

RESERVATION GUIDE

SIGN IN & SIGN OUT

HELP SINE

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

ENCODE & DECODE

HELP ENCODE

Encode airline	KAC/DRAGONAIR
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 City	KC/CHICAGO (CHICAGO = city name)
Decode City	KD/ICN (ICN = city code)
Display country and currency code starting with F 4C*F	(F = first letter of country)
4C@JPY/1000	Convert JPY1000 to HKD
4C@1000/JPY	Convert HKD1000 to JPY
Encode hotel name	H <u>C</u> HILTON (HILTON = hotel name)
Decode hotel chain code	H <u>C</u> HI (HI = hotel chain code)
Encode specific car associate	CRC <u>A</u> VIS (AVIS = car associate name)
Decode car associate	CRC <u>Z</u> E (ZE = car associate code)

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Flight Schedule Timetable

HELP SCHEDULE

Display schedule for a specific date & carrier
 Display 30-day schedule with a specific date
 Display schedule of connecting flight

S11JULHKGNYC-CX
 S#01MAYHKGSYD
 S@NYCDEN

Continuation Entries (Flight Schedule Timetable)

Move to previous schedule	SU	Change date	S05MAY
Additional Schedule	SD	Specific carrier	S-QF
Redisplay schedules	S*	Return with a specific date	S/R25MAY

AVAILABILITY

HELP AVAIL

General availability
 Specify date & time
 Specify carrier
 Specify participating alliance (One World)
 Specify connection point
 Specify connection point & carrier

A01JANHKGTPPE
 A11FEBHKGBKK1600
 A20APRHKGNRT-CX
 A30MAYDENSFO-/*O
 A30MAYHKGAMS/LON
 A17OCTHKGLHR/SIN-SQ

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Continuation Entries (Availability)

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

DIRECT ACCESS AVAILABILITY

HELP ACONT

Direct Access basic availability	@AI@A14JULDELFR0600
Direct Access by line number 2	A@2
Move up	@AU
Move down	@AD
Direct access return flight	@A/R20JUL

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SELL FROM AVAILABILITY

HELP 0AVAIL

Single segment	03H1
Waitlist from availability all airlines	0L1B1
Connection segments	01V2*
Connecting flights with different class codes	01V2W3
Manual single segment sell	0QF98Y18JUNHKGBNENN1
Manual single segment sell (waitlist)	0QF98Y18JUNHKGBNELL1
Memo segment sell (YK)	0CX2700Y10JULBKKHKGYK1

OTHER SELLING ENTRIES

HELP OPEN

Open segment sell with date	0CXOPENB30JUNHKGSYDPS1
Open segment sell	0CXOPENYHKGTPPEPS1
Direct Sell Passive Segment	0CX293Y20JULHKGFCOMK1
Create ARRIVAL UNKNOWN segment	0A
Insert ARRIVAL UNKNOWN segment	/2/0A (Insert ARNK after segment 2)

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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	(Cxl segments 2 to 4)
Move single segment 4 after 2	/2S4	
Updates and redispays the PNR	EWGR	
Change booking class	X1#0/M	(Cxl segment 1 and rebook to M-class)
Change date of departure	X1#0/10MAY	(Cxl segment 1 and rebook on May 10)
Change booking class and date of departure	X1#0/M10MAY	(Cxl segment 1 and rebook on May 10, M-class)

NAME FIELD

HELP NAME

Adult Name	-WONG/MAY.MS
Child Name	-CHAN/KEUNG.MSTR*CNN
Infant Name	-HO/SUSAN.MS*INF
Same Surname	-LO/DAVID.MR/MARY.MS
Different Surname	-NG/PETER.MR#-CHOI/KAM.MS
Infant DOB	3SAN1.1INFT-2.1/04OCT07
Child DOB	3SAN2.1CHLD/24OCT03
Change passenger name	-1@NELSON/C.MR
Change name for a specific passenger	<u>-2@.1/JOHN.MR</u>

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PHONE FIELD

HELP 9

Agency phone field	9-BETTY	9-(agents name)
Passenger 's business contact number	9*28681177-B	9*(contact number)-B
Multiple contact numbers	9*28683377-B/28683388-H	B-Business 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
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	Ignore transaction	I
End & Redisplay PNR	ER	Ignore and Redisplay PNR	IR

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SEAT MAP REQUEST (SEAT ASSIGNMENT)	HELP SEAT
Display seatmap for segment 1 on a PNR	41*
Display seatmap from line 2 of availability / economy class	42*Y
Reserve specific seats on segment 1	4RS1\$12A13B
Reserve specific seat on segment 1 (one name field)	4RS1-1\$16A
Reserve multiple seats on segment 1	4RS1\$25ABC
Cancel seat assignment on segment 1	4RX1
Change reserved seat to a specific seat	4R@1\$14B
Display seat fax	*S

SPECIAL SERVICE REQUEST (SSR)	HELP SSR
SSR codes index	HELP SSR CODE
Request Vegetarian Meal for all segments	3SAVGML
Request Vegetarian Meal for a specific passenger	3SAN1.1VGML
Specific segments and passenger	3S2//4N3.1VGML
Special Meal for specific segments & passenger	3S2//4N3.1SPML-NO BEEF
Request wheelchair for all segments for passenger 2.1	3SAN2.1WCHR
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

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FREQUENT FLYER (FQTV) / FORM OF IDENTIFICATION (FOID)

Input Frequent Flyer number for a specific passenger	3SSRFQTVCXHK/BA1234567-2.1
Name selection	3SAN2.1FQTVEK111111
Form of identification	3SSR FOID CA HK1/NIG1234567-1.1
Advance Passenger Information	*PSI

TRANSMIT TICKET NUMBER MANUALLY

Display TTN Table for a specific airline	KTN*CX
Using SSR to report ticket number for a specific segment	3S1N2.1TKNM16012345678901
Using SSR to report ticket number for all segments	3SAN3.1TKNM16012345678901
Using SSR to report conjunctive ticket numbers	3SAN1.1TKNM16012345678901-8902
Using OSI to manually report the ticket numbers	3OSITGTKNM9991234567890 to 891

REMARKS FIELD

Remarks entry (will not be shown on itinerary)	5FREE TEXT
Change remarks (will not be shown on itinerary)	52@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
Remarks for specific passenger (will be shown on itinerary)	5N3.1*RM-FREE TEXT
Change remarks for specific line and passenger	51@N3.1*RM-FREE TEXT
Delete a single remark	51@

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RETRIEVING A PNR

Using Worldspan record locator	*DG56E5
Using passenger's name	*-CHAN
Display all names beginning with the letters CH	*-CH *
Display list	*L
Redisplay PNR	*R
Display Direct Response acknowledgements	*DR
Display Seat Fax	*S
Display name from all branches	*A-CHAN

DIVIDE PNR

Divide PNR for a specific passenger	D2
Divide PNR for multiple passengers	D1*3
File the divided PNR	F
End transaction	E

COPY A PNR

Copies the entire itinerary	EC
Copies the itinerary for a higher number of passengers	EC2
Copies the itinerary and changes the class of service	ECCF
Copies the itinerary segments except 2 & 3	ECX2/3
Copies all fields except the itinerary	ECXI#*A

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HISTORY

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)

Display Standard Minimum Connecting Time	KEC*BKK
Display MCT for a specific airline	KEC*JFK-AA
Display MCT from specific segments in a PNR	VCT*1-3
Display MCT from availability line	VCT\$1

CONNECTION POINTS DISPLAY

Display Connection Points for a city pair	KCP/HKGNYC
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FLIGHT SERVICE INFORMATION

View flight service info for a specific date & flight	V*CX530/23JUN
View flight service info for entire itinerary	V*
View flight service info for a specific segment	V**3
View flight service info from availability	V\$1

TIME DISPLAY

Display local time	KCD*NYC
Display time difference between two cities	KCD*NYC/BKK
Display time difference with specific time	KCD*5PNYC/HKG

WEATHER

Displays the local weather	GWEALON	OR	GWEALONDON
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DATE CALCULATOR

Advance purchase	4F.CD15MAY/A35
Minimum and Maximum Stay	4F.CD15MAY/7/30
Calculate number of days	4F.CD15MAY/20MAY

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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	EZN#DR#RL#RM#TC#HV#V#WL#*CC#*CL#BK-AGENT NAME
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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

HELP QUEUE

Display Queue Count	QCT*ALL
Specific Queue	Q/8*C0*D1
Remove from Queue	QR
Ignore PNR from queue and move to the next	I
Exit Queue and ignore	QX# I

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Display Worldspan Moneysaver Fares (non-itinerary pricing)

Basic fare display entry	4FHKGBKK
Specific airline	4FBOSLAX-UA
Booking class	4FHKGLON#B
Specific departure and return dates	4FHKGFRA/L2AUG/R9AUG
Multiple Passenger Type Codes	4FHKGBKKADT/CNN/INF
Published Round-The-World	4FHKGHKGRW-BA

Moneysaver fares (non-itinerary pricing) – continuation entries

HELP 4FOPT

Redisplay fares	4F*
Specific airline(s)	4F*-CX-LH
Reverse city pair	4F*R
Change currency	4F*@GBP
Mileage computation	4F/SINAMSFRACDG
Calculate mileage of each section	4F/SIN/AMS/FRA/CDG
Display mileage of a segment range on a PNR	4F/S1-5
Display mini fare rule	4F.R6
Display booking class from fare display line	4F.B5
Display taxes applied by country	G TAX GB

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Power Quote (non-itinerary pricing)

Display Power Quote fare with overriding airline	4I#HKGBKKSIN#OCCX
With mirror return (#M)	4I#HKGSYDAKL #OCQF #M
Multi-carrier (#C)	4I#HKG #CCX SIN #CSQ HKG
Specific date	4I#HKG 10OCT LAX 20OCT HKG
Specific booking class (#D)	4I#HKG15MAR#CCX #DY LAX
With surface sector	4I#HKG#CCXTPE // KHH#CKAHKG
With Passenger Type Codes (#P)	4I#HKGLHRHKG#OCBA#PADT/CNN

Power Quote continuation entries

Display fare quote screen line 1	4IQ1
Display taxes from fare quote line	4IT1
Display rules from fare quote	4IR1
Specific Passenger Type Code	4IP/CNN
Redisplay fare quote	4IM

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Itinerary Pricing

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
Add specific tax to each PTC on a PNR	4P-TAX
Delete ticket record	4P*@