR)		HELP SSR
SSR codes index	HELP SSR CODE	meal / miscellaneous / wheelchair
Request Vegetarian Meal for all segments	3SAVGML	3 (SA = all segments) (VGML = vegetarian meal)
Request Vegetarial Meal for a specific passenger	3SAN1.1VGML	3 (SA = all segments) (N1.1= passenger number) (VGML = vegetarian meal)
Specific segments and passenger	3S2//4N3.1VGML	3 (S2//4 = select segments 2 & 4) (N3.1 = passenger number)
Special Meal for specific segments & passenger	3S2//4N3.1SPML-NO BEEF	3 (S2//4 = select segments 2 & 4) (N3.1 = passenger number) SPML - (special meal)
Request wheelchair for all segments for passenger 2.1	3SAN2.1WCHR	3 (SA = all segments) (N2.1 = passenger number) (WCHR = wheelchair)
Request non-smoking window seat for passengers 1 & 3	3SAN1/3NSSW	
Request non-smoking seat for all segments	3SANSST SEAT TOGETHER	
Delete single SSR	32@	
Cancel single SSR	32.XX	
FREQUENT FLYER (FQTV) / FORM OF IDENTIFICATION (FOID)		HELP FQTV / HELP FOID
Input Frequent Flyer number for a specific passenger	3SSRFQTVCXHK/BA1234567-2.1	reports British Airways card number to Cathay Pacific
Name selection	3SAN2.1FQTVKE111111	reports Emirates Air card number for all segments for passenger 2.1
Form of identification	3SSR FOID CA HK1/NIG1234567-1.1	3SSR (FOID = form of identification) (CA = airline) HK1(NI = national identity)(G1234567 = document number)-1.1
TRANSMIT TICKET NUMBER MANUALLY		HELP TKNM
Display TTN Table for a specific airline	KTN*CX	Display TTN Table for Cathay Pacific
Calculate the Check Digit on a document	4C*M1601234567890	1601234567890 = ticket number
Using SSR to report ticket number for a specific segment	3S1N2.1TKNM16012345678901	Transmit ticket number for segment 1 for passenger 2.1
Using SSR to report ticket number for all segments	3SAN3.1TKNM16012345678901	Transmit ticket number for all segments for passenger 3.1
Using SSR to report conjunctive ticket numbers	3SAN1.1TKNM16012345678901-8902	Transmit conjunctive ticket numbers for all segments for passenger 1.1
Using OSI to manually report the ticket numbers	3OSITGTKNM9991234567890 to 891	Reports the passengers ticket numbers to Thai Airways
REMARKS FIELD		HELP 5
Remarks entry (will not be shown on itinerary)	5FREE TEXT	
Change remarks (will not be shown on itinerary)	52@FREE TEXT	5 (2 = line 2) @FREE TEXT
Input itinerary remarks (will be shown on itinerary)	5RM-FREE TEXT	
Remarks for specific segment (will be shown on itinerary)	5S1*RM-FREE TEXT	Itinerary remarks for segment 1
Remarks for specific passenger (will be shown on itinerary)	5N3.1*RM-FREE TEXT	Itinerary remarks for passenger 3.1
Change remarks for specific line and passenger	51@N3.1*RM-FREE TEXT	
Delete a single remark	51@	Deletes remarks on line 1
Displays all remarks field of a PNR	*M	
RETRIEVING A PNR		
Using Worldspan record locator	*DG56E5	(DG56E5 = Worldspan record locator)
Using passenger's name	*-CHAN	(CHAN = last name)
Display all names beginning with the letters CH	*.CH *	(CH = first two letters of the last name)
Display list	*L	
Redisplay PNR	*R	
Display Direct Response acknowledgements	*DR	
Display Seat Fax	*S	
Display name from all branches	*A-CHAN	
DIVIDE PNR		HELP DIVIDE
Divide PNR for a specific passenger	D2	D (2 = namefield 2)
Divide PNR for multiple passengers	D1*3	D (1 =namefield 1) * (3 = namefield 3)
File the divided PNR	F	
End transaction	E	

RESERVATION GUIDE

COPY A PNR		<i>HELP COPY</i>
Copies the entire itinerary	EC	
Copies the itinerary for a higher number of passengers	EC2	Copy itinerary for two passengers
Copies the itinerary and changes the class of service	ECCF	Copy itinerary and change to booking class F
Copies the itinerary segments except 2 & 3	ECX2/3	Copy all segments except 2 & 3
Copies all fields except the itinerary	ECXI#*A	
HISTORY		<i>HELP HISTORY</i>
Entire History Display	*H	
Historical Fares Display - Past date	*HF	
Hotel Default Record	*HDR	
Display General Codes – Hotel Select Entries	*HG	
Display time of reservation was made	*IBT	
MINIMUM CONNECTING TIME (MCT)		<i>HELP KEC/VCT</i>
Display Standard Minimum Connecting Time	KEC*BKK	BKK = BangKok
Display MCT for a specific airline	KEC*JFK-NW	JFK = New York, NW = Norwest Airlines
Display MCT from specific segments in a PNR	VCT*1-3	Display MCT for segments 1 to 3 from a PNR
Display MCT from availability line	VCT\$1	Display MCT from availability line 1
CONNECTION POINTS DISPLAY		<i>HELP KCP</i>
Display Connection Points for a city pair	KCP/HKGNYC	Display Connection Points for Hong Kong to New York
FLIGHT SERVICE INFORMATION		<i>HELP V*</i>
View flight service info for a specific date & flight	V*CX530/23JUN	(CX530 = flight number) (23JUN = date)
View flight service info for entire itinerary	V*	
View flight service info for a specific segment	V**3	(3 = segment number)
View flight service info from availability	V\$1	(1 = availability line number)
TIME DISPLAY		<i>HELP KCD</i>
Display local time	KCD*NYC	Display New York time
Display time difference between two cities	KCD*NYC/BKK	Display time difference between New York and Bangkok
WEATHER		
Displays the local weather	GWEALON OR GWEALONDON	(LON = city code) (LONDON = city name)
DATE CALCULATOR		<i>HELP 4F.CD</i>
Advance purchase	4F.CD15MAY/A35	(May 15 = Input date) (35 = number of days)
Minimum and Maximum Stay	4F.CD15MAY/7/30	(May 15 = Input date) (7 = number of days) (30 = number if days)
Calculate number of days	4F.CD15MAY/20MAY	(May 15 = Input date) (May 20 = return trip date)
PNR PRINT		
Print record locator	JT <u>SID</u> RR/*DR	(SID = Subscriber ID)
Includes suppressed items	JT <u>SID</u> RR/*AD	(SID = Subscriber ID)
ITINERARY PRINTING		
Print itinerary	EZ#DR#RL#RM#TC#HV#V#WL#*CC#*CL#BK-AGENT NAME	
ELECTRONIC TRAVEL AUTHORITY (ETA)		
Display ETA application template	TIETAR	
Visa enquiry template	TIETAQ	
ETA history display	TIETAH	
Displays a specific topic on ETA	TIETAS6	
QUEUES		<i>HELP QUEUE</i>
Display Queue Count	QCT*ALL	
Specific Queue	Q/8*C0*D1	(8 = queue number) (0 = category) (1 = date range)
Remove from Queue	QR	
Ignore PNR from queue and move to the next	I	
Exit Queue and ignore	QX# I	

RESERVATION GUIDE

Display Worldspan Moneysaver Fares (non-itinerary pricing)		<i>HELP 4F</i>
Basic fare display entry	4FHKG BKK	4F(HKG = depart city) (BKK = arrive city)
Specific airline	4FBOSLAX-UA	4F(BOS = depart city) (LAX = arrive city) – (UA = carrier)
Booking class	4FHKGLON#B	4F(HKG = depart city) (LON = arrive city) # (B = booking class)
Specific departure and return dates	4FHKG FRA/L2AUG/R9AUG	4F(HKG = depart city) (FRA = arrive city)/L (2AUG = dep. date) (9AUG = ret. date)
Multiple Passenger Type Codes	4FHKG BKK ADT/CNN/INF	4F(HKG = depart city) (BKK = arrive city) (ADT/CNN/INF = passenger type)
Published Round-The-World	4FHKG HKGRW-BA	4F(HKG = depart city) (HKG = arrive) (RW = fare type) – (BA = Carrier)
Moneysaver fares (non-itinerary pricing) – continuation entries		<i>HELP 4FOPT</i>
Redisplay fares	4F*	
Specific airline(s)	4F*-CX-LH	
Reverse city pair	4F*R	
Change currency	4F*@GBP	4F*@ (GBP = currency code of Sterling Pounds)
Mileage computation	4F/SINAMSFRA CDG 4F/HKGNRTHNLLAXMIA 4F/SIN/AMS/FRA/CDG	
Calculate mileage of each section	4F/S1-5	4F / (S1-5 = segment range)
Display mileage of a segment range on a PNR	4F.R6	4F.R (6 = line number)
Display mini fare rule	4F.B5	4F.B (5 =line number from fare display)
Display taxes applied by country	G TAX HK	HK = country code
Power Quote (non-itinerary pricing)		<i>HELP 4I</i>
Display Power Quote fare with overriding airline	4I#HKGBKKSIN#OCCX	HKGBKKSIN = routing #OCCX = overriding airline CX
With mirror return	4I#HKGSYDAKL #OCQF #M	#M = mirror return
Multi-carrier	4I#HKG #CCX SIN #CSQ HKG	#C = carrier
Specific date	4I#HKG 10OCT LAX 20OCT HKG	
Specific booking class	4I#HKG15MAR#CCX #DY LAX	#D = Booking class
With surface sector	4I#HKG#CCXTPE // KHH#CKAHKG	// = surfare segment
With Passenger Type Codes	4I#HKGLHRHKG#OCBA#PADT/CNN	#P (ADT = adult / CNN = child / INF = infant)
Power Quote continuation entries		
Display fare quote screen line 1	4IQ1	4IQ (1 = line number)
Display taxes from fare quote line	4IT1	4IT (1 = line number)
Display rules from fare quote	4IR1	4IR (1 = line number)
Specific Passenger Type Code	4IP/CNN	
Redisplay fare quote	4IM	
Itinerary Pricing		<i>HELP 4P</i>
Basic itinerary pricing	4P	
Price and create ticket record	4P*	
Specific airline	4P*#CCX	
Specific Passenger Type	4PPINF	
Non-penalty fare pricing	4PFNP	
Lowest possible fare quote	4PLFQ	
Price via Access Plus	4PLF@	
Rebook via Access Plus	4PLFB@	
Display a fare rule from a priced PNR	4PR	
Specify rule for fare component 1 category	4PR-1@PEN	
Add specific tax to each PTC on a PNR	4P-TAX	
Delete ticket record	4P*@	