

Working in the Sabre System

STUDENT GUIDE

Sabre

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Objectives

Upon completion of this course, you will be able to:

- Describe the *Sabre*[®] global distribution system equipment and keyboard
- Sign in and out of the *Sabre* system
- Change to a different work area
- Place text in the Memo Area

Introduction to the Sabre System

Welcome to the *Sabre* system!

The *Sabre* system has consistently been rated the number one Global Distribution System (GDS) in the world and continues to maintain a leadership position in bookings share. You now have at your fingertips a host of technology solutions that will serve as your gateway to a wide variety of travel and travel-related services.

Learning
about the
system

Whether you're in transition from proficiency with another Global Distribution System to the *Sabre* system or are new to the travel industry, we want to help you gain a working knowledge and understanding of the *Sabre* system as quickly as possible. It is not important to remember all the formats. Memorization of formats will come with time. However, it is important for you to know where to locate the answers to your questions and to feel confident in planning your continued training.

This session provides information to familiarize you with terminology and concepts of the agency environment as they pertain to the *Sabre* system. It will also provide the tools necessary to service your client in a professional and timely manner, which will be profitable and beneficial to your client, you, and your agency.

Your
information

If known, record your agent sign and agency pseudo city code below for reference.

Agent sign: _____

Agency Pseudo City Code (PCC): _____

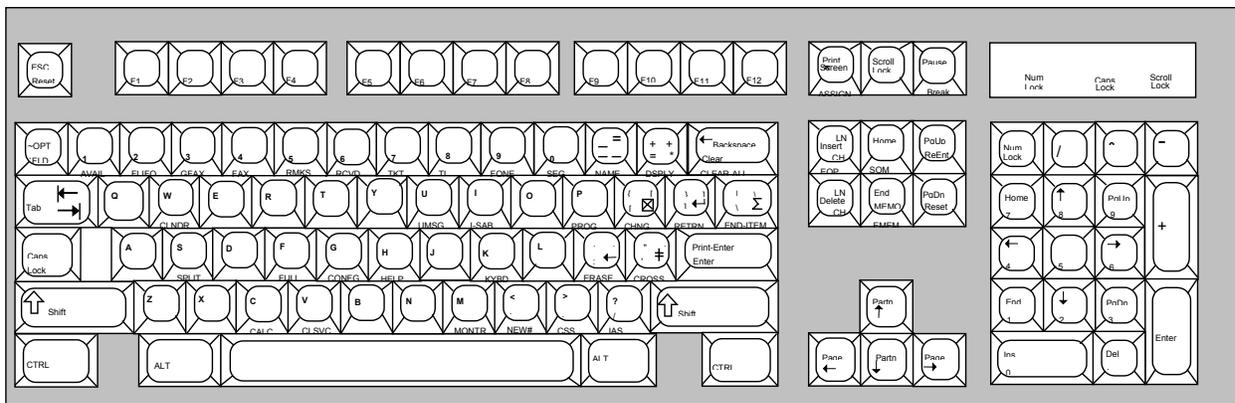
Equipment and Keyboard

The *Sabre* system workstation consists of three main components:

- Monitor (screen)
- Base unit or central processing unit (CPU)
- Keyboard

Your system workstation is also referred to as a PC or PC Terminal. Additional equipment associated with your workstation may include a mouse, printer, and cabling.

Diagram of keyboard The following diagram represents the *Sabre* system keyboard.



Definition of Cursor The cursor is a blinking character on the *Sabre* system screen that indicates placement of the next character to be typed. The cursor automatically returns to the left margin after every entry.

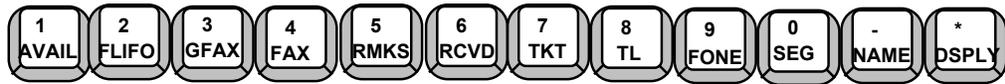
Parts of the keyboard The table below describes the main components of the *Sabre* system keyboard.

Component	Function
PF keys	Also called function keys. Used to program and store formats that are used repeatedly.
Main keyboard	Number and letter keys used for most typing and entry functions.
Miscellaneous keys	Used to insert and delete information, reenter, reset cursor to top left margin of screen, and place text in the upper portion of the screen.
Arrow keys	Used to move the cursor up, down, left, and right on the screen.
Numeric key pad	Functions as a calculator.
Alt key	Performs a function if depressed in conjunction with another key.
Ctrl key	Performs a function if depressed in conjunction with another key or keys.

Identification
Code Keys

Keyboards designed for *Sabre* workstations have some keys with special labels and/or symbols not found on other keyboards. Agents use these symbols, combined with letters and numbers, to perform specific functions in the *Sabre* system.

Some of the keys labeled for particular functions allow you to create or display a Passenger Name Record (PNR). These are known as Identification Code Keys (ICK). The keys are labeled with codes to identify their functions. Below is an illustration and explanation of the Identification Code Keys.



Code	Label	Description
1	AVAIL	Request city pair availability, which is used to determine whether seats are available on a flight
2	FLIFO	Request flight Information
3	GFAX	Request special services or send information about the passenger's inflight needs to all airlines except American
4	FAX	Request special services or send information about the passenger's inflight needs to American Airlines
5	RMKS	Add remarks about the client or the reservation
6	RCVD	Add "received from" for the booking (the person from whom the reservation request was received)
7	TKT	Add ticketing arrangements
8	TL	Add time limit for ticketing (automatically cancels the reservation if no ticket is issued by the specified time/date)
9	FONE	Add telephone number for the agency and/or passenger
0	SEG	Sell reservations for air, car, hotel, etc.
-	NAME	Add passenger name
*	DSPLY	Display Passenger Name Record (PNR) or other information, when used in combination with other characters

Other keys with special functions

These additional keys are used to identify specific functions in the system.

System Key	Function
 <p data-bbox="475 384 568 411">Change</p>	<p data-bbox="646 254 1386 310">Used in conjunction with system entries to change, delete or calculate information.</p> <p data-bbox="646 321 1406 375">Note: The symbol used in printed material to illustrate this keystroke is .</p>
 <p data-bbox="475 569 568 596">End-Item</p>	<p data-bbox="646 434 1386 462">Used to string several entries together and enter them simultaneously.</p> <p data-bbox="646 472 1406 527">Note: The symbols used in printed documents to illustrate this key are & or Σ.</p>
 <p data-bbox="475 745 568 800">Cross of Lorraine</p>	<p data-bbox="646 615 1406 703">Used as a plus sign and to separate parts of an entry that combines related functions, i.e., Pricing, ticketing, and invoicing. Located to the left of the Enter key. When pressed, the symbol appears on the screen.</p> <p data-bbox="646 714 1235 741">Note: The symbol used to illustrate this keystroke is .</p>

Here's one quick example of an entry that uses the Cross of Lorraine key.

Terminal address

Each workstation has its own specific terminal address, also known as a LNIATA. To display your workstation's terminal address, enter:

Format: J

Response: YOUR SET ADDRESS IS 68372A P-23 LS05 RESD

Keys to enter, clear, and reposition the cursor

Specific keys allow you to transmit information to the system, reposition your cursor, and even clear your screen. The location of these keys may be different on the keyboards in your office, but the functions of the keys are the same.

System Key	Function
 <p>Clear</p>	<p>Used to clear the screen without canceling or changing any of the data previously entered. The cursor is returned to the upper left corner of the screen. The default of this key may be changed to become the backspace key.</p>
 <p>Print-Enter/Enter</p>	<p>Used to transmit items to the system. Performs a function similar to the carriage return on a typewriter. Pressing it lets the computer know that you want to send data to the system's memory.</p>
 <p>Home</p>	<p>Moves the cursor from the current position to the upper left corner of the screen. Data on the screen is not erased. This key will reset your SOM (Start of Message). You may use it to return the cursor to the top of the screen after entering data or requesting information from the system.</p>
 <p>Escape</p>	<p>Returns the cursor to the left margin of the screen, one line at a time, without erasing the previous line. This key will reset your SOM to the beginning of the next line on your screen. If you have begun an entry that you do not want to complete, you may use this key to disregard the current entry and begin a new one.</p>
 <p>Reset</p>	<p>If the "Sabre Keyboard" mode (under the Options menu) is active, this key may also be used as a Reset key.</p>
 <p>ReEnt</p>	<p>Allows you to input a previously entered format without retyping all of the data. After making a correction to a format, moving the cursor to the end of a long entry before pressing Enter can be tiresome. The ReEnter key moves the cursor quickly to the end of the entry and resends it to the system.</p>

Editing keys Often it is more convenient to make a small change to an entry, rather than retyping an entire format. Some keys allow you to correct typing errors before sending your entries to the system.

You may also use these keys to correct some previously entered formats. Then after making a correction to a format, you may use the ReEnt (ReEnter) key to move the cursor to the end of the entry and resend it to the system.

Once again, the location of these keys may be different on the keyboards in your office, but the functions of the keys are the same.

- **Left and Right arrow keys:** May be used to move forward and backward through a format to position the cursor and type over mistakes.

Caution: Though the Up and Down arrow keys can be used to move the cursor, the system cannot read the starting point if these keys are used. Use the Reset key to make sure the system knows where the entry begins.

- **Insert and Delete keys:** May be used to insert and delete characters in a format. Often used in conjunction with the Left and Right arrow keys to insert or delete characters after moving forward or backward through a format.

- Insert key Makes room for one more character and pushes the remaining characters to the right.

- Delete key Removes the character at the cursor and pulls the remaining characters to the left.

- **Erase key:** Erases the character to the left of the cursor each time it is pressed.

Keyboard mode for keys Some keys perform the functions described in the previous sections only when the “*Sabre* Keyboard” mode is active. If the “Windows Keyboard” option is active, some keys function as they do in other Windows applications.

To verify the active keyboard mode, click “Options” in the menu bar. The keyboard option that is preceded by a checkmark is the active option.

Signing into the Sabre System

Employee Profile Records (EPRs) are an element of the *Sabre* system's security, since they govern the capabilities of agents using the *Sabre* system. Specified individuals in your office will be responsible for creating and maintaining the *Employee Profile Records* for all agents in the office.

Your EPR enables you to sign into the *Sabre* system and controls which functions you can or cannot perform in the system.

The agent identification number that you will use to sign into the *Sabre* system is assigned by your agency and stored in your EPR. You will select your own passcode, in accordance with the passcode guidelines.

Sign in

The *Sabre* system has six work areas, identified as A, B, C, D, E, and F. By entering an asterisk (*) prior to your identification number when you sign in, you are signing into all six system work areas.

Step	Description	Format Example
1	Type SI* followed by your agent identification number	SI*(identification number) SI*941032
2	Type your passcode in the sign-in mask	(passcode) TEXT01

Response to step 1

AGENT SIGN IN

CURRENT PASSCODE ID <941032> SUF <B4T0>
DUTY CODE <*> AREA <*> NEW PASSCODE

Component	Description
CURRENT PASSCODE	An area where you type your current passcode (passcode will not appear when typed)
ID	Reflects your agent identification number
SUF	Reflects your agency pseudo city code (PCC)
DUTY CODE	Reflects duty code or level of access
AREA	Reflects the area to be signed in
NEW PASSCODE	An area where you can change your passcode

Response to
step 2

```
B4T0.B4T0*ALJ...A.B.C.D.E.F
19JUN
**  SABRE EXCLUSIVES *SA* LOWEST AVAILABLE HOTEL RATES **
    2-5 STAR HOTELS 10PCT COMM GUARANTEED WITHIN 2 WEEKS
**  INTER-CONTINENTAL- *THE WHOLE WORLD-HALF OFF* SUMMER **
    SALE INCL BKFAST AT PARTICIPATING HOTELS -HODIC/HOT
```

The sign-in response includes:

- Your agency's pseudo city code
- Your duty code
- Your individual agent sign, which is
 - assigned by your agency
 - stored in your EPR
 - your signature in the *Sabre* system
- The work areas signed in
 - The active area is shown first.
 - The system has placed you in work area A to begin.
- Current date
- Sign-in message
 - Messages may be created by the *Sabre* system or your local agency.
 - May be redisplayed after the sign-in response has been cleared from screen.

Passcode
guidelines

Use these guidelines in selecting your personal passcode:

- Passcode must be six to eight alpha/numeric characters (at least one alpha character and at least one numeric character).
- The letters Q and Z are not valid.
- Cannot use the same character more than twice in succession.
- Do not use the word "Sabre".

Duty codes Duty codes are system access rights that determine the range of functions that an agent can perform in the *Sabre* system. These are stored in your EPR and vary according to an agent's duties.

If your EPR allows it, you can also switch duty codes, when necessary, in order to perform different functions.

The four duty codes, along with the access rights provided by each, are shown below.

Duty Code	Description
*	Allows agent full reservations access for normal <i>Sabre</i> system activity
9	Allows agent supervisory and managerial access for those responsible for management functions
6	Allows agent to access the training mode, providing the ability to practice without impacting actual customer records
/	Allows agent to access <i>Sabre Assisted Instructions</i> self-paced lessons (S.A.I.)

Work Areas

When you leave a work area, it becomes inactive until you return to it. Entries made in the active area do not affect the work you do in another area. When you return to an area you previously left, that area becomes active again.

Note: All items to be recorded in a single Passenger Name Record (PNR) should be completed in the same work area.

Task	Format
Change to a different work area: A, B, C, D, E, or F	<input checked="" type="checkbox"/> (work area letter) <input checked="" type="checkbox"/> D
Display current work area	*S
Display the status of all work areas	*S*
Display the status of all work areas, along with assigned printers	*S*P
Redisplay the sign-in message	S/*

Responses to
entries

Change work area:

D

B4T0.B4T0*ALJ..D

Display current work area:

*S

B4T0.B4T0*ALJ..D

Display status of all work areas (check for activity):

S

B4T0.B4T0*ALJ.A..PNR PRESENT
ACTIVE AGENT - L JONES - 941032-B4T0
B4T0.B4T0*ALJ.B..PNR PRESENT
B4T0.B4T0*ALJ.C..PNR PRESENT
B4T0.B4T0*ALJ.D..
B4T0.B4T0*ALJ.E..
B4T0.B4T0*ALJ.F..

Display status of work areas and assigned printers:

***S*P**

```
B4T0.B4T0*ALJ.A..PNR PRESENT
ACTIVE AGENT - L JONES - 941032-B4T0
H1-EB0414 AT T-EB133E I-EB0412
B4T0.B4T0*ALJ.B
H1-EB0414 AT T-EB133E I-EB0412
B4T0.B4T0*ALJ.C
NO PRINTERS
B4T0.B4T0*ALJ.D
NO PRINTERS
B4T0.B4T0*ALJ.E
NO PRINTERS
B4T0.B4T0*ALJ.F
NO PRINTERS
```

Redisplay sign-in message:

S/*

```
B4T0.B4T0*ALJ..B..PNR PRESENT
19JUN
** SABRE EXCLUSIVES *SA* LOWEST AVAILABLE HOTEL RATES **
   2-5 STAR HOTELS 10PCT COMM GUARANTEED WITHIN 2 WEEKS
** INTER-CONTINENTAL- *THE WHOLE WORLD-HALF OFF* SUMMER **
   SALE INCL BKFAST AT PARTICIPATING HOTELS -HODIC/HOT
```

Using the Memo Area

The Memo Area provides a section of the *Sabre* window where you can temporarily place information for viewing. It eliminates the need for manually taking notes while talking with your client, since you can use the Memo Area as a note pad to record pieces of information that may be needed later in making a reservation. It may be especially helpful when you have information that is needed in multiple reservations. The Memo Area is not an active work area in the system and is used only to store information. Text in the Memo Area of the screen will not inhibit any functionality.

Memo Area option The Memo Area option on the “View” menu toggles the Memo Area between being visible and not visible. Active options are indicated by a checkmark immediately preceding the item. Therefore, when “Memo Area” is preceded by a checkmark, it is active and will be visible. You can still send information to the Memo Area even when it is not visible. Then when the Memo Area is active, you will see the information you stored there earlier.

Display the Memo Area Follow these steps to display the Memo Area. You may use either the mouse or the keyboard action shown.

1. Display the “View” menu
 - mouse: Click the **View** drop-down menu
 - keyboard: Press **Alt+V**
2. Select the Memo Area option
 - mouse: Click **Memo Area**
 - keyboard: Press **M**

Placing text in the Memo Area The Memo Area appears close to the top of the *Sabre* window just below the menu bar. Follow these steps to place text in the Memo Area:

1. Type the text in the *Sabre* window.
2. Press the Memo (End) key to place text in the Memo Area.



A scroll bar, which appears at the right of the Memo Area, allows you to scroll through the information you have placed in this area.

Information will remain in the *Sabre* window until it is removed. Clearing the *Sabre* window does not erase text from the Memo Area.

Erase Memo Area You may erase information stored in the Memo Area when it is no longer needed.

To erase the text from the Memo Area, press **Alt+Memo (Alt+End)**

Signing out of the Sabre System

The *Sabre* system tracks all entries by agent sign. When you are through working in the system, you should sign out to prevent other individuals from making entries using your passcode.

Description	Format
Sign out of the current work area	SO
Sign out of all work areas	SO*

Responses Sign out of current work area:

SO

B SIGNED OUT

Sign out of all work areas:

SO*

A.B.C.D.E.F..SIGNED OUT

Format Finder Help System

The *Format Finder*SM help system displays *Sabre* system formats and procedures. It incorporates all *Fox* online help content and is available on the Internet and from your desktop. If you are using *eVoya*SM *Webtop* or *Sabre*[®] *for Windows*[®] reservations software, launch the *Format Finder* feature by pressing Ctrl+Z; if you are accessing the help system from the Agency eServices web site, under the Support tab, click “Online w/Format Finder.”

You can find the desired information in the *Format Finder* feature by using the Table of Contents, Index, or Search. The following table suggests the most efficient ways to access the relevant information in the *Format Finder* feature.

Most of the topics in this curriculum are located in the *Format Finder* feature on the main Table of Contents under the book **EPR – Employee Profile Records** (unless noted below).

Curriculum Topic	Table of Contents	Sub-Book in the Table of Contents	Index or Search
Identification Code Keys	Glossary	G's–J's	Identification Code Keys
Equipment	Glossary	G's–J's	Hardware
Employee Profile Record (EPR)		Overview – Employee Profile Records	EPR
Agent ID		Overview – Employee Profile Records	Agent ID
Duty Codes		Overview – Employee Profile Records	Duty Codes
Passcode		Overview – Employee Profile Records	Passcode
Sign in		Sign into Sabre	Sign into
Change areas		Sign into Sabre	Change Sabre Work Areas
Sign out		Sign into Sabre	Sign out

Other References

Format Quick References may be found on the Web at <http://eservices.sabre.com/> under the Training menu.

Additional training and references may be found in *Personal Trainer*SM education software. *Personal Trainer* is available on the Web at <http://eservices.sabre.com/> under the Training menu.

Help Desk assistance

Please call the software or hardware help desks only after you have tried to find the answers to your questions or problems through the use of the *Sabre* system references or any other appropriate resources.

Hardware Help Desk	Actual physical equipment problems 800-331-7260 or QP/DSCG
Software Help Desk	Functional and format questions 817-355-7420 or QP/FSGG

Quick Reference

Signing into the Sabre System

Step 1 – Enter your agent identification number	SI*941032
Step 2 – Enter your passcode	TEXT01
Display your workstation's terminal address	‡J

Work Areas

Change to a different work area	ⓧD
Display the current work area	*S
Display the status of all work areas	*S*
Display the status of all work areas and assigned printers	*S*P
Redisplay the sign-in message	S/*

Signing out of the Sabre System

Sign out of the current work area	SO
Sign out of all work areas	SO*

Using the Memo Area

Display the Memo Area:

Step 1 – Display the View menu	Click “View”	or	Press Alt+V
Step 2 – Select the Memo Area option	Click “Memo Area”	or	Press M
Place text in Memo Area	Type text; then press Memo (End)		
Erase text in Memo Area	Press Alt+Memo (Alt+End)		

Review

Name: _____

Pseudo City Code: _____

Training Event: _____

Date: _____

Please circle the correct answer(s):

1. Which entry represents the first step of signing into the *Sabre* system?
 - A. SO*423598
 - B. S/*423598
 - C. SI*423598
 - D. *S423598

2. Which of the following represents an acceptable passcode for signing into the *Sabre* system?
 - A. RED24KC
 - B. RED2
 - C. REDHOT
 - D. REDDD24K

3. Which duty code is used by most agents and allows full reservations access for normal system activity?
 - A. 9
 - B. 6
 - C. /
 - D. *

4. Which key is used prior to the letter “B” to indicate that you want to move to that work area?
 - A. Change key
 - B. Erase key
 - C. Cross of Lorraine key
 - D. Home key

5. Which entry displays the work area currently being used?
 - A. *W
 - B. *S
 - C. *J
 - D. *A

6. Which key or key combination is used to place text in the Memo Area?
 - A. Alt+Memo (End) key
 - B. Enter key
 - C. Escape key
 - D. Memo (End) key

7. Which key allows you to string several entries together and enter them simultaneously?
 - A. Right Arrow key
 - B. Cross of Lorraine key
 - C. End-Item key
 - D. Enter key
8. Which entry signs you out of all areas in the *Sabre* system?
 - A. SO
 - B. SOALL
 - C. SO*
 - D. SO*ALL
9. Which identification code key allows you to request flight availability?
 - A. * key
 - B. 1 key
 - C. 4 key
 - D. 2 key
10. Which key transmits information to the *Sabre* system?
 - A. Reset key
 - B. Clear key
 - C. Ctrl key
 - D. Enter key