Lesson: **Seat Assignments**

**General Description**

This lesson introduces seat assignments and seat maps. It provides the basics of seat selection, seat codes, boarding passes, Interactive Seats, and seat cancellation.

Seat assignments cannot be made in a training sine mode.

**Objectives**

At the end of this lesson, you will be able to

- Assign seats
- Display seat maps
- Display SFAX
- Change and cancel seats

**Topics Covered**

These topics are covered:

- Introduction
- Seat And Boarding Pass Participants
  - Interactive Seat Program
  - Seat Request Guidelines
- Generic Seat Request
  - Request All Seats for All Segments
  - Ignore and Save Seats
  - Seat Status Codes
- Seat Maps
  - Seat Maps from PNR Segment
  - Specific Seat Assignments
  - Seat Maps from Availability
Lesson – Seat Assignments

Advanced Worldspan

– Error Responses
  • Change and Cancel Seat Assignments
  – Change Seat Assignments
  – Cancel Seat Assignments

Introduction

There are 3 levels of participation in the Worldspan Advance Reserved Seat Assignment Program. Specific guidelines apply to each level of participation.

• NW Airlines hosted in the system
• INTERACTIVE Airlines offering confirmation of seat assignments prior to end transaction
• OAL Airlines hosted in another CRS allowing seat requests through Worldspan

Seat And Boarding Pass Participants

A list of airlines participating in the Worldspan seat and boarding pass program can be accessed. Seat and boarding pass guidelines are listed for each participating airline.

Activity: Seat and Boarding Pass Participants

1. Access HELP SEAT and review the master index for seats.

   HELP SEAT

2. Tab to HELP SEATLIST for a list of participants in the Worldspan Seat Assignment Program.

   <TAB> HELP SEATLIST
Since all participants do not support the same formats, it is necessary to check GRS pages for each participant’s formats.

e.g., G/AIR/DL0/SEAT

**Interactive Seat Program**

It is no longer necessary to wait until after end transaction to know if seats are reserved for a client as long as an airline participates in the Interactive Seat Program.

Interactive seat assignments are made through direct link. Seats are removed immediately from a participant’s seat map. An SSR message is created with a status of HK to show the seat is confirmed.

*Activity: Interactive Seat Program*

Access INFO INTERACTIVE and review the list of participants.

**INFO INTERACTIVE**

With interactive seats, there is no need to cancel seats prior to dividing, changing a name, or rebooking a PNR in the same class of service.

**Seat Request Guidelines**

Most participants in Worldspan have specific guidelines about advance seat assignments and if boarding passes can be issued.

*Activity: Seat Request Guidelines*

1. Access HELP STMAX for a list of guidelines for seat and boarding pass requests.

**HELP STMAX**
The minimum and maximum times vary for each participant. Northwest has a specific HELP reference: HELP MAPNW advises seats may be assigned 88 days in advance.

2. Access HELP MAPNW and review.

HELP MAPNW

Seat Request Guidelines

1. The maximum number of itinerary segments is 12 when requesting seats in one entry.
2. Seats can be reserved on segments with action codes of SS and HK.
3. All names must be present in the PNR prior to making seat request entry.
4. Name select is permitted only by interactive seat participants.
5. Seats can be requested for a PNR containing a maximum of 7 names on an OAL.
6. Seats can be reserved using a generic or specific seat request entry.
7. Specific seats are indicated with a row number and seat code (e.g., 7A).
8. Special seat requests (e.g., extra seat, prisoner) should be handled through the airline.
Generic Seat Request

This topic covers how to request a seat without accessing a seat map.

Request All Seats for All Segments

The basic entry to request all seats for all segments and passengers is 4RA. In a multi-passenger PNR, this entry assigns an aisle seat for the name in the first name field, and adjacent seats for other passengers.

Activity: Request All Seats for All Segments

1. Access HELP 4RA and review the generic seat request entries.

HELP 4RA

2. Create a NW PNR for your last name for at least 2 passengers.

*-LAST NAME

3. Reserve generic seats for all flights and all passengers.

4RA

Comparison
Apollo: 9S
SABRE: 4GA/N
Amadeus: RS/A

In a generic seat request, the search selects the following:

- An aisle seat if available
- A window seat if an aisle is not available
- A center seat if aisle or window is not available

4. Ignore and redisplay the PNR.

IR
Other seat types besides non-smoking, aisle seats can be requested. Worldspan has a list of seat codes to use with individual flight segments.

5. Access HELP STREQC and review the generic seat codes.

HELP STREQC

6. Request aisles seats across the aisle on segment 1 for 2 passengers.

4RA$AA

7. Request a window seat for segment 2, for 2 passengers. A window and the adjacent seat are assigned.

4RS2$W

A status indicator appears at the end of a flight segment indicating seat information exists. The status indicators are SR (Seats requested), SK (Seats confirmed) and BP (Boarding passes issued). *S displays the Seat Facts (SFAX) for seat assignments and the status.

8. Display the itinerary to see if seat information exists.

*I


*S

When requesting seats for an OAL, the only seat request codes you can use are the following:

- S  Smoking
- N  Non-smoking
- W  Window
- A  Aisle
Ignore and Save Seats

If simultaneous changes occur during seat transactions, you can preserve seat assignments by ignoring and saving the seats.

Seat transactions are saved, all other transactions are ignored, and the following message is displayed: *Seat transactions saved-remember to ET.*

Activity: *Ignore and Save Seats*

Access INFO IS and discuss when the entry is applicable.

INFO IS

Seat Status Codes

There are several seat status codes received from participating airlines.

Activity: *Seat Status Codes*

1. Access HELP STC to review status codes.

HELP STC

The seat assignment code for boarding pass authority is always RS for Northwest, and RB for an OAL, until the boarding pass is issued. Once the boarding pass is issued, the status is changed to BP. If an OAL seat status of RS is returned rather than RB, boarding pass authority is not granted.

When requesting seats on an OAL, a status code of NN is received. When the PNR is ended, the request is sent to OAL. When OAL responds, the SFAX SSRSEAT item is updated with the appropriate code.
2. Ignore and redisplay the PNR.

IR

Seat Maps

This topic covers how to display a seat map from availability and how to request a specific seat assignment.

Seat Maps from PNR Segment

Many AccessPlus participants provide live seat maps. Live seat maps permit you to select specific seats for clients based on their seating preferences.

Worldspan displays the applicable aircraft compartment based on the class of service in the segment.

Activity: Seat Maps from PNR Segments

1. Access HELP STMAP for entries to display a seat map.

HELP STMAP

2. Display the seat map for segment 1 and review.

41*

Comparison

Apollo: 9V/S1
SABRE: 4G1*
Amadeus: 6:*1

Blank areas on the seat map indicate galleys, restrooms, or storage closets. Periods in this example indicate available seats.

Seat maps are displayed in Direct Access, except for NW To move down the change symbol/@/ must precede the MD.
3. Move down to see more of the map.

@MD

Specific Seat Assignments

A specific seat assignment is entered using the row number followed by the specific letter or seat number. The row number is assumed when assigning seats for multi-passenger PNRs providing the seats are lettered (e.g., row 7 seats A, B, and C: 7ABC).

Activity: Specific Seat Assignments

1. Reserve specific seats for both passengers.

   4RS1$XXX
   (XXX = SEAT NUMBERS)

   If in the process of requesting seats for an interactive seat participant, the seat map is redisplayed, this indicates someone else has already reserved the same seats. It is necessary to choose other seats for your clients.

2. Display the seat map for segment 2.

   42*

3. Reserve specific seats for both passengers.

   4RS2$XXX
   (XXX = SEAT NUMBERS)

4. End and redisplay the PNR.

   ER

5. Display SFAX.

   *S
Seat Maps from Availability

Seat maps can also be requested from availability. Requesting seat maps from an availability display is similar to displaying from a PNR. The only difference in the entry is adding the compartment from which the seat is requested.

Activity: Seat Maps from Availability

1. Access HELP STMAP and review the entry to display a seat map from availability.

HELP STMAP

2. Request availability on the 23rd of next month from Las Vegas to Chicago at 9AM on Continental Airlines.

A23MMMLASCHI9A-CO

3. Request a seat map for the coach (Y) compartment for the flight on line 1.

41*Y

The seat map varies from the last seat map viewed. Seat configurations vary from one airline to the next. Worldspan attaches a legend at the top of the map and some airlines also attach one to the bottom of the map.

Continental is one airline that attaches a legend to the bottom of the seat map.

4. Move down to see the legend.

@MD

The best explanation of codes in an AccessPlus seat map is found in GRS.
5. Access INFO APMAP for an AccessPlus seat map index.

   **INFO APMAP**

6. Move down once and tab to INFO CO MAP.

   **MD**

   **<TAB> INFO CO MAP**

   Seat maps for some AccessPlus airlines can be displayed through AccessPlus. The entry is found in a airline’s specific GRS pages.

**Error Responses**

There are two error responses from Worldspan that indicate a mistake in a request for an AccessPlus participant’s seat map: *Seat map display not valid on XXX* and *Live seat map not available*.

**Activity: Error Responses**

1. Request availability for the 21st of next month from San Francisco to Portland at 9AM on Alaska Airlines (AS). Discuss the error response.

   **A21MMMSFOPDX9A-AS**

2. Request a first class (F) compartment seat map for the first available flight.

   **41*F**

**Change and Cancel Seat Assignments**

This topic covers how to cancel and change seat assignments for interactive and non-interactive seat participants.

As stated earlier, seat assignments for interactive seat participants are taken directly from a participant’s seat map and confirmed prior to end transaction. When requesting seats on non-interactive seat participants, you must end
transaction to send the request for the seat assignment, and wait for confirmation.

Canceling and changing seats also varies between interactive and non-interactive seat participants.

**Change Seat Assignments**

Seat assignment changes on non-interactive airlines require 2 steps. The confirmed seat must be canceled and the new seat requested.

A seat assignment on an interactive participant can be changed in a single entry. The format includes the SFAX item number of the seat to be changed.

**Activity: Change Seat Assignments**

1. Access HELP 4R@ and review the entries to change seat assignments.

   **HELP 4R@**

2. Change the seat assignment for name field 2 to a window seat.

   **4R@-2.1$W**

3. Display SFAX to verify the change.

   **$S**

4. Ignore and redisplay the PNR.

   **IR**

**Cancel Seat Assignments**

The entry 4RX cancels all seat assignments and boarding passes (if issued) regardless of the airline, the PNR status, or seat status. If seat items exist, the
entry must be made and end transaction completed before a name change can be initiated for a non-interactive seat participant.

Past date seat items and seats assigned by the airport gate agent cannot be canceled.

**Activity: Cancel Seat Assignments**

1. Access HELP 4RX and review the seat cancellation entries.

   **HELP 4RX**

2. Redisplay your PNR.

   *

3. Cancel the seat assignments for both passengers.

   **4RX**

4. End and redisplay the PNR.

   **ER**