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GLOSSARY

CREATE YOUR OWN PNR

HELP CPNR

Follow the steps below to create a basic PNR. This is to give you an overview of what you will be learning in the remaining chapters in this section. Remember to depress the Enter Key after typing in the data shown in the ENTRY column. See the sample responses on the following page.

| ENTRY | Explanation |
|--|--|
| A15JULHNLLAX10A | <p>ITINERARY FIELD</p> <p>Check availability for a flight 8 months from today for any city pair, class of service, and time of your choice, then...</p> |
| 01Y1 | Sell the flight you want from the display. |
| -TRAVELER/QUINN.MS | <p>NAME FIELD</p> <p>Enter your own name and MS or MR.</p> |
| <p><i>Note: To comply with airport security measures, the name should match exactly the name on the photo identification used to travel. For the most current security information, refer to www.tsa.gov.</i></p> | |
| 9-SHARON | <p>PHONE FIELD</p> <p>Agency phone/your name.</p> |
| 9*808 123-4567-H | Your home phone number. |
| 9*808 123-9876-B | Your business phone number. |
| 7TAW/00/01JUL | <p>TICKETING FIELD</p> <p>Enter a ticketing date 2 weeks before your travel date.</p> |
| *R | <p>REDISPLAY PNR</p> <p>This entry will redisplay the PNR. Compare the PNR on your screen with the sample PNR at the bottom of the next page.</p> |
| E | <p>**END TRANSACTION</p> <p>Ends your transaction, filing the completed PNR to storage and shows on the screen the Record Locator for that PNR. Write down this 6-digit Record Locator to retrieve later.</p> |
| ER | Ends transaction, displays Record Locator, and redispays PNR. |

**** Note:** While training, you should not end transact a completed PNR. You should enter I to ignore the record before moving on, unless you are able to use a "training" mode, not a live GDS. If you did end the record, you can cancel the flight (X1) and then end the record again to send the cancel message to the airline.

LOW FARE FINDER

HELP 4PLF - HELP 4PLFB - HELP 4PLFQ

LEARNING ADVICE

Create this PNR and price it with Low Fare Finder. Compare current pricing with the information in the response below.

| | | | | | | | | | |
|---|----|-------|----------|---------|-----|-------|--------|----|---|
| 1 | UA | 146Y | 20MAR SA | SFO ORD | SS1 | 1050A | 448P/O | \$ | E |
| 2 | UA | 959Y | 27MAR SA | ORD DEN | SS1 | 550P | 719P/O | \$ | E |
| 3 | UA | 1479Y | 30MAR TU | DEN SFO | SS1 | 230P | 406P/O | \$ | E |

ENTRY Explanation/RESPONSE

4PLF Lowest Available fare for the itinerary.

* NON-REF/CHG FEE PLUS FARE DIF//CXL BY FLT TIME OR NO VALUE
 * PRICING RULES VALIDATING CARRIER DEFAULT UA
 * SURCHARGE APPLIED *
 ** 20 MAR DEPARTURE DATE / 03 DEC IS LAST DATE TO TICKET

| TICKET | BASE USD | TX/FEE USD | TKT TOTAL USD |
|--------|----------|------------|---------------|
| ADT01 | 466.05 | 67.05 | 533.10 |
| *TTL | 466.05 | 67.05 | 533.10 |

* LOWEST FARE
 FBC ADT TE143KN*SA14KN*LA14KN
 ADT SFO UA CHI Q27.91 166.51UA DEN Q27.91 139.53UA SFO 104.19
 USD466.05END UA ZPSFOORDDEN XT 7.50AY 13.50XF SFO4.5ORD4.5DEN4.5
 TX 34.95UA 11.10ZP 7.50AY 13.50XF
 * REBOOK 01 / T 02 / S 03 / L * USE 4PLFB
 ALL SEGMENTS MUST BE CONFIRMED
 CK SEGS BOOKED COMPLY WITH TKTG TL RULE

This display shows the price as booked, and advises that there is a lower fare, and advises what to rebook to get that fare.

ENTRY Explanation

- 4PLF** Basic entry to display lowest fare available.
- 4PLF@** Basic entry to display lowest fare available via AccessPLUS.
- 4PLFQ** Display lowest possible fare, even if not available.
- 4PLFQ@** Display lowest possible fare, even if not available via AccessPLUS.
- 4PLFQPGVT** Display lowest possible fare, even if not available, specify PTC.
- 4PLFB** Lowest fare, automatic rebook.
- 4PLFB@** Lowest fare, automatic rebook via AccessPLUS.
- 4PLFBCNN** Lowest fare, automatic rebook, specify PTC.

HOTEL SELECT

HELP HBOOK

Hotel Select has a variety of reference systems that allow you to quickly learn and utilize the system. Learn the system by reading the information stored in the HELP, INFO and GRS systems.

BOOKING A HOTEL ROOM IS A SIMPLE FOUR-STEP PROCESS

- Request a Hotel List - from itinerary segment or with no air booked.
 - Access Property Availability - from Hotel List to view specific rate planned room description information.
 - Display Hotel Rate Rules - from Availability to determine guarantee, deposit and cancellation penalty requirements.
- Sell from Rate Rules.

ABOUT HOTEL RESERVATIONS

Now that you have a quick overview of the 4-step process, study each of the following references. While the process is simple, you will need to know the product of hotel accommodations, the various options, the codes and the resources available in Worldspan®.

LEARNING ADVICE

Pull each of the following references. Make your personal notes regarding information found in each of these references.

| ENTRY | Topic/RESPONSE |
|--------------|--|
| HELP HOTEL | Hotel Select Index. |
| INFO HSA | Hotel Associates. |
| HELP HCODE | General code tables. |
| HELP HC | List of all chain codes. |
| G/HTL/_Q | GRS - insert chain code. |
| HELP HL | Hotel List. |
| HELPHSAVE | Save hotel information from Hotel List. |
| HELP HAVAIL | Property Availability information and formats. |
| HELP HRULES | Rate Rules information and formats. |
| HELP DETAIL | Detail information and formats. |
| HELP HRP | Hotels by reference points. Information and formats. |
| HELP H0/ | Hotel segment sell. |
| HELP HN | Hotel direct sell. |
| HELP HCHANGE | Hotel segment change. |
| HELP HCANCEL | Hotel segment cancel. |
| HELP HBOOK | Hotel booking 4-step process. |