



## PNR Quick Reference

There are four mandatory fields needed to create a basic Passenger Name Record (PNR). The first letter of these fields is an acronym for PINT.

FIELD	FUNCTION IDENTIFIER	TYPE
P-hone	9	multi-item
I-tinerary	0	multi-item
N-ame	-	multi-item
T-icketing	7	single-item

A sample PNR is shown below:

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1P- 2UUGJW
1.1MORAN/CHRISTOPHER*ADT
1 HP2017Y 24FEB MO MCIPHX HK1 645A 833A/O $HP$
2 HP2598Y 26FEB WE PHXMCI HK1 1019A 149P/O $HP$
P- 1.M1L816 891-5369-T/AGENCY TRAVEL/CASSIE
T- 1.TAW/00/04FEB
TKG FAX-NOT PRICED FARE TYPE EX
  
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1. The first line indicates the Worldspan partition (1P) and the record locator.
2. The second line shows the name field.
3. The third and fourth lines show the itinerary.
4. The fifth line shows the phone number. (P-)
5. The sixth line shows the ticketing field. (T-)
6. The last line contains pricing information provided by the system.

NAME FIELD		HELP NAME
FUNCTION	ENTRY	
The name field consists of a last name, slash (/), first name or initial, and optional title. A period is used to separate the first name from the title, since spaces are ignored in the name field. The function identifier for the name field is the hyphen (-).	-HOPKINS/TONY.MR                     Optional Title           Period Separator       First Name     Mandatory Slash   Last Name   Function Identifier	
DELETE NAME		HELP NAME@
FUNCTION	ENTRY	
Delete Entire Name Field	-2@	
Delete Name item 3 from the fourth name field	-4@.3	

MODIFY NAME FIELD (LAST NAME)		HELP NAME@
FUNCTION	ENTRY	
Some airlines do not allow name changes. Verify with airline its name change policy.  When changing the last name, the entire name field must be modified. If the PTCs are not entered, Worldspan assumes adult (ADT).	-1 @ COLE/EVELYN.MS/ROBERT.MR*ADT/ACC           Corrected Name   Change Symbol Name field number (optional in single name field PNR)  *N – Redisplays only the name field.	
MODIFY NAME FIELD (FIRST NAME)		HELP NAME@
FUNCTION	ENTRY	
When an error is made in a passenger's first name, it can be modified without changing the entire name field.	-1 @ .1/CHARLES.MR           Corrected Name   Mandatory Slash Passenger Name Item	
Two first names can be changed in one entry. Change name items 2 and 3 in the third name field.	-3@.2.3/GEORGE/ELIZABETH	
A first name and a PTC can be changed in one entry.	-2@.1/BARRY*MIL	
PHONE FIELD		HELP PHONE
FUNCTION	ENTRY	
Manual entry agency phone indicator field	9A2Z 212-459-1453-T/AGENCY TVL/ANN	
Automatic Subscriber ID with business phone indicator	9*212-876-9392-B	
Automatic Subscriber ID with home page indicator	9*212-543-7789-H	
AUTOMATIC FIRST PHONE FIELD		HELP PHONE
FUNCTION	ENTRY	
Permits creation of a telephone number as the first phone field in a PNR	9-DIANA	
CANCEL/MODIFY PHONE FIELD		HELP PHONE
FUNCTION	ENTRY	
Modify First Phone	91@4Z816-459-4500-T/AGENCY/SUE	
Modify Second Phone and Automatically Append SID	92@*816-652-5699-B	
Delete Second Phone Field	92@	
Display Phone Field	*PP	
TICKETING FIELD		HELP 7
FUNCTION	ENTRY	
To automatically place the PNR on a queue and category for the date the PNR is to be ticketed.  The example automatically places a PNR on Queue 9, Category 5 for ticketing on March 12.	7TAW/05/12MAR                     Ticketing Date     Category Number   Ticket at Will indicator Function Identifier	
CANCEL/MODIFY TICKETING FIELD		HELP 7@
FUNCTION	ENTRY	
Modify Ticketing Field	7@TAW/05/15MAR-CDL	
Delete Ticketing Field	7@	
Display Ticketing Field	*TK	

REMARKS FIELD		HELP 5
FUNCTION	ENTRY	
The Remarks Field is an area of the PNR used to store general information. These remarks do not print on any document or ship in the booking message.		
Create Remark	5REQUESTAISLESEAT	
Modify Second Remark	52@BOOKHHHOTEL	
Delete Second Remark	52@	
Display All Remark Fields	*M	
UNIQUE REMARKS		HELP 5.
FUNCTION	ENTRY	
Unique remarks are used to categorize information in a PNR. There are unique remarks for each letter of the alphabet. Unique remarks do not print on any document or ship in the booking message. Unique remarks are suppressed from view in the PNR. To view these remarks, enter:	*U	
Create	5.CAVISNUMBER4578AVIS	
Modify	5.H1@HTLGTDTOAX	
Delete	5.A1@	
OTHER SERVICE INFORMATION (OSI)		HELP 3OSI
FUNCTION	ENTRY	
Other Service Information (OSI) is used to ship information to an OAL for notification only. No action is required by the airline. An OSI is stored in the General Fax field (GFAX) area of a PNR	3OSINWTRAVELINGWITHINFANT6MONTHS                 Freeflow Message     Mandatory Airline Code (Use YY for all airlines in PNR)   OSI Identifier Function Identifier for GFAX	
Modify	32@OSIAACTCB515-351-4722	
Delete	32@	
SPECIAL SERVICE REQUEST (SSR)		HELP 3SSR
FUNCTION	ENTRY	
A Special Service Request (SSR) is used to request a service and/or a reply from an airline. Each request must include a four letter SSR code. Special Service Requests are used to request such things as meals, wheelchairs, special assistance, and notification of frequent flyer numbers.	3SAVGML             Meal Code   All (A) Segments (S) Function Identifier	
CHANGE SEGMENT STATUS OF AN AIR SEGMENT		HELP CSS
FUNCTION	ENTRY	
Change Status Code on segment 2 to HK	.2HK	
Add/Change Times on segment 3	.3/820A1010A	
Change Stopover/Connection Code on segment 1	.1/X	
Change Multiple Segments	.2.4.6HK	
Date Indicators		
Change Arrival 1 day later	.1/530P830A/1	
Change Arrival 2 days later	.3/730P530A/2	
Change Arrival 1 day prior	.2/730P920A/M1	
Remove Date Indicators	.3/730P930P/0	

<b>CANCEL/MODIFY SEGMENTS</b>		<b>HELP XA</b>
<b>FUNCTION</b>	<b>ENTRY</b>	
Cancel All Air Only	XA	
Cancel Complete Itinerary	XI	
Cancel Single Segment	X5	
Delete Segment From PNR/No Message Transmitted to Airline	.3XK	
Cancel and Change Segment Status/Single Segment	X2#.1HK	
Change Segment Class of Service	X2#0/M	
Cancel and Rebook, Selling From Availability	X3/01F3	
Cancel Segment and Sell Manual Flight Segment	X3/0TW840F15AUGJFKFCONN1	
<b>PASSENGER TYPE CODE</b>		<b>HELP PTC</b>
<b>FUNCTION</b>	<b>ENTRY</b>	
Each name field item requires a Passenger Type Code (PTC). When a PTC is not specified, an adult (ADT) PTC is assumed and is automatically appended to the name field for each passenger.	-ADAMS/SUSAN*SRC       PTC Mandatory Asterisk	
Adult and Infant Name	-DEAN/LUCY/CHRIS*ADT/INF	
Multiple passengers with different surnames	-DUNCAN/LANCE#-FREEMAN/ROBERT	
Multiple passengers with same surname and different PTCs	-HAWKINS/GEORGE/BRENDA*ADT/CMP	
<b>MODIFY PTC</b>		<b>HELP @PTC</b>
<b>FUNCTION</b>	<b>ENTRY</b>	
The PTC may be modified without changing the name field. This entry does not ship a message to an OAL, but does appear in history as a canceled name. Airline approval must be obtained.	-1 @.2 * ACC               New PTC Code       Mandatory Asterisk     Passenger Name Item   Change symbol Name field number	