
Lesson: **Passenger Name Record (PNR)**

General Description

This lesson provides an overview of the Passenger Name Record (PNR) mandatory fields. Hands-on practice incorporates the creation of PNRs containing the mandatory fields and other supplementary data, such as ticketing information, client billing, and delivery information. Practice also includes how to display and modify parts of a PNR.

Objectives

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

- Create a PNR with mandatory fields
- Create and modify Customized Name Data
- Modify and delete all PNR fields
- Display parts of a PNR
- Add optional fields to a PNR
- Display PNR history
- Claim PNRs from other airlines
- Reduce and Divide a PNR

Topics Covered

These topics are covered:

- Mandatory PNR Fields
- Name Field
 - Passenger Type Codes
 - Modifying a Name Field

- Customized Name Data
- Modify and Delete Customized Name Data
- Itinerary Field
 - Itinerary - Availability Review
- Phone Fields
 - Secondary Phone Fields
 - Automatic First Phone Field
 - Modify and Delete a Phone Field
 - World Files Blind Copy the Phone Field
- Ticketing Field
 - Modifying the Ticketing Field
 - Ticketing Field Airline Validation
 - End Transaction
- Optional PNR Fields
 - General Remarks
 - Itinerary/Invoice Remarks
 - Unique Remarks
 - Form of Payment
 - Commission
 - Client Account Number
 - Address Fields
 - General Facts (GFAQ)
 - OSI
 - SSR
 - Frequent Flyer Numbers
- End and Copy PNRs
- Divide a PNR
- Reduce A PNR
- PNR History
- Claim PNR
 - Claim NW and TW PNRs
 - Claim DL PNRs

Mandatory PNR Fields

The Passenger Name Record (PNR) has 4 mandatory fields referred to as PINT (P-hone, I-tinerary, N-ame, and T-icketing).



Activity: Mandatory PNR Fields

Sine TRAINING

1. Access HELP PNR and review the index of mandatory PNR fields.

HELP PNR

Field	Function Identifier	Items Allowed
Phone	9	99
Itinerary	0	99
Name	-	255
Ticketing	7	1

2. Display the PNR for the name Sylvia Williams and discuss the 4 mandatory fields. The 1P, in the upper left corner, identifies this record as a Worldspan controlled PNR.

***-WILLIAMS/SYLVIA**

✈️ ✈️ *Comparison* Apollo: P R I N T
 SABRE: P R I N T
 SystemOne:

3. Ignore the PNR for Williams.

I

4. Display the PNR for Linda King and Larry Jones and discuss other PNR fields.

***-KING/LINDA**

Name Field

This topic covers how to add, modify, and delete a name field in a PNR. You will learn how to add or change customized name data in a name field.

The name field is a mandatory part of a PNR. A PNR can contain up to 255 names. The function identifier for the name field is a dash (-), followed by the client's surname, a mandatory slash (/), and the client's first name or initial (Smith/David). Titles are optional, and when used, are separated from the first name or initial with a period (.).



Activity: Name Field

1. Access HELP -NAME and discuss the name field creation entries.

HELP -NAME

2. Create a name field for 2 passengers using your surname. You are traveling with your brother, Mike.

-LAST NAME/FIRST NAME/MIKE

✈ ✈ *Comparison* Apollo: N:LAST NAME/FIRST NAME/MIKE
 SABRE: -2LAST NAME/FIRST NAME/MIKE
 SystemOne: N:LAST NAME/FIRST NAME/MIKE

Passenger Type Codes

Worldspan appends the Passenger Type Code (PTC) of ADT for each person in a name field, unless another PTC is specified. PTCs are used for pricing purposes.

PTCs are separated from names with an asterisk (*) and from other PTCs with a slash (/). PTCs are placed at the end of the name field, in the same order the names appear, when multiple names exist.

PTCs for C-children ages 2-11 begin with C followed by the age of the child (C02). CNN is used to indicate a child whose age is unknown. A child under 2 is considered an infant, and any child age 12 and older is considered an adult.



Activity: Passenger Type Codes

1. Access HELP PTC to display a list of passenger type codes. Your brother, Mike, is in the military. His PTC should be changed to reflect this status. Scroll through the list until you find the PTC for military.

HELP PTC

2. Add the names Howard and Gary Brown. The PTC for Howard is ADT and MIL for Gary.

-BROWN/HOWARD/GARY*ADT/MIL

3. Access HELP *PARTS and review the entries to display parts of a PNR.

HELP *PARTS

4. Display the name field only.

***N**

Modifying a Name Field

When changing or deleting a name field, the item number is required to identify the name to be changed or deleted. When there is only 1 name in the PNR, the item number is not required.

The entry to change the name field begins with the function identifier dash (-), followed by the item number, the change symbol (@), and the corrected name (-1@Smith/Sam).

Some participating airlines, especially international, do not permit name changes through automated systems. If you attempt a name change, these international airlines may cancel the airline space without notification.



Activity: Modify Name Field

1. Access HELP -@ and discuss the name change entries.

HELP -@

2. Display the name field.

***N**

3. Change the last name in the second name field to Smith.

-2@SMITH/HOWARD/GARY*ADT/MIL

4. Redisplay the name field to verify the changes.

***N**

5. Delete the first name field.

-1@

6. Redisplay the name field to verify the changes. The second name field is now first.

***N**

7. Howard prefers to be called Howie. Change his first name to Howie.

-1@.1/HOWIE

8. Redisplay the name field.

***N**

9. Gary is in the Secret Service, not the military. Change the PTC to GVT.

-1@.2*GVT

10. Redisplay the name field.

***N**

Customized Name Data

Customized name data consist of 2 parts: information that prints on an itinerary/invoice and comments interfaced to an accounting system. A change symbol (@) is required before and after customized name data.



Activity: Customized Name Data

1. Access HELP CND and discuss the customized name data entries.

HELP CND

2. Add Barry Jones with a customer number of 123456.

-JONES/BARRY@123456@

3. Display the name field item including customized name data. The change symbol after the name indicates customized name data exists.

***NA**

4. Add a name field with customer number 151, a comment XYZ, and a PTC of CPN.

-LAST NAME/FIRST NAME@ 151@XYZ@*CPN

5. Display the name field including customized name data.

***NA**

6. Two change symbols are required before a comment when a customer number does not exist. Add a name field without a customer number and a comment of EMP43.

-LAST NAME/FIRST NAME@@EMP43@

The echo function allows the same information to be indicated for the customer number and comment without typing it twice. Replace the first change symbol with a dollar sign (\$) and type the information once.

7. Add a name field with the same customer number and comment 5555.

-LAST NAME/FIRST NAME\$@5555@

8. Display the name field including customized name data. The 5555 appear twice even though it was typed only once.

***NA**

Modify and Delete Customized Name Data

Customized name data can be modified or deleted.



Activity: Modify and Delete Customized Name Data

1. Change the customer number in the second name field to 344.

-2@.1/@344@

2. Display the customized name data to verify the change.

***CN**

3. When deleting name items, always delete in reverse numerical order. After you delete a name item, the remaining name items are reordered. Delete all names except the first two.

-5@1-4@1-3@

4. Display the name field to verify the names are deleted.

***N**

Itinerary Field

The itinerary area of a PNR includes all air space and related non-airline, auxiliary services the passenger requested. The itinerary function identifier is 0.

Explain the airlines ability to put restrictions on itineraries. Use the example of Southwest Airlines itineraries must be exclusive.

Itinerary - Availability Review

This topic reviews availability and how to sell a flight segment to add the second mandatory field, an itinerary, to the PNR.



Activity: Availability Review

1. Access **HELP AVAIL** and **HELP 0AVL** and review.

HELP AVAIL

2. Access **HELP 0AVL** and review.

HELP 0AVL

3. Request availability for the 20th of next month from LAX to MSP, departing at 7AM.

A20MMMLAXMSP7A

4. Sell 1 Y seat on the first available Northwest flight.

01YX
(X = LINE NUMBER)

5. Request availability for the 25th of next month from MSP to Detroit, departing at 9AM.

A25MMMMSPDTW9A

6. Sell 1 Y seat on the first available Northwest flight.

01YX
(X = LINE NUMBER)

7. Display the PNR.

***R**

Phone Fields

The phone field contains phone numbers and information relating to the travel agency and passenger. The function identifier for the phone field is 9, followed by the agency Subscriber ID. Each branch office has its own unique SID. The SID in the phone field serves two purposes:

- Secures PNRs to the agency, allowing only bridges or branched locations to access.
- Indicates ownership for transmission of messages from airlines and other vendors.

The first two phone fields are automatically shipped to the airline in segment 1 via an OSI message. If the airline in segment 1 is NW, all the phone fields are shipped. The OSI message does not appear in the Worldspan PNR. If a new airline is added as the first segment of the PNR, a new OSI message is transmitted to the airline. To send additional phone numbers to other airlines a manual OSI message must be created.

To ensure the security of your agency's PNRs, the SID must be in the first phone field. It is recommended all phone fields contain the agency SID. The first phone field should also include the area code and agent's name.



Activity: Phone Fields

1. Access HELP 9 and discuss the phone field entries.

HELP 9

2. Enter the agency phone number 404-355-5555 with your first name.

9XXX 404-355-5555-T/NAME

✈ ✈ *Comparison* Apollo: P:NYCAS/NNN-NNN-NNNN
 SABRE: 9NNN-NNN-NNNN-A
 SystemOne: P:NYC/ NNN-NNN-NNNN-T

3. Display the PNR and review the phone field.

***R**

Secondary Phone Fields

When the function identifier 9 is followed by an asterisk (*), the agency SID is automatically added. The client's phone number, including area code and location of the number, follows the SID.

1. Add a home phone number for your client, with the agency SID automatically added.

9*NNN NNN-NNNN-H

✈ ✈ *Comparison* Apollo: P:NYCR/NNN-NNN-NNNN
SABRE: 9NNN-NNN-NNNN-H
SystemOne: P:NYC/NNN-NNN-NNNN-H

2. Display only the phone field.

***PP**

Automatic First Phone Field

The automatic first phone field entry permits creation of a subscriber telephone number as the first phone field in a PNR. The 9-NAME entry is inserted as the first phone field, even if other phone fields already exist in the PNR. The phone number desired must be stored in the agency's Level 1 World Files because 9- copies the phone field from the Level 1 World Files.



Activity: Automatic First Phone Field

1. Enter 9 - and your name.

9-NAME

2. Redisplay the PNR and review the insertion of the phone field.

***R**

Automatic phone fields are discussed in greater detail later in the course. The 9-NAME entry is not always used in travel agency environments; therefore, check with your manager for office procedures.

Modify and Delete a Phone Field

A PNR can have up to 99 phone fields. However, only the first 2 phone fields are sent to an OAL when you end transaction.



Activity: Modify and Delete a Phone Field

1. Access HELP 9@ and discuss the entries to change a phone field.

HELP 9@

2. Change the second phone field to include a business number. Use a slash to separate the home phone from the business phone.

**92@*NNN NNN-NNNN-H/NNN NNN-
NNNN-B**

3. Display only the phone field and verify the changes.

***PP**

4. Delete the first phone field.

91@

5. Redisplay the phone field and verify the change.

***PP**

6. Add the automatic phone field with your name appended and press <ENTER>.

9-NAME

7. Redisplay the phone field and verify your entry.

***PP**

The agency phone number is inserted as the first phone field, even though another phone field exists. The 9-NAME entry places the agency phone number in the first position.

1. Access HELP 7TAW and discuss the ticketing field entries.

HELP 7TAW

2. Add a ticketing field to the PNR, your category, for today.

7TAW/XX/DDMMM

→ → *Comparison* Apollo: T:TAU/DDMMM
SABRE: 7TAWDDMMM/
SystemOne: T:TAW/DDMMM

3. Display the PNR.

***R**

Modifying the Ticketing Field

Discuss the steps to modify the ticketing field.



Activity: Modifying the Ticketing Field

1. Access HELP 7@ and discuss the ticketing field change entries.

HELP 7@

2. Change the date in the ticketing field to tomorrow's date.

7@TAW/XX/DDMMM

3. Redisplay the PNR.

***R**

Ticketing Field Airline Validation

The ticketing field airline validation is optional. When an itinerary contains more than one airline, it should be included to ensure correct airline validation (e.g., 7TAW/XX/DDMMM-CDL). Worldspan validates on the first airline in the PNR that participates in IATA Resolution 5.94.

Ticket to Confirm

Cancellation can occur in a PNR when the ticketing time limit expires and no ticket record exists. Ticket to confirm requires a valid purchase commitment for participating airline segments before end transaction. 7T/ is not a valid ticketing command.

This cancellation applies only to participating airlines and their corresponding segments. Itinerary segments outside the U.S., Canada, Puerto Rico, and Virgin Islands do not require purchase commitments. Purchasing commitments are not needed in segments with a segment flown or a schedule change.

Canceling a segment results in an SSR message in the PNR and PNR history. To view if an airline is a ticket to confirm participant, view KIP*



Activity: Ticket to Confirm

1. Display the list of ticket to confirm settings for Northwest Airlines.

KIP*NW

2. Display the list of ticket to confirm settings for US Airways.

KIP*US

US Airways is not a ticket to confirm participant so the response indicates **NOT IN TABLE**.

End Transaction

To file a PNR in the system, you must end transaction. Because you are currently working in a training sine, PNRs created in this sine are not saved. The system response is *OK*. Any other response indicates one of the mandatory fields is missing. If a response other than *OK* is displayed, redisplay the PNR, check for the missing field, add it, and end transaction again.



Activity: End Transaction

End transaction.

E

Optional PNR Fields

This topic covers optional PNR fields. Optional PNR fields can be added, deleted, and modified.

General Remarks

Sometimes it is necessary to store information in a PNR for reference at your office. If a client advises they will not arrive at the office until 10AM, this can be something to note in the General Remarks field. This type of remark does not print on an itinerary/invoice.



Activity: General Remarks

1. Display your previous PNR.

***RECLOC**

2. Access HELP REMARKS and discuss the index.

HELP REMARKS

3. Tab to HELP 5RMKS and discuss entries for general remarks. The function identifier for remarks is 5. In general remarks, free flow comments follow the function identifier.

HELP 5RMKS

4. Add a remarks entry to let the ticket delivery person know the client does not arrive at the office until after 10 AM.

5ARRIVES IN OFFICE AFTER 10A

5. Add a free flow remarks entry of your choosing.

5FREE FLOW

6. The remarks field in the PNR is identified with an M. You should have 4 items in this field. Display the remarks field.

***M**

7. To change a remark item, type the function identifier 5, the item number, the change symbol (@), followed by the new information. To delete a remark, enter the function identifier, the item number, and the change symbol. Change the first remark to indicate the client arrives in the office after 9AM.

51@ARRIVES IN OFFICE AFTER 9A

8. Delete the second remark.

52@

9. Redisplay the PNR.

***R**

General remarks are not stored in history. Once removed and you end transaction, there is no record of the remarks.

Itinerary/Invoice Remarks

You can create remarks that print on the itinerary/invoice. If your agency has specific remarks to print on the itinerary/invoice, it is practical to store them in the Level 1 World Files.



Activity: Itinerary/Invoice Remarks

1. Display the remarks in the PNR.

***ML**

2. Access **HELP 5IR-** and discuss the entries to add itinerary/invoice remarks to a PNR.

HELP 5IR-

3. Add an itinerary remark to the PNR.

5RM-FREE FLOW TEXT

4. Add a segment associated invoice remark for segment 2.

5S2*IR-FREE FLOW TEXT

5. Redisplay the remarks.

***ML**

6. Change the itinerary remark.

**5X@RM-NEW REMARK INFORMATION
(X = SEGMENT NUMBER)**

7. End and redisplay the PNR.

ER**Unique Remarks**

Unique remarks store information alphabetically. The function identifier 5 is followed by a period (.), a specific letter of the alphabet, and free flow information. The letters used are agency defined (e.g., 5.C for car).



Activity: Unique Remarks

1. Access **HELP 5.** and review formats to add, change, and delete unique remarks.

HELP 5.

2. Redisplay the PNR. Unique remarks are not displayed.

***R**

3. Move down to view the notation: ****** ITEMS SUPPRESSED ****/U**

MD

If a PNR contains many items, display unique remarks with ***U**. The letter U is associated with unique remarks for display purposes.

4. Display the unique remarks.

***U**

Each field is identified with an M and the designated letter (e.g., MC and MH).

5. Add a unique car remark that the passenger prefers a full size car.

**5.CPASSENGER PREFERS A FULL SIZE
CAR**

6. To display specific unique remark items, add the designated letter to the entry. Display only unique remarks for the car.

***UC**

Several unique remarks fields can be displayed at one time by separating each field with a slash (/).

To change unique remarks, begin with the function identifier 5, the specific letter and item number, the change symbol, and the new information.

7. Change the car remark to indicate a preference for a non-smoking luxury car.

**5.CX@PREFERS LCAR NONSMOKING
(X = LINE NUMGER)**

8. Redisplay the unique remarks field.

***U**

Changed or deleted unique remarks are not shown in history. Items that must be retained permanently should be stored as a 5.Z unique remark.

9. Add a 5.Z unique remark stating the client was advised of a non-refundable fare.

**5.ZCLIENT ADVISED FARE IS NON
REFUNDABLE**

10. End and redisplay the PNR.

ER

Form of Payment

The form of payment (FOP) is needed to issue a ticket. Clients can use a credit card, cash, or check to pay for tickets, depending on your agency's policy.

The function identifier for the form of payment is 5\$, followed by a code to indicate cash, check, accounts receivable, or credit card. Form of payment is a single item field; therefore, only 1 is allowed per PNR. This information can be stored in the Level 2 World Files for corporate accounts using a single credit card. Personal credit card information is stored in the Level 3 World Files.



Activity: Form of Payment

1. Access HELP 5\$ and discuss form of payment entries.

HELP 5\$

2. Add American Express credit card 3700 000000 00028 with an expiration date of 04/YY to the PNR.

5\$CCAX3700 000000 00028P04YY

3. Display the form of payment.

***FP**

The entry 5\$@ is used to delete the form of payment information. To modify the form of payment, string the entries together with an end item.

4. Change the credit card form of payment to cash.

5\$@#5\$CA

The form of payment begins with 5 and is considered a remarks item. It is identified with the code FOP.

5. Display the remarks field.

***M**

6. End and redisplay the PNR.

ER

Commission

Commissions are a source of agency revenue. Worldspan has a specific field in a PNR to store commissions received from ticket sales. If the commission field is not present in the PNR at the time of ticketing, the ticket is issued without the commission.

The commission field is a single item field. The function identifier is 5-CM followed by an amount, a percentage, or a percentage with a commission cap. Commissions can be stored as a percentage, dollar amount, or a combination of both. A dollar sign (\$) is required when entering a dollar amount. Commissions can be stored in a Level 1 World File.

Due to commission caps throughout the industry, Worldspan has a format to determine if a cap or a percentage is applicable. The indicator *\$C, followed by the cap amount is used in commission entries when the PNR involves a cap.

When the cap indicator is included in the commission remark, Worldspan calculates the percentage and/or dollar amount and compares it to the cap. The calculated commission cannot exceed the amount specified in the cap.



Activity: Commission

1. Access HELP 5-CM and discuss the commission entries.

HELP 5-CM

2. Enter a commission of 5 percent with a cap of \$50.

5-CM5*\$C50.00

3. Change the commission to show a total amount of \$50.

5@-CM\$50.00

4. Delete the commission field.

5@-CM

5. Use input recall to enter the commission field with the \$50 cap.

<F5>

5-CM5*\$C50.00

6. The commission field appears below the ticketing field and is identified with A-CM. Display passenger data, including commissions, and review.

***PD**

7. End and redisplay the PNR.

ER

Client Account Number

Client account numbers are primarily used by accounting systems to identify individual companies and clients. Client account numbers can be stored in Level 2 World Files.



Activity: Client Account Number

1. Access HELP 5-CA and discuss the entries to add, change, or delete a client account number in a PNR.

HELP 5-CA

2. Change the client account number to 123456.

5@-CA123456

Address Fields

Client billing and delivery addresses can be stored in a World File for copying into a PNR.

The function identifier for the client billing address is 5-CB, followed by the name and address information. The client billing address prints on the top right side of the itinerary/invoice if a client delivery address is also included.



Activity: Client Billing Address

1. Access HELP 5-CB and discuss the entries to add, change, or delete a client billing address.

HELP 5-CB

2. The client billing address follows the commission information in the PNR. Display passenger data to see how the client billing address field appears in the PNR.

***PD**

To change any information in the client billing address, begin the entry with the function identifier 5, followed by the item number, the change symbol, -CB, and the new information.

3. Change line 3 to show a different street address.

53@-CBNEW ADDRESS

4. Insert a line of client billing information after line 1.

51/-CB ATTN JEFFREY RUBIN

5. Delete the second line of client billing information.

52@-CB

6. Display the address fields.

***MA**

7. Access HELP 5-CB.

HELP 5-CB



Question/Answer

Q: What entry deletes all lines of the client billing address?

A: *5@-CB/ALL*



Activity: Client Delivery Address

The function identifier for the client delivery address is 5-CD, followed by the name and address information. The client delivery address prints on the top left side of the itinerary/invoice document.

1. Access HELP 5-CD and discuss the client delivery entries.

HELP 5-CD

2. The client delivery address follows the client billing address in the PNR. Display the passenger data to see how the client delivery address field appears in a PNR.

***PD**

To change information in the client delivery address, begin the entry with 5, followed by the item number, change symbol, -CD, and the new information.

3. Change the address on line 2 to 810 Flatbush Avenue.

52@-CD810 FLATBUSH AVENUE

General Facts (GFAX)

The General Facts (GFAX) field is an optional, multiple item field containing supplemental information that cannot be stored in other fields of the PNR. There are 2 categories of General Facts: Other Service Information (OSI) and Special Service Requests (SSR). The function identifier for GFAX is 3.

OSI

The OSI entry is used to notify an airline of important passenger information. No reply is required by the airline. For example, if a flight departing today is delayed, airline personnel look for an agency or passenger telephone number in order to alert concerned parties. Worldspan transmits the first 2 phone fields to the originating airline.

 *Activity: Other Service Information (OSI)*

1. Access HELP 3OSI and discuss the OSI entries.

HELP 3OSI

2. Add an OSI that a passenger speaks French only.

3OSI NW PAX SPEAKS FRENCH ONLY

3. Any information in the GFAX field appears prior to remarks in a PNR. The field is identified with a G and each item is numbered. Access the GFAX field.

***G**

If it is necessary to advise all airlines in a PNR of the same information, use the code YY in place of the airline code.

4. Advise the airline your traveling companion is the CFO of the Rubin Association.

**3OSI NW PASSENGER NAME CFO OF
RUBIN ASSOCIATION**

5. Display HELP 3@ and review the change formats.

HELP 3@

6. Change the first OSI remark to passenger speaks Spanish and English.

**31@OSI NW PAX SPEAKS SPANISH AND
ENGLISH**

7. Delete the first OSI remark.

31@

SSR

When a special service is required, such as a meal or wheelchair assistance, a Special Service Request is used. SSRs are segment-dependent remarks; therefore, all flight segments must be valid. The codes used in SSR messages are sent to participating airlines and audited by Worldspan.



Activity: Special Service Request (SSR)

1. Access HELP SSRC and review the index of SSR codes.

HELP SSRC

2. Codes for meals are listed for airlines that accept the codes. Tab to HELP SSRMEAL and discuss the meal codes.

HELP SSRMEAL

3. Move down to locate the code for a non-dairy vegetarian meal.

MD

4. Access HELP 3SA and discuss the SSR abbreviated entry.

HELP 3SA

5. Using the abbreviated entry, add a non-dairy vegetarian meal for all passengers, all segments.

3SAVGML

6. Display the itinerary only. The letter M appears at the end of segments containing a meal request.

***I**

7. Services on affiliate airlines are automatically confirmed. A status code of NN indicates Need Need. Display the GFAX field of the PNR.

***G**

8. End and redisplay the PNR.

ER

Frequent Flyer Numbers

Many clients have frequent flyer numbers. Airlines must be advised of frequent flyer numbers in order to record mileage credit. The code for frequent travelers is FQTV and it is entered as an SSR for each airline. Frequent flyer numbers can be stored in a Level 3 World File.

*Activity: Frequent Travelers*

1. Access HELP FQTV and discuss the entries.

HELP FQTV

2. Using the abbreviated entry, add the FQTV number NW 759964505 to the PNR for N1.1.

3SSRFQTVNWHK/NW759964505-1.1

3. Using the abbreviated entry, add the FQTV number NW 759964796 to the PNR for the second name field.

**3SSRFQTVNWHK/NW759964796-2.1 (OR
1.2)**

4. Display GFAX.

***G**

5. Delete the GFAX item number 1 for name 1.1.

31@

6. End and redisplay the PNR.

ER

End and Copy PNRs

This topic covers how to copy a PNR, or parts of it, to create a new PNR. Discussion also includes the items that are not copied to a new PNR.

A copy entry (EC) ends transaction on the current PNR and copies the selected items to a new PNR. Copy entries can be completed on newly created or displayed PNRs.



Activity: End and Copy PNRs

1. Access INFO ECG and review end and copy details.

INFO ECG

Copy entries apply to the following fields:

- Remarks (general, special, unique)
- Automated car/hotel segments
- ARNK segments
- Auxiliary segments
- Form of payment
- Name
- Phone
- Air segments

Copy entries *do not* apply to the following fields:

- Amtrak PNRs
- Flown or departed segments
- General Facts (GFAX)
- Worldspan generated remarks
- Positive acknowledgments, queue items, split party remarks

PNRs cannot be copied:

- While in the insert mode
- While working in a queue
- During a divide function
- When no itinerary exists in the PNR

2. Several EC entries enable you to copy a PNR, depending on your needs. Access HELP EC and review end and copy entries.

HELP EC

3. Using your PNR, end and copy for 1 passenger.

EC1

4. Ignore the PNR.

I

5. Redisplay your PNR.

***-LAST NAME**

6. End and copy the: itinerary, name and phone field, form of payment, and remarks.

EC*A/FP

7. Add a ticketing field for tomorrow with your category.

7TAW/XX/DDMMM

8. End and redisplay the PNR.

ER

Divide a PNR

The divide PNR function is used when 1 or more passengers in a multi-passenger PNR needs to change their reservations, but others in the PNR want to leave their travel plans unchanged.

When a PNR is divided, acknowledgments in the remarks portion of the PNR from a Direct Sell participant are not copied to the newly divided PNR.



Activity: Divide a PNR

1. Access **HELP DIVIDE** and review the entries.

HELP DIVIDE

2. Divide the second name field.

D2
- OR -
D1.2

3. Cancel the return flight for the divided passenger.

X2

4. Add a received from field to the PNR.

6PASSENGER'S NAME

5. File (F) the PNR.

F

6. End transaction.

E

Reduce A PNR

The reduce function is used when 1 or more passengers in a multi-passenger PNR are not traveling and need to be canceled, but others in the PNR want to leave their travel plans unchanged. Do not divide for cancels; only divide for changes.



Activity: Reduce a PNR

1. Access HELP REDUCE and review the entries.

HELP REDUCE

2. Create a PNR for 4 people on TW 9640 Y 15th of next month from MCI to STL.98

0TW9640Y15MMMMCISTLNN4

3. Add your name and 3 other names, a phone field, and a ticketing date for today, including your category.

**-LAST NAME/FIRST NAME
9*XXX-XXX-XXXX
7TAW/XX/DDMMM**

4. End and redisplay the PNR.

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5. Reduce the seats to 1 in a PNR for a party of 4.

\$1
Response: *PTY NOW 1 STARTING AT 1*

6. Redisplay the PNR.

***R**

There is only 1 seat displayed on the flight segment. The names now need to be deleted.

7. Delete all names except your name. The following format indicates your name is the first name in the name field.

-4@#-3@#-2@

8. End the PNR

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PNR History

History of a PNR contains changes and deletions to a PNR from the date it was created. When a PNR is newly created, Worldspan adds the following information to history at end transaction:

- Received from field (default P for passenger)
- Agency SID
- Booking agent sine and duty code
- Date and time PNR was created in Greenwich Mean Time (GMT)
- All flight segments booked
- All seat requests

History is shown in chronological order with the most recent items at the top.



Activity: PNR History

1. Access **HELP *HPARTS** and review the entries to display history.

HELP *HPARTS

The first 2 lines of history contain the original booking data, unless they are flown or past date itinerary segments. The received from field /R-/, or history credit line, applies to the added or deleted information above it.

2. Display the PNR for Richardson, locator F7EVGP, and review the history shown.

***F7EVVGP**

***H**

3. Display air segments only by numbered credit lines.

***HF#NUM**

Claim PNR

This topic covers the steps to claim a PNR created by Worldspan affiliate airlines or an OAL claim program participant.

It is important to remember not to rebook the space for your client. This could create a duplicate booking and lead to cancellation of your client's travel reservations.



Activity: Claim PNR

Access **HELP CLAIM** and review the list of claim participants.

HELP CLAIM

Claim NW PNRs

The claim process for Northwest is different than for other airlines.



Activity: Claim NW PNRs

1. Tab to **HELP CLAIM NW** and review entries to claim PNRs from NW.

HELP CLAIM NW

2. Display the PNR created in the instructor preparation section.

***RECLOC**

3. Insert the agency telephone number, including the SID and your name.

9-NAME

4. Change the ticketing field to show ticketing today, your category, and TW as the validating airline.

7@TAW/XX/DDMMM-CTW

5. Change ownership from NW to Worldspan.

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6. End and redisplay the PNR.

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In order to return control of the PNR from the Worldspan agency to NW, the first phone field must be removed, the ticketing field changed to show ticketed (7T/), and the ownership changed back to the affiliate.

Claim DL PNRs

Review steps to claim Delta PNRs.



Activity: Claim DL PNR Steps

Access HELP CLAIM DL and review the steps to claim a PNR booked through Delta Air Lines.

HELP CLAIM DL

When claiming a PNR, the following PNR elements are not transferred:

- Remarks

- Special Remarks
- Delta in-house SSRs
- Ticketing field
- Name remarks
- Form of payment
- Auxiliary segments
- Past date itinerary fields

The following PNR types are considered secure and cannot be claimed:

- Frequent flyer PNRs
- Ticket by mail
- Prepaid ticket advice PNRs
- Open segment itineraries
- PNRs without active segments

Claim participants have varying requirements for claiming a PNR from their system. Read all information prior to claiming a PNR to determine what portion of the PNR will be transferred.