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## PASSENGER NAME RECORD (PNR)

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### Display PNR

Display       By surname  
              With departure date  
              From similar name list  
Redisplay     Similar name list  
              By record locator

### HELP \*PNR

\*-BUTLER  
\*-BUTLER^12FEB  
\*1  
\*L  
\*YZN42E

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### Mandatory Fields

Phone        (9 field)  
Itinerary     (0 field)  
Name         (- field)  
Ticketing    (7 field)

### P. I. N. T.

91ZA 617-455-6567-H  
01Y1\*  
-ANDERSON/ROBERT  
7TAW/00/10FEB

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### Create Name Field

Single name  
      With PTC  
      With customized name data  
Multiple names        With PTC  
Different surnames

### HELP NAMEC

-BROWN/HOWARD  
-DUNCAN/LANCE.MAJ\*MIL  
-BROWN/MARY.MS@23@  
-JONES/ANN/BILL\*ADT/C11  
-SANDS/L.MS^-MILLS/S.MS

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### Name Modify/Delete

Change surname        Name 1.1  
Change first name     Name 2.2  
Change PTC            Name 2.1  
Delete                 Name 2.3

### HELP @        HELP @DEL

-1@NIELSON/H.MRS  
-2@.2/JOHN.MR  
-2@.1\*SRC  
-2@.3

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### Phone Field

Automatic     First phone field  
              Subscriber ID  
Delete second phone field  
Change with automatic Subscriber ID  
Delete a range

### HELP PHONE

9-BETTY  
9\*202 555-5411-B  
92@  
92@\*817 555-1122  
91-3@

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### Ticketing Field

Basic entry  
              With validating airline  
              With free flow information  
Ticket issued  
Change ticketing field  
Delete ticketing field

### HELP 7

7TAW/00/16NOV  
7TAW/00/16NOV-CDL  
7TAW/00/16NOV//DELIVER 6PM  
7T/  
7@TAW/02/26NOV-CDL  
7@

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**PASSENGER NAME RECORD (PNR)**

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**Form of Payment Remarks (5\$)**

Cash  
Check  
Credit card  
Signature on file  
Credit Card Approval & Address Verification  
  
GTR  
Change Form Of Payment  
Delete Form Of Payment

**HELP FOPRMK**

5\$CA  
5\$CK  
5\$CCAX372449635312118P0605  
5\$CCAX3724...12118N0605\*SOF  
5\$CK/AX3724...12118P0905/201  
TENTH ST/30329/325/5551234  
5\$GRB1234567  
5\$@#5\$CK  
5\$@

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**Commission Remarks (5-CM)**

Percentage  
Dollar amount  
Combination  
Exchange commission  
Change to 8 percent  
Delete commission  
Commission cap  
    Percent/Dollar combination

**HELP COMMRMK**

5-CM5  
5-CM\$20.00  
5-CM5\*\$20.00  
5-CMEX  
5@-CM8  
5@-CM  
5-CM5\*\$C50.00  
5-CM5\*\$8.00\*\$C25.00

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**Client Account Remarks (5-CA)**

Basic entry  
Change client account  
Delete client account

**HELP ACCOUNTRMK**

5-CA123456  
5@-CA005923  
5@-CA

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**Client Billing Remarks (5-CB)**

Example

Change a line           (Line 2)  
Delete all lines  
Delete specific line   (Line 3)

**HELP BILLRMK**

5-CBST MARYS HOSPITAL  
5-CB25 SOUTH MAIN STREET  
5-CBBETHLEHEM PA 23810  
52@-CB1422 EAST CHANG AVE  
5@-CB/ALL  
53@-CB

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**Client Delivery Remarks (5-CD)**

Example

Change a line           (Line 1)  
Delete all lines  
Delete specific line   (Line 2)

**HELP DELIVERRMK**

5-CDRAY CROSKI  
5-CD00-721 WARSAWA  
5-CDUI PRUSA2  
5-CDWARSAW POLAND  
51@-CDMR. RAY CROSKI  
5@-CD/ALL  
52@-CD

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## PASSENGER NAME RECORD (PNR)

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### Special Service Request

All names, all segments  
Pet in cabin  
Pet in cargo, segment 2  
All segments, specific name  
Segment select  
Adult with lap infant (Infant's date of birth)  
Adult with lap infant (Infant's age)  
Display SSR's in GFAX

### HELP SSR

3SAVGML  
3S1PETC KITTEN  
3S2N1.1AVIH SCHNAUZER  
3SAN1.2LCML  
3S1WCHR  
3S1N1.1INFT-2.1/DOB20DEC2005  
3S1N1.1INFT-2.1/03MTHS  
\*G

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### Change/Delete SSR

Change SSR item  
Change segment status  
Cancel SSR  
Delete SSR item  
Cancel SSR's before ET

### HELP 3@

31@SSROTHSNN1 VIP  
31.HK  
32.XX  
31@  
\*GX

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### Other Service Information

Basic entry  
Send a message to all airlines  
Complete number in party  
Phone contact (Down line airline)  
Display OSI

### HELP OSI

3OSI UA TRVL WITH INFANT  
3OSI YY PSGR IS DEAF  
3OSI FL TCP4 SAME NAME  
3OSI AA CTCA 800 555 1212  
\*G

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### Change/Delete

Change OSI  
Delete

### HELP 3@

32@OSI UA TCP2 W/SAND  
31@

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### Form of ID (FOID)

FOID item using credit card information  
  
With record locator  
With passport

### HELP FOID

3SSRFOIDAFHK1/CCVI1234567890  
7890-1.1  
3SSRFOIDUAHK1/CNLYMH6G-1.1  
3SSRFOIDUXHK1/PPUS111457637  
6-1.1

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### Frequent Flyer (FQTV)

Basic entry  
Segment, name select  
Traveling on one airline, credit to another airline

### HELP FQTV

3SSRFQTVDLHK/DL12345-1.1  
3S1N1FQTVUA111111  
3SSRFQTVKLHK/NW1235-1.1

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## PASSENGER NAME RECORD (PNR)

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**Divide PNR**

Divide one name field (Name field 2)  
Divide multiple name fields (Name field 1 & 3)  
Divide individual fields (Name field 1.2)  
File the PNR  
End Transaction

**HELP DIVIDE**

D2  
D1\*3  
D1.2  
F  
E

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**Reduce (\$)**

Air segment  
Non-air segment

**HELP REDUCE**

\$2  
\$1N2

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**End and Copy**

Itinerary  
Itinerary/Name/Phone/Remarks  
Itinerary/Name/Phone/Remarks/FOP  
Itinerary Party of 2  
1 week later  
1 week earlier  
Itinerary/Party of 2/5 days later  
Air segments  
Air segments New date

**HELP EC**

EC  
EC\*A  
EC\*A/FP  
EC2  
ECW1  
ECW-1  
EC2#D5  
ECIA  
ECD25JUL

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**Steps to Claim a Delta Air Lines PNR**

Display the PNR  
Claim the PNR  
End and redisplay the PNR

**HELP CLAIMDL**

@DL@\*ISZ9JR  
@DL@\*CLM  
ER

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**Steps to Transfer Ownership of a NW PNR**

Display the PNR  
Add the agency phone information  
Change the ticketing field  
Change control to agency  
End and redisplay the PNR

**HELP CLAIMNW**

\*NW9960/1MARMSP-NAME  
9-NAME  
7@TAW/00/9OCT-CNW  
6\$1P  
ER

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**E-mail Address Remarks**

Basic entry  
Name select  
Change  
Delete

**HELP EMAIL ADDR**

5-MTT\*SADAMS@LABTECH.COM  
5-MTTN2.1\*BRIGGS@TECH.COM  
53@-MTT\*C.ROY@LABTECH.COM  
51@-MTT

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