

## 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)
<a href="#">4C@JPY/1000</a>	Convert JPY1000 to HKD
<a href="#">4C@1000/JPY</a>	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)

## RESERVATION GUIDE

### 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  
 Additional Schedule  
 Redisplay schedules

SU  
 SD  
 S\*

Change date  
 Specific carrier  
 Return with a specific date

S05MAY  
 S-QF  
 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

## RESERVATION GUIDE

### 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)

## RESERVATION GUIDE

### 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><a href="#">-2@.1/JOHN.MR</a></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	<a href="#">4R@1\$14B</a>
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@



## RESERVATION GUIDE

### 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

## RESERVATION GUIDE

### 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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## RESERVATION GUIDE

### 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

## RESERVATION GUIDE

### 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

## RESERVATION GUIDE

### 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

## RESERVATION GUIDE

### 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*@