



Competency Based Learning Material (CBLM)

Reservation and Ticketing

Level-2

Module: Practicing Reservation Software Operation

CBLM: OU-TH-RT-03-L2-V1



**National Skills Development Authority
Chef Adviser's Office
Government of the People's Republic of Bangladesh**

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This document is to be used as a key reference point by the competency-based learning materials developers, teachers/trainers/assessors as a base on which to build instructional activities.

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Approved by the Authority meeting held on

How to use this Competency Based Learning Material (CBLM)

The module, Maintaining and enhancing professional & technical competency contains training materials and activities for you to complete. These activities may be completed as part of structured classroom activities or you may be required you to work at your own pace. These activities will ask you to complete associated learning and practice activities in order to gain knowledge and skills you need to achieve the learning outcomes.

1. Review the **Learning Activity** page to understand the sequence of learning activities you will undergo. This page will serve as your road map towards the achievement of competence.
2. Read the **Information Sheets**. This will give you an understanding of the jobs or tasks you are going to learn how to do. Once you have finished reading the **Information Sheets** complete the questions in the **Self-Check**.
3. **Self-Checks** are found after each **Information Sheet**. **Self-Checks** are designed to help you know how you are progressing. If you are unable to answer the questions in the **Self-Check** you will need to re-read the relevant **Information Sheet**. Once you have completed all the questions check your answers by reading the relevant **Answer Keys** found at the end of this module.
4. Next move on to the **Job Sheets**. **Job Sheets** provide detailed information about *how to do the job* you are being trained in. Some **Job Sheets** will also have a series of **Activity Sheets**. These sheets have been designed to introduce you to the job step by step. This is where you will apply the new knowledge you gained by reading the Information Sheets. This is your opportunity to practise the job. You may need to practise the job or activity several times before you become competent.
5. Specification **sheets**, specifying the details of the job to be performed will be provided where appropriate.
6. A review of competency is provided on the last page to help remind if all the required assessment criteria have been met. This record is for your own information and guidance and is not an official record of competency

When working through this Module always be aware of your safety and the safety of others in the training room. Should you require assistance or clarification please consult your trainer or facilitator.

When you have satisfactorily completed all the Jobs and/or Activities outlined in this module, an assessment event will be scheduled to assess if you have achieved competency in the specified learning outcomes. You will then be ready to move onto the next Unit of Competency or Module

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Module Content

Unit of Competency	Practice Reservation Software Operation
Unit Code	OU-TH-RT-03-L2-V1
Module Title	Practicing Reservation Software Operation
Module Descriptor	<p>This module covers the knowledge, skills, and attitudes required to Practice Reservation Software Operation.</p> <p>It specifically includes interpreting the reservation and ticketing software, preparing for software operation, practicing Global Distribution System (GDS), practicing Online Travel Agency (OTA), practicing Computerized Reservation System (CRS) and New Distribution Capability (NDC).</p>
Nominal Hours	100 Hours
Lerning Outcome	<p>After completing the practice of the module, the trainees will be able to perform the following jobs:</p> <ol style="list-style-type: none"> 1. Interpret the reservation and ticketing software 2. Prepare for software operation 3. Practice Global Distribution System (GDS) 4. Practice Online Travel Agency (OTA) 5. Practice Computerized Reservation System (CRS) 6. Practice New Distribution Capability (NDC)

Assessment Criteria

1. Reservation and ticketing software and icons are identified
2. Main features of reservation and ticketing software are illustrated
3. Entry procedures of each software is followed
4. Check the peripherals of the computer
5. Computer is opened as per Standard Operation Procedure (SOP)
6. Operating procedure of GDS is identified
7. Encode and Decode functions are practiced through GDS system
8. Features for reservation is collected using GDS command
9. PNR creation is practiced
10. Special Service Request (SSR) and Other Supplementary Information (OSI) insertion process is adapted
11. Fare quotation is practiced
12. Travel Information Manual (TIM) is checked
13. Queue is checked as per standard procedure
14. OTA is identified
15. Functions of OTA is interpreted
16. Reservation through OTA is practiced

Learning Outcome 1: Interpret the reservation and ticketing software

Assessment Criteria	<ol style="list-style-type: none"> 1. Reservation and ticketing software and icons are identified 2. Main features of reservation and ticketing software are illustrated 3. Entry procedures of each software is followed
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device
Contents	<ol style="list-style-type: none"> 1. Reservation and ticketing software and icons 2. Main features of reservation and ticketing software 3. Entry procedures of software
Activities/job/Task	<ol style="list-style-type: none"> 1. Identify Reservation and ticketing software and icons
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 1: Interpret the reservation and ticketing software

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Activities	Recourses/Special Instructions
1. Trainee will ask the instructor about about the learning materials	1. Instructor will provide the learning materials 'Interpret the reservation and ticketing software'
2. Read the Information sheet and complete the Self Checks & Check answer sheets on "Interpret the reservation and ticketing software"	2. Read Information sheet 1: Interpret the reservation and ticketing software 3. Answer Self-check 1: Interpret the reservation and ticketing software 4. Check your answer with Answer key 1: Interpret the reservation and ticketing software
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-1.1: Identify Reservation and Ticketing Software and Icons

Information Sheet 1: Interpret the reservation and ticketing software

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 1.1. Reservation and ticketing software and icons
- 1.2. Main features of reservation and ticketing software
- 1.3. Entry procedures of each software

1.1. Reservation and ticketing software and icons

Airline reservation means that you have reserved one or more seats before the air travel period. The reservation system is an online process. Nowadays, besides the flight reservation system, railway, bus, and other travel service providers have introduced ticket reservation systems or seat reservation systems due to reducing human suffering. It has been possible due to technological expansion. However, the online reservation system has taken a leading part worldwide, and people are getting more privileges.

Reservation and Ticketing Software

There are five main types of players in this process:

1. Airlines,
2. Global Distribution Systems (GDSs)
3. Flight data aggregators (ATPCO, OAG)
4. Third-party travel retailers (OTAs, metasearch engines, traditional agencies), and
5. Airports.

Reservation and Ticketing Software

Popular Global Distribution Systems (GDS)

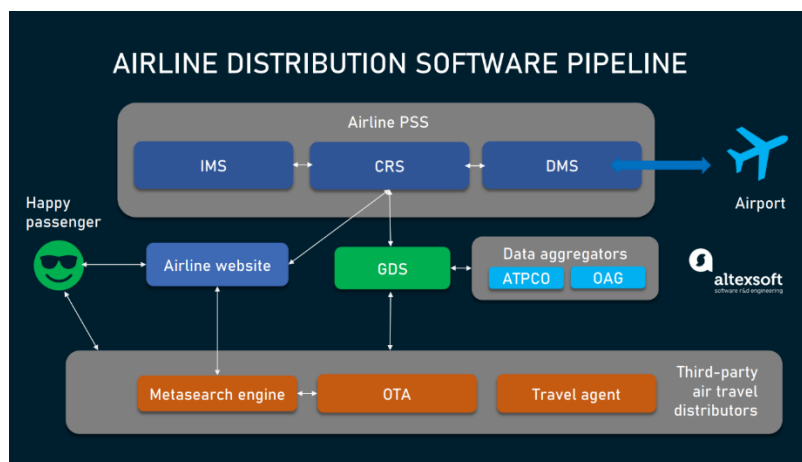
- **SABRE:** One of the largest GDSs, offering a wide range of travel services including airline reservations, hotel bookings, car rentals, and more.
- **GALILEO:** Another major GDS, providing similar services to SABRE and serving a global network of travel agencies.
- **AMADEUS:** A leading GDS in Europe, offering a comprehensive suite of travel solutions for airlines, travel agencies, and corporations.

Airline-Customized Systems

- **Airline proprietary systems:** Many airlines have developed their own reservation and ticketing systems to cater to their specific needs and provide a more personalized customer experience. Examples include systems used by major airlines like Delta, United, and Lufthansa.
- **Third-party solutions:** Some airlines may choose to partner with third-party software providers to implement reservation and ticketing systems. These solutions can offer specialized features or integrations with other airline systems.

Additional Considerations

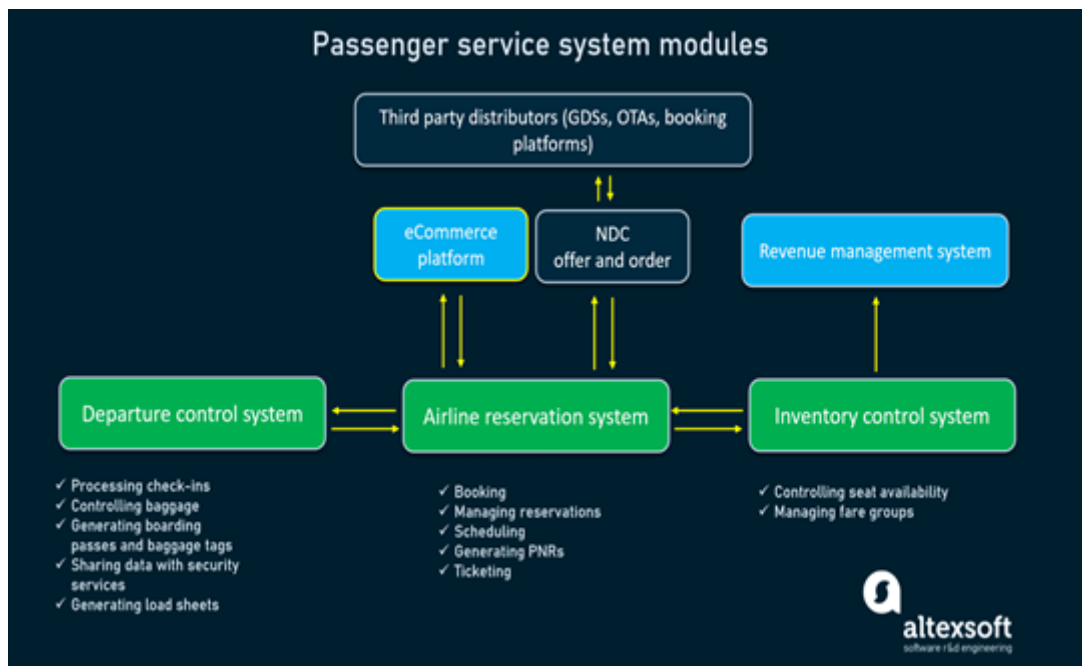
- **Online Travel Agencies (OTAs):** OTAs like Expedia, Booking.com, and Travelocity often use their own proprietary systems for reservations and ticketing, which may integrate with GDSs or airline systems.
- **Travel Management Companies (TMCs):** TMCs typically use specialized software that can interface with GDSs and airline systems to manage corporate travel bookings and expenses.



1.2. Main features of reservation and ticketing software

Passenger Service System (PSS)

A passenger service system (PSS) is a suite of software modules, supporting interactions between the carrier and its customers. Its key components are a central or airline reservation system (CRS), an inventory control system (ICS), and a departure control system (DCS.)



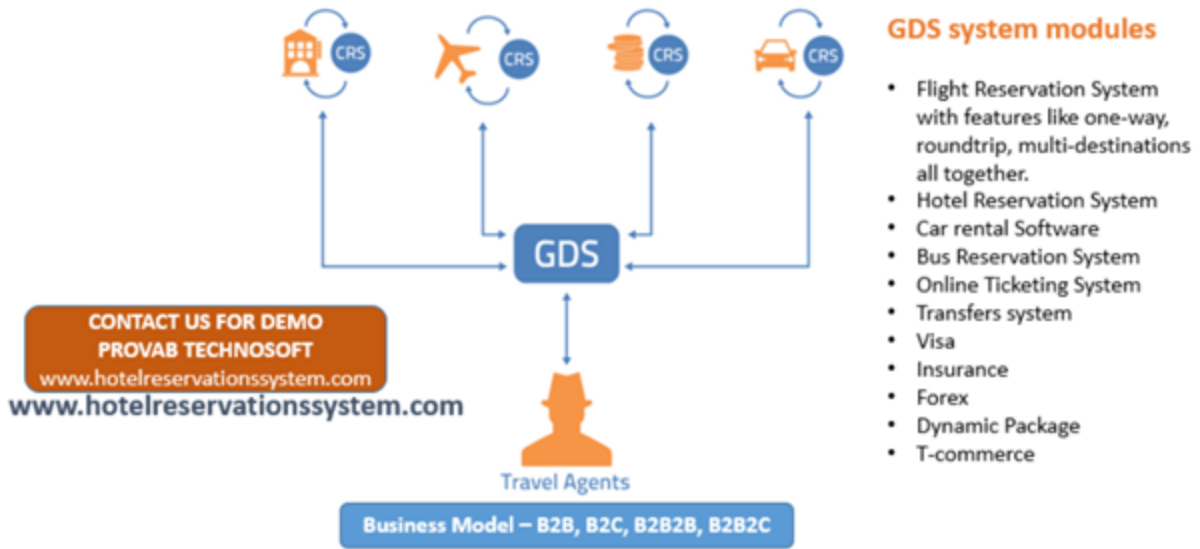
Central Reservation System (CRS)

A central reservation system, also called an airline or computer reservation system, serves as storage for flight-related information like schedules, fares and rules for each booking class, passenger name records (PNRs), e-tickets, etc. It's also involved in managing booking requests and ticket issuing. Some airlines run their own CRS that may come as a part of the PSS. Yet, many carriers prefer to host and manage reservations on one of the GDSs. In a broader sense, a CRS is a key technology of any travel organization that sells its inventory online, namely, hotels and airlines. It allows managers to control reservations across all distribution platforms.

Global Distribution System (GDS)

A Global Distribution System (GDS) is a worldwide reservation system that acts as a conduit between travel bookers and suppliers, such as Airlines, hotels, other accommodation providers and other travel related services. Airlines and travel agent have been using GDS over 45years. Without GDS traveling today to difficult. How to travel Industry move? GDS connect the world. GDS function: GDS work for Air Industry, Travel Industry, Hotel company etc. GDS taking connect Hotel, Car, and Airlines. GDS takes connect from suppliers and makes an available to distributor. Airlines work for supplier's travel agents work for distributor.

Global Distribution System – GDS Systems

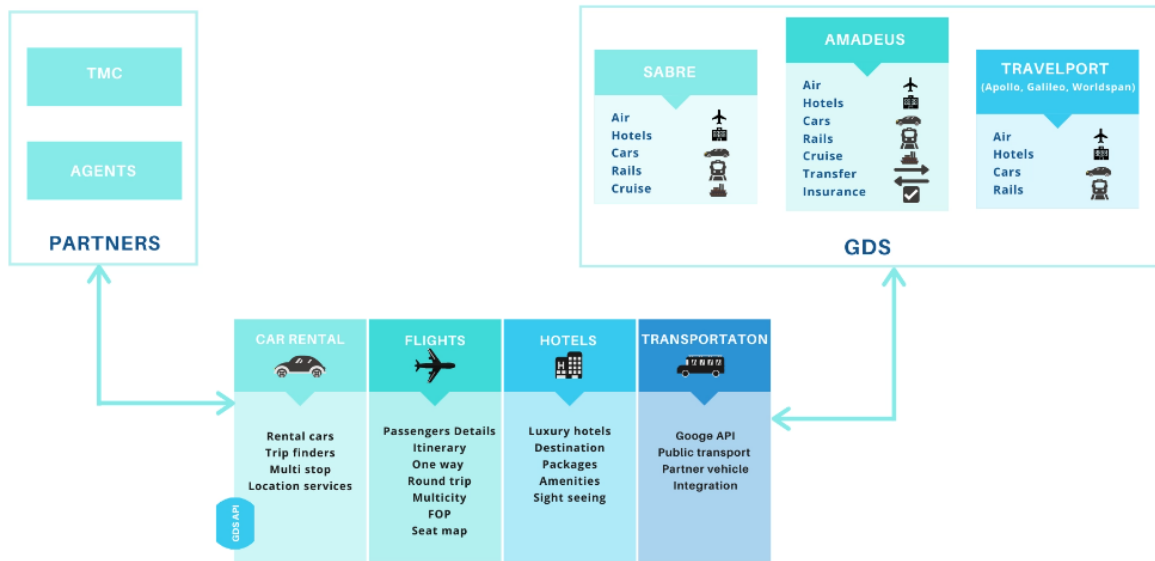


Airline reservation key track of inventory number of seat book or GDS give access to travel agent. GDS work for 400+ Airlines and distributor across the world. Travel agencies using their own application programming interface or APIs. APIs are the linking different software system in the modern world. There are three major GDS Sabre, Amadeus, and Galileo. The one of the major GDS system is Sabre.



GDS are normally connected directly to the hearts of airlines sales technology. For many years have been the main point of contact for both airlines and agents including online travel agencies (OTA), most traveller's today research prices at OTA and about third of travellers worldwide purchase tickets there.

How It Works



A GDS aggregates flight information from the following sources: the Airline Tariff Publishing Company (ATPCO), which is the key vendor of fare-related content. Carriers cooperating with ATPCO can update their prices four times per day for domestic US and Canada flights and once per day for international flights; The Official Aviation Guide for Airways (OAG) and Cirium, which store flight schedules; and numerous airline CRSs, holding data on available seats and ancillaries. Based on schedules, fares, and availability, the GDS creates offers and sends them to the OTAs and other travel platforms on their request. Travel agents connect to GDS content via manual terminals.

1.3 Entry procedures of each Software

SABRE Global Distribution System

Sabre is a leading software and technology company that powers the global travel industry. With decades of revolutionary firsts, our team of experts drives innovation and ingenuity across the travel ecosystem. Sabre partners with airlines, hoteliers, agencies and other travel partners to retail, distribute and fulfil travel.

Our technology is the intelligence behind mobile apps, airport check-in kiosks, online travel sites, airline and hotel reservation networks, travel agent terminals, and scores of other travel solutions. Positioned at the centre of the travel ecosystem, our platform enables our customers to connect people with experiences that matter in their lives.

Dating back to 1960, Sabre was born out of a joint initiative between American Airlines and IBM to create the world's first computerized airline reservation system. We have since evolved into a technology ecosystem that touches almost every stage of a traveller's experience.

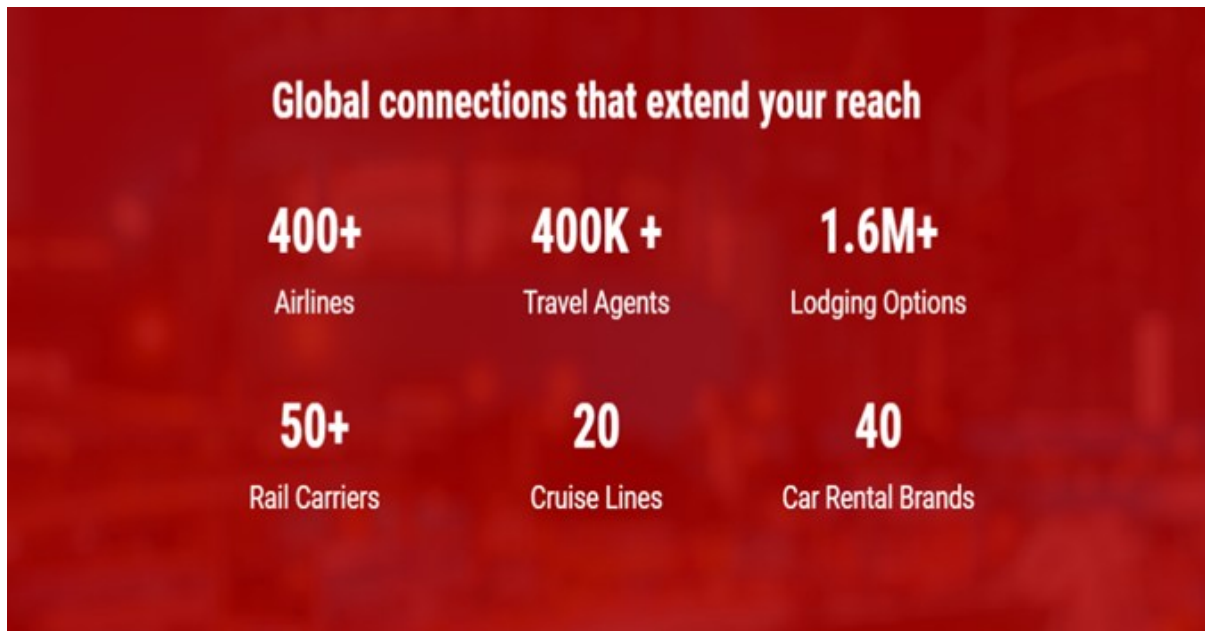


For over half a century, Sabre’s technology has revolutionized the way people travel. The history of Sabre is a fascinating look inside one of the industry’s more enduring technologies. From the birth of airline automation, to #7 on the list of InformationWeek’s “Greatest Software Ever Written,” learn about the technology and the people who helped Sabre become what it is today.

Sabre Global Distribution System, owned by Sabre Corporation, is a travel reservation system used by travel agents and companies to search, price, book, and ticket travel services provided by airlines, hotels, car rental companies, rail providers and tour operators. Originally developed by American Airlines with the assistance of IBM in 1960, the booking service became available for use by external travel agents in 1976 and became independent of the airline in March 2000.

The system's parent company is organized into three business units

- Sabre Travel Network: global distribution system
- Sabre Airline Solutions: airline technology
- Sabre Hospitality Solutions: hotel technology solutions



Airlines reservation software

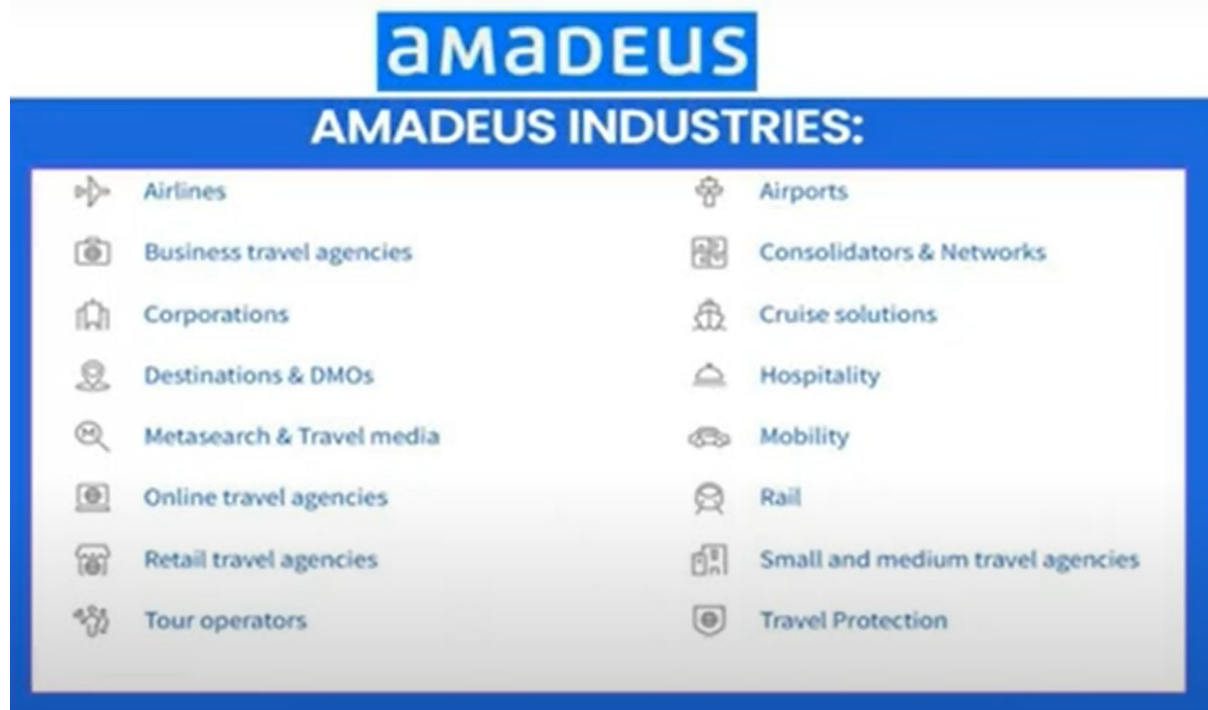
Ticketing and booking are two separate processes. Booking just holds the seat on the plane. Ticketing means that the seat is paid for and the passenger has the right to take it during the flight. There is a certain time lag between these steps, even if a traveller pays for the trip immediately, as most airlines require. It usually takes up to three working days to verify payment details and finalize money transmission.

Since there are no ticket agents anymore and you don't need to call them to reserve a paper ticket, today's flight booking pipeline is considered to be simpler than before. But still, a single booking requires a number of different operations, all bound to one another. Most of these processes remain overcomplicated by numerous connections to different services, systems, and distribution channels. As innovations are adopted by both airports and airlines quite slowly, there still are GDSs and multiple airline flight booking APIs to ensure seat, ancillary, and fare distribution. The whole process of this traveller/airline interaction can be divided into several major steps.

- flight search,
- flight booking,
- ancillary booking,
- using frequent flyer miles and points,
- payment processing,
- ticketing,
- check-in and boarding, and
- Baggage handling and reclaim.

Amadeus Global Distribution System

Amadeus was originally created as a neutral global distribution system by Air France, Iberia, Lufthansa and SAS (Scandinavian Airlines) in 1987 in order to connect providers content with travel agencies and consumer in real time. Amadeus has been doing it for more than 30 years and we're just getting started. Its headquarter is located in Madrid, Spain and its central database is Germany. As a result it is considered to be strongest GDS in EU market, Middle East, Africa & Asia Pacific.



Amadeus Top Product:

Amadeus Airlines Platform, Selling Platform Connect, Flight Search, Amadeus Hospitality, Natvitaire, Out Payce from Amadeus-Travel Industry Payment Solutions, Cytric-Corporate Travel & Expenses Management Solutions,

Galileo Global Distribution System

Galileo is a computer reservations system (CRS) owned by Travelport. As of 2000, it had a 26.4% share of worldwide CRS airline bookings.^[1] In addition to airline reservations, the Galileo CRS is also used to book train travel, cruises, car rental, and hotel rooms.

The system was originally known as Apollo, launched in 1971 by United Airlines as their in-house booking system. In 1976, UA began installing Apollo terminals in travel agent offices. Apollo, and the competing American Airlines system Sabre, quickly took over much of the booking market. In response to possible government intervention due to antitrust concerns, UA spun off the system to become its own company in 1992, Covia. That same year, Covia purchased a competitor, Galileo, which had been created by a consortium of European airlines. They merged operations under the Galileo name. UA remained major customers for Galileo until 2012, when they introduced a new in-house booking system, SHARES.

Galileo was later purchased by Travelport, which also purchased the competing Worldspan in 2007. On 28 September 2008, Galileo system was moved from Denver, Colorado, to the Worldspan datacenter in Atlanta, Georgia. Although they now share the same datacenter, they continue to be run as separate systems. Galileo is subject to the Capps II and its successor Secure Flight program for the selection of passengers with a risk profile. Galileo is a member of the International Air Transport Association, of the OpenTravel Alliance and of SITA.

1.4 Airlines customized software

Enhanced Efficiency and Accuracy: Custom software solutions are designed to optimize airline operations, from ticket booking to flight scheduling. By automating and streamlining processes, these solutions reduce the likelihood of errors, save time, and increase overall efficiency.

CONTENT FROM LEADING GDSs			
	amadeus	Sabre	T TRAVELPORT
Airlines	<ul style="list-style-type: none"> ✓ 400+ airlines totally ✓ 140+ LCCs and hybrid carriers ✓ 150+ airlines with ancillaries ✓ 100+ airlines with fare families 	<ul style="list-style-type: none"> ✓ 400+ airlines totally ✓ 170+ airlines with ancillaries and branded fares 	<ul style="list-style-type: none"> ✓ 460 airlines totally ✓ 340 branded fares ✓ 150 airline ancillaries
Hotels	<ul style="list-style-type: none"> ✓ Over a million hotel properties ✓ 350 hotel chains 	Over 1.6 million lodging options	Over 1 million bookable properties
Car rentals	44 car rental brands in over 42,000 locations	38 car rental brands in 40,000 locations	46 car rental brands including Hertz pre-paid rates
Railways	90 railways in 170 countries	9 major national rail networks and 50+ rail carriers	25 rail operators including Trainline content
Other products	<ul style="list-style-type: none"> ✓ 30 bookable and 100 searchable cruise and ferry lines ✓ 300,000+ tours and activities ✓ 21 insurance provider groups 	<ul style="list-style-type: none"> ✓ 20 ocean and river lines ✓ Packages from tour operators in Germany, Austria, Switzerland, and Canada 	Packages from the world's leading cruise lines and tour operators

Self-Check Sheet - 1: Interpret the reservation and ticketing software

1. What is the primary function of a Central Reservation System (CRS)?

Ans:

- A. To manage hotel room bookings
- B. To handle flight-related information and booking requests
- C. To provide travel insurance services
- D. To operate airport check-in kiosks

2. Which of the following is NOT a major Global Distribution System (GDS)?

Ans:

- A. Amadeus
- B. Sabre
- C. Galileo
- D. ATPCO

3. What role does Sabre play in the travel industry?

Ans:

- A. It is a railway ticketing system
- B. It is a Global Distribution System (GDS)
- C. It is a passenger service system (PSS) provider
- D. It operates check-in kiosks only

4. Which system is responsible for managing interactions between carriers and their customers?

Ans:

- A. Global Distribution System (GDS)
- B. Departure Control System (DCS)
- C. Passenger Service System (PSS)
- D. Inventory Control System (ICS)

5. What is the main difference between booking and ticketing in airline reservations?

Ans:

- A. Booking involves holding a seat; ticketing confirms payment and seat assignment.
- B. Booking includes seat assignment; ticketing includes payment details.
- C. Booking is only for first-class seats; ticketing is for economy class.
- D. Booking is done at the airport; ticketing is done online.

Answer Key - 1: Interpret the reservation and ticketing software

1. What is the primary function of a Central Reservation System (CRS)?

Answer: B. To handle flight-related information and booking requests

2. Which of the following is NOT a major Global Distribution System (GDS)?

Answer: D. ATPCO

3. What role does Sabre play in the travel industry?

Answer: B. It is a Global Distribution System (GDS)

4. Which system is responsible for managing interactions between carriers and their customers?

Answer: C. Passenger Service System (PSS)

5. What is the main difference between booking and ticketing in airline reservations?




Answer: A. Booking involves holding a seat; ticketing confirms payment and seat assignment.

Job Sheet-1.1: Identify Reservation and Ticketing Software and Icons

Working Procedure:

1. Identify various reservations and ticketing software used in the industry.

Identification Table: Reservation and Ticketing Software and Icons

Sl. No	Software Name	Icon Image
1		
2		
3		

Learning Outcome 2: Prepare for software operation

Assessment Criteria	<ol style="list-style-type: none"> 1. Check the peripherals of the computer 2. Computer is opened as per Standard Operation Procedure (SOP)
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device
Contents	<ol style="list-style-type: none"> 1. Peripherals of the computer 2. Computer opening
Activities/job/Task	<ol style="list-style-type: none"> 1. Check the peripherals of the computer
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning <p>Portfolio</p>

Learning Experience 2: Prepare for software operation

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Activities	Recourses/Special Instructions
1. Trainee will ask the instructor about about the learning materials	1. Instructor will provide the learning materials 'Prepare for software operation'
2. Read the Information sheet and complete the Self Checks & Check answer sheets on "Prepare for software operation"	2. Read Information sheet 2: Prepare for software operation 3. Answer Self-check 2: Prepare for software operation Check your answer with Answer key 2: Prepare for software operation
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	4. Job/Task Sheet and Specification Sheet Job Sheet-2.1: Interpret areas of reservation and ticketing

Information Sheet 2: Prepare for software operation

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 2.1. peripherals of the computer
- 2.2. Computer open as per Standard Operation Procedure (SOP)

2.1. Check the peripherals of the computer

To run the software program efficiently, it's essential to ensure that all computer peripherals are properly connected and functioning. Here's a detailed guide on checking the peripherals of a computer specifically for running the Sabre program:

Checking Peripherals for Running the Sabre Program

1. Identify Essential Peripherals for Sabre

Sabre, being a travel reservation and distribution system, requires specific peripherals to function optimally. Common peripherals include:

- Computer/Laptop
- Keyboard
- Mouse
- Monitor
- Printer
- GDS Version Software
- Network Connection

Inspect Physical Connections

1. Keyboard and Mouse:

- **Check Connections:** Ensure that the keyboard and mouse are securely connected to the computer via USB or PS/2 ports. For wireless devices, verify that the batteries are charged and the devices are powered on.
- **Functionality Test:** Press keys on the keyboard and move the mouse to confirm that input is being registered on the screen.

2. Monitor:

- **Check Connections:** Verify that the monitor is connected to the computer through the correct cable (HDMI, DisplayPort, VGA, or DVI). Ensure the monitor's power cable is plugged in and the monitor is turned on.
- **Functionality Test:** Ensure that the monitor displays the Sabre interface clearly and without any flickering or resolution issues.

3. Printer:

- **Check Connections:** Ensure that the printer is properly connected to the computer either via USB or network connection. Verify that the printer is powered on and connected to the correct port.
- **Functionality Test:** Print a test page or document to ensure that the printer is functioning correctly. This is important for printing tickets, itineraries, or reports from Sabre.

4. Network Connection:

- **Check Connection:** Ensure that the computer is connected to a stable network, whether wired or wireless. Sabre operates online, so a reliable internet connection is crucial.
- **Functionality Test:** Check internet connectivity by browsing a website or running a network diagnostic tool. Verify that the Sabre application can connect to its servers.

Verify Device Functionality

1. Keyboard and Mouse:

- **Functionality Test:** Ensure that all keys on the keyboard are working and that the mouse is responsive. This is crucial for navigating and entering data in the Sabre system.

2. Monitor:

- **Display Test:** Confirm that the monitor displays the Sabre interface correctly, without any distortions or color issues. Adjust display settings if necessary to ensure optimal viewing.

3. Printer:

- **Print Test:** Perform a test print to ensure the printer is working correctly. Check for proper paper alignment, ink levels, and print quality.

4. Network Connection:

- **Network Test:** Use tools like ping or network speed tests to confirm that the connection is stable. Ensure that Sabre can connect to the internet and perform necessary operations.

Update Drivers and Software

1. Update Peripheral Drivers:

- **Windows:** Access Device Manager by right-clicking the Start menu and selecting Device Manager. Locate each peripheral, right-click, and choose “Update driver” to ensure the latest drivers are installed.
- **Mac:** For macOS, ensure system updates are current by going to the Apple menu > System Preferences > Software Update.

2. Update Sabre GDS Version Software:

- **Check for Updates:** Ensure that the Sabre application is updated to the latest version. Updates may include important patches and enhancements.

Check for Software Conflicts

1. Security Software:

- **Check Settings:** Ensure that antivirus or firewall settings are not blocking Sabre’s functionality. Configure exceptions if needed.

2. Background Applications:

- **Task Manager/Activity Monitor:** Check for any applications that might be consuming excessive resources or causing conflicts. Close unnecessary applications to free up resources.

Troubleshoot Common Issues

1. Device Not Recognized:

- **Reconnect Devices:** Try unplugging and replugging the peripheral into a different port.
- **Restart Computer:** Sometimes a simple restart can resolve recognition issues.

2. Driver Issues:

- **Reinstall Drivers:** Uninstall and reinstall drivers for the peripheral. Visit the manufacturer's website if necessary.

3. Network Issues:

- **Check Network Hardware:** Ensure that routers or modems are functioning properly. Restart these devices if needed.
- **Contact ISP:** If the network issues persist, contact your Internet Service Provider.

4. Hardware Problems:

- **Test on Another Computer:** Check if the peripheral works on a different computer to rule out hardware faults.

Consult Documentation and Support

1. Manufacturer Documentation:

- **User Manuals:** Refer to the user manuals of each peripheral for troubleshooting steps and maintenance tips.

2. Sabre Support:

- **Technical Support:** Contact Sabre's technical support for issues specifically related to the Sabre application. They can provide guidance on software-related problems.

3. Peripheral Support:

- **Customer Support:** Reach out to the peripheral manufacturer's customer support if you encounter persistent issues.

Ensuring that all peripherals are properly checked and functioning is crucial for the smooth operation of the Sabre program. By following these steps, you can effectively manage and troubleshoot peripherals, ensuring that the Sabre system operates efficiently and without interruptions. Regular maintenance and updates will help in maintaining optimal performance for both the Sabre application and the computer peripherals.

2.2. Computer open as per Standard Operation Procedure (SOP)

Type in the Browser: <https://sabretn.com.bd/>

Sign in:



Sabre Red 360

Agent ID
4340

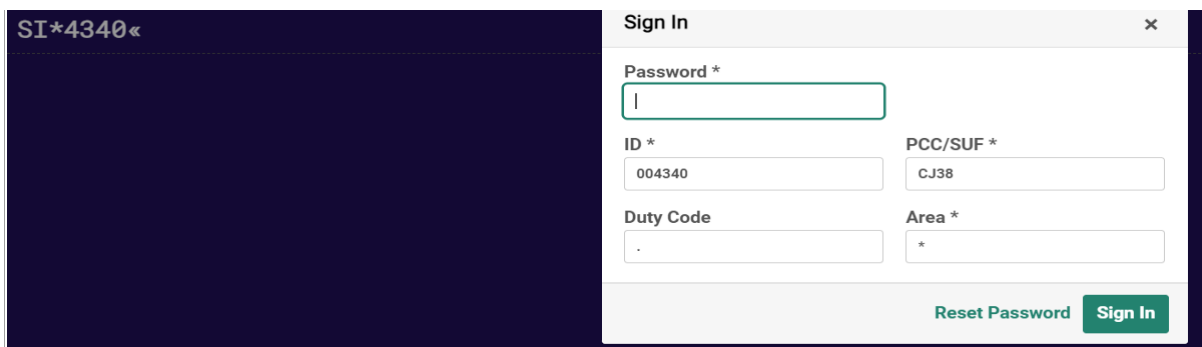
Password
.....

PCC
CJ38

[Forgot password?](#)
[Reset password](#)

SIGN IN

Entry: SI*Agent ID (Here agent ID is :4340, PCC: CJ38)



SI*4340<

Sign In

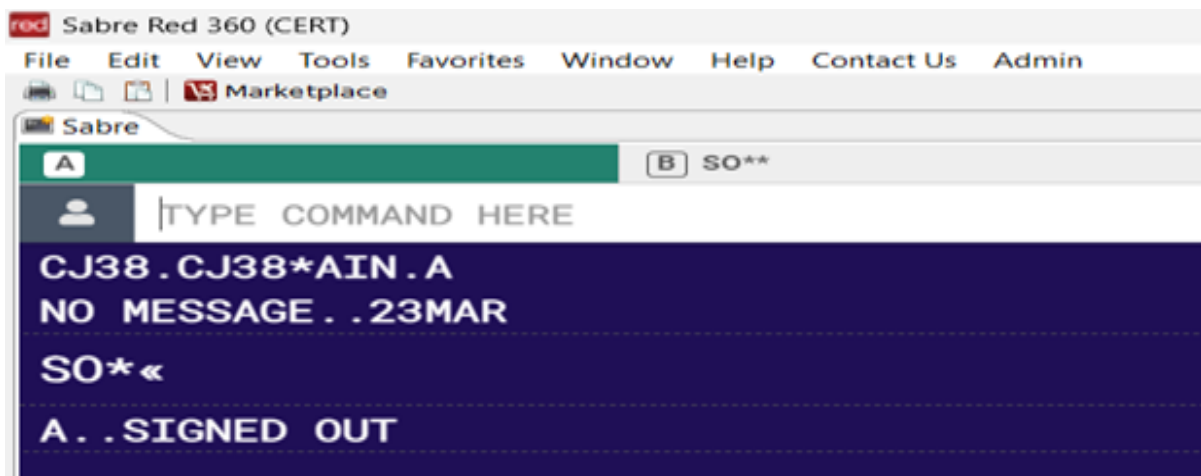
Password *

ID * 004340 PCC/SUF * CJ38

Duty Code . Area * *

[Reset Password](#) **Sign In**

Sing out



Self-Check Sheet – 2.1: Prepare for software operation

1. Which of the following peripherals is crucial for entering data into the Sabre system?

Ans:

- A) Printer
- B) Mouse
- C) Monitor
- D) Network Connection

2. What should you check if the monitor is not displaying the Sabre interface correctly?

Ans:

- A) Keyboard connections
- B) Network connection
- C) Monitor cable connections
- D) Printer status

3. What is the primary purpose of updating peripheral drivers on a computer running Sabre?

Ans:

- A) To improve printing speed
- B) To ensure peripherals are compatible and functioning correctly
- C) To enhance network connectivity
- D) To increase monitor brightness

4. Which tool can be used to test if the network connection is stable?

Ans:

- A) Task Manager
- B) Device Manager
- C) Network diagnostic tool
- D) Printer settings

5. What action should be taken if a peripheral is not recognized by the computer?

Ans:

- A) Restart the peripheral
- B) Reconnect the peripheral and restart the computer
- C) Update the printer driver
- D) Consult the user manual

Answer Key - 2.1: Prepare for software operation

1. Which of the following peripherals is crucial for entering data into the Sabre system?

Answer: B) Mouse

2. What should you check if the monitor is not displaying the Sabre interface correctly?

Answer: C) Monitor cable connections

3. What is the primary purpose of updating peripheral drivers on a computer running Sabre?

Answer: B) To ensure peripherals are compatible and functioning correctly

4. Which tool can be used to test if the network connection is stable?

Answer: C) Network diagnostic tool

5. What action should be taken if a peripheral is not recognized by the computer?

Answer: B) Reconnect the peripheral and restart the computer

Job Sheet-2.1: Prepare for software operation

Working Procedure:

1. Identify Essential Peripherals
2. Inspect Physical Connections
3. Verify Device Functionality
4. Update Drivers and Software
5. Check for Software Conflicts
6. Troubleshoot Common Issues
7. Consult Documentation and Support

Specification Sheet-2.1: Interpret areas of reservation and ticketing

Necessary PPE

Sl. No	Name of PPE	Specification	Unit	Quantity
1.	Apron		PC	1
2.	Safety glasses		PC	1

Necessary Tools

Sl. No	Name of Tools	Specification	Unit	Quantity
1.	Computer with internet connectivity	High Speed Internet facilities	Set	1
2.	Sabre	GDS version Softwer	Each	20

Necessary Equipments

Sl. No	Name of Equipments	Specification	Unit	Quantity
1.	USB Hub	4-port, powered	Each	1
2.	Network Router	Dual-band, high-speed	Each	1
3.	Complete Computer	GDS Version Softwear	Each	1
4.	Internet Connection	High Speed Internet facilities	Each	1
5.	Relevant Material			

Necessary Materials

Sl. No	Name of Materials	Specification	Unit	Quantity
1.	USB Cables	Various lengths	Each	2
2.	Printer Paper	A4 size, 500 sheets	Pack	1
3.	Ink Cartridges	For color and black printers	Each	1

Learning Outcome 3: Practice Global Distribution System (GDS)

Assessment Criteria	<ol style="list-style-type: none"> 1. Operating procedure of GDS is identified 2. Encode and Decode functions are practiced through GDS system 3. Features for reservation is collected using GDS command 4. PNR creation is practiced 5. Special Service Request (SSR) and Other Supplementary Information (OSI) insertion process is adapted 6. Fare quotation is practiced 7. Travel Information Manual (TIM) is checked 8. Queue is checked as per standard procedure
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device
Contents	<ol style="list-style-type: none"> 1. Operating procedure of GDS 2. Encode and Decode functions 3. Features for reservation 4. PNR creation 5. Special Service Request (SSR) and Other Supplementary Information (OSI) 6. Fare quotation 7. Travel Information Manual (TIM) 8. Queue
Activities/job/Task	<ol style="list-style-type: none"> 1. Create PNR 2. Prepare fare quotation
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning <p>Portfolio</p>

Learning Experience 3: Practice Global Distribution System (GDS)

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Activities	Recourses/Special Instructions
1. Trainee will ask the instructor about about the learning materials	1. Instructor will provide the learning materials ‘Practice Global Distribution System (GDS)’
2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Practice Global Distribution System (GDS)”	2. Read Information sheet 3: Practice Global Distribution System (GDS) 3. Answer Self-check 3: Practice Global Distribution System (GDS) 4. Check your answer with Answer key 3: Practice Global Distribution System (GDS)
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-3.1: Make a reservation in GDS

Information Sheet 3: Practice Global Distribution System (GDS)

Learning Objective:

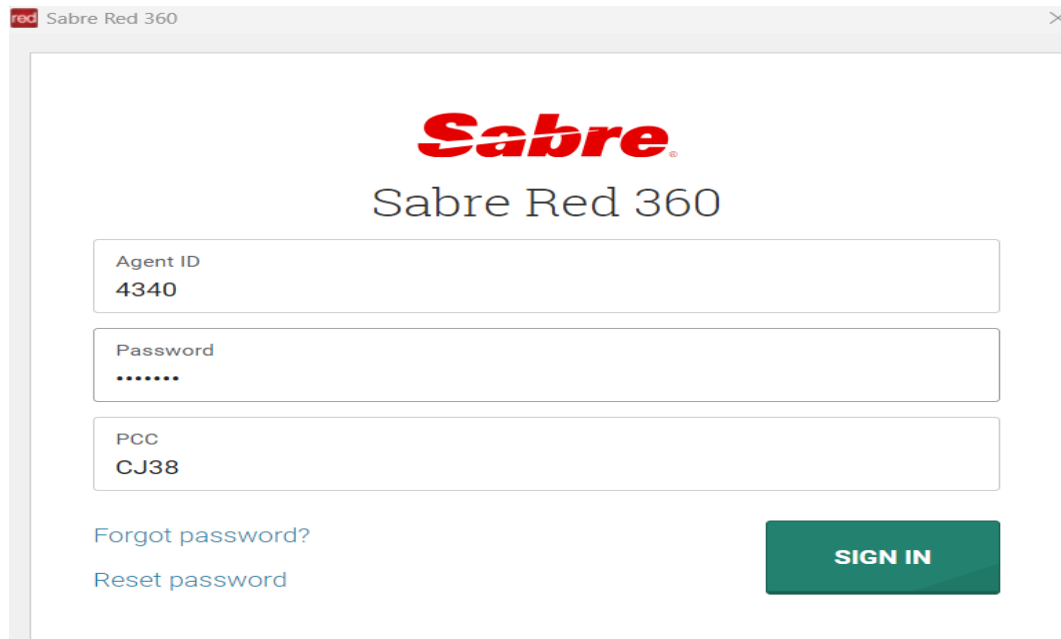
After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 3.1. Operating procedure of GDS
- 3.2. Encode and Decode functions are practiced through GDS system
- 3.3. Features for reservation is collected using GDS command
- 3.4. PNR creation
- 3.5. Special Service Request (SSR) and Other Supplementary Information (OSI) insertion process
- 3.6. Fare quotation
- 3.7. Travel Information Manual (TIM)
- 3.8. Queue is checked

3.1. Operating procedure of GDS

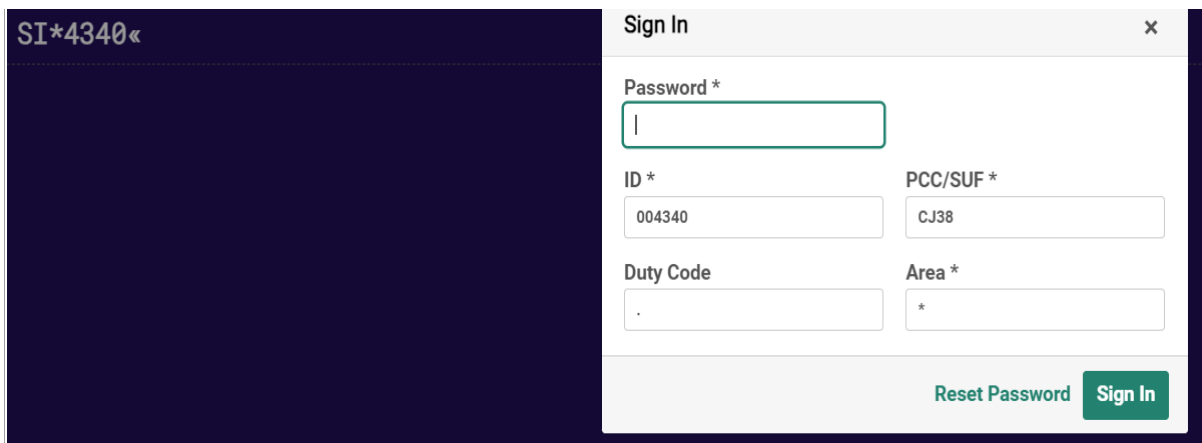
Entry code	Action
SI*1234	Sign into all areas
S	Display all working areas
*S	Check PCC
¥J	Check Terminal
SO*	Sign out from all areas
▣B	Change to area B

Sign in ID



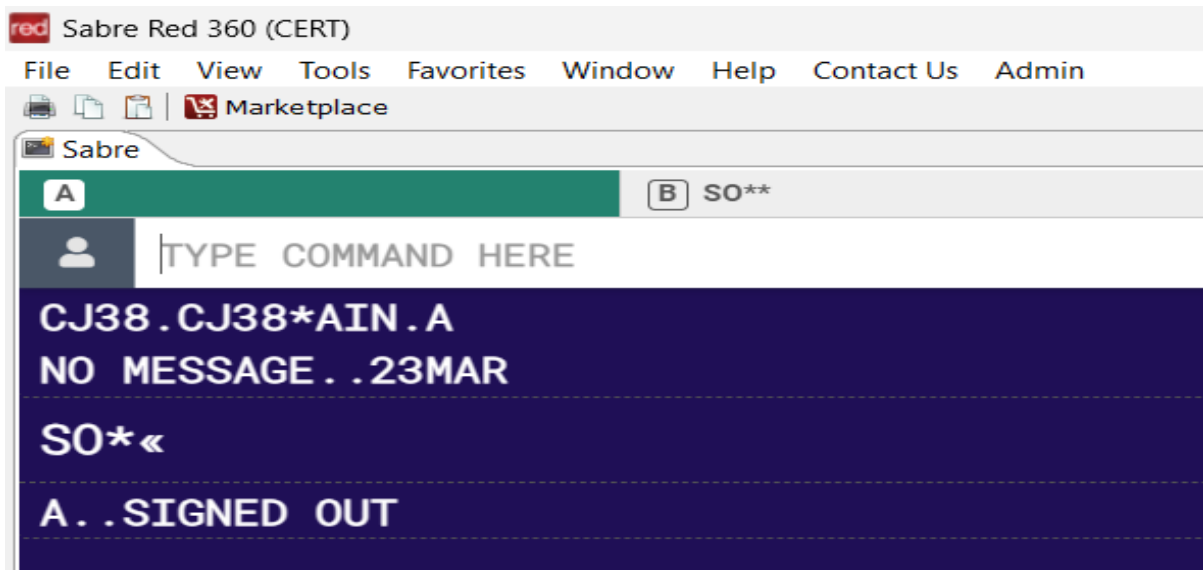
The screenshot shows a web browser window titled "Sabre Red 360". The page features the Sabre logo in red and the text "Sabre Red 360" below it. There are three input fields: "Agent ID" with the value "4340", "Password" with masked characters ".....", and "PCC" with the value "CJ38". Below the fields are two links: "Forgot password?" and "Reset password". A green "SIGN IN" button is positioned to the right of the links.

Entry: SI*Agent ID, PCC no and password :

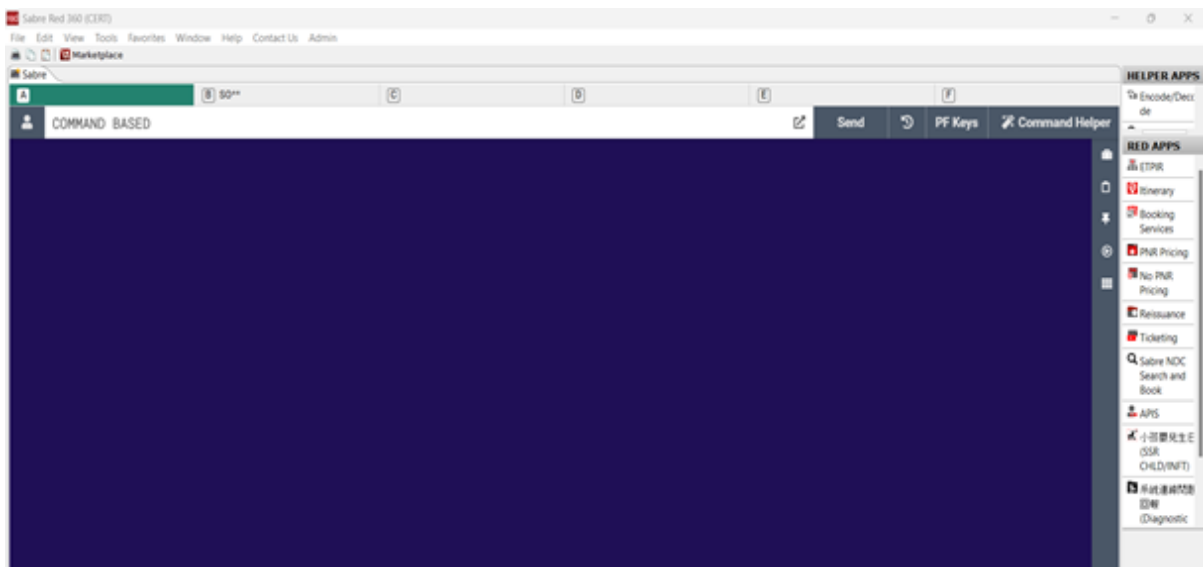


The screenshot shows a terminal window on the left with the text "SI*4340«". On the right is a "Sign In" dialog box. The dialog box contains the following fields: "Password *" (empty), "ID *" (004340), "PCC/SUF *" (CJ38), "Duty Code" (.), and "Area *" (*). At the bottom of the dialog box are two buttons: "Reset Password" and "Sign In".

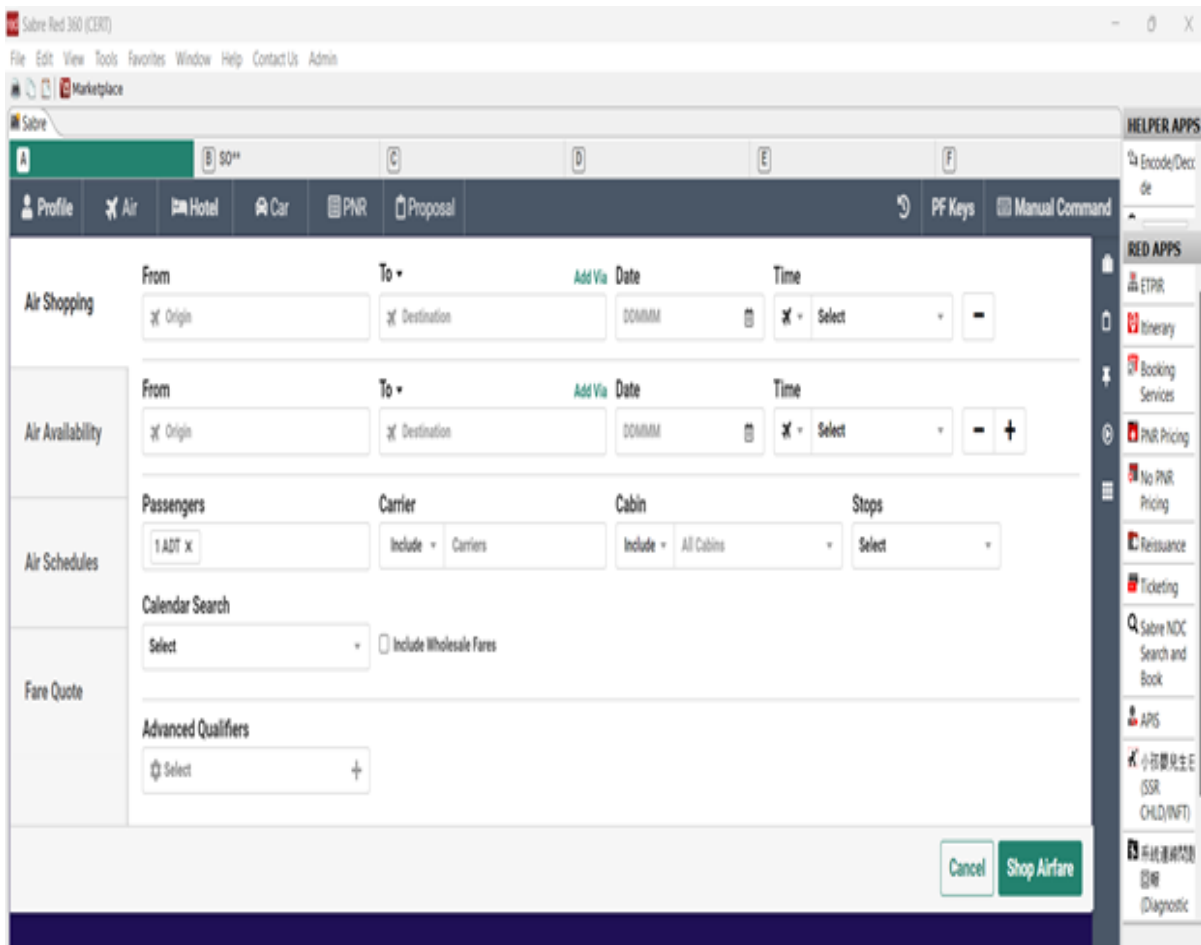
Sign Out



Operating procedure of GDS (Command Based):



Operating procedure of GDS (Graphical based):



3.2. Encode and Decode functions through GDS system

Data Structures and Formats in GDS

A GDS like Sabre employs complex data structures to represent various travel products and related information. These structures are essentially encoded representations of real-world entities.

- **PNR (Passenger Name Record):** This is a core data structure in a GDS. It contains information about passengers, itineraries, bookings, and other related details. The structure itself, with its specific fields and data types, can be considered a form of encoding.
- **Fare Rules:** These define the conditions for a fare, including restrictions, penalties, and eligibility criteria. The complex logic and combinations of rules can be seen as a form of encoded fare information.
- **Inventory Control:** The way airlines manage seat availability and pricing is a form of encoding. The inventory system translates complex rules into a format that the GDS can understand.

Data Transmission and Transformation

While not strictly encoding and decoding in the cryptographic sense, data transformation is prevalent in GDS:

- **Data Interchange:** GDS systems interact with numerous systems (airlines, hotels, car rentals, etc.). Data is transformed into specific formats (e.g., XML, JSON) to ensure compatibility.
- **Data Compression:** To optimize data transfer and storage, GDS systems might employ compression techniques. This is a form of encoding where data is reduced in size without losing information.
- **Data Encryption:** To protect sensitive passenger data, GDS systems use encryption standards. This involves converting data into a scrambled form that can only be deciphered with a decryption key.

Examples of Encoding and Decoding-Like Processes in Sabre

While Sabre doesn't have explicit encode and decode functions, let's explore some analogous processes:

- **Fare Construction:** The process of building a fare from base fare, taxes, surcharges, and other components can be seen as a form of encoding, where various elements are combined to create a final fare value.
- **PNR Creation:** Assembling passenger information, itinerary details, and booking preferences into a PNR can be viewed as encoding passenger requirements into a structured format.
- **Availability Search:** The GDS translates complex inventory data into a format that can be easily searched and presented to the user. This involves transforming raw data into a user-friendly view.

Data Security and Integrity

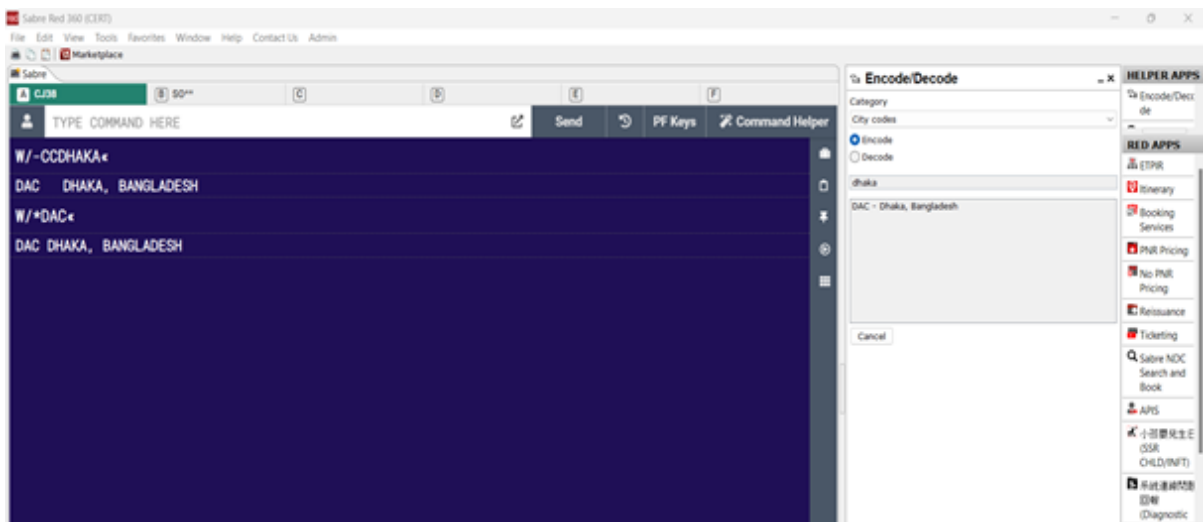
- **Encryption:** Sabre, like other GDS systems, employs strong encryption to protect sensitive data like credit card information and passenger details. This involves converting data into an unreadable format using complex algorithms.
- **Data Validation:** Before processing data, GDS systems validate its integrity and accuracy. This includes checking for errors, inconsistencies, and unauthorized modifications. In a sense, this is a form of decoding to ensure the data is in the correct format and structure.

While the term "encode and decode" might not perfectly fit the core functionalities of a GDS like Sabre, the system undoubtedly involves intricate data handling processes that share similarities with these concepts. Data structures, formats, transformations, and security measures all contribute to the efficient and secure operation of the system.

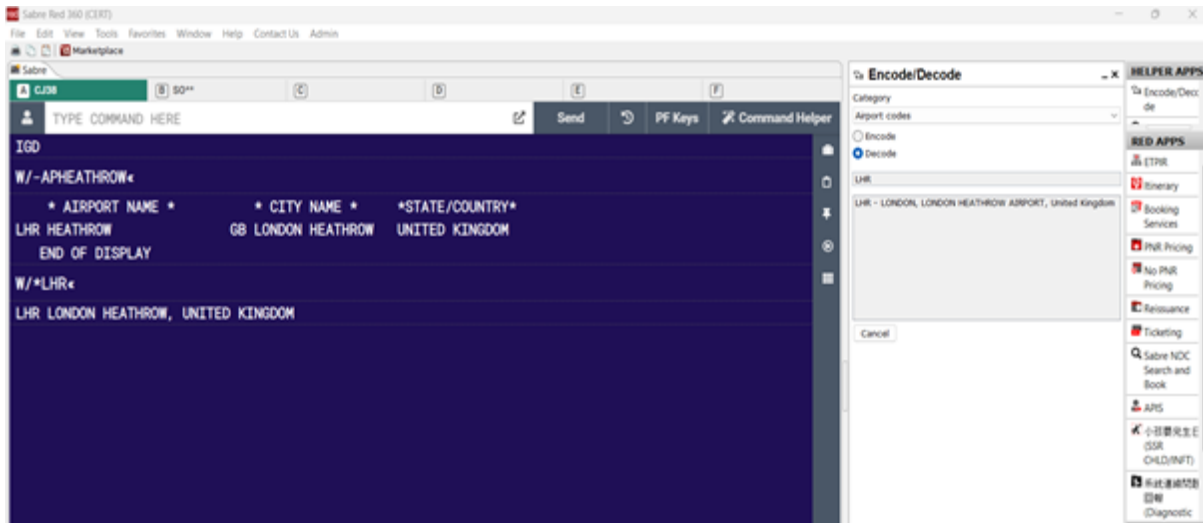
Encode and Decode functions are practiced through GDS –Sabre system

Function	Entry Code -ENCODE	DECODE
City code	W/-CCDHAKA	W/*DAC
Airport name	W/-APHEATHROW	W/*LHR
Airline name	W/-ALBIMAN BANGLADESH AIRLINES	W/*BG
Aircraft Type	W/EQ-AIRBUS	W/EQ*A330
Country Name	HCCC/BANGLADESH	HCCC/BD
State Name	HCCFLORIDA	HCCFL

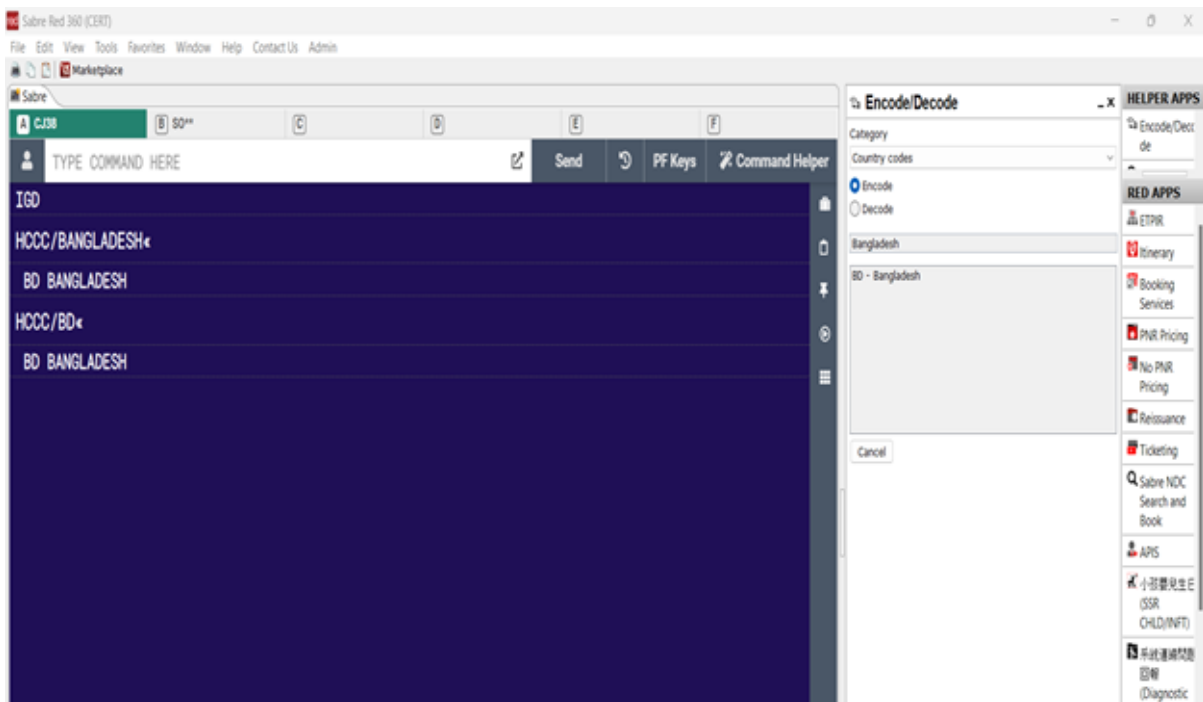
City Encode and Decode



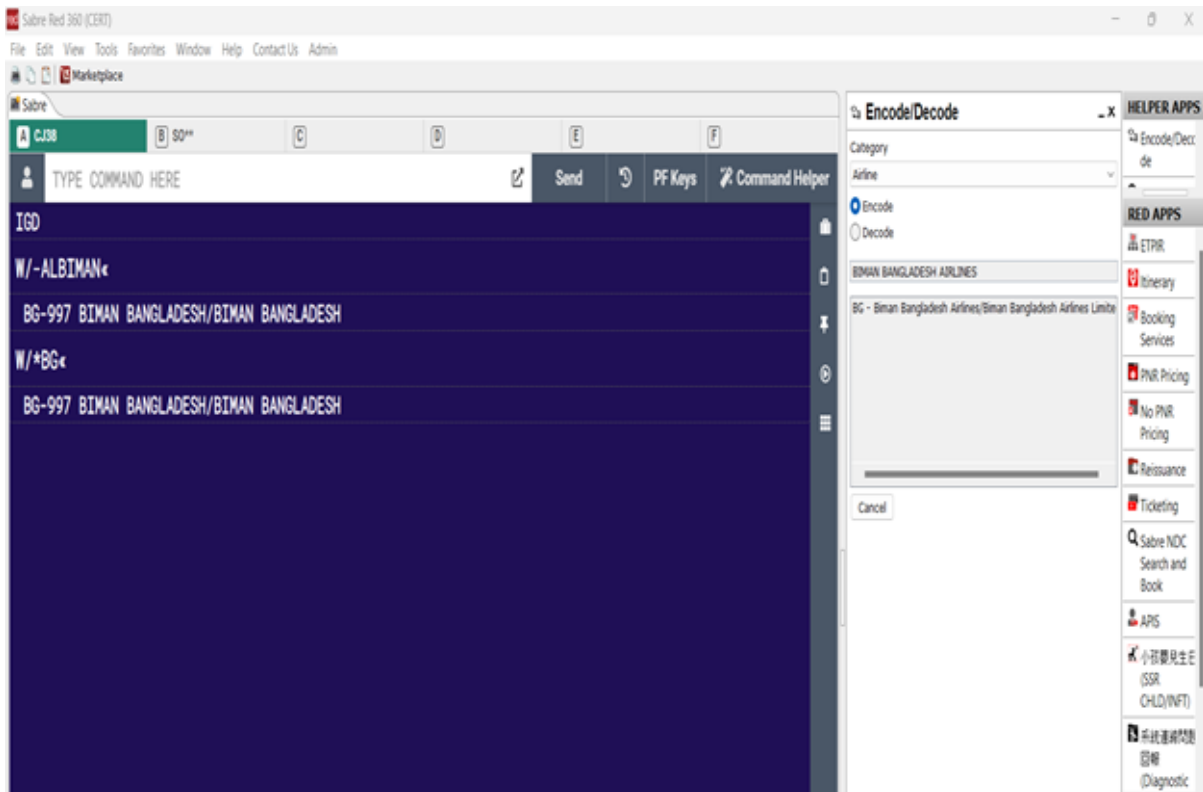
Airport Encode and Decode



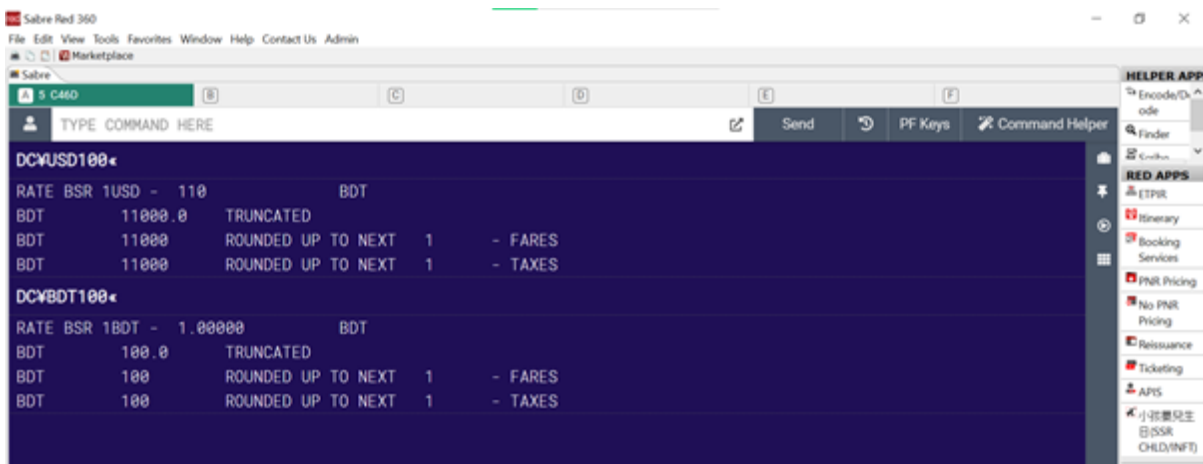
Country Encode and Decode



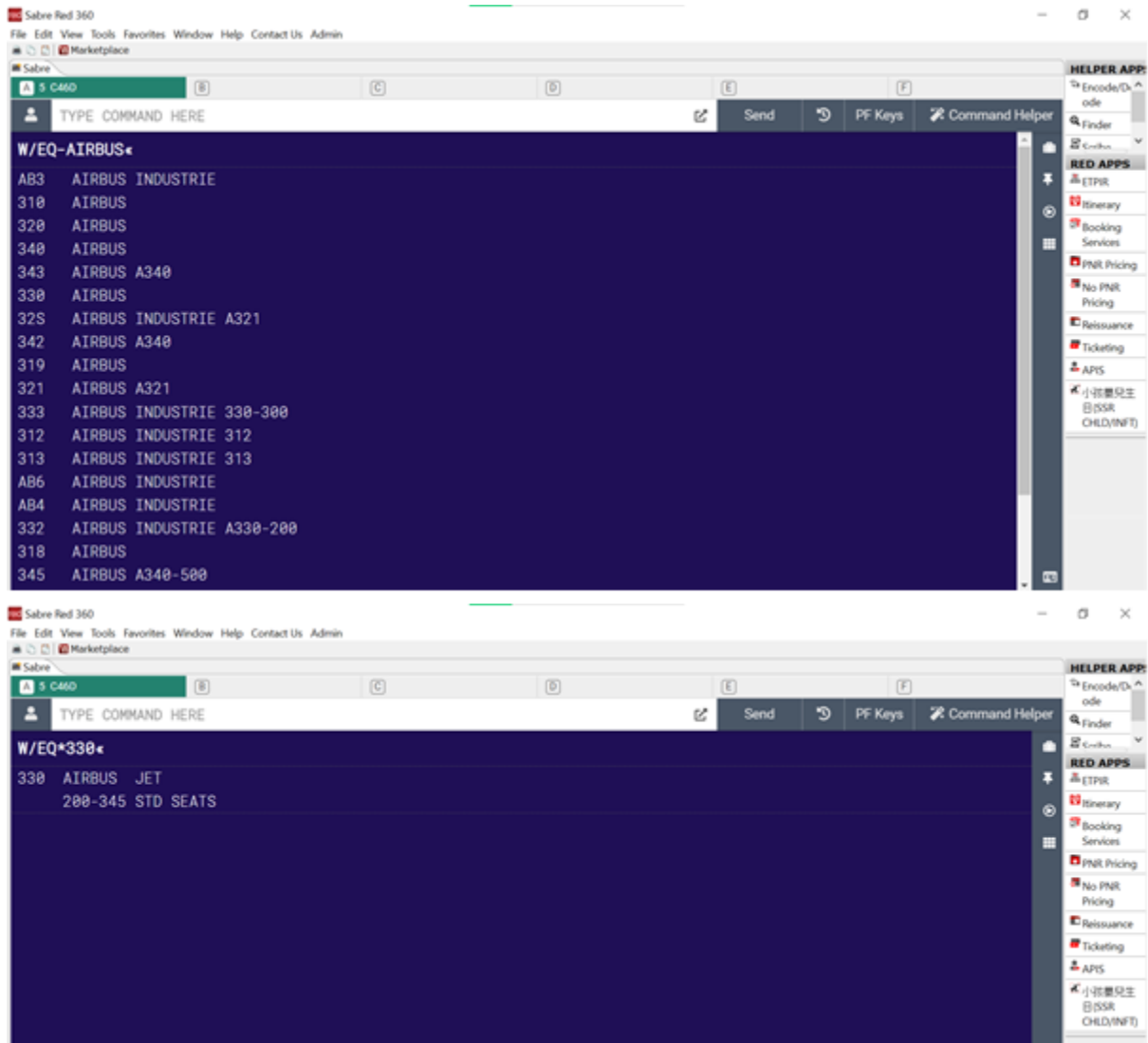
Airlines Encode and Decode



Currency Code



Equipment Encode and Decode



3.3. Features for reservation

Flight schedule

Entry code	Action
SDACSIN	Flight Schedule Check
S20SEPDACSIN/ES	Extended Schedule without Carrier
S20SEPDACSIN/ES ¥BG	Specific Date with Carrier
SDACSIN¥BG/D	Display More Schedule
Entry code	Action

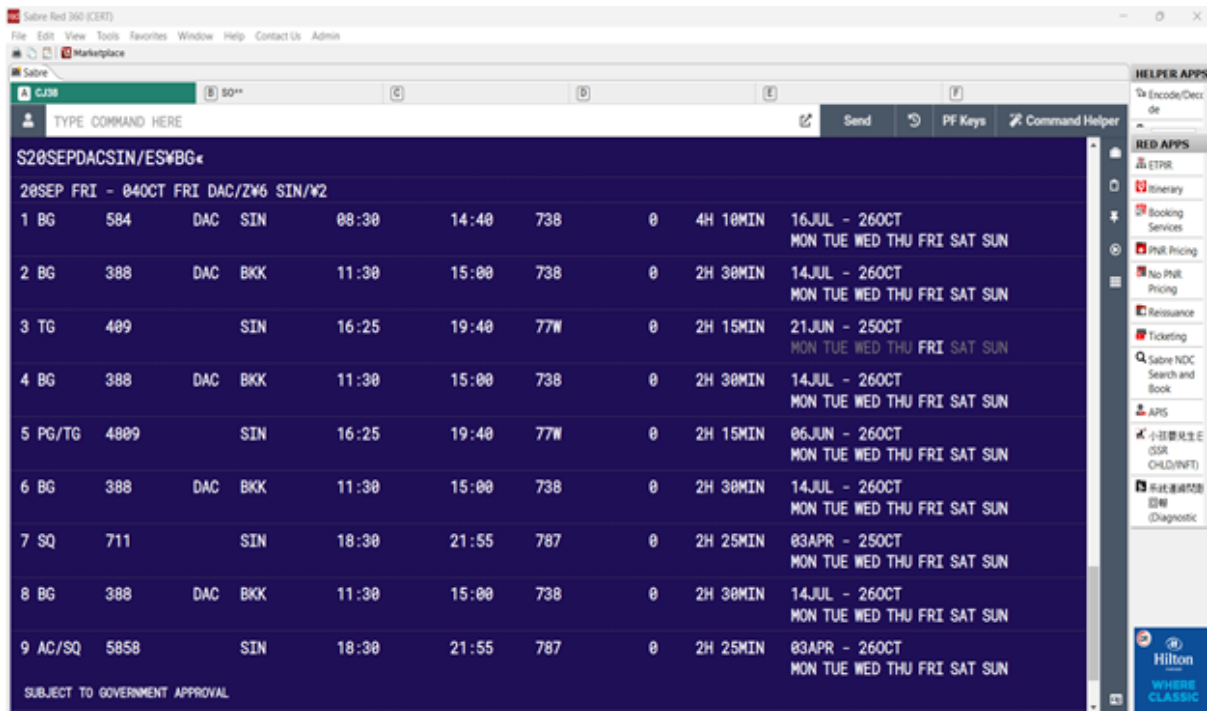
Flight Schedule Check: SDACSIN

Segment	Carrier	Flight No	Origin	Destination	Class	Depart	Arrive	Fare	Stop	Duration
1	SQ	447	ZCJUDYBEMHWQNVG	DAC SIN		23:55	06:00	+1 787	0	4H 05MIN
2	CZ	392	JCDIOYPBMHKUALQ	DAC CAN		23:00	04:40	+1 330	0	3H 40MIN
3	CZ	353	JCDIOYPBMHKUALQ	SIN		08:15	12:30	320	0	4H 15MIN
4	CZ	392	JCDIOYPBMHKUALQ	DAC CAN		23:00	04:40	+1 330	0	3H 40MIN
5	CZ	3839	JCDIOYPBMHKUALQ	SIN		12:35	16:50	320	0	4H 15MIN
6	CZ	392	JCDIOYPBMHKUALQ	DAC CAN		23:00	04:40	+1 330	0	3H 40MIN
7	TR	101	ZCJDIRPFASYBMHW	SIN		10:45	15:00	788	0	4H 15MIN
8	CZ	392	JCDIOYPBMHKUALQ	DAC CAN		23:00	04:40	+1 330	0	3H 40MIN
9	SQ/TR	8431	STPLRYBEMHWQNVK	SIN		10:45	15:00	788	0	4H 15MIN
10	CZ	392	JCDIOYPBMHKUALQ	DAC CAN		23:00	04:40	+1 330	0	3H 40MIN

Extended Schedule without Carrier: S20SEPDACSIN/ES

Segment	Carrier	Flight No	Origin	Destination	Class	Depart	Arrive	Fare	Stop	Duration	Notes
1	BG	584	DAC	SIN		08:30	14:40	738	0	4H 10MIN	16JUL - 26OCT MON TUE WED THU FRI SAT SUN
2	BS	307	DAC	SIN		22:30	04:40	+1 738	0	4H 10MIN	31MAR - 26OCT MON TUE WED THU FRI SAT SUN
3	SQ	447	DAC	SIN		23:55	06:05	+1 787	0	4H 10MIN	03APR - 25OCT MON TUE WED THU FRI SAT SUN
4	AC/SQ	5840	DAC	SIN		23:55	06:05	+1 787	0	4H 10MIN	03APR - 26OCT MON TUE WED THU FRI SAT SUN
SUBJECT TO GOVERNMENT APPROVAL											
5	SQ	449	DAC	SIN		02:00	08:10	7M8	0	4H 10MIN	05JUL - 25OCT MON TUE WED THU FRI SAT SUN
6	PG/TG	4823	DAC	BKK		13:35	17:00	772	0	2H 25MIN	06JUN - 26OCT MON TUE WED THU FRI SAT SUN
7	PG/SQ	4707		SIN		18:30	21:55	787	0	2H 25MIN	31MAR - 26OCT MON TUE WED THU FRI SAT SUN
8	TG	322	DAC	BKK		13:35	17:00	772	0	2H 25MIN	31MAR - 26OCT MON TUE WED THU FRI SAT SUN
9	TG	401		SIN		19:15	22:30	772	0	2H 15MIN	01JUL - 26OCT MON TUE WED THU FRI SAT SUN

Specific Date with Carrier: S20SEPDACSIN/ES¥BG



Flight availability Check

Entry code	Action
130JUNDACLHR	Sabre availability
130JUNDACSIN¥BG	With specific airline
130JUNDACMH⇄MH	Direct Accessibility with specific airlines
130JUNBAHNYC1APAR	Via connecting city and time
130JUNDACNYC//FB	Only First class
130JUNDACSIN//BB	Only Business Class
130JUNDACSIN//YB	Only Economy Class
130JUNBAHPAR-Y	Specific class
1*	More availability
1*OA	Return to original availability
1*R	Redisplay last availability
1¥2	Plus days
1-2	Minus days
123JUL	Different date

1Y BG	With specific carrier
1Y ALL	Display with all carriers
1R10JUL	Return in specific date
1R7	Return plus number of days

Sabre availability: 130JUNDAACLHR

Flight	Carrier	Class	Fare	Origin	Destination	Class	Time	Time	Fare	Days	Time
1	BG	281	J9 C9 DC Y9 A9 U9 N9 L9 H9 M9 B9 E9 K9 VC PC SC QC OC TC GC	DAC	LHR	08:10	15:55	788	1	12H 45MIN	
2	EK	583	J7 C7 I7 O7 H7 Y9 R9 X9 M9 B9 U9 K9 Q9 L9 T9 V9	DAC	DXB	10:15	13:15	77W	0	5H 00MIN	
3	EK	3	F4 A4 J7 C7 I7 O7 H7 W7 E7 Y9 R9 X9 M9 B9 U9 K9 Q9 L9 T9 V9		LHR	14:15	18:40	388	0	7H 25MIN	
4	QR	641	J8 C8 D8 I8 R8 P8 U8 Y8 B8 H8 K8 M8 L8 V8 S8 N8 Q8 T8 G8 O8 W8 E8 X8	DAC	DOH	10:55	13:45	333	0	5H 50MIN	
5	QR	15	J8 C8 D8 I8 R8 P8 U8 Y8 B8 H8 K8 M8 L8 V8 S8 N8 Q8 T8 G8 O8 W8 E8 X8		LHR	15:10	20:25	77W	0	7H 15MIN	
6	BA/QR	6191	J8 C8 D8 R8 I8 Y8 B8 H8 K8 M8 L8 V8 S8 N8 Q8 O8	DAC	DOH	10:55	13:45	333	0	5H 50MIN	
7	BA/QR	7015	J8 C8 D8 R8 I8 Y8 B8 H8 K8 M8 L8 V8 S8 N8 Q8 O8		LHR	15:10	20:25	77W	0	7H 15MIN	

With specific airline: 130JUNDACSIN¥BG

Flight	Carrier	Class	Fare	Origin	Destination	Class	Time	Time	Fare	Days	Time
1	BG	584	J9 C9 D6 Y9 A9 U9 N9 L9 H9 M9 B9 E9 K9 V9 P4 S4 Q4 O4 T4 G4	DAC	SIN	08:30	14:40	738	0	4H 10MIN	
2	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC QC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 30MIN	
3	TG	409	CR DR JR ZR YR BR MR HR QR TR KR SR VR WR LR		SIN	16:25	19:40	77W	0	2H 15MIN	
4	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC QC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 30MIN	
5	PG/TG	4809	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 G4 B4		SIN	16:25	19:40	77W	0	2H 15MIN	
6	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC QC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 30MIN	
7	SQ	711	Z9 C9 J9 U9 D9 I9 Y9 B9 E9 M9 H9 W9 Q9 N9 V9 G9 K9 X9		SIN	18:30	21:55	787	0	2H 25MIN	
8	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC QC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 30MIN	

Direct Accessibility with specific airlines: 130JUNDACKUL□MH

130JUNDACKUL□MH

30JUN SUN DAC/ZW6 KUL/V2
 MH RESPONSE ** DIRECT CONNECT PARTICIPANT **
 ** MALAYSIA AIRLINES - AN ** 98 SU 30JUN 0000

13MH	197	J4	C4	D4	Z9	I9	Y9	B9	H9	DACKUL	0205	0000	333	0
14MH	103	J4	C4	D4	Z9	I9	Y9	B9	H9	DACKUL	1215	1810	738	0
15UL	190	J4	C4	D4	I9	Y9	B9	P4	H9	DACCMB	1255	1540	332	0
16MH	178	J4	C4	D4	Z9	I9	Y9	B9	H9	KUL	1V0005	0620	738	0
17AI	228	C4	D4	J4	Z9	Y9	B9	M9	H9	DACDEL	1435	1635	320	0
18MH	191	J4	C4	D4	Z9	I9	Y9	B9	H9	KUL	2300	0655W1	333	0
19UL	190	J4	C4	D4	I9	Y9	B9	P4	H9	DACCMB	1255	1540	332	0
20UL	123	J4	C4	D4	I9	Y9	B9	P4	H9	MAA	1845	2010	320	0
21MH	181	J4	C4	D4	Z9	I9	Y9	B9	H9	KUL	2355	0630W1	738	0

Availability Check with First Class: 130JUNDACNYC//FB

130JUNDACNYC//FB

30JUN SUN DAC/ZW6 NYC/EDT

1	EK	585	F4	A4	DAC	DXB	01:40	04:30	77W	0	4H 50MIN
2	EK	201	F4	A4	JFK		08:30	14:25	388	0	13H 55MIN
3	EK/FZ	2287	A4		DAC	DXB	21:55	01:30 +1	73H	0	5H 35MIN
4	EK	201	F4	A4	JFK		08:30	14:25	388	0	13H 55MIN
5	EK	585	F4	A4	DAC	DXB	01:40	04:30	77W	0	4H 50MIN
6	EK	205	F4	A4	JFK		09:45	18:55	388	1	17H 10MIN
7	EK/FZ	2287	A4		DAC	DXB	21:55	01:30 +1	73H	0	5H 35MIN
8	EK	205	F4	A4	JFK		09:45	18:55	388	1	17H 10MIN
9	EK	585	F4	A4	DAC	DXB	01:40	04:30	77W	0	4H 50MIN
10	EK	209	F4	A4	ENR		10:50	21:20	77W	1	18H 30MIN
11	EK/FZ	2287	A4		DAC	DXB	21:55	01:30 +1	73H	0	5H 35MIN
12	EK	209	F4	A4	ENR		10:50	21:20	77W	1	18H 30MIN

Return Availability Check: 120JULNYCDAC or 1R20JUL

Sabre Red 360 (C360)

TYPE COMMAND HERE

120JULNYCDACVAI<

28JUL SAT NYC/EDT DAC/W10

1	AI	182	F0 C0 D0 J0 Z0 Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	JFK DEL	12:30	11:40 +1	77W	0	13H 48MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									
2	AI	237	Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	DAC	17:00	20:00	32A	0	2H 38MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									
3	AI	186	F0 C0 D0 J0 Z0 Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	EWR DEL	12:00	11:10 +1	77W	0	13H 48MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									
4	AI	237	Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	DAC	17:00	20:00	32A	0	2H 38MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									

LONG TERM PROMOSPOTS AIR AVAIL TEST MESSAGE FOR 1 2 3 4 5 6 7

Sabre Red 360 (C360)

TYPE COMMAND HERE

120JULNYCDAC<

28JUL SAT NYC/EDT DAC/W10

1	MS	986	C0 D0 J0 Z0 I0 R0 Y0 B0 M0 H0 K0 X0 N0 V0 L0 E0 G0 S0 W0 T0 U0	JFK CAI	12:00	05:40 +1	773	0	10H 48MIN
2	MS	970	C0 D0 J0 Z0 I0 R0 Y0 B0 M0 H0 K0 X0 N0 V0 L0 E0 G0 S0 W0 T0 U0	DAC	07:50	10:10	789	0	7H 28MIN
3	EK	284	F4 A4 J7 C7 I7 O7 H7 W7 E7 Y9 R9 X9 M9 B9 U9 K9 Q9 L9 T9 V9	JFK DXB	11:20	07:50 +1	388	0	12H 38MIN
4	EK	586	J7 C7 I7 O7 H7 Y9 R9 X9 M9 B9 U9 K9 Q9 L9 T9 V9	DAC	10:30	17:20	77W	0	4H 58MIN
5	AI	182	F0 C0 D0 J0 Z0 Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	JFK DEL	12:30	11:40 +1	77W	0	13H 48MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									
6	AI	237	Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	DAC	17:00	20:00	32A	0	2H 38MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									

Sabre Red 360 (C360)

TYPE COMMAND HERE

1R20JUL<

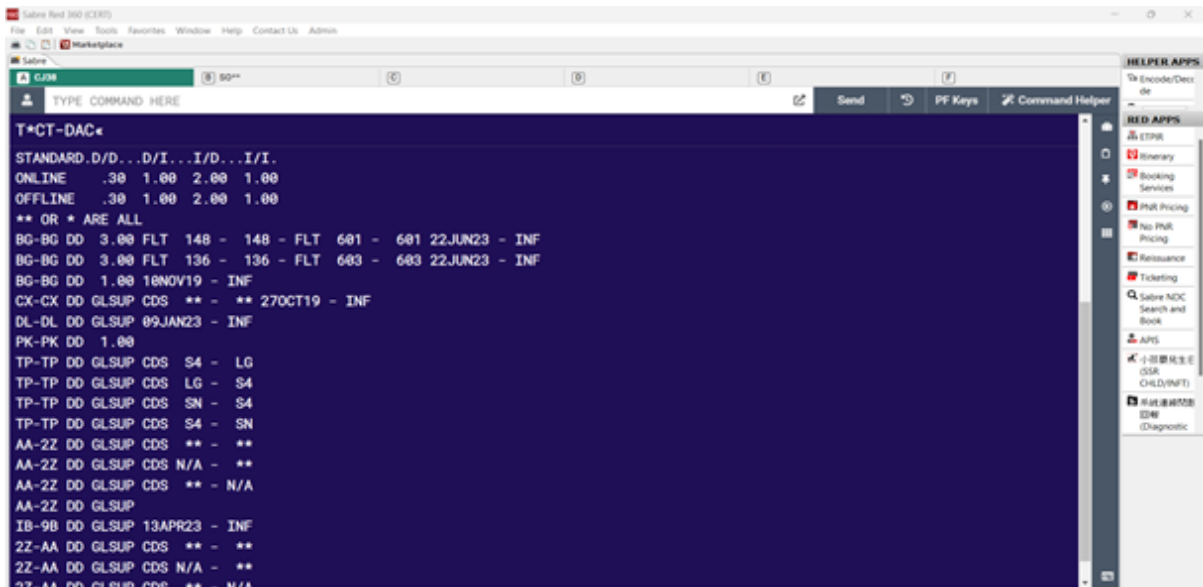
28JUL SAT DAC/ZV6 JFK/EDT

1	TK	713	C4 D4 Z4 K4 J4 I4 R0 Y9 B9 M9 A9 H9 S9 O9 E9 Q2 TC LC VC PC WC UC X9 N9 G0	DAC IST	06:20	12:15	333	0	8H 55MIN
2	TK	1	C4 D4 Z4 K4 J4 I4 R0 Y9 B9 M9 A9 H9 S9 O9 E9 Q2 TC LC VC PC WC UC X9 N9 G0	JFK	13:45	17:30	77W	0	10H 45MIN
3	AI	228	C0 D0 J0 Z0 Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	DAC DEL	14:35	16:35	320	0	2H 38MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									
4	AI	101	F0 C0 D0 J0 Z0 Y0 B0 M0 H0 K0 Q0 V0 W0 G0 L0 U0 T0 S0	JFK +1	02:20	07:35	77W	0	14H 45MIN
▲ RU TRANSIT VISA REQD IN CASE OF DIFFERENT COUNTRIES									

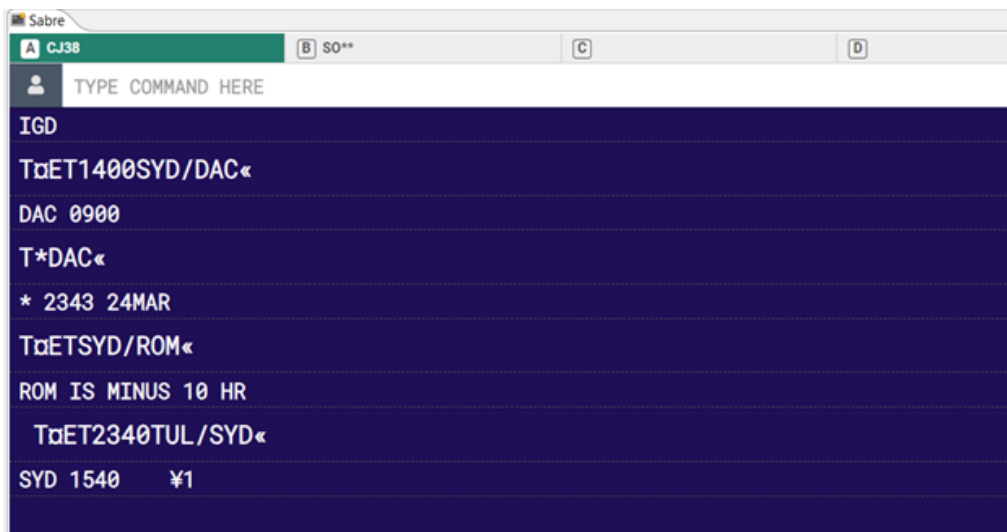
Minimum connecting time (Check After Seat Sell):



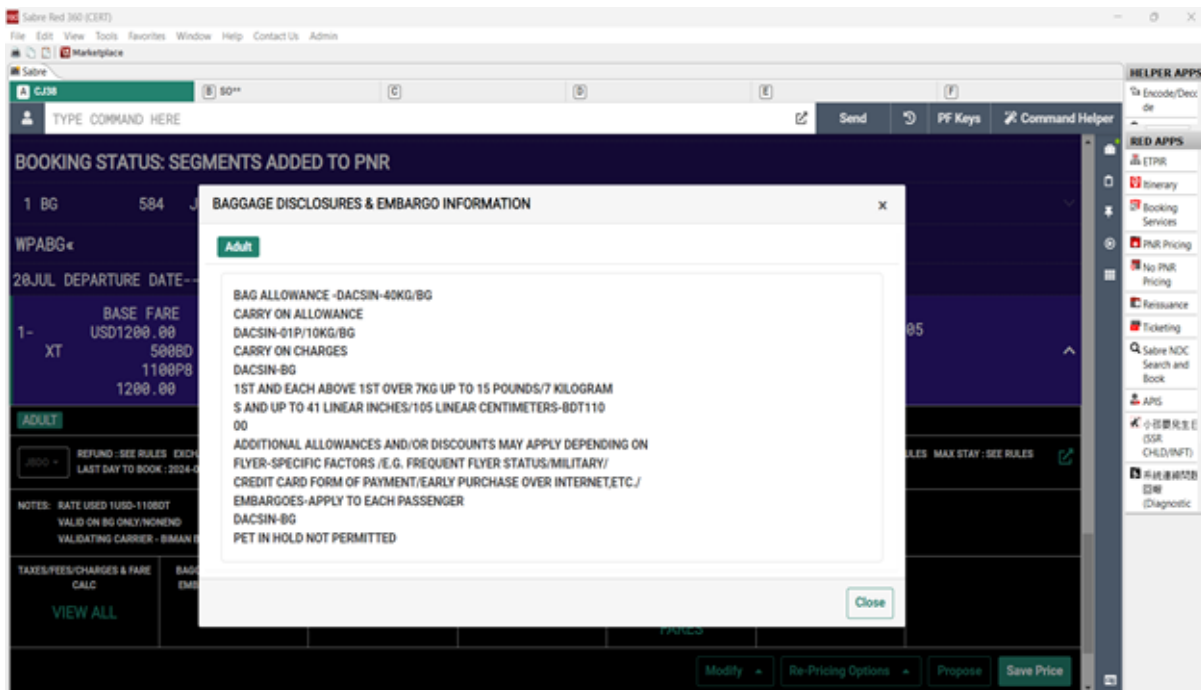
Check with Specific City: T*CT-DAC



Local time check

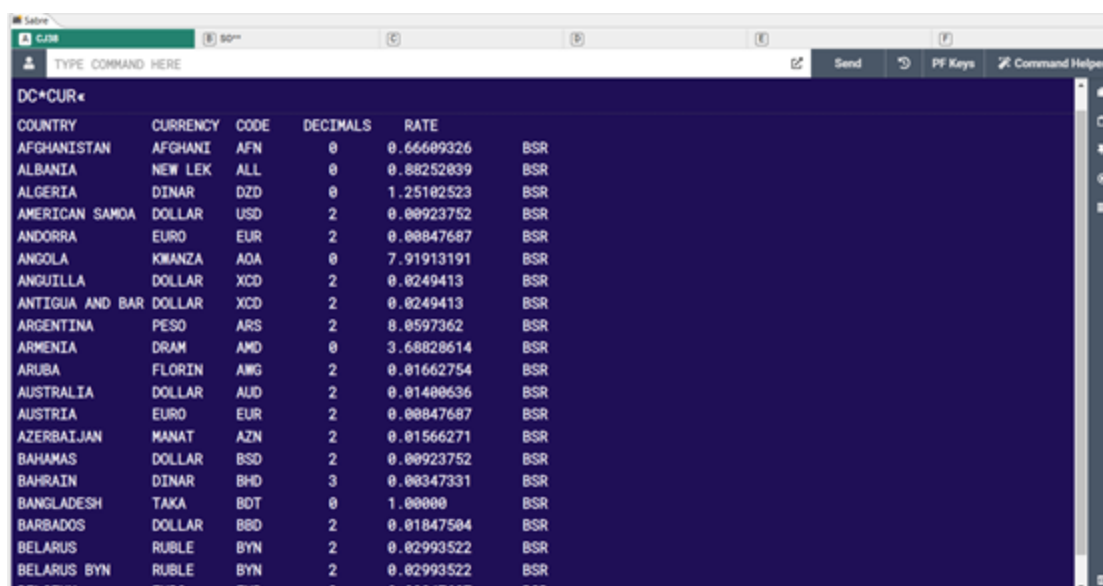


Baggage Allowance Check



Currency check

Entry code	Action
DC*CUR	Display list of countries' currencies, codes and rate of exchange against the local currency
DC*SAR	Decode currency
DC‡USD500.00/GBP	Convert currency amount



```

Sabre Red 360 (CERT)
File Edit View Tools Favorites Window Help Contact Us Admin
Marketplace
Sabre
A CJ38 B SO** C D E
TYPE COMMAND HERE
DC¥USD300/BDT<
RATE BSR 1USD - 110 BDT
BDT 33000.0 TRUNCATED
BDT 33000 ROUNDED UP TO NEXT 1 - FARES
BDT 33000 ROUNDED UP TO NEXT 1 - TAXES
DC¥USD300/BDT/20FEB24<
RATE BSR 1USD - 110 BDT
BDT 33000.0 TRUNCATED
BDT 33000 ROUNDED UP TO NEXT 1 - FARES
BDT 33000 ROUNDED UP TO NEXT 1 - TAXES
DC*BDT<
COUNTRY CURRENCY CODE DECIMALS RATE
BANGLADESH TAKA BDT 0 1.00000 BSR
END ITEM

```

Aircraft Check

```

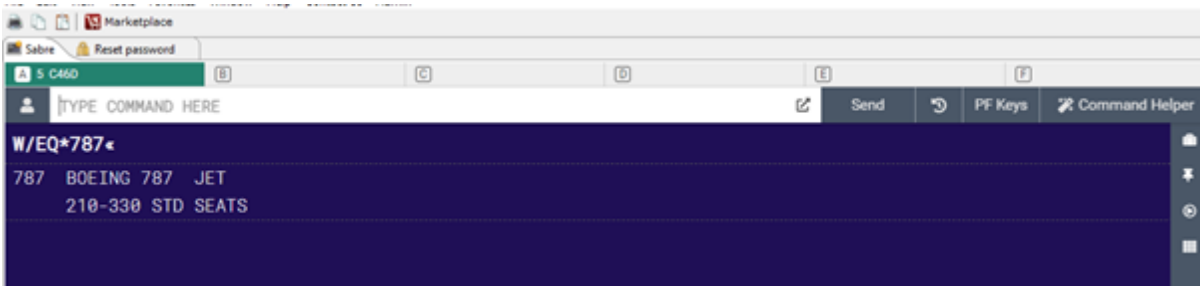
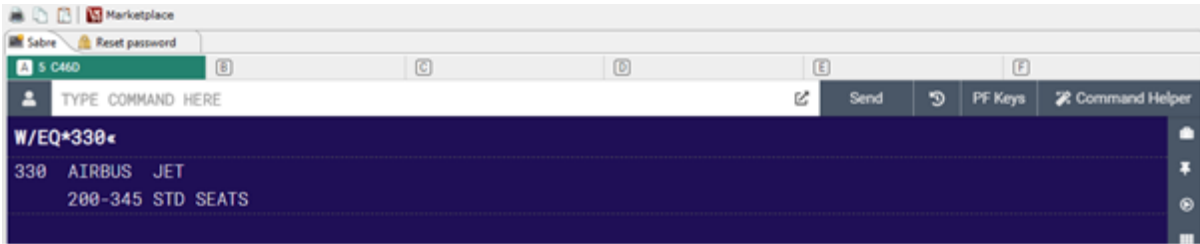
W/EQ-AIRBUS<
AB3 AIRBUS INDUSTRIE
310 AIRBUS
320 AIRBUS
340 AIRBUS
343 AIRBUS A340
330 AIRBUS
32S AIRBUS INDUSTRIE A321
342 AIRBUS A340
319 AIRBUS
321 AIRBUS A321
333 AIRBUS INDUSTRIE 330-300
312 AIRBUS INDUSTRIE 312
313 AIRBUS INDUSTRIE 313

```

```

W/EQ-BOEING<
B72 BOEING 720
707 BOEING 707
727 BOEING 727
737 BOEING 737
72S BOEING 727 STRETCH
73S BOEING 737 STRETCH
733 BOEING 737-300
747 BOEING 747
757 BOEING 757
767 BOEING 767
74L BOEING 747SP LONGRANGE
743 BOEING 747 STRETCH UPPER DECK
73M BOEING 737
763 BOEING 767

```



PNR Creation

For PNR Creation, we need Mandatory Five Fields:

Duty Code	Action
1	Availability
0	Seat Sell
-	Name Insert
9	Agency Contact details
7	Ticketing Time Limit
6	Received From
ER	End and Retrieve
IR	Ignore and Retrieve

20MAY MON DAC/ZV6 SIN/W2

1	BG	584	J5 C5 D4 Y9 A9 UC N9 L9 H9 M9 BC E9 KC V6 PC SC OC OC TC GC	DAC	SIN	08:30	14:40	738	0	4H 18MIN
2	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC OC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 38MIN
3	TG	489	C9 D2 J2 Z2 I2 Y9 B9 M9 H9 Q9 T9 K9 S9 X9 V7 W4 L2		SIN	16:25	19:40	77M	0	2H 15MIN
4	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC OC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 38MIN
5	PG/TG	4809	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 G4 B4		SIN	16:25	19:40	77M	0	2H 15MIN
6	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC OC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 38MIN
7	SQ	711	Z8 C8 J8 U8 D8 Y8 B8 E8 M8 H8 W8 Q8 N8 V8 G8 K8		SIN	18:30	21:55	787	0	2H 25MIN
8	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC OC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 38MIN
9	AC/SQ	5858	J7 C7 D7 Z7 P7 Y7 B7 M7 U7 H7 Q7 V7 W7 S7 T7 L7 K7 G7 ▲ SUBJECT TO GOVERNMENT APPROVAL		SIN	18:30	21:55	787	0	2H 25MIN
10	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 KC VC PC SC OC OC TC GC	DAC	BKK	11:30	15:00	738	0	2H 38MIN
11	PG/SQ	4787	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 G4 B4		SIN	18:30	21:55	787	0	2H 25MIN

LONG TERM PROMOSPOTS AIR AVAIL TEST MESSAGE FOR 1 2 3 4 5 6 7

01Y1<

BOOKING STATUS: SEGMENTS ADDED TO PNR

1 BG 584 Y 20MAY MON DAC SIN SS1 08:30 14:40

-RABBI/MD SHAIFULLAR MR<

*

9 SABRE BD 01520102045 RABBI<

*

7TAR/<

*

6RABBI<

*

ER<

TKDMPI
RECORD LOCATOR REQUESTED
1.1RABBI/MD SHAIFULLAR MR
1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2251/24MAR24 TKDMPI H

IR*

TKDMPI
1.1RABBI/MD SHAIFULLAR MR
1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*OYNRIJ /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2251/24MAR24 TKDMPI H

3.4. PNR creation

PNR Creation

For PNR Creation, we need Mandatory Five Fields

Duty Code	Action
1	Availability
0	Seat Sell
-	Name Insert
9	Agency Contact details
7	Ticketing Time Limit
6	Received From
ER	End and Retrieve
IR	Ignore and Retrieve

```

20MAY MON DAC/ZW6 SIN/W2
1 BG 584 J5 C5 D4 Y9 A9 UC N9 L9 H9 M9 B9 DAC SIN 08:30 14:40 738 0 4H 10MIN
E9 KC V6 PC SC QC OC TC GC
2 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 DAC BKK 11:30 15:00 738 0 2H 30MIN
E9 KC VC PC SC QC OC TC GC
3 TG 409 C9 D2 J2 Z2 I2 Y9 B9 M9 H9 Q9 T9 SIN 16:25 19:40 77M 0 2H 15MIN
K9 S9 X9 V7 W4 L2
4 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 DAC BKK 11:30 15:00 738 0 2H 30MIN
E9 KC VC PC SC QC OC TC GC
5 PG/TG 4889 C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 SIN 16:25 19:40 77M 0 2H 15MIN
G4 B4
6 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 DAC BKK 11:30 15:00 738 0 2H 30MIN
E9 KC VC PC SC QC OC TC GC
7 SQ 711 Z8 C8 J8 U8 D8 Y8 B8 E8 M8 H8 W8 SIN 18:30 21:55 787 0 2H 25MIN
Q8 N8 V8 G8 K8
8 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 DAC BKK 11:30 15:00 738 0 2H 30MIN
E9 KC VC PC SC QC OC TC GC
9 AC/SQ 5858 J7 C7 D7 Z7 P7 Y7 B7 M7 U7 H7 Q7 SIN 18:30 21:55 787 0 2H 25MIN
V7 W7 S7 T7 L7 K7 G7
SUBJECT TO GOVERNMENT APPROVAL
10 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 DAC BKK 11:30 15:00 738 0 2H 30MIN
E9 KC VC PC SC QC OC TC GC
11 PG/SQ 4787 C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 SIN 18:30 21:55 787 0 2H 25MIN
G4 B4

LONG TERM PROMOSPOTS AIR AVAIL TEST MESSAGE FOR 1 2 3 4 5 6 7

01Y1<

BOOKING STATUS: SEGMENTS ADDED TO PNR
1 BG 584 Y 20MAY MON DAC SIN SS1 08:30 14:40

-RABBI/HD SHAIFULLAR MR<

*

9 SABRE BD 01520102045 RABBI<

*

7TAR/=<

*

6RABBI<

*

ER<

```

TKDMPI

RECORD LOCATOR REQUESTED

1.1RABBI/MD SHAIFULLAR MR

1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG /E

TKT/TIME LIMIT

1.TAW/

PHONES

1.DAC SABRE BD 01520102045 RABBI

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

RECEIVED FROM - RABBI

CJ38.CJ38*AIN 2251/24MAR24 TKDMPI H

IR*

TKDMPI

1.1RABBI/MD SHAIFULLAR MR

1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*OYNRIJ /E

TKT/TIME LIMIT

1.TAW/

PHONES

1.DAC SABRE BD 01520102045 RABBI

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

RECEIVED FROM - RABBI

CJ38.CJ38*AIN 2251/24MAR24 TKDMPI H

Name insert

Entry code	Action
-HOQUE/MOHAMMAD SAIFUL MR	Enter single adult name
-FERDOUSE/JANNATUL MISS*C10	Enter with Child (Here C – Child Indicator & 10 Child Age of the year)
-I/WHITE/JENNY MISS*I10	Enter infant with (Here I – Infant Indicator & 10 Infant Months of Age)
3INFT/ WHITE/JENNY MISS/13-1.1	Send an SSR to the airline to inform that an infant is traveling with an adult
-1.2␣AHSAN	Change the name of the passenger. Only the first name will be changed not the last name
-1␣WHITE/JENNY MS	Change the whole name of passenger 1
-1␣	Delete all names in name item 1
-1-2␣	Delete name 1-2
-1.1,3.1␣	Delete names 1.1 and 3.1 only
-1.1␣ *C08	Correction Child Age

Sabre Red 360 (CERT)

File Edit View Tools Favorites Window Help Contact Us Admin

Marketplace

Sabre

A HOQUE MOHAMMAD SAIFUL MR B SO** C D E

TYPE COMMAND HERE

```
*A␣
NO NAMES
1 BG 584D 20JUN 4 DACSIN SS2 0830 1440 /DCBG /E
CJ38.CJ38*AIN 2240/24MAR24
-HOQUE/MOHAMMAD SAIFUL MR␣
*
-FERDOUSE/JANNATUL MISS*C10␣
*
-I/WHITE/JENNY MISS*I10␣
*
*A␣
1.1HOQUE/MOHAMMAD SAIFUL MR 2.1FERDOUSE/JANNATUL MISS*C10
3.I/IWHITE/JENNY MISS*I10
1 BG 584D 20JUN 4 DACSIN SS2 0830 1440 /DCBG /E
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
CJ38.CJ38*AIN 2247/24MAR24
```

Itinerary creation (Seat Sell)

<i>Entry code</i>	Action
01Y1	01- Number of Pax 01 & Y- Booking Class, 1-Line Number
01Y7M8	01- Number Of Pax 01 & Y- Booking Class 7-Line Number, M class Line number 8
01Y7*	Connecting flight/same class
01Y7LL	Waitlist segment
01Y7M8LL*	Waitlist connecting flights/different class
0AA	Surface segment (ARNK)
01Y1OPEN	Sell open segment

Long Seat Sell

Entry code	Action
0BG584D20MAYDAC SINNN1	Book a seat
0BG584D20MAYDAC SINLL1	Book a waitlist segment
0BG584D20MAYDAC SINGK1	Book passive segment
0BG584D20MAYDAC SINDS1	Book an open segment
0BGOPENYDAC SINDS1	Book an open segment without date

```

0BG584D20MAYDAC SINNN1 «
-----
0830 1440 1 M SEG 1 SS D /DCBG /E
SURNAME CHG NOT ALLOWED FOR BG-D FARECLASS
-----
    
```

Increase / Decrease Number in Party

Entry code	Action
,3	Increase all air segments to 3 seats
,3S2	Increase segment 2 to 3 seats
,2S3-4	Increase segment 3 and 4 to 2 seats

```

BOOKING STATUS: SEGMENTS ADDED TO PNR
1 BG          584  D   20MAY MON   DAC SIN          SS1 08:30      14:40
,2«
PARTY NOW 02 STARTING AT 01
*A«
NO NAMES
1 BG 584D 20MAY 1 DACSIN SS2 0830 1440 /DCBG /E
CJ38.CJ38*AIN 2259/24MAR24
    
```

Seat Sell from Non-Stop and Direct Flight

The screenshot shows the Sabre Red 360 (C36T) interface. The main window displays a list of flight options with columns for flight number, carrier, class, origin, destination, departure time, arrival time, fare, and duration. The flight list includes:

- 7 SQ 711 Z9 C9 J9 U9 D9 I9 Y9 B9 EL MC SIN 18:30 21:55 787 0 2H 25MIN
- 8 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 DAC BKK 11:30 15:00 738 0 2H 30MIN
- 9 AC/SQ 5858 J7 C7 D7 Z7 P7 Y7 B7 M7 U7 H7 SIN 18:30 21:55 787 0 2H 25MIN
- 10 BG 388 J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 DAC BKK 11:30 15:00 738 0 2H 30MIN
- 11 PG/SQ 4707 C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 SIN 18:30 21:55 787 0 2H 25MIN

Below the flight list, there are messages: "LONG TERM PROMOSPOTS AIR AVAIL TEST MESSAGE FOR 1 2 3 4 5 6 7".

The terminal window at the bottom shows the following text:

```

01Y1«
BOOKING STATUS: SEGMENTS ADDED TO PNR
1 BG          584  Y   28JUL SAT   DAC SIN          SS1 08:30      14:40
    
```

Sabre Red 360 (CERT)

File Edit View Tools Favorites Window Help Contact Us Admin

Marketplace

Sabre

C:JTB 50**

TYPE COMMAND HERE Send PF Keys Command Helper

128JULDAC SINWBG<

28JUL SAT DAC/ZY6 SIN/V2

1	BG	584	J9 C9 D6 Y9 A9 U9 N9 L9 H9 M9 B9 E9 K9 V9 P4 S4 Q4 O4 T4 G4	DAC SIN	08:38	14:48	738	0	4H 18MIN
From: DAC 28JUL at 08:30 To: SIN 28JUL at 14:40 Flight Time: 4h 18min Meals: Meal Equipment: BOEING 737-800 Operator: Everyday On-Time: No data Air Miles: No data Time Diff: +02:00 Connectivity: DCA E-Gate: Yes									
Passengers 1 Class DAC-SIN Y Sell									
2	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 K9 V9 PC SC QC OC TC GC	DAC BKK	11:30	15:00	738	0	2H 38MIN
3	TG	409	CR DR JR ZR YR BR MR HR QR TR KR SR VR WR LR	SIN	16:25	19:40	77W	0	2H 15MIN
4	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 K9 V9 PC SC QC OC TC GC	DAC BKK	11:30	15:00	738	0	2H 38MIN
5	PG/TG	4809	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 G4 B4	SIN	16:25	19:40	77W	0	2H 15MIN
6	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 K9 V9 PC SC QC OC TC GC	DAC BKK	11:30	15:00	738	0	2H 38MIN
7	SQ	711	Z9 C9 J9 U9 D9 I9 Y9 B9 EL MC	SIN	18:30	21:55	787	0	2H 25MIN

HELPER APPS

- Encode/Decode
- ETPR
- Itinerary
- Booking Services
- PNR Pricing
- No PNR Pricing
- Reinsurance
- Ticketing
- Sabre NDC Search and Book
- APS
- 小票票况生E (SSR CHILD/INF)
- 航班延误提醒 (Diagnostic)

Seat Sell from Connecting Flight

Sabre Red 360 (CERT)

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Marketplace

Sabre

C:JTB 50**

TYPE COMMAND HERE Send PF Keys Command Helper

B9 E9 K9 V9 PC SC QC OC TC GC

7	SQ	711	Z9 C9 J9 U9 D9 I9 Y9 B9 EL MC HC WC QC NC VC G9 KC X9	SIN	18:30	21:55	787	0	2H 25MIN
8	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 K9 V9 PC SC QC OC TC GC	DAC BKK	11:30	15:00	738	0	2H 38MIN
9	AC/SQ	5858	J7 C7 D7 Z7 P7 Y7 B7 M7 U7 H7 Q7 V7 W7 S7 T7 L7 K7 G7 ▲ SUBJECT TO GOVERNMENT APPROVAL	SIN	18:30	21:55	787	0	2H 25MIN
10	BG	388	J9 C9 D9 Y9 A9 UC N9 L9 H9 M9 B9 E9 K9 V9 PC SC QC OC TC GC	DAC BKK	11:30	15:00	738	0	2H 38MIN
11	PG/SQ	4707	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4 V4 G4 B4	SIN	18:30	21:55	787	0	2H 25MIN

LONG TERM PROMOSPOTS AIR AVAIL TEST MESSAGE FOR 1 2 3 4 5 6 7

LONG TERM PROMOSPOTS AIR AVAIL TEST MESSAGE FOR 1 2 3 4 5 6 7

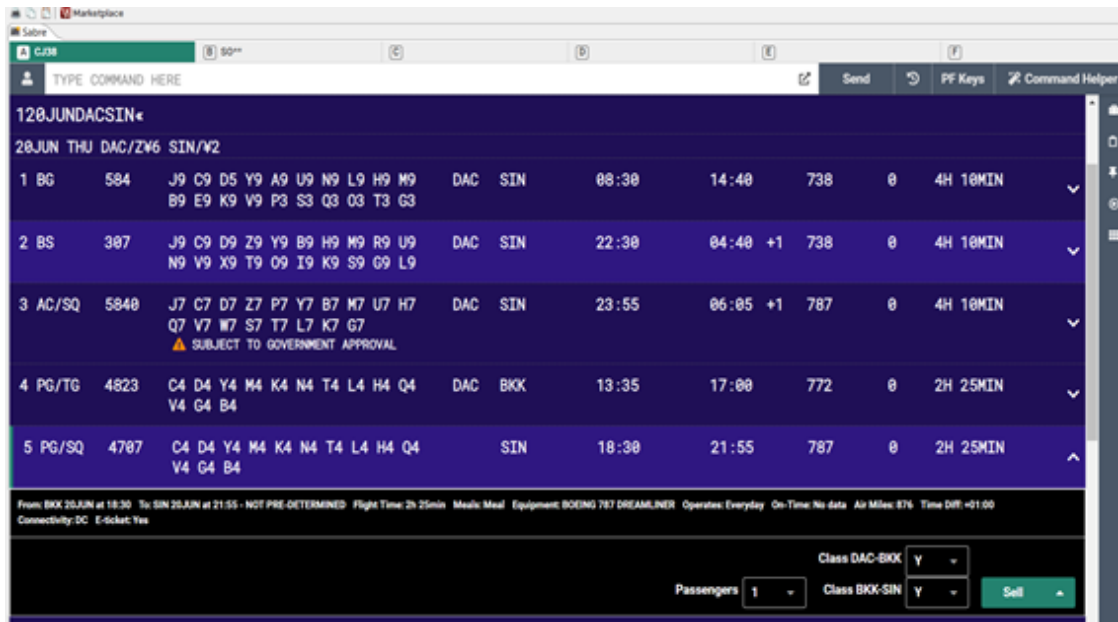
01Y2Y3<

BOOKING STATUS: SEGMENTS ADDED TO PNR

1	BG	388	Y	28JUL SAT	DAC BKK	SS1 11:30	15:00
2	TG	409	Y	28JUL SAT	BKK SIN	UC1 16:25	19:40

HELPER APPS

- Encode/Decode
- ETPR
- Itinerary
- Booking Services
- PNR Pricing
- No PNR Pricing
- Reinsurance
- Ticketing
- Sabre NDC Search and Book
- APS
- 小票票况生E (SSR CHILD/INF)
- 航班延误提醒 (Diagnostic)



Lowest Fare Search and Seat Sell

Entry Code	Action
JR.DAC/S-OYLON15APRBG	ONE WAY with Specified Carrier
JR.DAC/S-OYLON15APR/S-OYDAC20APR /P-2ADT1C091INF	Return Availability with PAX Identify: 2 Adult 1 Child 1 Infant
JR.DAC/S-OYKUL20JUN/S-ARUNKSIN/S-OYDAC25JUN	Surface Sector
JR.DAC/S-OYIST15APR/S-OYJFK20APR/S-OYDAC25APR	Circle Trip availability check
JR.DAC/S-OYKUL20JUN/S-ARUNKSIN/S-OYDAC25JUN/LC-Y-1439	See more Flight from surface sector
JR01	Seat Sell from Option number 1

Sabre Red 360 (ICRT)

File Edit View Tools Favorites Window Help Contact Us Admin

Marketplace

Sabre

HELPER APPS

Encode/Decode

RED APPS

ETDR

Itinerary

Booking Services

PNR Pricing

No PNR Pricing

Reinsurance

Ticketing

Sabre NDC Search and Book

APS

小语种订票 (SSR CHLD/INF)

订票前须知 (DM (Diagnostic))

Hilton

HILTS COOL PERKS

TYPE COMMAND HERE

Send PF Keys Command Helper

F1. PNR share F2. Ticket issue BG F3. printer assign F4. Fold F5. DOCD F6. ADT CHD INF L F7. DOCS F8. AIRUNK JR F9. Received F10. CLEAR F11. 97NDIR F12. Historical Fare

F13. PAX CTOM F14. CTCE F15. EMD issue F16. TDP F17. MH Baggage ... F18. WCHR F19. JR Return Etc. F20. ITINERARY ... F21. Ticket Mail F22. Auto Refund F23. Auto Release F24. Refund Cancel

JR.DAC/S-OYIST15APR/S-OYJFK20APR/S-OYDAC25APR<

ITINERARY OPTION 1

1	TK	713	Q	15APR	M	DAC	IST	0620	1215	333	0	/E
2	TK	1	Q	20APR	J	IST	JFK	1345	1730	77W	0	/E
3	TK	12	V	25APR	Q	JFK	IST	0020	1715	333	0	/E
3	TK	712	V	25APR	Q	IST	DAC	1815	0450	333	0	/E

1ADT 149437 149437

TOTAL FARE - BDT 149437

ITINERARY OPTION 2

1	TK	713	Q	15APR	M	DAC	IST	0620	1215	333	0	/E
2	TK	1	Q	20APR	J	IST	JFK	1345	1730	77W	0	/E
3	TK	2	V	25APR	Q	JFK	IST	1925	1235	77W	0	/E
3	TK	712	V	26APR	F	IST	DAC	1815	0450	333	0	/E

1ADT 149437 149437

TOTAL FARE - BDT 149437

ITINERARY OPTION 3

1	TK	713	Q	15APR	M	DAC	IST	0620	1215	333	0	/E
2	TK	1	Q	20APR	J	IST	JFK	1345	1730	77W	0	/E
3	TK	4	V	25APR	Q	JFK	IST	1240	0520	77W	0	/E

Sabre Red 360

File Edit View Tools Favorites Window Help Contact Us Admin

Marketplace

Sabre

HELPER APPS

Encode/Decode

RED APPS

Finder

Itinerary

Booking Services

PNR Pricing

No PNR Pricing

Reinsurance

Ticketing

APS

小语种订票 (SSR CHLD/INF)

TYPE COMMAND HERE

Send PF Keys Command Helper

JR01<

PSGR TYPE ADT - 01

CXR	RES	DATE	FARE BASIS	NVB	NVA	BG	
DAC							
IST	TK	M	15APR MFRT		15APR	02P	
NYC	TK	M	20APR MFRT		15APR	02P	
XIST	TK	Q	25APR QF1XPX		25APR	25APR 02P	
DAC	TK	Q	25APR QF1XPX		25APR	25APR 02P	
FARE	USD	1369.00	EQUIV BDT	150590			
TAX	BDT	50000	BDT	60000	BDT	79781XT	
TOTAL	BDT	236871					
ADT-01	MFRT	QF1XPX					
DAC	TK	IST	TK	NYC1010.00TK	X/IST	TK	DAC359.00NUC1369.00
END	ROE	1.00					
XT	BDT30000W	BDT405E5	BDT2905TR	BDT4804US	BDT767YC	BDT770XY	
XT	BDT422XA	BDT616AY	BDT62700YR	BDT1100P7	BDT537M6	BDT1100P8	
XT	BDT495XFJFK	4.5					
ENDOS*SEG1/2/3/4*NONEND/TK ONLY							
RATE	USED	1USD-1100BDT					

3.4.3 Phone field insert:

Entry code	Action
9 SABRE BD 01520102045 OVI-A	Add agent Contact details
9 SABRE BD 01520102045 OVI-B	Add Business contact details
9 01733638094 OVI-H	Add the name and the house phone number of the passenger
9 17404127 EXT 502-B	Add the business phone number and the extension of the passenger
-A	AGENT
-M	Mobile
-H	HOME/HOTEL
-B	BUSINESS
92□	REMOVE LINE 2
92□1115555 ABC TRAVELS REF TOM	Change Phone Number of line number 2

```

NO NAMES
 1 BG 584D 20MAY 1 DACSIN SS2 0830 1440 /DCBG /E
CJ38.CJ38*AIN 2314/24MAR24
-ZOBAIR/S M MR«
*
9 SABRE BD 01520102045 RABBI-A«
*
*A«
 1.1ZOBAIR/S M MR
 1 BG 584D 20MAY 1 DACSIN SS2 0830 1440 /DCBG /E
PHONES
 1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
CJ38.CJ38*AIN 2315/24MAR24

```

Ticketing field insert

Entry code	Action
7TAW14SEP/	PNR will be placed on Q9 on 14SEP
7TAW/	PNR will be placed on Q9 the same day

```

1.1ZOB AIR/S M MR
1 BG 584D 20MAY 1 DACSIN SS2 0830 1440 /DCBG /E
PHONES
1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
CJ38.CJ38*AIN 2315/24MAR24
7TAW/«
*
*A«
1.1ZOB AIR/S M MR
1 BG 584D 20MAY 1 DACSIN NN2 0830 1440 /PENDING /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
CJ38.CJ38*AIN 2318/24MAR24

```

Received field insert

Entry code	Action
6RABBI	The PNR request is received from RABBI
6ROBART	Changes received from Field

```

1.1ZOB AIR/S M MR
1 BG 584D 20MAY 1 DACSIN NN2 0830 1440 /PENDING /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
CJ38.CJ38*AIN 2318/24MAR24
6RABBI«
*
*A«
1.1ZOB AIR/S M MR
1 BG 584D 20MAY 1 DACSIN NN2 0830 1440 /PENDING /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2320/24MAR24

```

End of transaction

Entry code	Action
E	End transaction and remove PNR from Work area
ER	End of transaction and retrieve PNR
ET	End transaction and ignore PNR
EM	End and mail PNR to passenger
I	Ignore PNR
IR	Ignore and retrieve PNR

```

NO NAMES
 1 BG 584Y 20MAY 1 DACSIN SS1 0830 1440 /DCBG /E
CJ38.CJ38*AIN 2331/24MAR24
-BARAKAT/AZAD MR<
*
9 SABRE BD 01520102045 RABBI-A<
*
7TAW/<
*
6RABBI<
*
ER<
ODBKCU
RECORD LOCATOR REQUESTED
 1.1BARAKAT/AZAD MR
 1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG /E
TKT/TIME LIMIT
 1.TAW/
PHONES
 1.DAC SABRE BD 01520102045 RABBI-A
  
```

```

ODBKCU
RECORD LOCATOR REQUESTED
 1.1BARAKAT/AZAD MR
 1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG /E
TKT/TIME LIMIT
 1.TAW/
PHONES
 1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2331/24MAR24 ODBKCU H
IR<
ODBKCU
 1.1BARAKAT/AZAD MR
 1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*ODEYVZ /E
TKT/TIME LIMIT
 1.TAW/
PHONES
 1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2331/24MAR24 ODBKCU H
  
```

Miscellaneous Command of Sabre GDS

Retrieve PNR

Entry code	Action
*-RABBI	Retrieve PNR by name
*GHHKLB	Retrieve PNR by record locator
*BA162/25JULBAH-JANNAT	Retrieve PNR by flight details
*2	Display PNR from name list
*L	Display name list

Cancel Segment

Entry code	Action
X2	Cancel segment 2
X1/4	Cancel segment 1 and 4
X1-3	Cancel segment 1-3
XI	Cancel whole itinerary

Display PNR elements

Entry code	Action
*A	Display PNR
*I	Display itinerary
*N	Display names
*T	Display ticket field
*B	Display pre-reserved seats
*H	Display history
*P3	Display general facts
*FF	Display frequent flyer number
*PE	Display email address
*PQ	Display price quote
*P5	Display Remarks

*P7	Display Ticket Time Limit
-----	---------------------------

Insert/Move Segment

Entry code	Action
/2	Insert after segment 2
/2/1	Move segment 1 after segment 2
/0/4,5	Move segment 4 & 5 to 1st position
/1A	Insert ARNK after segment 1
/2/01Y7	Insert a sell after segment 2

Change Segment Status

Entry code	Action
EWR	Updates schedule changes/segment status
.1HK	Confirm segment number 1

Change Class of Service

Entry code	Action
WC1Q	Will change segment 1 to Q class
WC1Q/2B	Change segment 1 to Q and segment 2 to B
WCAY	Will change all segments to Y class

Divide (steps)-Use only when Change in Itinerary / Party

Entry code	Action
D1	Divide name item 1
D1.1*2.1	Divide name 1.1 and 2.1
Modify the divided PNR at this point	
6 RABBI	Add the received from field
F	File PNR

Modify the second PNR if needed (original)	
RABBI	Add the received from field
ER	End and Retrieve

ODDZWF
 1.1HOQUE/MOHAMMAD SAIFUL MR 2.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN HK2 0830 1440 /DCBG*ODBNVY /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0428/25MAR24 ODDZWF H

D1+

OYNINM
 1.1HOQUE/MOHAMMAD SAIFUL MR
 1 BG 584D 20MAY 1 DACSIN HK1 0830 1440 /DCBG /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 REMARKS
 1.DIVIDED/CJ38*AIN 0428/25MAR24 ODDZWF
 2.H-SPLIT FR/042847/25MAR24 ODDZWF 02/02 01/01 HOQUE/MOHAMMAD
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0428/25MAR24 OYNINM H

GR+

*

F+

RECORD FILED
 ODDZWF
 1.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN HK1 0830 1440 /DCBG*ODBNVY /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 REMARKS
 1.DIVIDED/CJ38*AIN 0428/25MAR24 OYNINM
 2.H-SPLIT TO/042847/25MAR24 OYNINM 02/02 01/01 RABBI/MD SHAIF
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0428/25MAR24 ODDZWF H

ER+

ODDZWF
 1.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN HK1 0830 1440 /DCBG*ODBNVY /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 REMARKS
 1.DIVIDED/CJ38*AIN 0428/25MAR24 OYNINM
 2.H-SPLIT TO/042847/25MAR24 OYNINM 02/02 01/01 RABBI/MD SHAIF
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0428/25MAR24 ODDZWF H

IR+

ODDZWF
 1.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN HK1 0830 1440 /DCBG*ODBNVY /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 REMARKS
 1.DIVIDED/CJ38*AIN 0428/25MAR24 OYNINM
 2.H-SPLIT TO/042847/25MAR24 OYNINM 02/02 01/01 RABBI/MD SHAIF
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0428/25MAR24 ODDZWF H

Clone PNR (copy)

Entry code	Action
IC	Ignore and clone itinerary
ICB2	Ignore and clone for 2 passengers
ICX1	Ignore and clone except segment 1
IC‡7	Ignore the current PNR and clone the itinerary for a number of days later (maximum 30)
ICAPD	Ignore and clone all passenger data

ODDZWF
 1.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN HK1 0830 1440 /DCBG*ODBNVY /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 REMARKS
 1.DIVIDED/CJ38*AIN 0428/25MAR24 OYNINM
 2.H-SPLIT TO/042847/25MAR24 OYNINM 02/02 01/01 RABBI/MD SHAI F
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0428/25MAR24 ODDZWF H

ICAPD<


 IGD
 1.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN SS1 0830 1440 /DCBG /E
 TKT/TIME LIMIT
 1.TAW/

ADD TO PNR

\\JC\Users\apiAppData\Local\Sabre Red Workspace\CERT\Profile\org.scipae.equinox.p2.engine\profile\registry\CJ38_4340\profile\configuration\org.scipae.org\bundles\226\1\q/web/index.html

03/2024, 15:32



Sabre Red 300

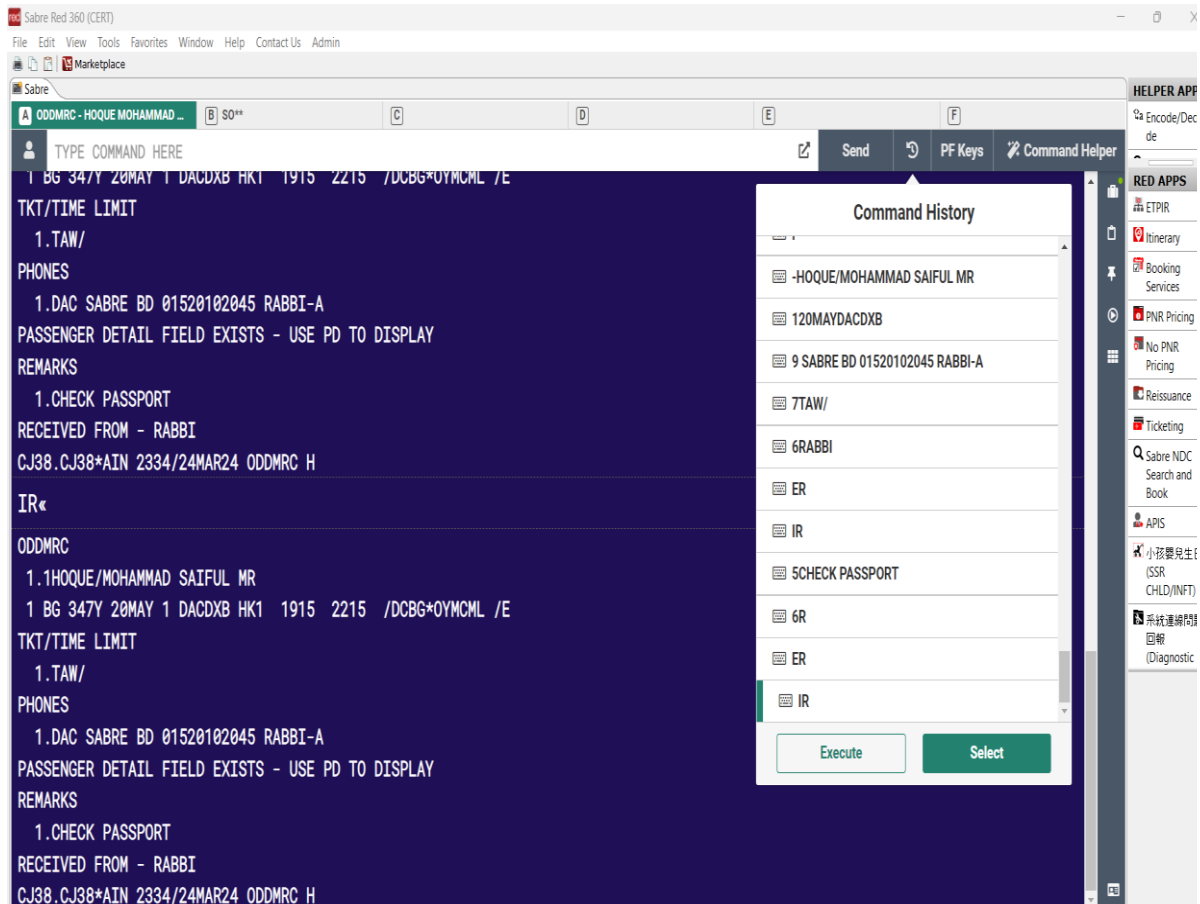
PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 CJ38.CJ38*AIN 0432/25MAR24

><

1.1RABBI/MD SHAIFULLAR MD
 1 BG 584D 20MAY 1 DACSIN SS1 0830 1440 /DCBG /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 CJ38.CJ38*AIN 0432/25MAR24

Remarks

Entry code	Action
5CHECK PASSPORT	General remark
51  NEW TEXT	Change itinerary remark
51 	Delete remark from line



The screenshot shows the Sabre Red 360 (CERT) application interface. The main terminal window displays the following text:

```

1 BG 347Y 20MAY 1 DACDXB HK1 1915 2215 /DCBG*OYMCML /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
REMARKS
1.CHECK PASSPORT
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2334/24MAR24 ODDMRC H
IR<
ODDMRC
1.HOQUE/MOHAMMAD SAIFUL MR
1 BG 347Y 20MAY 1 DACDXB HK1 1915 2215 /DCBG*OYMCML /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BD 01520102045 RABBI-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
REMARKS
1.CHECK PASSPORT
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2334/24MAR24 ODDMRC H
  
```

A "Command History" pop-up window is overlaid on the right side of the terminal, listing the following commands:

- HOQUE/MOHAMMAD SAIFUL MR
- 120MAYDACDXB
- 9 SABRE BD 01520102045 RABBI-A
- 7TAW/
- 6RABBI
- ER
- IR
- 5CHECK PASSPORT
- 6R
- ER
- IR

At the bottom of the Command History window, there are two buttons: "Execute" and "Select".

3.5. Special Service Request (SSR) and Other Supplementary Information (OSI) insertion

Special Service Request (SSR) and Other Supplementary Information (OSI)

Entry code	Action
3VGML1-2.1	Request vegetarian meal for segment 1 passenger 2.1
3MOML2,3-1.1,2.1	Request Muslim meal for segment 2 and 3 passenger 1.1 and 2.1
3BSCT-1.1	Request baby cot for passenger 1.1
3NSST1/12A-1.1	Request seat 12A for segment 1 passenger 1.1
3TKNM/12345678904455-1.1	Advise ticket number manually
N*/TICKET NUMBER	
31□PASSENGER SPEAKS FRENCH ONLY-3.1	Change an SSR facts for all airline in the PNR for passenger 3.1
31□	Cancel SSR item from
41□	Cancel AA messages

OSI-Other Service Information

Entry code	Action
3OSI AI CHD AGE 6 YRS	Send OSI message to a particular airline in the PNR
3OSI AI CIP CEO OF SABRE BANGLADESH-1.1	Send OSI message to a particular airline in the PNR for a specific passenger
31□PASSENGER SPEAKS FRENCH ONLY-3.1	Change an OSI facts for all airline in the PNR
31□EK VIP PASSNGER-2.1	Change an OSI facts for a particular airline in the PNR
32□	Delete an OSI Remark

Special Service Request (SSR): Advance Passenger Information System (APIS)-DOCS, DOCO, DOCA

DOCS (Passport information)

Entry code	Action
DOCS(Passport Information)	3DOCS/P/BD/AC012546/BD/15JAN89/M/15DEC31/RABBI/ MD SHAIFULLAR -1.1
	3DOCS/P/BGD/BF029287/BGD/09SEP23/MI/20SEP33/AZMAIN/AZ AD MSTR-1.1
3	TRANSACTION CODE
DOCS	SSR CODE FOR TRAVEL DOCUMENT
P	TRAVEL DOCUMENT TYPE (PASSPORT)
BD	DOCUMENT ISSUING COUNTRY/STATE
AC012546	TRAVEL DOCUMENT NUMBER (PASSPORT NUMBER)
BD	PASSENGER/CREW NATIONALITY
15JAN89	DATE OF BIRTH
15DEC31	TRAVEL DOCUMENT EXPIRY DATE (PASSPORT EXPIRE DATE)
RABBI	SURE NAME/LAST NAME
MD SHAIFULLAR	GIVEN NAME/FIRST NAME
1.1	PASSENGER LINE NUMBER
MI/ FI	Male Infant/Female Infant Code always added with adult pax no
*P3D	Check DOCS/DOCO Details
36.XX	Delete DOCS(Here 6 is DOCS line number)

IR*

OYMEZV
 1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*C08
 3.I/1KHAN/MAHBUB*I10
 1 BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKAH /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
 GENERAL FACTS
 1.SSR CHLD BG HK1/10MAR15
 2.SSR INFT BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 0448/25MAR24 OYMEZV H

P3D

GENERAL FACTS
 3.SSR DOCS BG HK1/P/BGD/BF09876/ 1.1 KHAN/RABBI MR
 BGD/23JUN92/M/28JUN24/KHAN/RAB
 BI
 4.SSR DOCS BG HK1/P/BGD/BF09879/ 2.1 KHAN/JANNAT MISS
 BGD/10MAR15/F/28JUN24/KHAN/JAN
 NAT
 5.SSR DOCS BG HK1/P/BGD/BF09871/ 1.1 KHAN/RABBI MR
 BGD/14MAR23/MI/28JUN24/KHAN/MA
 HBUB

DOCO (Visa information)

Entry code	Action
3DOCO/BD/V/1209876/BD/12JUN22/US//11JUN27-1.1	Insert Adult Visa Information
3DOCO/BD/V/1209887/BD/12JUN22/US/I/12JUN24-1.1	Insert Infant Visa Information I Infant Indicator
3	TRANSACTION CODE
DOCO	SSR CODE FOR TRAVEL DOCUMENT /VISA
BD	BIRTH COUNTRY OF VISA HOLDER
V	TRAVEL DOCUMENT TYPE/ VISA
1209876	VISA NUMBER
BD	VISA ISSUE COUNTRY
12JUN22	VISA ISSUE DATE
US	VISA FOR TRAVELING COUNTRY
11JUN27	VISA EXPIRY DATE
1.1	PASSENGER LINE NUMBER
*P3D	Check DOCO Details
37.XX	Delete DOCO

DOCO

OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*C08
3.I/1KHAN/MAHBUB*I10
1 BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFT BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 0448/25MAR24 OYMEZV H

3DCCO/BD/V/1209876/BD/12JUN22/SG//12JUN24-1.1*

*

3DCCO/BD/V/1209871/BD/12JUN22/SG//12JUN24-2.1*

*

3DCCO/BD/V/1209874/BD/12JUN22/SG/I/12JUN24-1.1*

*

6RABBI*

*

ER*

OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*C08
3.I/1KHAN/MAHBUB*I10
1 BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFT BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 0448/25MAR24 OYMEZV H

OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*C08
3.I/1KHAN/MAHBUB*I10
1 BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFT BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 0448/25MAR24 OYMEZV H

P3D

GENERAL FACTS
3.SSR DOCO BG HK1/BD/V/1209876/B 1.1 KHAN/RABBI MR
D/12JUN22/SG//12JUN24
4.SSR DOCO BG HK1/BD/V/1209871/B 2.1 KHAN/JANNAT MISS
D/12JUN22/SG//12JUN24
5.SSR DOCO BG HK1/BD/V/1209874/B 1.1 KHAN/RABBI MR
D/12JUN22/SG/I/12JUN24

DOCA (Destination information)

3DOCA/D/US/HOTEL MARRIOTT 85 LANE/DALLAS/TX/75051-1.1	
3	TRANSACTION CODE
DOCA	SSR CODE FOR ADDRESS DETAILS
D	TYPE OF ADDRESS D – DESTINATION, R - RESIDENCE
US	COUNTRY TWO LETTER CODE
HOTEL MARRIOTT 85 LANE	ADDRESS DETAILS
DALLAS	CITY
TX	STATE/PROVINCE TWO LETTER CODE
75051	ZIP CODE/POSTAL CODE
1.1	PASSENGER LINE NUMBER
3	TRANSACTION CODE
*P3D	Check DOCA Details
38.XX	Delete DOCA

CTC (Contact information)

Entry code	Action
3CTCM/01755585650-1.1	Add passenger mobile number (1.1 is pax line number)
3CTCE/Shafullahrabbidu//gmail.com-1.1	Add passenger Email Use // instead of @
34 □	Delete Line number 4
3PCTC/NAME OF DESTINATION PERSON/US PHONE NUMBER OF ABROAD -1.1	Add Destination contact details

```

OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*008
3.I/1KHAN/MAHBUB*I10
1.BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFET BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
RECEIVED FROM - RABBI
CJ3B.CJ3B*AIN 0448/25MAR24 OYMEZV H
-----
3CTCM/01520102045-1.1*
-----
3CTCE/SHAIFULLAR.RABBI//SABRETN.COM 00-1.1*
-----
GRABBI*
-----
ER*
-----
OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*008
3.I/1KHAN/MAHBUB*I10
1.BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFET BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
6.SSR CTCM BG HK1/01520102045
7.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM 00
RECEIVED FROM - RABBI
CJ3B.CJ3B*AIN 0448/25MAR24 OYMEZV H

```

Wheelchair

Entry code	Action
3WCHR/UNBL TO WALK LONG DSTNC NONMEDA-1.1	Wheel chair request
3OSI SQ PAX NEED WCHR DUE TO SICKNESS-1.1	Wheel chair request
310□	Remove wheel chair

Meal request

Entry code	Action
DU*/SPM	Display all special meals codes
DU*/SPM‡KU	Display special meals codes by carrier
3DBML-1.1	DIABETIC MEAL for PAX 1
3CHML-2.1	CHILD MEAL for PAX 2

DU*/SPM<

SPEC MEALS TABLE

AVML	ASIAN VEGETA MEAL
BBML	BABY MEAL
BLML	BLAND MEAL
CHML	CHILD MEAL
DBML	DIABETIC MEAL
FPML	FRUIT PLATTER
GFML	GLUTEN INTOLERANT
HNML	HINDU
KSML	KOSHER
LCML	LOW CALORIE
LFML	LOW FAT MEAL
LSML	LOW SALT MEAL
MOML	MUSLIM MEAL
NLML	NON LACTOSE MEAL
NOML	NO MEAL REQUIRED
NSML	NO SALT MEAL
PFML	PEANUT FREE MEAL
RVML	VEG RAW MEAL

OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*C08
3.I/1KHAN/MAHBUB*I10
1 BG 584J 20MAY 1 DACSIN HK2 0830 1440 /DCBG*OYLKHAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFT BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
6.SSR CTCM BG HK1/01520102045
7.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 0448/25MAR24 OYMEZV H

3DBML-1.1

*

3CHML-2.1

*

3DBML-1.1

*

6RABBI

*

ER

IR

The screenshot shows the Sabre Red 360 (CERT) interface. The terminal window displays the following content:

```
IR<
OYMEZV
1.1KHAN/RABBI MR 2.1KHAN/JANNAT MISS*C08
3.I/1KHAN/MAHBUB*I10
1 BG 584J 20MAY 1 DACSIN HK2 0830 1440 SPM /DCBG*OYLKHAH /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD BG HK1/10MAR15
2.SSR INFT BG KK1 DACSIN0584J20MAY/KHAN/MAHBUB/14MAR23
6.SSR CTCM BG HK1/01520102045
7.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
8.SSR DBML BG KK1 DACSIN0584J20MAY
9.SSR CHML BG KK1 DACSIN0584J20MAY
10.SSR BBML BG KK1 DACSIN0584J20MAY
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 0448/25MAR24 OYMEZV H
```

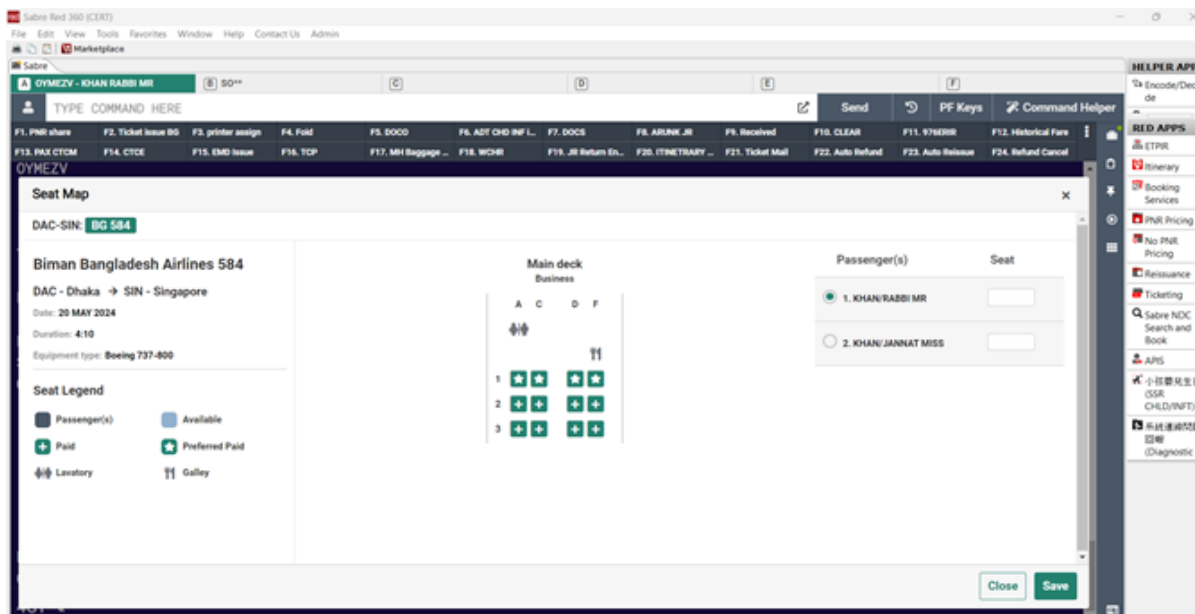
The Command History panel on the right lists the following commands:

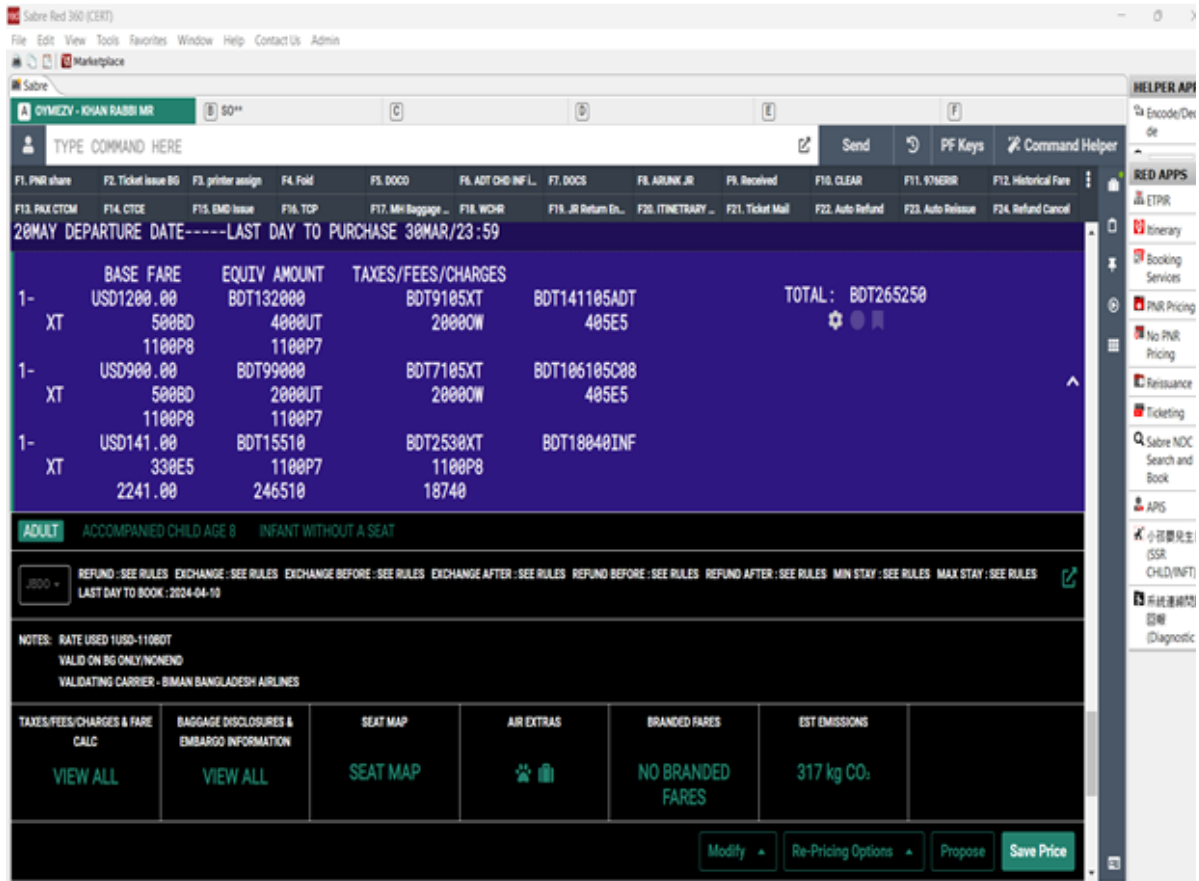
- 3CTCE/SHAIFULLAR.RABBI//SABRETN.COM...
- 6RABBI
- ER
- IR
- IR
- 3DBML-1.1
- 3CHML-2.1
- 3BBML-1.1
- 6RABBI
- ER
- IR

Buttons for 'Execute' and 'Select' are visible at the bottom of the Command History panel.

Seat assign

Entry code	Action
4G1*	Display seat map for segment 1
MD	Move down in the map display
4G1/12AB	Book 2 seats on segment 1, 12A and 12B
4G1/12AB14AB	Book non-consecutive seats
4G1/12A-1.1	Book seat 12A on segment 1 for passenger 1.1
4G1/NW	Request non-smoking, window seat, Generic seat request
*B	Display booked seats
4GX2	Cancel seats for segment 2
4GX1/12A	Cancel specific seat from segment 1
4GXALL	Cancel all seats
3NSST/NW-1.1«	Request a non-smoking window seat for passenger 1.1 (for non-interactive carriers)





Mileage card/ Frequent Flyer Number

Entry code	Action
FFBG123456-1.1	Add frequent flyer number for Passenger 1.1
FFGF123456/BA-1.1	Enter FF Number for GF when flying BA
PT*BA	FF agreement between airlines
PT*	Display the entire list of carriers participating in FF Frequent Flyer Exchange/ Partnership agreements
*FF	Display FF number
FF1☒	Delete FF number
FF1☒EK123456	Change FF Number for line number 1

Meet and Assist

Entry code	Action
3MAAS/MEET and ASSIST-1.1	Meet and Assist Request

Language Assist

Entry code	Action
3LANG/PAX KNOW ONLY BANGLA-1.1	Language Assist request

Flight Information

Entry code	Action
VA*1	Flight details from availability
VI*1	Flight details from itinerary
VI*	Flight details-the whole PNR
V*BA162/23JUL	Verify specific flight details
2BA164/25JUL	FIFO-flight information

VIP/ CIP message

Entry code	Action
3VIPP/Pax Minister-1.1 (VIP Pax for BG) 3VVIP/Pax Minister-1.1 (VVIP Pax for BG) 3CVIP/Pax is CIP-1.1 (CIP or Corporate Pax for BG)	Only for BG VIP, CIP and VVIP message
3OSI AI VIP JUSTICE BD SUPREME COURT	For other airlines VIP message
3OSI AI VIP JUSTICE BD SUPREME COURT	For other airlines VIP message

Total Complete Party (TCP)

Entry code	Action
3OSI BG PAX TRAVELING TCP2 WZ AIRLINES PNR	TCP request
Entry code	Action

Fare quotation

Entry code	Action
FQDACLON25JUN-BG	Display specific airline's fares
FQDACLON25JUN/BDT	Display fares for all airlines in BDT
FQDACLON25JUNSP-BG	Specific airline's special fares
FQNYCWAS23JUNPM-AA	Specific airline's promotional fare
FQDXBPAR25JUNSP ¥R10JUL-EK	Specific airline's special fares with return
FQ*	Redisplay last FQ
FQ*YZ	Change FQ to other fare type
FQ*-GF	Change FQ to other carrier
FQ*15JUN	Change to other date

```

FQDACLON25JUN-BG<<
-----
DAC-LON      CXR-BG      TUE 25JUN24      BDT
BG  0/ 0/ 2  WY  0/ 0/ 1  GF  0/ 0/ 3  EK  0/ 0/24  SQ  0/ 0/ 2
EY  0/ 0/ 4  BA  0/ 0/11  QR  0/ 0/14  AI  0/ 0/ 4  SV  0/ 0/ 6
TG  0/ 0/ 3  CZ  0/ 0/ 3  MH  0/ 0/ 2  TK  0/ 0/ 5  KU  0/ 0/ 2
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
USD CONVERTED TO BDT USING BSR 1 USD - 110 BDT
BG      DACLON.EH      25JUN24      MPM 6628
  V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
  1  KLBD6M      ¥           82500 K 01APR-30JUN -/ 6M EH01
  2  BLBD6M      ¥           89650 B 01APR-30JUN -/ 6M EH01
  3  KLBDAP0     ¥    47740           K 01APR-30JUN -/12M EH01
  4  HLBD6M      ¥           100650 H 01APR-30JUN -/ 6M EH01
  5  KLBDO       ¥    52250           K 01APR-30JUN -/12M EH01
  6  KLBDR       ¥           104500 K 01APR-30JUN 3/12M EH01
  7  BLBDO       ¥    57750           B 01APR-30JUN -/12M EH01
  8  BLBDR       ¥           115500 B 01APR-30JUN -/12M EH01
  9  LLBD6M      ¥           121000 L 01APR-30JUN -/ 6M EH01
 10  HLBDR       ¥           126500 H 01APR-30JUN -/12M EH01
 11  HLBDO       ¥    63250           H 01APR-30JUN -/12M EH01

```

Rules display from FQ

Entry code	Action
RD2	Display rule number 2
RD2*M	Display menu of rule 2

RD2*10/16/07	Display specific categories of rule 2
RD**	Redisplay last rule
RD*RTG	Display routing

The screenshot shows the Sabre Red 300 interface with a command window. The command entered is RD2*16. The output displays flight details for a route from DAC to LON, including fare basis (BLBD6M), season (89650 B 01APR-30JUN -/ 6M EH01), and various restrictions. It also shows a section for penalties, including a note about voiding tickets and a detailed breakdown of voluntary change fees based on the time before departure and the fare origin (Bangladesh or U.K.).

```

RD2*16*
V FARE BASIS AP FARE-OW FARE-RT BK SEASON MINMAX RTG
2 BLBD6M ¥ 89650 B 01APR-30JUN -/ 6M EH01
PASSENGER TYPE-ADT AUTO PRICE-YES
FROM-DAC TO-LON CXR-BG TVL-25JUN24 RULE-EU40 IPREUAS/4
FARE BASIS-BLBD6M NORMAL FARE DIS-N VENDOR-ATP
FARE TYPE-ER RT-ECONOMY RESTRICTED
USD 815.00 0010 E03FEB22 D-INFINITY FC-BLBD6M FN-
SYSTEM DATES - CREATED 02FEB22/2108 EXPIRES INFINITY

16.PENALTIES
NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
VOID CHARGE-
-----
IF ANY TICKET VOIDED WITHOUT CANCELLING
RESERVATION THEN CHARGE SHALL BE USD100 PLUS
APPLICABLE NO SHOW
-----
NEW RESERVATION REISSUE/ REVALIDATION
MUST BE MADE ON THE SAME DAY AT THE SAME TIME
ELSE THE HIGHEST CHARGE SHALL BE APPLIED.NO

```

```

-----
VOLUNTARY CHANGE FEE
-----
IF REQUEST IS MADE MORE THAN 72 HOURS BEFORE
DEPARTURE PENALTY IS -
FOR FARE ORIGIN BANGLADESH-USD 100
FOR FARE ORIGIN U.K.-----GBP 80
-----
IF REQUEST IS MADE LESS THAN 72 HOURS BEFORE
DEPARTURE PENALTY IS -
FOR FARE ORIGIN BANGLADESH-USD 160
FOR FARE ORIGIN U.K.----- GBP 120
-----
NO SHOW PENALTY IS -
FOR FARE ORIGIN BANGLADESH----USD 160
FOR FARE ORIGIN UK--- GBP 150
-----
IN THE EVENT OF DOWNGRADE TO LOWER FARE IGNORE
RESIDUAL VALUE.
-----
THERE IS NEVER A PENALTY CHARGE FOR INFANTS NOT
OCCUPYING A SEAT. ALL OTHER CHILDREN AND INFANT

```

VOLUNTARY REFUNDS

REFUND PENALTY WILL BE DETERMINED BY SYSTEM
BASING ON FLIGHT DATA MENTIONED ON TICKETS ONLY.
TAKE REFUND ACTION SIMULTANEOUSLY AT THE TIME OF
PNR CANCELLATION OR RESERVATIONS.
SYSTEM ALWAYS ASSUME THE REFUND ACTION TIME-
NOT THE TIME OF CANCELLATION OF PNR.

IF REQUEST IS MADE MORE THAN 72 HOURS BEFORE
DEPARTURE PENALTY IS -
FOR FARE ORIGIN BANGLADESH -USD 100
FOR FARE ORIGIN U.K.- GBP 150

IF REQUEST IS MADE LESS THAN 72 HOURS BEFORE
DEPARTURE PENALTY IS -
FOR FARE ORIGIN BANGLADESH- USD 200
FOR FARE ORIGIN UK - GBP 200

NO SHOW REFUND PENALTY IS -
FOR FARE ORIGIN BANGLADESH-USD 200

3.6. Fare quotation is practiced

Fare check

Entry code	Action
WPABG	Will price (as booked)
WPABG¥S1/3	Price with segment select
WPABG¥N1.1/3.1	Price with name select
WPABG¥PADT/CNN	Price with passenger types select
WPABG¥N2.1¥PC07	Child Fare check
WPABG¥N3.1¥PINF	Infant Fare check
WPNCB	Lower fare check from booking flight
WPNI	Lower fare comparison specific route
PQ	Price Quote or Save fare

Sabre Red 360 (CERT)

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Marketplace

Sabre

A CUB B S0** C D E F

TYPE COMMAND HERE Send PF Keys Command Helper

V4 G4 B4

9	MH	183	J9 C9 D9 Z8 I2 Y9 B9 H9 K9 M9	DAC KUL	12:15	18:20	738	0	4H 05MIN
L9 VC SC NC QC OC GL									
10	MH/SQ	5845	J4 C4 D4 ZC Y9 B9 H9 K9 ML L9	SIN	20:40	21:50	359	0	1H 10MIN
V9 S9 NC QC									
11	PG/TG	4823	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4	DAC BKK	13:35	17:00	772	0	2H 25MIN
V4 G4 B4									
12	PG/SQ	4709	C4 D4 Y4 M4 K4 N4 T4 L4 H4 Q4	SIN	20:10	23:30	787	0	2H 20MIN
V4 G4 B4									

BOOKING STATUS: SEGMENTS ADDED TO PNR

1 BG 584 D 20MAY MON DAC SIN SS1 08:30 14:40

DAC-SIN: BG 584

From: DAC 20MAY at 08:30 - TERMINAL 2 To: SIN 20MAY at 14:40 - TERMINAL 3 Flight Time: 4h 10min Meals: Meal Equipment: BOEING 737-800 Operates: No data Connectivity: No data E-ticket: Yes

BRANDED FARES	SEAT MAP	AIR EXTRAS	AMENITIES
NO BRANDED FARES	SEAT MAP		AMENITIES

Return Availability Modify Pricing Options

HELPER APP

- Encode/Decode
- RED APPS
 - ETPR
 - Itinerary
 - Booking Services
 - PNR Pricing
 - No PNR Pricing
 - Reissuance
 - Ticketing
 - Sabre NDC Search and Book
 - APIS
 - 小孩嬰兒生日 (SSR CHLD/INFT)
 - 系統連線問題回報 (Diagnostic)

WPNCB - Rebook to Lowest Available
 WP - Price Current Itinerary
 WPNC - View Lowest Available
 WPNCB - View Lowest Regardless of Availability
 WPA - Alternative Pricing
 WPAS - Alternative Pricing Regardless of Availability
 WPNI - Compare Low Fare Options
 Advanced Pricing Options

Fare breakdown

Sabre Red 360 (CERT)

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Marketplace

Sabre

A CUB B S0** C D E F

TYPE COMMAND HERE Send PF Keys Command Helper

WPABG*

20MAY DEPARTURE DATE-----LAST DAY TO PURCHASE 30MAR/23:59

	BASE FARE	EQUIV AMOUNT	TAXES/FEES/CHARGES		TOTAL:
1-	USD1200.00	BDT132000	BDT9105XT	BDT141105ADT	BDT265250
XT	5000D	4000UT	2000OW	405E5	
1-	USD900.00	BDT99000	BDT7105XT	BDT106105C08	
XT	5000D	2000UT	2000OW	405E5	
1-	USD141.00	BDT15510	BDT2530XT	BDT10040INF	
XT	330E5	1100P7	1100P8		
	2241.00	246510	10740		

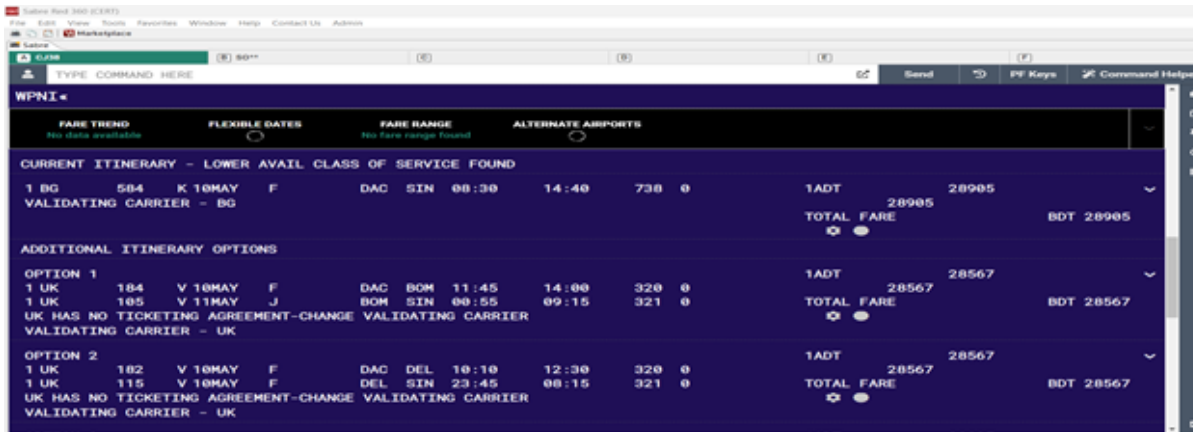
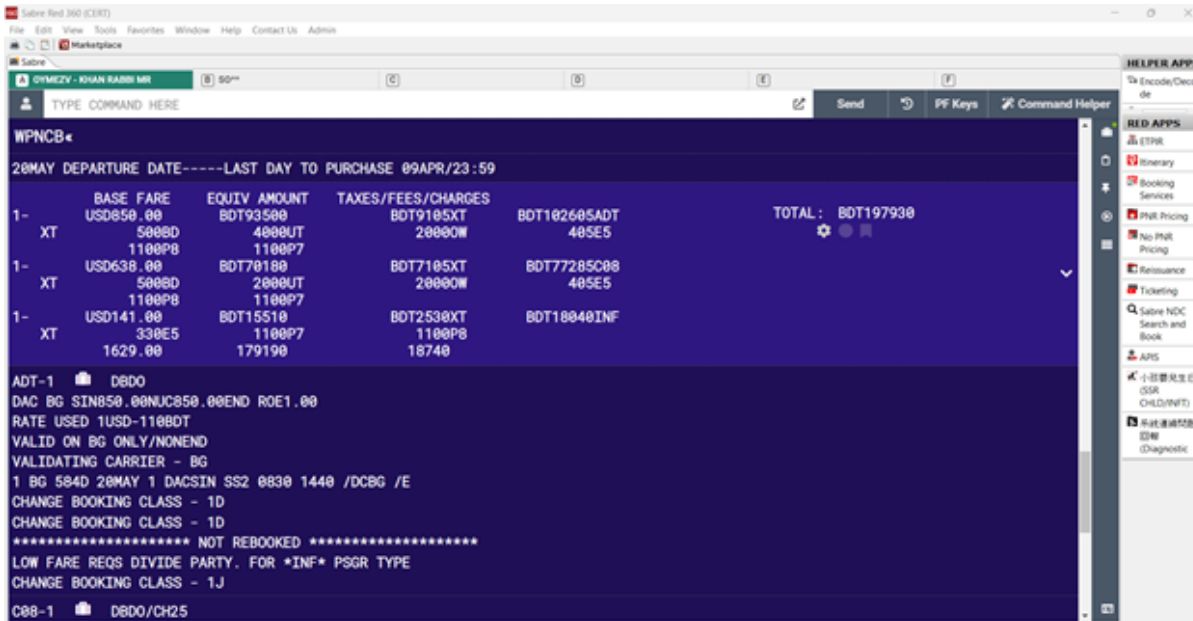
ADT-1 J800
 DAC BG SIN1200.00NUC1200.00END ROE1.00
 RATE USED 1USD-1100DT
 VALID ON BG ONLY/NONEND
 VALIDATING CARRIER SPECIFIED - BG

C08-1 J800/CH25
 DAC BG SIN900.00NUC900.00END ROE1.00
 RATE USED 1USD-1100DT
 VALID ON BG ONLY/NONEND
 EACH C08 REQUIRES ACCOMPANYING ADT
 VALIDATING CARRIER SPECIFIED - BG

INF-1 JTN

HELPER APP

- Encode/Decode
- RED APPS
 - ETPR
 - Itinerary
 - Booking Services
 - PNR Pricing
 - No PNR Pricing
 - Reissuance
 - Ticketing
 - Sabre NDC Search and Book
 - APIS
 - 小孩嬰兒生日 (SSR CHLD/INFT)
 - 系統連線問題回報 (Diagnostic)



Fare save

Entry code	Action
PQ	Retain itinerary price response
PQD-ALL	Delete all stored fares
PQD3	Delete stored fare in PQ number 5
PQD1/5	Delete stored fares in PQ number 1 and 5
PQD2-4	Delete stored fares from PQ number 2 to 4
*PQ (Price Quote record number)	Display stored fares
*PQ1/3	Display stored fares in PQ 1 and 3
*PQN1.1	Display stored fares for name number 1.1
*PQH	Display history for stored fares PQ History contains only deleted items

Sabre Red 360 (CERT)

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Marketplace

Sabre

OYMCQC - RABBI MD SHAFULLA... 50**

TYPE COMMAND HERE

Send PF Keys Command Helper

HELPER APPS

- ETPR
- Inventory
- Booking Services
- Full Pricing
- No Full Pricing
- Insurance
- Ticketing
- Sabre NDC Search and Book
- APIs
- 小语种原生引擎 (SSR CHILD/INF)
- 航班保障助理 引擎 Diagnostic

OYMCQC

1.1RABBI/MD SHAFULLAR MR

1 BG 584Y 10MAY 5 DACSIN HK1 0830 1440 /DCBG*OYLLME /E

TKT/TIME LIMIT

1.TAW/

PHONES

1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

RECEIVED FROM - RABBI

CJ38.CJ38*AIN 1246/25MAR24 OYMCQC H

WPABG<

10MAY DEPARTURE DATE-----LAST DAY TO PURCHASE 08APR/23:59

	BASE FARE	EQUIV AMOUNT	TAXES/FEES/CHARGES		TOTAL: BDT64105
1-	USD500.00	BDT55000	BDT9105XT	BDT64105ADT	
XT	500BD	4000UT	2000OW	405E5	
	1100P8	1100P7			
	500.00	55000	9105		

ADT-1 YBDO

DAC BG SIN500.00NUC500.00END ROE1.00

RATE USED 1USD-1100BT

VALID ON BG ONLY/NONEND

VALIDATING CARRIER SPECIFIED - BG

PQ<

PRICE QUOTE RECORD RETAINED

FARE RECORD-ADT-AUTO PRICED -ATPC

PQ 1 LAST DAY TO TICKET TKT/TL 08APR24/2359 INPUT PTC - ADT

1.1RABBI/MD SHAFULLAR MR

VALIDATING CARRIER - BG

1 ODAC BG 584Y 10MAY 0830 YBDO OK 10MAY2530K

SIN

	BASE FARE	EQUIV AMT	TAXES/FEES/CHARGES	TOTAL
	USD500.00	BDT55000	9105XT	BDT64105
XT	500BD	4000UT	2000OW	405E5
	1100P8	1100P7		

DAC BG SIN500.00NUC500.00END ROE1.00

VALID ON BG ONLY/NONEND

PRICING TRAILER MSG

VALIDATING CARRIER SPECIFIED - BG

```

*PQ<
FARE RECORD-ADT-AUTO PRICED      -ATPC
PQ 1 LAST DAY TO TICKET TKT/TL 08APR24/2359      INPUT PTC - ADT

1.1RABBI/MD SHAIFULLAR MR
VALIDATING CARRIER - BG
1 ODAC BG 584Y 10MAY 0830  YBDO      OK      10MAY2530K
SIN

      BASE FARE      EQUIV AMT      TAXES/FEES/CHARGES      TOTAL
      USD500.00      BDT55000      9105XT      BDT64105
XT      500BD      4000UT      2000W      405E5
      1100P8      1100P7
DAC BG SIN500.00NUC500.00END ROE1.00

VALID ON BG ONLY/NONEND

PRICING TRAILER MSG
VALIDATING CARRIER SPECIFIED - BG

WPABG

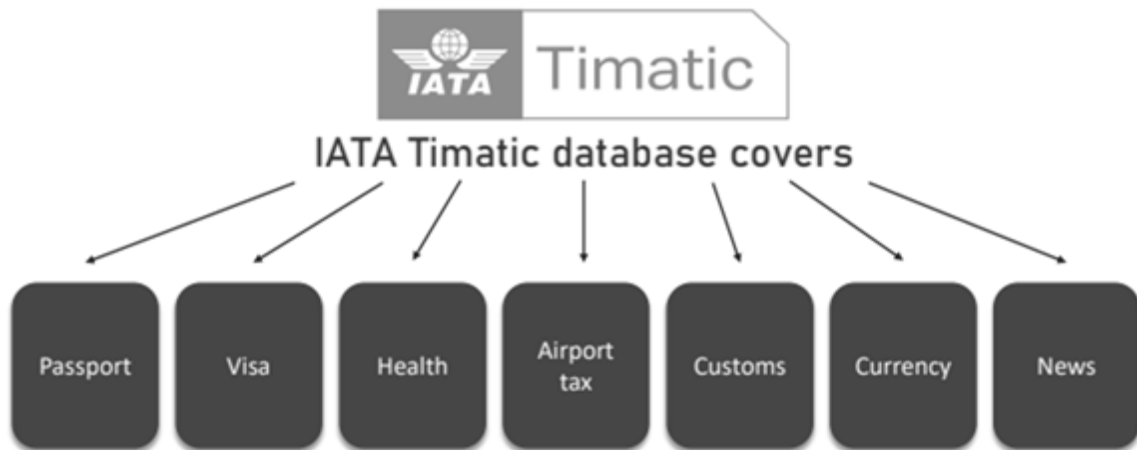
```

Email Sending Process

Entry code	Action
PE#EMAIL ADDRESS# 6R	Add email address to PNR
EM	End and mail PNR to the passenger
EMTR	End PNR and send electronic ticket notification to all e-mail addresses in the PNR
EMI	End Passenger Name Record (PNR) and send e-invoice advising an electronic invoice is available on the web site
*PE	Display email address
PE1@	Delete email address
PE1@#EMAIL ADDRESS#	Change E-mail address of line number 1 Replace The Underscore (_)With Two Equals signs = =

3.7. Travel Information Manual (TIM)

As we all know, international air traveling involves numerous restrictions and extensive document checking. All countries have different travel requirements for crossing their borders, which makes things even more complicated. Timatic by IATA became a great solution to this problem as it automates the verification of passenger documents. Every year, airline employees and ground handlers use Timatic by IATA to check the travel documents of over 700 million passengers.



IATA Timatic is a one-stop shop for the air travel's industry most reliable and up-to-date travel and health document rules information for anywhere in the world. It lets travelers and businesses know if a passenger's documentation meets the requirements of their itinerary with certainty.

Some airlines require multiple validations before a Passenger can correctly check in and/or board. One of the validations can be done using Timatic database containing cross-border Passenger documentation requirements. Each Passenger in the reservation can be verified against this database to check recommendation if a Passenger can be checked-in/boarded basing on the provided details.

Digital Connect Check-In services support the following functionalities related to Timatic:
Informing POS that the Timatic verification is required and has not been triggered yet
Adding Timatic related documents and data

Verifying Passenger using Timatic database and returning the results of this validation
Overriding Timatic result (Agent-specific capability).

Digital Connect Check-In informs about the required Timatic Verification using mechanism of Eligibilities. The `ADDITIONAL_VERIFICATION_REQUIRED` code is returned as a part of the `/dcci /passenger/details` response and then POS should know that the Timatic verification should be triggered.

Timatic verification is a separate action available through **Digital Connect Check-In** services and should be performed when POS has collected all details from a Passenger. Using **Digital Connect Check-In** services there is a possibility to add Timatic specific data such as:

Timatic document type

Residency document

Stay type - which determines the reason for the travel

Return date - which determines when a Passenger leaves the particular country

Additionally, the Agent-oriented applications can use the 'Visa verified' flag which informs that an Agent already verified Visa details for the Passenger.

All the above details can be added using the /dcci/timatic/add service and when collected from a Passenger, the Timatic verification should be triggered by POS using the /dcci/timatic/verify service. The response depends on POS type and for self-service applications it contains the following results returned as eligibilities:

PASSENGER_DOES_NOT_HAVE_VISA

This information means that Timatic validation status is either **CONDITIONAL** or **NOT OK TO BOARD** where we are able to determine that at least one of the status reasons is lack of **VISA** document. Because of this information **VISA** document can be added by a Passenger (if not added so far) and the Timatic status can be verified one more time.

SELF_SERVICE_CHECK_IN_NOT_AVAILABLE

This information means that the Timatic status is either **CONDITIONAL** or **NOT OK TO BOARD** and the lack of **VISA** is not a problem. This Eligibility means that from self-service application perspective nothing can be done, and the Passenger should contact an Agent.

Note If none of the above eligibilities occurs as a result of the /dcci/timatic/verify service, the Passenger can be checked-in by any channel (including self-service).

The Agent-oriented applications can retrieve more detailed information about the result of the Timatic verification operation. As an addition to eligibility information separate structure called **timatic Verification Results** is returned. This section contains all pure details returned by the Timatic system. An Agent needs to go through the detailed response and decide whether a Passenger should be checked-in/boarded or not.

Whatever the Timatic verification result is, an Agent application still has a chance to override this result by using the /dcci/timatic/override service? After override action the Passenger is treated by Sabre systems in the same way as if Timatic result would be **OK TO BOARD**.

LDXCPE

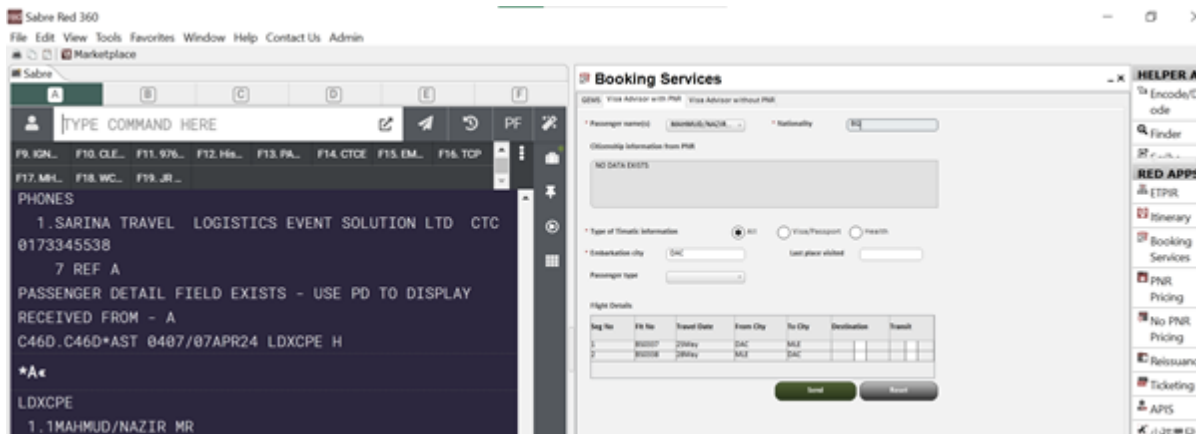
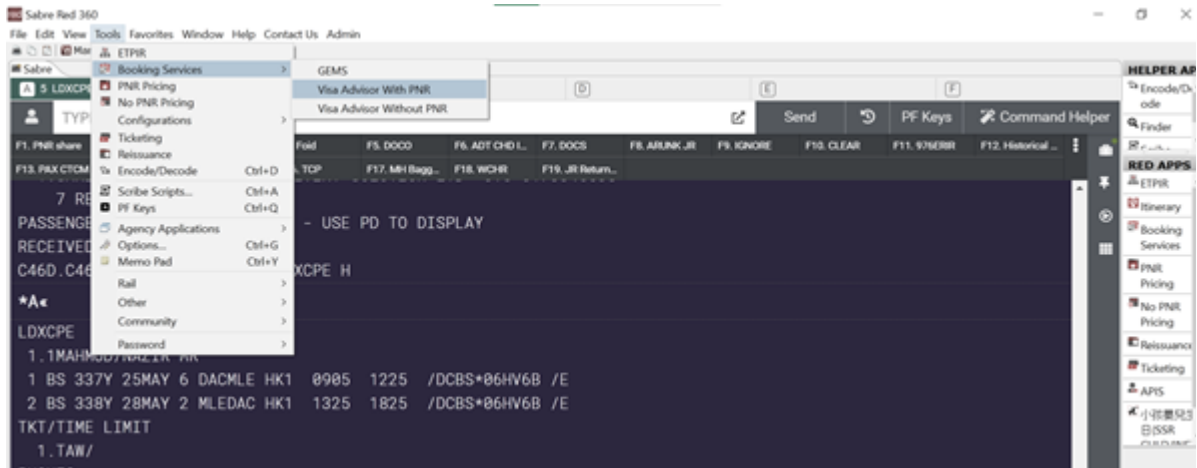
1.1MAHMUD/NAZIR MR

1 BS 337Y 25MAY 6 DACMLE HK1 0905 1225 /DCBS*06HV6B /E

2 BS 338Y 28MAY 2 MLEDAC HK1 1325 1825 /DCBS*06HV6B /E

TKT/TIME LIMIT

1.TAW/



ed Visa Advisor - Timatic Response

VISA/PASSPORT ADVISORY

TIMATIC-3 / 07APR24 / 0916 UTC
 NATIONAL BULGARIA /BG/ /EMBARKATION BANGLADESH /BD/
 DESTINATION MALDIVES /MV/

VISA DESTINATION MALDIVES /MV/

..... NORMAL PASSPORTS ONLY

PASSPORT REQUIRED.

- PASSPORTS AND OTHER DOCUMENTS ACCEPTED FOR ENTRY MUST BE VALID FOR A MINIMUM OF 1 MONTH FROM THE ARRIVAL DATE.

PASSPORT EXEMPTIONS:

- NATIONALS OF BULGARIA WITH A TEMPORARY PASSPORT.

VISA ISSUANCE:

VISA REQUIRED, EXCEPT FOR NATIONALS OF BULGARIA TRAVELING AS TOURISTS CAN OBTAIN A VISA ON ARRIVAL FOR A MAXIMUM STAY OF 30 DAYS. THEY MUST HAVE A HOTEL RESERVATION CONFIRMATION. THEY CAN APPLY TO EXTEND THEIR STAY FOR AN ADDITIONAL 60 DAYS.

VISA REQUIRED, EXCEPT FOR PASSENGERS TRAVELING ON BUSINESS OR ON DUTY CAN OBTAIN A VISA ON ARRIVAL IF HOLDING AN APPLICATION FORM APPROVED BY THE MALDIVES IMMIGRATION.

WARNING:

Print Save Visa Check Remarks Close

Booking Services

GEMS Visa Advisor with PNR Visa Advisor without PNR

* Passenger name(s) MAHMUD/NAZIR... * Nationality BG

Citizenship information from PNR

NO DATA EXISTS

* Type of Timatic information All Visa/Passport Health

* Embarkation city DAC Last place visited

Passenger type

Flight Details

Seg No	Flt No	Travel Date	From City	To City	Destination	Transit
1	850337	25May	DAC	MLE	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	850338	28May	MLE	DAC	<input type="checkbox"/>	<input type="checkbox"/>

Send Reset

ed Visa Advisor - Timatic Response

- PASSPORTS MUST BE MACHINE-READABLE TO ENTER AND TRANSIT.
 - PASSENGERS MUST COMPLETE A TRAVELLER DECLARATION AT MOST 96 HOURS BEFORE ARRIVAL AT [HTTPS://IMUGA.IMMIGRATION.GOV.MV](https://imuga.immigration.gov.mv)

- PASSENGERS WITH AN EXTENDED VALIDITY IN THEIR PASSPORTS ARE NOT ALLOWED TO ENTER.
 - VISITORS NOT HOLDING RETURN/ONWARD TICKETS COULD BE REFUSED ENTRY.

////////////////////////////////////

HEALTH ADVISORY

HEALTH DESTINATION MALDIVES /MV/

PASSENGERS ARRIVING WITHIN 6 DAYS AFTER LEAVING OR TRANSITING COUNTRIES WITH RISK OF YELLOW FEVER TRANSMISSION TIRGL/YFIN AND NOT HOLDING A YELLOW FEVER VACCINATION CERTIFICATE ARE SUBJECT TO VACCINATION UPON ARRIVAL AND QUARANTINE FOR 10 DAYS AT OWN EXPENSES.

EXEMPT FROM YELLOW FEVER VACCINATION:

- CHILDREN UNDER 1 YEAR OF AGE.
- PASSENGERS TRANSITING COUNTRIES WITH RISK OF YELLOW FEVER

Print Save Visa Check Remarks Close

TRANSMISSION IF NOT LEAVING THE TRANSIT AREAS.

SIMPLIFY YOUR REQUEST USE TIFA, TIFV AND TIFH
 FULL TEXT AVAILABLE USE TIDFT
 CHECK TINews - CHECK LATEST NEWS AND UPDATES ON TRAVEL INFORMATION


```

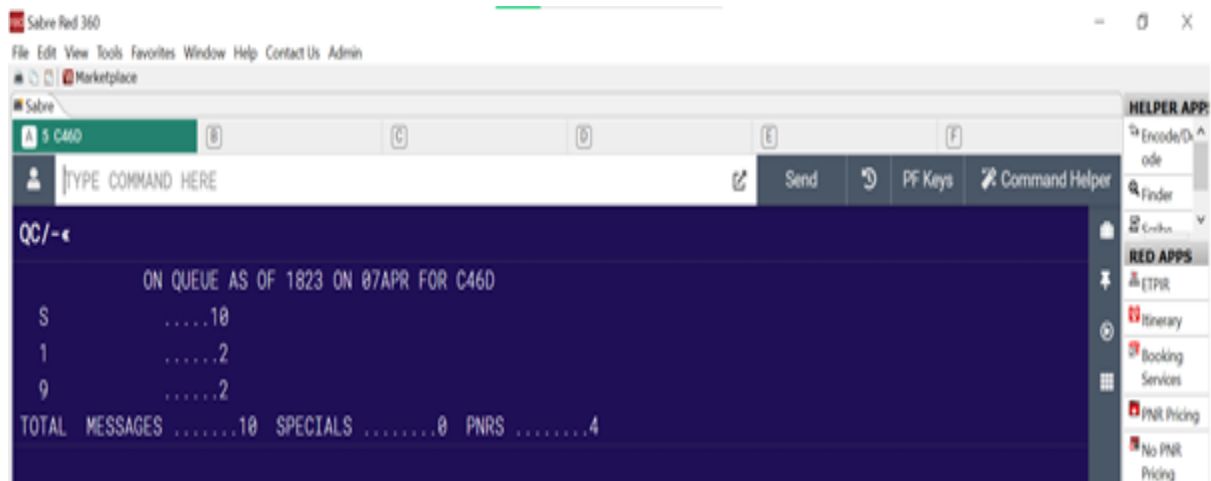
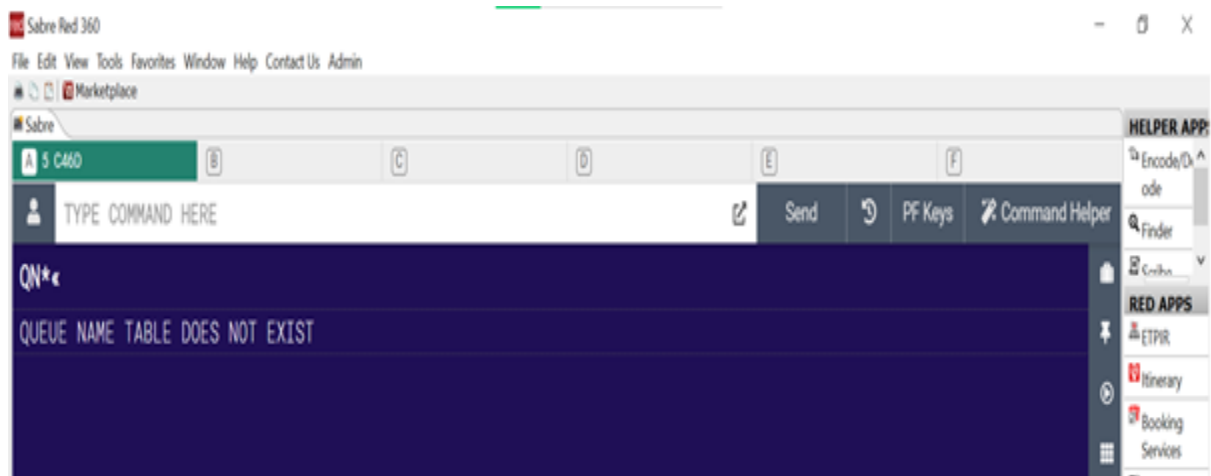
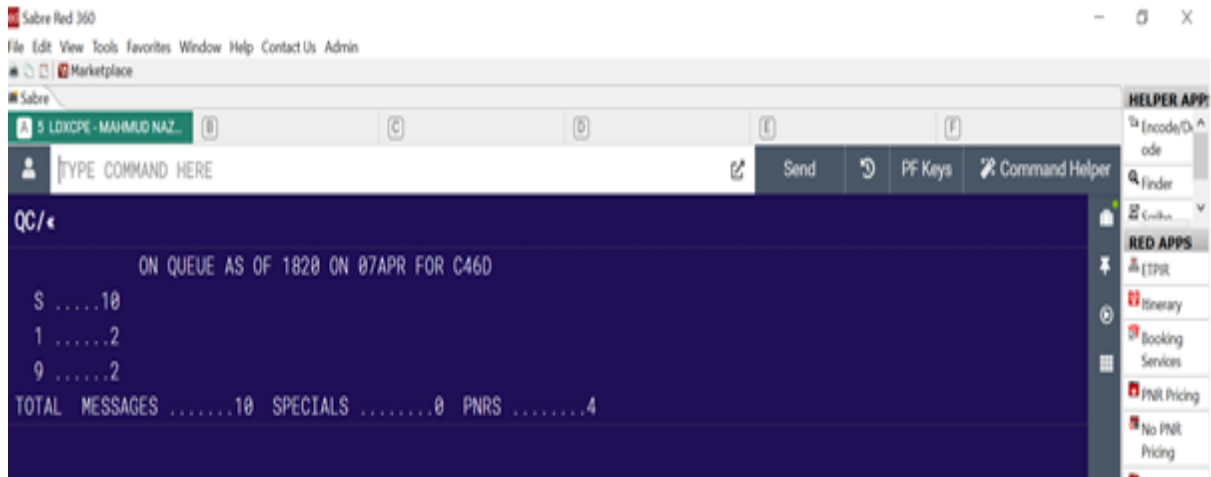
TYPE COMMAND HERE
F9. IGN... F10. CLE... F11. 976... F12. His... F13. PA... F14. CTCE F15. EM... F16. TCP
F17. MH... F18. WC... F19. JR ...
/DCBS*06HV6B /E
 2 BS 338Y 28MAY 2 MLEDAC HK1 1325 1825
/DCBS*06HV6B /E
TKT/TIME LIMIT
 1.TAW/
PHONES
 1.SARINA TRAVEL LOGISTICS EVENT SOLUTION LTD CTC
0173345538
 7 REF A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
GENERAL FACTS
 1.SSR ADTK 1B BS // TTL FOR AUTO CANX FIXED FOR
09APR24 AT 09
 07 GMT
REMARKS
 1.H-VI¥VISA NOT REQUIRED
 2.¥V-VISA NOT REQUIRED
RECEIVED FROM - A
C46D.C46D*AST 0407/07APR24 LDXCPE H

```

3.8. Queue

Queue as per SOP (Queue Management)

Entry code	Action
QC/	Count all queues
QN*	Queue Details
QC/-	Count all named queues
Q/17	Access Q17
Q/-RABBI	Access named queue
QP/500/11	Queue place to 500 with PIC 11
QP/-RABBI/11	Queue place to RABBI with PIC 11
QN/200/A-RABBI	Name Q200 to RABBI
QN/200/DELETE	Delete named queue
W/KQPA‡40	Set up Q40 for auto drop
QK	Spectra menu
QXI	Exit Q/ignore PNR



Self-Check Sheet - 3: Practice Global Distribution System (GDS)

1. Which command is used to sign into all areas in the GDS system?

Ans:

- A. SI*Agent ID, PCC no and password
- B. SO*
- C. ¥J
- D. ρB

2. What is the purpose of the encode function W/-CCDHAKA in the GDS system?

Ans:

- A. To decode city codes
- B. To encode city codes
- C. To check flight availability
- D. To sign out from all areas

3. How can you display all working areas in the GDS system?

Ans:

- A. *S*
- B. ¥J
- C. SI*1234
- D. SO*

4. Which entry code is used to request a vegetarian meal for a passenger in a GDS system?

Ans:

- A. 3VGML1-2.1
- B. 3MOML2,3-1.1,2.1
- C. 3BSCT-1.1
- D. 3NSST1/12A-1.1

5. What does the command FQDACLON25JUN-BG accomplish in the GDS system?

Ans:

- A. It displays special fares for a specific airline.
- B. It displays specific airline's fares.
- C. It converts currency.
- D. It checks flight schedules.

Short Answer Questions

1. Explain the process of PNR creation in the GDS system.

Answer:

2. What is the significance of the Timatic database in the GDS system?

Answer:

3. How do you handle fare quotation using the GDS system?

Answer:

Answer Key - 3: Practice Global Distribution System (GDS)

1. Which command is used to sign into all areas in the GDS system?

Answer: A. SI*Agent ID, PCC no and password

2. What is the purpose of the encode function W/-CCDHAKA in the GDS system?

Answer: B. To encode city codes

3. How can you display all working areas in the GDS system?

Answer: A. *S*

4. Which entry code is used to request a vegetarian meal for a passenger in a GDS system?

Answer: A. 3VGML1-2.1

5. What does the command FQDACLON25JUN-BG accomplish in the GDS system?

Answer: B. It displays specific airline's fares.

Short Answer Questions

1. Explain the process of PNR creation in the GDS system.

Answer: PNR (Passenger Name Record) creation involves several mandatory fields: availability, seat sell, name insert, agency contact details, and ticketing time limit. Commands are used to enter these details into the system. For instance, - is used to insert names, 0 for seat sell, and 7 for ticketing time limits. After entering the required information, the PNR is finalized using the ER (End and Retrieve) command to complete the process.

2. What is the significance of the Timatic database in the GDS system?

Answer: Timatic is used to verify and check travel documents and health requirements for international travel. It provides up-to-date information on passport, visa, and other documentation requirements based on the passenger's itinerary. This ensures compliance with entry regulations and facilitates the check-in process by validating that a passenger's documents meet the necessary requirements.

3. How do you handle fare quotation using the GDS system?

Answer: Fare quotation involves using specific commands to check and display fares. For example, FQDACLON25JUN-BG shows fares for a specific airline, while FQ* redisplay the last fare quotation. To compare and save fares, commands like PQ are used to retain the price quote and PQD to delete stored fares. This process helps travel agents and customers in finding and securing the best available fares for their travel needs.

Job Sheet-3.1: Make a reservation using GDS –Sabre System

Working Procedure:

Make a reservation: Book a 2(one) seat, Y class (economy class). Traveling from Dhaka to Dubai on 25 May. After 06 days back to Dhaka.

1. Passenger: 2 ADT, 01 Infant (Infant age 09 months)
2. Pax Name:
 - a. 1: MD ABUL KASHEM AZAD 2. SUMIYA AZAD 3. NATIK AZAD(INF)
3. Your agency name is Ashdin Tours and Travels. Dhaka, Phone 88002299, followed by Mr Mahmud as the agency reference.
4. Your customer mobile number is 0171300002211.
5. Your customer email address is bangla1952@gmail.com
6. Create PNR
7. Store Fare and guaranteed fare

Specification Sheet-3.1: Make a reservation using GDS –Sabre System

Necessary Equipments

Sl. No	Name of Equipments	Specification	Unit	Quantity
1	USB Hub	4-port, powered	Each	1
2	CBLM			
3	Network Router	Dual-band, high-speed	Each	1
4	Computer/Laptop		Each	1
5	Internet Connection	High Speed internet facilities	Each	1
6.	GDS Version Software		Each	1

Job Sheet-3.2: Make a reservation using GDS –Sabre System

Working Procedure:

Mr Akbar and his family traveling from Dhaka to London on 25 July. After 10 days back to Dhaka. He prefers business class on Emirates Airlines. Mr Akbar prefer Muslim meal and his spouse prefer sea food meal; Mr Akbar is a Commercial Important person (CIP).

- Passenger: 2 ADT,
- Pax Name:
1: MD AKBAR KABIR AZAD 2. SAKILA SIDDIQI
- Your agency name is World Tours and Travels. Dhaka, Phone 88552299, followed by Mr Kayum as the agency reference.
- Your customer mobile number is 01711000001.
- Your customer email address is bijoy@gmail.com
- Create PNR
- Insert SSR, OSI field
- Store Fare and guaranteed fare
And
- Cancel store fare
- Cancel SSR, OSI, Pax contact number,

Specification Sheet-3.2: Make a reservation using GDS –Sabre System

Necessary Equipments

Sl. No	Name of Equipments	Specification	Unit	Quantity
1	USB Hub	4-port, powered	Each	1
2	CBLM			
3	Network Router	Dual-band, high-speed	Each	1
4	Computer/Laptop		Each	1
5	Internet Connection	High Speed internet facilities	Each	1
7.	GDS Version Software		Each	1

Learning Outcome 4: Practice Online Travel Agencies (OTA)

Assessment Criteria	<ol style="list-style-type: none"> 1. OTA is identified 2. Functions of OTA is interpreted 3. Reservation through OTA is practiced
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device
Contents	<ol style="list-style-type: none"> 1. OTA 2. Functions of OTA 3. Reservation through OTA
Activities/job/Task	<ol style="list-style-type: none"> 1. Make reservation through OTA
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 4: Practice Online Travel Agencies (OTA)

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Activities	Recourses/Special Instructions
1. Trainee will ask the instructor about about the learning materials	1. Instructor will provide the learning materials ‘Practice Online Travel Agencies (OTA)’
2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Practice Online Travel Agencies (OTA)”	2. Read Information sheet 4: Practice Online Travel Agencies (OTA) 3. Answer Self-check 4: Practice Online Travel Agencies (OTA) 4. Check your answer with Answer key 4: Practice Online Travel Agencies (OTA)
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-4.1: Practice Reservation through OTA

Information Sheet 4: Practice Online Travel Agencies (OTA)

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

4.1. Online Travel Agencies (OTA)

4.2. Functions of OTA

4.3. Reservation through OTA

4.1. . Online Travel Agencies (OTA)

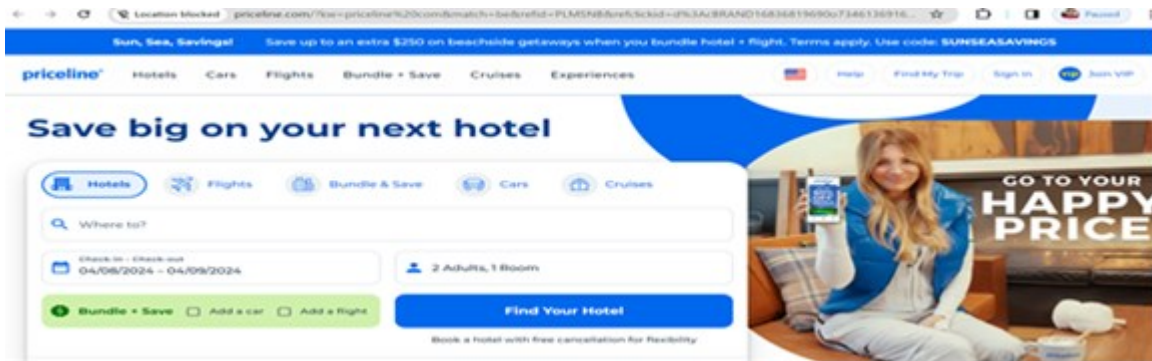
- An Online Travel Agency (OTA) is a web-based marketplace designed to help travellers research and plan their vacations.
- Online travel agencies are companies that sell you flights, online. They act as a middleman between airlines and consumers, though their prices can often be cheaper than booking direct. Most people are familiar with top OTAs like Expedia, Orbitz, Travelocity, Hopper, and Priceline.
- Online travel agencies help consumer's book flights, Accommodations, Cruise ship, Rail, cars, tours, or vacation rental homes directly from the supplier through online platform for travellers.
- They are third parties who sell services on behalf of other companies.
- As per newly released data by Future Market Insights (FMI), The Online Travel Agencies Market is estimated at USD 460.90 billion in 2022 and is projected to reach USD 900.10 billion by 2032 at a CAGR of 16.0 % from 2022 to 2032.

OTAs – One-Stop-Shop

OTAs have become a one-stop-shop for travelers. From bookings airfare to hotels to experiences, consumers no longer have to spend hours researching or calling to plan their adventures. OTAs also provide reviews that have become increasingly popular and more important in this technological age.

Notable examples of OTAs are Expedia, TripAdvisor/Viator, GetYourGuide, and Klook. Consumers visit websites like these to book their guided tours, hotels, and airfare because of

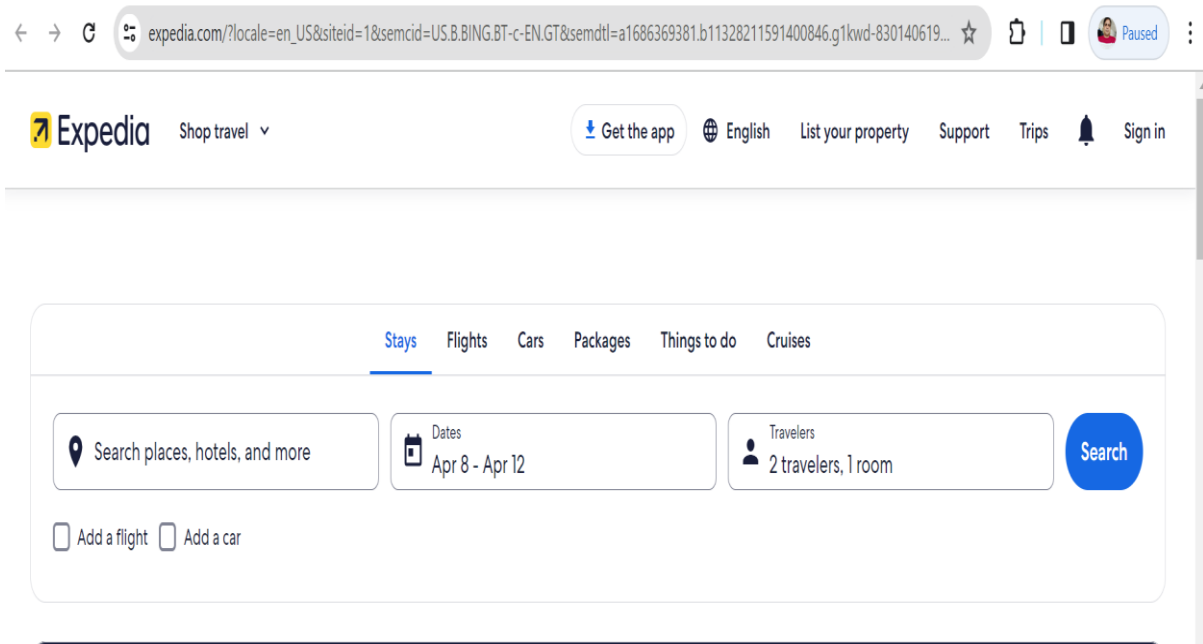
its ease of use. OTAs are the intermediary between tour operators and the customer. Because they operate not just as an agent for outfitters but as a marketing arm, guiding companies pay them commission.



4.2. Functions of OTA

Functions of Online Travel Agencies:

- Air Ticketing
- Accommodation Booking
- Tour Package Sales
- Visa Services
- Insurance Services
- Medical tourism services
- Transportation booking
- Entertainment & Park Ticket
- MICE Services



The top online travel agencies

- Airbnb
- Trip.com
- Orbitz
- Travelperk
- Lastminute.com
- Vrbo
- Expedia
- Travelocity
- Hopper
- Priceline
- Booking.com
- TripAdvisor
- HometoGo
- Skyscanner
- MyCWT
- Tripping
- Kiwi.com
- ATAB Online Limited
- Trip lover
- Fly hub
- Flight Expert
- Share trip
- Amy

How Do Online Travel Agencies Work?

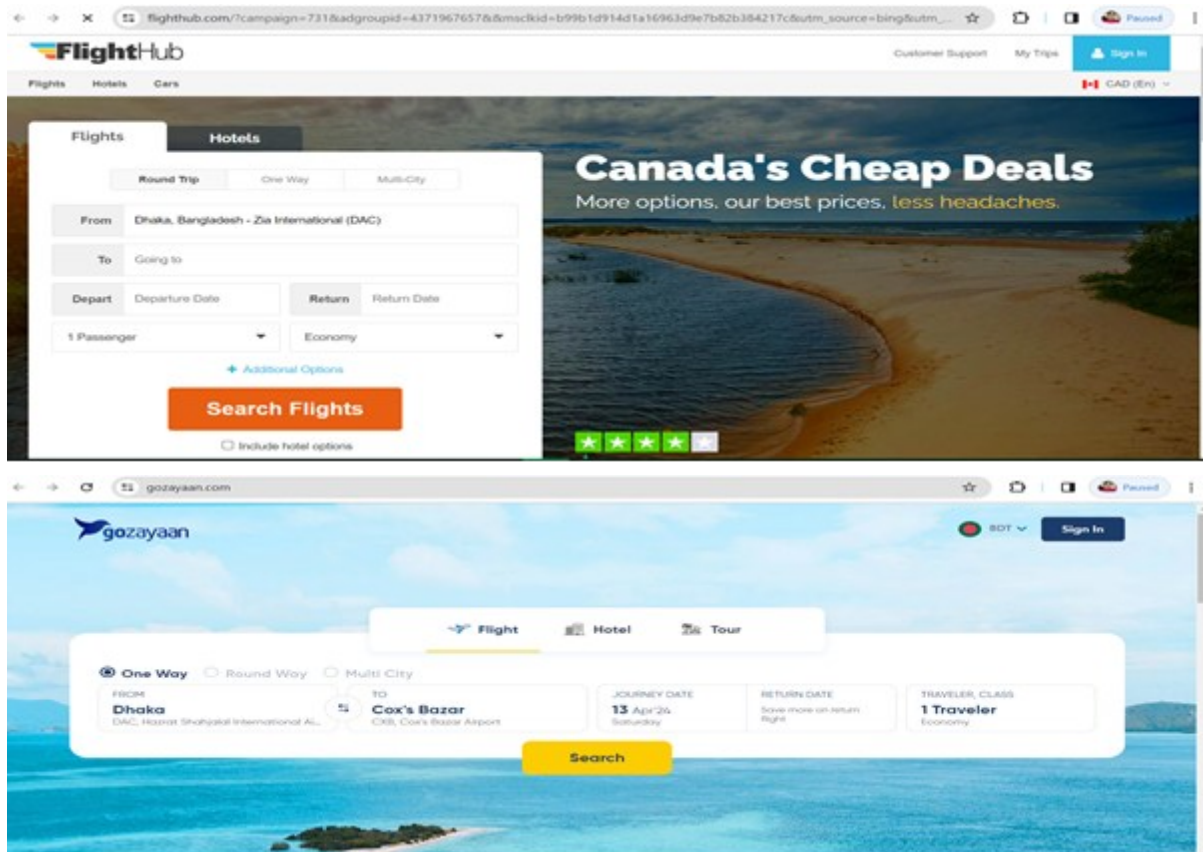
OTAs generally work on two models. They are,

- **Merchant Model:** In this model, Tourism Operators sell their products and services to OTAs at a discounted or wholesale price. Then, the OTA sells them to the customer at a mark-up price.
- **Agency Model:** This is a commission-based model where OTAs acts as a distribution partner. OTAs receive full commission after the stay has taken place. The Tourism Operators directly receives the payment from the end customer and does not wait for the payment transfer from third-party distributors.

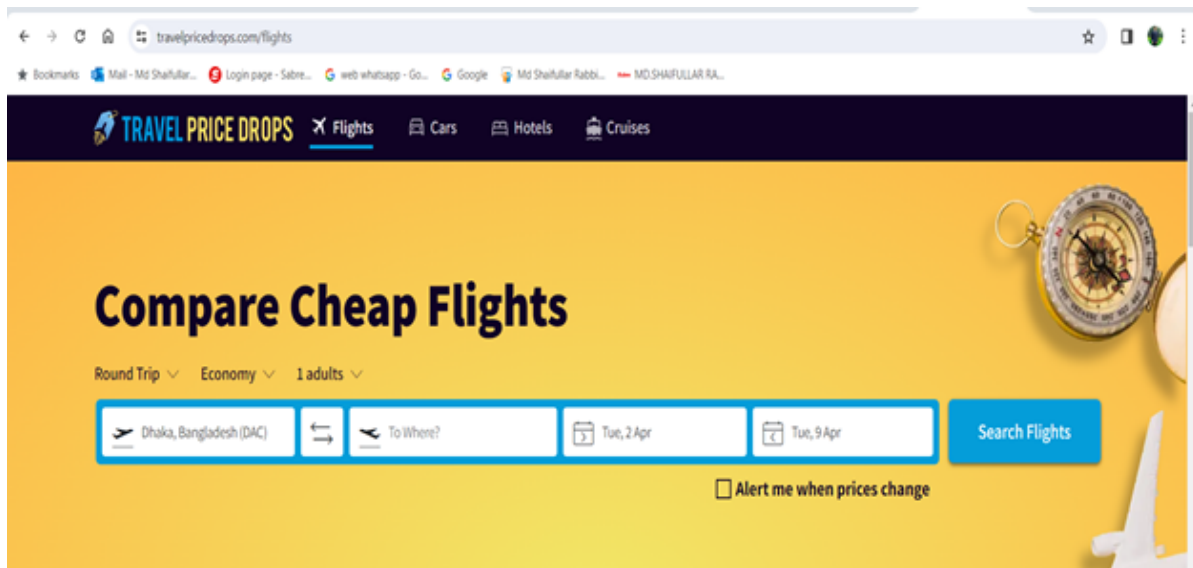
How An Online Travel Agency Earns Money?

Whenever a customer books an activity through an OTA, the tour operator must pay the OTA a commission, which can range anywhere from 15 to 30% of a booking. OTAs and tour operators negotiate the commission rate.

Bigger companies can negotiate a lower rate because of their size. According to Arrival, this is one of the primary reasons operators won't work with OTAs. As a small operator, their commission fees could be too costly and you could end up losing money.

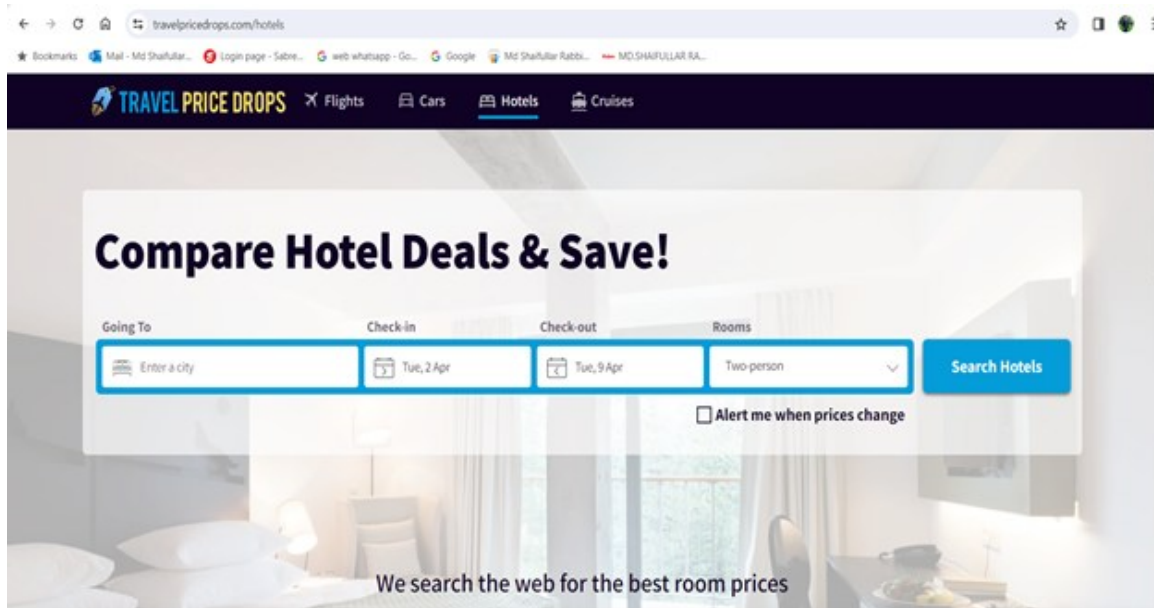


Air ticketing



The screenshot shows the 'Flights' section of the Travel Price Drops website. The browser address bar displays 'travelpricedrops.com/flights'. The navigation menu includes 'Flights', 'Cars', 'Hotels', and 'Cruises'. The main heading is 'Compare Cheap Flights'. Below the heading, there are filters for 'Round Trip', 'Economy', and '1 adults'. The search form contains the following fields: 'From: Dhaka, Bangladesh (DAC)', 'To: To Where?', 'Depart: Tue, 2 Apr', and 'Return: Tue, 9 Apr'. A 'Search Flights' button is positioned to the right of the return date field. Below the search form, there is a checkbox labeled 'Alert me when prices change'.

Accommodation booking



The screenshot shows the 'Hotels' section of the Travel Price Drops website. The browser address bar displays 'travelpricedrops.com/hotels'. The navigation menu includes 'Flights', 'Cars', 'Hotels', and 'Cruises'. The main heading is 'Compare Hotel Deals & Save!'. Below the heading, there are filters for 'Going To', 'Check-in', 'Check-out', and 'Rooms'. The search form contains the following fields: 'Going To: Enter a City', 'Check-in: Tue, 2 Apr', 'Check-out: Tue, 9 Apr', and 'Rooms: Two-person'. A 'Search Hotels' button is positioned to the right of the rooms field. Below the search form, there is a checkbox labeled 'Alert me when prices change'. At the bottom of the page, there is a text overlay that reads 'We search the web for the best room prices'.

Transportation booking

The screenshot shows the 'TRAVEL PRICE DROPS' website. The navigation bar includes 'Flights', 'Cars', 'Hotels', and 'Cruises'. The main heading is 'Compare Car Rental & Save!'. Below this is a search form with the following fields: 'Pick-Up Location' (with a dropdown arrow), 'Pick-Up Date' (set to 'Tue, 2 Apr' with a time of '10:00'), and 'Drop-Off Date' (set to 'Tue, 9 Apr' with a time of '10:00'). A blue 'Search' button is to the right. Below the form are two checkboxes: 'Return to Different Location' and 'Alert me when prices change'. The background features a hand holding a white hat over a car. At the bottom, it says 'We search the web for the lowest car rental prices'.

Package booking

The screenshot shows the Expedia website. The navigation bar includes 'Get the app', 'English', 'List your property', 'Support', 'Trips', and 'Sign in'. The main heading is 'Search vacation packages & trips'. Below this is a search form with the following fields: 'Leaving from' (with a location pin icon), 'Going to' (with a location pin icon), and 'Dates' (set to 'Apr 9 - Apr 16'). There are also buttons for 'Stay added', 'Flight added', 'Car', and 'Economy'. To the right is a promotional box for 'Expedia Rewards is now One Key™' with a 'Sign in, it's free' button. Below the search form are two promotional banners: 'As a One Key member, earn up to 10x more OneKeyCash on your flight when you book a package.' and 'Enjoy flexibility with our Book now Pay later option refundable rates on most hotels'.

This is a duplicate of the previous screenshot, showing the Expedia website's vacation package search interface. It includes the search form with 'Leaving from', 'Going to', and 'Dates' fields, and the 'Expedia Rewards is now One Key™' promotional box.

4.3. Reservation through OTA

1. **Access OTA Platform:** Log in to the OTA platform using your credentials.
2. **Select Reservation Type:** Choose the type of reservation you want to practice (e.g., flight, hotel, car rental).
3. **Input Search Criteria:**
 - **For Flights:** Enter departure and arrival cities, dates, number of passengers, and any other preferences.
 - **For Hotels:** Enter destination, check-in and check-out dates, number of guests, and room preferences.
 - **For Car Rentals:** Enter pickup and drop-off locations, dates, and car type.
4. **Review Search Results:** Browse through the available options and select the most suitable one.
5. **Enter Passenger/Guest Details:**
 - **For Flights:** Provide full names, contact information, and any special requests.
 - **For Hotels:** Provide guest details, contact information, and special requests if any.
 - **For Car Rentals:** Provide driver's license information, contact details, and any special requests.
6. **Payment Process:** Enter payment details and apply any available discount codes or promotions.
7. **Confirm Reservation:** Review all details and confirm the reservation.
8. **Save/Print Confirmation:** Save or print the reservation confirmation for records.

Self-Check Sheet - 4: Practice Online Travel Agencies (OTA)

1. What is a primary function of Online Travel Agencies (OTAs)?

Ans:

- A) Manufacturing consumer electronics
- B) Booking flights and accommodations
- C) Providing legal services
- D) Selling office supplies

2. Which model involves OTAs purchasing products at a discounted price and selling them at a mark-up?

Ans:

- A) Merchant Model
- B) Agency Model
- C) Franchise Model
- D) Wholesale Model

3. According to the Future Market Insights report, what is the projected value of the Online Travel Agencies Market by 2032?

Ans:

- A) USD 500.00 billion
- B) USD 600.10 billion
- C) USD 900.10 billion
- D) USD 1,000.00 billion

4. Which of the following is NOT typically a function of OTAs?

Ans:

- A) Air Ticketing
- B) Visa Services
- C) Real Estate Brokerage
- D) Entertainment & Park Ticket

5. In which model do OTAs receive a commission after the service has been provided and the tourism operator receives payment directly from the customer?

Ans:

- A) Merchant Model
- B) Agency Model
- C) Broker Model
- D) Retail Model

Answer Key - 4: Practice Online Travel Agencies (OTA)

1. What is a primary function of Online Travel Agencies (OTAs)?

Answer: B) Booking flights and accommodations

2. Which model involves OTAs purchasing products at a discounted price and selling them at a mark-up?

Answer: A) Merchant Model

3. According to the Future Market Insights report, what is the projected value of the Online Travel Agencies Market by 2032?

Answer: C) USD 900.10 billion

4. Which of the following is NOT typically a function of OTAs?

Answer: C) Real Estate Brokerage

5. In which model do OTAs receive a commission after the service has been provided and the tourism operator receives payment directly from the customer?

Answer: B) Agency Model

Job Sheet-4.1: Practice Reservation through OTA

Working Procedure

1. Access OTA Platform: Log in to the OTA platform using your credentials.
2. Select Reservation Type: Choose the type of reservation you want to practice (e.g., flight, hotel, car rental).
3. Input Search Criteria:
 - For Flights: Enter departure and arrival cities, dates, number of passengers, and any other preferences.
 - For Hotels: Enter destination, check-in and check-out dates, number of guests, and room preferences.
 - For Car Rentals: Enter pickup and drop-off locations, dates, and car type.
4. Review Search Results: Browse through the available options and select the most suitable one.
5. Enter Passenger/Guest Details:
 - For Flights: Provide full names, contact information, and any special requests.
 - For Hotels: Provide guest details, contact information, and special requests if any.
 - For Car Rentals: Provide driver's license information, contact details, and any special requests.
6. Payment Process: Enter payment details and apply any available discount codes or promotions.
7. Confirm Reservation: Review all details and confirm the reservation.
8. Save/Print Confirmation: Save or print the reservation confirmation for records.

Specification Sheet-4.1: Practice Reservation through OTA

Necessary Tools

Sl. No	Name of Tools	Specification	Unit	Quantity
1.	Computer	With data analysis software	PC	1
2.	Data Analysis Software	E.g., Excel, Tableau, etc.	PC	1
3.	Computer/Laptop	GDS Version Softwear	PC	1
4.	Internet Access	High-speed connection	PC	1

Necessary Equipments

Sl. No	Name of Equipments	Specification	Unit	Quantity
1.	Printer	High-resolution	PC	1
2.	Scanner	Document scanning capability	PC	1

Necessary Materials

Sl. No	Name of Materials	Specification	Unit	Quantity
1.	Paper	Standard A4 size	Ream	1
2.	Pens	Blue and black ink	Pack	1
3.	Notebooks	For taking notes	1	1

Learning Outcome 5: Practice Computerized Reservation System (CRS)

Assessment Criteria	<ol style="list-style-type: none"> 1. CRS is identified 2. Functions of CRS is interpreted 3. Reservation through CRS is practiced
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device
Contents	<ol style="list-style-type: none"> 1. Reservation and ticketing is defined 2. Requirements of reservation is recognized 3. Areas of reservation and ticketing are interpreted 4. Process flow chart of reservation and ticketing are recognized <p>Production processes are interpreted as per fabric categories</p>
Activities/job/Task	<ol style="list-style-type: none"> 1. Make reservation through CRS
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 5: Practice Computerized Reservation System (CRS)

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Activities	Recourses/Special Instructions
1. Trainee will ask the instructor about about the learning materials	1. Instructor will provide the learning materials ‘Practice Computerized Reservation System (CRS)’
2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Practice Computerized Reservation System (CRS)”	2. Read Information sheet 5: Practice Computerized Reservation System (CRS) 3. Answer Self-check 5: Practice Computerized Reservation System (CRS) 4. Check your answer with Answer key 5: Practice Computerized Reservation System (CRS)
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-5.1: Make reservation through CRS

Information Sheet 5: Practice Computerized Reservation System (CRS)

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 5.1. Computerized Reservation System (CRS)
- 5.2. Functions of CRS
- 5.3. Practice Reservation through CRS

5.1. Computerized Reservation System (CRS)

A computer reservation system or a central reservation system (CRS) is a web-based software used by travel agencies and travel management companies to retrieve and conduct transactions related to air travel, hotels, car rental, or other activities. It was originally designed to be used by airlines but was later extended to be used by travel agencies and Global Distribution Systems (GDS) to book and sell tickets for multiple airlines. The term CRS is not much used as it has become part of a bigger system known as the Passenger Service System (PSS) which comprises of CRS, an airline inventory system and the departure control system (DCS).

5.2. Functions of CRS

Some of the basic functions in a CRS

- Displays travel services with prices and images
- Inventory and reservation management
- User friendly reservation system
- Online payment gateway integration
- Customer data management
- Email notifications
- Booking cancellation and refund management

Modern GDSs typically also allow users to book hotel rooms, rental cars, airline tickets as well as other activities and tours. They also provide access to railway reservations and bus reservations in some markets, although these are not always integrated with the main system. These are also used to relay computerized information for users in the hotel industry, making reservation and ensuring that the hotel is not overbooked.

All of the CRSs carry out four basic functions.

They are,

- Display products and services offered by various tourism providers
- Passenger or guest name record
- Fare quotation and ticketing depending on the complexity of the services offered
- Provision of information about trade shows, visa regulations, and payment gateways

5.3. Practice Reservation through CRS

A Central Reservation System (CRS) is a sophisticated tool that streamlines the reservation process for travel agents and customers alike. Here's a breakdown of the typical steps involved:

1. Agent Login

- A travel agent accesses the CRS using their unique credentials.
- The system verifies the agent's identity and grants access to the booking platform.

2. Itinerary Input

- The agent enters the desired travel details, including:
 - Origin and destination
 - Departure and return dates
 - Number of passengers
 - Preferred travel class (economy, business, first)
 - Any specific requests (e.g., non-stop flights, seat preferences)

3. Availability Search

- The CRS queries its database to find flights, hotels, or car rentals that match the specified criteria.
- The system displays available options, including airlines, flight numbers, departure/arrival times, prices, and availability.

4. Selection and Booking

- The agent selects the preferred options for flights, hotels, or car rentals.
- The CRS checks availability and confirms the booking.
- A unique reservation code is generated.

5. Passenger Information

- The agent enters passenger details for each traveler, including:
 - Full name
 - Contact information (address, phone number, email)
 - Passport or ID information
 - Frequent flyer numbers (if applicable)

6. Special Requests

- The agent inputs any special requests, such as:
 - Meal preferences
 - Seat assignments
 - Wheelchair assistance
 - Baggage allowances

7. Fare Calculation

- The CRS calculates the total fare, including base fare, taxes, fees, and surcharges.
- The agent informs the customer of the final cost.

8. Payment Processing

- The agent processes payment for the reservation using the preferred payment method (credit card, debit card, etc.).
- The CRS securely transmits payment information to the appropriate financial institution.

9. Ticket Issuance

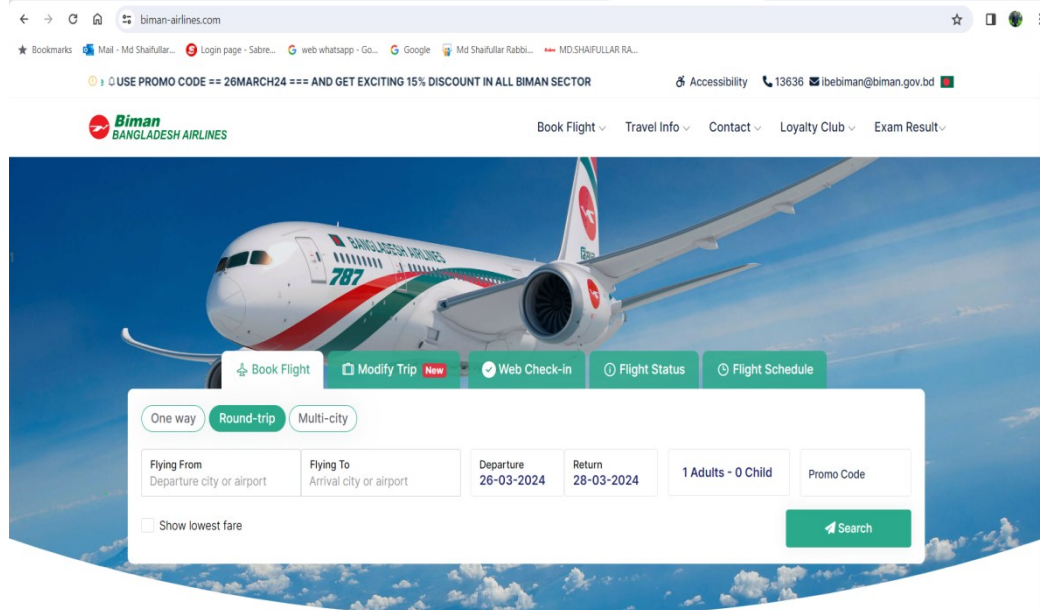
- The CRS generates electronic tickets or provides instructions for issuing paper tickets.
- The agent provides the passenger with the ticket or confirmation number.

10. Reservation Confirmation

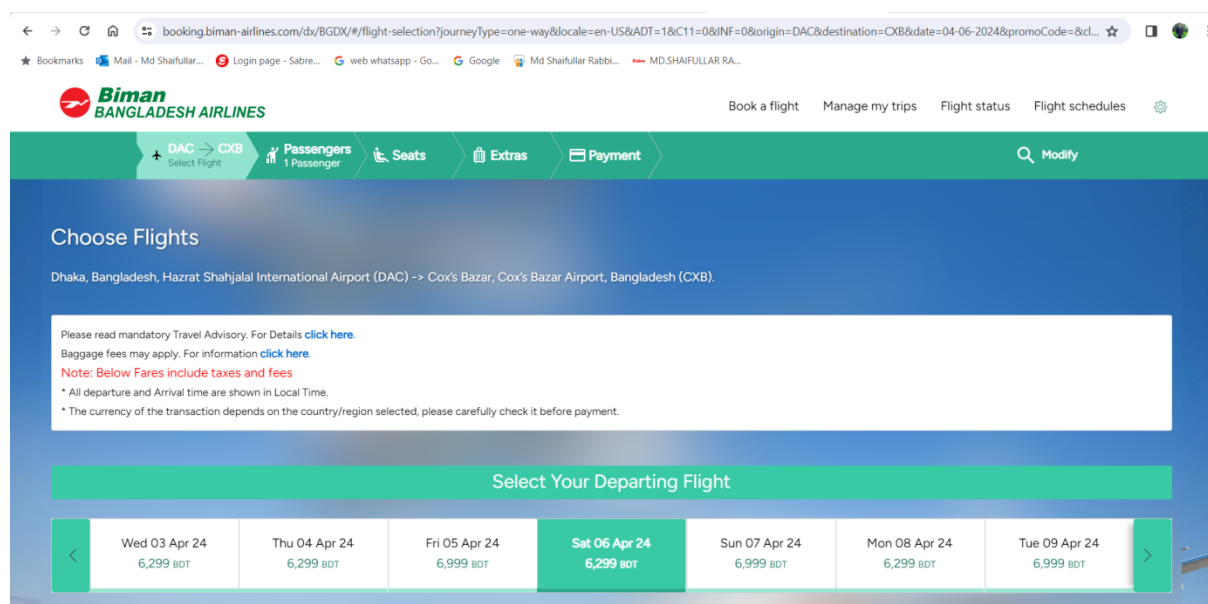
- The agent confirms the booking with the customer, providing all relevant details.
- A reservation confirmation is sent to the customer via email or other preferred method.

Airlines reservation:

Airline reservations systems may be integrated into a larger passenger service system, which also includes an airline inventory system and a departure control system. The current centralized reservation systems are vulnerable to network-wide system disruptions.



Airlines ticketing:



Tour package booking:

The image displays two screenshots of travel websites. The top screenshot is from usbair.com/holidays. It features a navigation bar with links for BOOK, MANAGE, EXPERIENCE, OUR SKIES, LOYALTY, HOLIDAYS, HELP, and LOGIN. The main banner is a tropical beach scene with the word "HOLIDAYS" in large blue letters. Below the banner are three promotional cards: "Enjoy THE ENCHANTING BEAUTY OF SYLHET", "3 days 2 nights COX'S BAZAR", and "Discover VIBRANT CULTURE AT BANGKOK".

The bottom screenshot is from turkishairlines.com. It shows the Turkish Airlines website with a navigation bar including PLAN&BOOK, FLY DIFFERENT, DISCOVER, MILE&SMILES, HELP, Sign up, and SIGN IN. The main content area features a search form with the following options and fields:

- Flight type: Round trip, One way, Stopover in Istanbul, Multi-city
- Award ticket: Award ticket - Buy a ticket with Miles
- From: Dhaka (Dhaka Shah Jalal ... (DAC))
- To: [Dropdown menu]
- Dates: [Calendar icon]
- Passengers: 1 Passenger (ECO)
- Search flights: [Red button with arrow]
- Recent searches: [Text]

Below the search form are six service icons: Seat Selection, Extra Baggage, Book a Hotel, Rent a Car, Travel Insurance, and Gift Card. A "Contact us" button is visible on the right side.

Self-Check Sheet - 5: Practice Computerized Reservation System (CRS)

1. What does a Central Reservation System (CRS) primarily manage?

Ans:

- A. Customer complaints
- B. Employee schedules
- C. Travel bookings and transactions
- D. Social media marketing

2. Which of the following is NOT a basic function of a CRS?

Ans:

- A. Inventory and reservation management
- B. Online payment gateway integration
- C. Managing employee payroll
- D. Email notifications

3. What is one of the basic functions of a CRS related to customer interaction?

Ans:

- A. Generating marketing campaigns
- B. Managing customer data
- C. Developing new travel products
- D. Conducting market research

4. Which system often incorporates the CRS as part of its components?

Ans:

- A. Customer Service System (CSS)
- B. Passenger Service System (PSS)
- C. Travel Management System (TMS)
- D. Global Distribution System (GDS)

5. In which step of the CRS reservation process does the agent enter passenger details?

Ans:

- A. Availability Search
- B. Selection and Booking
- C. Passenger Information
- D. Payment Processing

Answer Key - 5: Practice Computerized Reservation System (CRS)

1. What does a Central Reservation System (CRS) primarily manage?

Answer: C. Travel bookings and transactions

2. Which of the following is NOT a basic function of a CRS?

Answer: C. Managing employee payroll

3. What is one of the basic functions of a CRS related to customer interaction?

Answer: B. Managing customer data

4. Which system often incorporates the CRS as part of its components?

Answer: B. Passenger Service System (PSS)

5. In which step of the CRS reservation process does the agent enter passenger details?

Answer: C. Passenger Information

Job Sheet-5.1: Make reservation through CRS

Working Procedure:

1. Access CRS Platform: Log in to the CRS platform using your credentials.
2. Select Reservation Type: Choose the type of reservation you want to make (e.g., flight, hotel, car rental).
3. Input Search Criteria:
 - For Flights: Enter departure and arrival cities, travel dates, number of passengers, and preferences.
 - For Hotels: Enter destination, check-in and check-out dates, number of guests, and room preferences.
 - For Car Rentals: Enter pickup and drop-off locations, rental dates, and car type.
4. Review Search Results: Browse through available options and select the one that best fits your needs.
5. Enter Details:
 - For Flights: Provide passenger details including names, contact information, and any special requests.
 - For Hotels: Enter guest details, contact information, and any special requests.
 - For Car Rentals: Enter driver's license information, contact details, and any special requests.
6. Payment Process: Enter payment details and apply any discount codes or promotions available.
7. Confirm Reservation: Review all details to ensure accuracy and confirm the reservation.
8. Save/Print Confirmation: Save or print the reservation confirmation for your records.

Specification Sheet-5.1: Make reservation through CRS

Necessary Tools

Sl. No	Name of Tools	Specification	Unit	Quantity
	Computer	With data analysis software	PC	1
5.	Data Analysis Software	E.g., Excel, Tableau, etc.	PC	1
6.	Internet Access	High-speed connection	PC	1

Necessary Equipments

Sl. No	Name of Equipments	Specification	Unit	Quantity
1	Printer	High-resolution	PC	1
3.	Scanner	Document scanning capability	PC	1

Necessary Materials

Sl. No	Name of Materials	Specification	Unit	Quantity
1	Paper	Standard A4 size	Ream	1
4.	Pens	Blue and black ink	Pack	1
5.	Notebooks	For taking notes	1	1

Learning Outcome 6: Practice New Distribution Capability (NDC)

Assessment Criteria	<ol style="list-style-type: none"> 1. NDC is identified 2. Functions of NDC is interpreted 3. Reservation through NDC is practiced (SOP)
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device
Contents	<ol style="list-style-type: none"> 1. New Distribution Capability (NDC) 2. Functions of NDC 3. Practice Reservation through NDC
Activities/job/Task	<ol style="list-style-type: none"> 1. Make reservation through NDC
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 6: Make reservation through NDC

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Activities	Recourses/Special Instructions
1. Trainee will ask the instructor about about the learning materials	1. Instructor will provide the learning materials ‘Make reservation through NDC’
2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Make reservation through NDC”	2. Read Information sheet 6: Make reservation through NDC 3. Answer Self-check 6: Make reservation through NDC 4. Check your answer with Answer key 6: Make reservation through NDC
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-6.1: Accessing and Using the NDC Platform for Reservation

Information Sheet 6: Make reservation through NDC

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 6.1. New Distribution Capability (NDC)
- 6.2. Functions of NDC
- 6.3 Practice Reservation through NDC

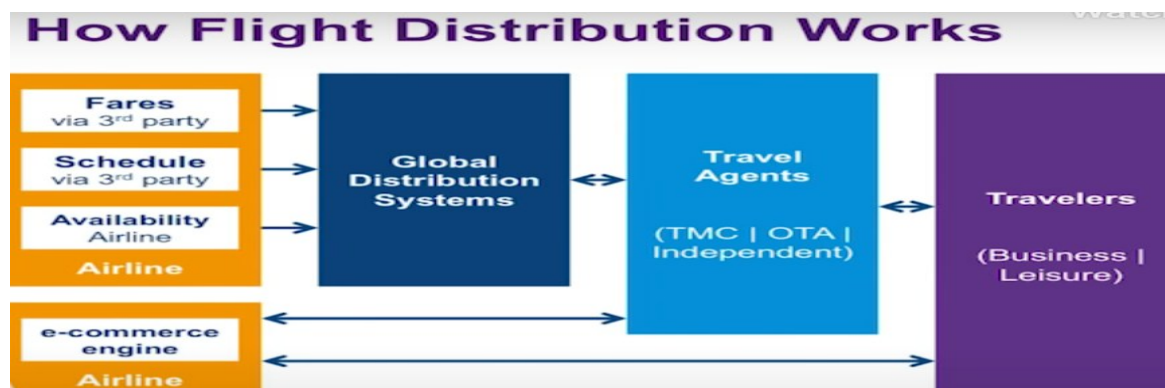
6.1. New Distribution Capability (NDC)

Practice New Distribution Capability (NDC)

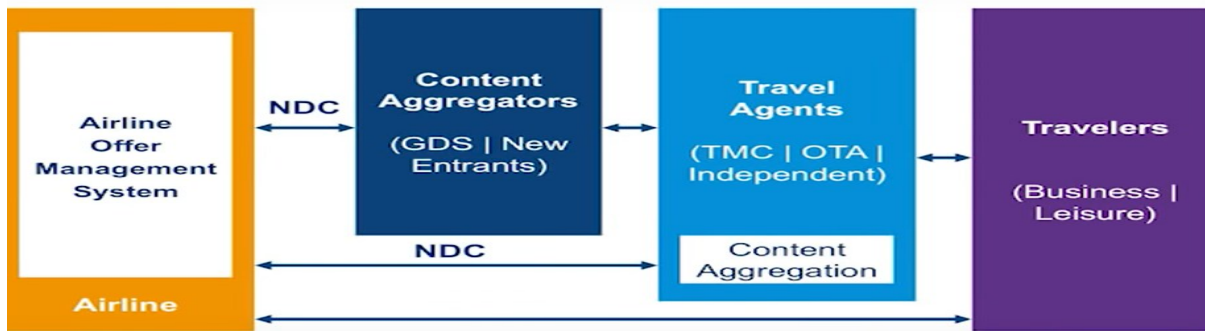
New Distribution Capability (NDC) is a data exchange format based on Offer and Order management processes for airlines to create and distribute relevant offers to the customer regardless of the distribution channel.

What?

NDC (New Distribution Capability) is a travel industry-supported program (NDC Program) launched by IATA for the development and market adoption of a new, XML-based data transmission standard (NDC Standard). The NDC Standard enhances the capability of communications between airlines and travel agents and is open to any third party, intermediary, IT provider or non-IATA member, to implement and use.



How Air Retailing Will Work



Why?

NDC enables the travel industry to transform the way air products are retailed to corporations, leisure and business travellers, by addressing the industry's current distribution limitations: product differentiation and time-to-market, access to full and rich air content and finally, transparent shopping experience.

Who will benefit and how?

Available on a voluntary and open basis, NDC benefits different industry players across the airline distribution value chain as follows:

- Full service and low-cost airlines > Differentiate their Products and Services
- Travel Sellers > Access Full and Rich Air Content of the Airlines
- Customers > Benefit from a Transparent Shopping Experience

Scope and Application



6.2. Functions of NDC

- **Testing new pricing strategies:** Airlines can use NDC to experiment with different pricing models in a controlled environment. For example, they could try offering discounts to specific customer segments or testing dynamic pricing based on demand.
- **Simulating new routes or services:** Airlines can use NDC to create test itineraries that include new routes or services they're considering launching. This can help them gauge customer interest and identify any potential operational challenges before investing in new offerings.
- **Developing customized offers:** NDC allows airlines to tailor offers to individual travelers based on their preferences and past booking history. This can be a great way to test new marketing campaigns or loyalty programs.

Overall, NDC provides airlines with a flexible platform to experiment with new distribution methods in a way that minimizes risks and costs.

6.3 Practice Reservation through NDC

Airlines reservation

(Step- 1)

The screenshot displays an airline reservation interface with the following search criteria:

- Profile:** Air (selected), Hotel, Car, PNR
- Navigation:** AIR SHOPPING (selected), AIR AVAILABILITY, AIR SCHEDULES, FARE QUOTE
- Flight 1:** From DAC, To MNL, Date 17APR2024, Time Select (minus button)
- Flight 2:** From MNL, To DAC, Date 27APR2024, Time Select (minus and plus buttons)
- Passengers:** 1 ADT
- Carrier:** Include SQ
- Cabin:** Include All Cabins
- Stops:** Select
- Calendar Search:** Select
- Options:** Exclude Sabre Fares, Exclude API Fares, Exclude NDC Fares
- Buttons:** CANCEL, SHOP AIRFARE

Step- 2

Profile Air Hotel Car PNR PF Keys Manual Command

AIR SHOPPING

DAC - Dhaka → MNL - Manila Wed, 17 Apr - Sat, 27 Apr 1 Passenger Filter by: None Sort by: None

				NDC	NDC	NDC	NDC	
1	SQ/** 447, ... Singapore Airlines	DAC 23:55	MNL 13:05 +1	1 stop 11h 10min	Mixed Brands BDT 68302	Economy Value BDT 72152	Economy Standard BDT 94152	Economy Flexi BDT 148052
	SQ/** 917, ... Singapore Airlines	MNL 14:15	DAC 22:40	1 stop 10h 25min				

DAC-SIN: SQ/** 447 SIN-MNL: SQ/** 910 MNL-SIN: SQ/** 917 SIN-DAC: SQ/** 446

ADT FORMAT FARE BASIS NOT AVAILABLE

From: DAC 17APR at 23:55 - TERMINAL 2 To: SIN at 06:05 (+1) - NOT PRE-DETERMINED Flight Time: 4h 10min Class: N Meals: No data Equipment: BOEING 787 DREAMLINER
Operates: No data On-Time: No data Air Miles: 1791 Time Diff: +02:00 E-ticket: Yes Baggage Allowance: 25 kilograms Carry On Baggage: No data

FARE DESCRIPTION	EST EMISSIONS	SEAT MAP
ECONOMY VALUE/ ECONOMY LITE	160 kg CO ₂	SEAT MAP

SELECT OFFER

Step-3

Profile Air Hotel Car PNR PF Keys Manual Command

PRICING

Singapore Airlines 27APR, 20:35 → 27APR, 22:40 V

Passenger Type	Count	Bags	Base Fare BDT	Taxes / Fees / Charges BDT	Total BDT
Adult	1	1	56650	11652	68302

Adult

N16BDRA Full fare rules available

Notes: No data

FARE DESCRIPTION	BAGGAGE, EMBARGO & MILEAGE INFORMATION	TAXES, FEES, CHARGES & FARE CALC	SEAT MAP
ECONOMY VALUE/ ECONOMY LITE	VIEW ALL	VIEW ALL	SEAT MAP

CREATE ORDER

Step 4

Create order

TRAVELER INFORMATION

Traveler 1 - Adult

Title / Prefix (optional) First name Middle name (optional) Last name

Mr Shaifullar Middle name Rabbi

Suffix (optional) Date of birth (optional) Gender (optional)

IV 09091992 Male Airline notifications refused

[Additional information](#)

CONTACT INFORMATION

Traveler contact

CANCEL CREATE ORDER

Airlines ticketing

KCVKWX - YESMIN FARJ...

TYPE COMMAND HERE **Send** PF Keys Command Help

KCVKWX YESMIN, FARJANA MRS 3 passengers
Ticketed on: 07MAR
Order Id: SQ_6ZG4U9 SQ-6ZG4U9

HOME ITINERARY QUOTES **TRAVELER INFORMATION** REMARKS TICKETING HISTORY

Display Travelers (3) **+ ADD** **DELETE**

LINE	NAME	TYPE	REFERENCE NUMBER
1.1	YESMIN, FARJANA MRS	ADT	
2.1	HOSSAIN, KAZI FAIAZ	ADT	

Workflows

- DOCUMENTS AND MESSAGING
- QUEUE PLACE
- GENERIC SEAT REQUEST
- ISSUE TICKET/EMD
- EXCHANGE SHOP
- EXCHANGE TICKET
- CANCEL TICKET/EMD
- REFUND TICKET
- NDC FULFILL ORDER**
- NDC EXCHANGE SHOP
- EXTENDED SALES REPORT
- UNUSED TICKET REPORT

Self-Check Sheet - 6: Make reservation through NDC

1. What is the primary purpose of the New Distribution Capability (NDC) program?

Ans:

- A) To increase the number of airline passengers
- B) To create a standardized XML-based data transmission format for airlines and travel agents
- C) To replace existing airline reservation systems
- D) To regulate airline ticket pricing globally

2. Which organization launched the NDC Program?

Ans:

- A) IATA
- B) ICAO
- C) FAA
- D) AATA

3. How does NDC benefit travel sellers?

Ans:

- A) By increasing commission rates from airlines
- B) By providing access to full and rich air content of the airlines
- C) By reducing the cost of airline tickets
- D) By eliminating the need for a GDS (Global Distribution System)

4. Which of the following is NOT a function of NDC?

Ans:

- A) Testing new pricing strategies
- B) Simulating new routes or services
- C) Standardizing airport security procedures
- D) Developing customized offers for travelers

2. Who can implement and use the NDC Standard?

3. Ans:

- A) Only IATA members
- B) Only travel agents
- C) Any third party, intermediary, IT provider, or non-IATA member
- D) Only full-service airlines

Answer Key - 6: Make reservation through NDC

1. What is the primary purpose of the New Distribution Capability (NDC) program?

Answer: B) To create a standardized XML-based data transmission format for airlines and travel agents

2. Which organization launched the NDC Program?

Answer: A) IATA

3. How does NDC benefit travel sellers?

Answer: B) By providing access to full and rich air content of the airlines

4. Which of the following is NOT a function of NDC?

Answer: C) Standardizing airport security procedures

4. Who can implement and use the NDC Standard?

Answer: C) Any third party, intermediary, IT provider, or non-IATA member

Job Sheet-6.1: Accessing and Using the NDC Platform for Reservation

Scenario:

Aroush, a travel agent based in Dhaka, Bangladesh, needs to book a flight and a hotel room for a client using the New Distribution Capability (NDC) platform. Aroush's objective is to ensure that the client's travel arrangements are made efficiently and accurately. Below is a step-by-step account of how Aroush accomplishes this task using the NDC platform.

Working Procedure:

- Log in to the NDC platform using your credentials.
- Ensure you have the necessary access rights to make reservations.
- Choose the type of reservation you wish to make (e.g., flight, hotel).
- **For Flights:** Enter departure and arrival cities, dates, number of passengers, and any other preferences.
- **For Hotels:** Enter destination, check-in and check-out dates, number of guests, and room preferences.
- Browse through the available options and select the most suitable one.
- **For Flights:** Provide full names, contact information, and any special requests.
- **For Hotels:** Provide guest details, contact information, and special requests if any.
- Enter payment details and apply any available discount codes or promotions.
- Review all details and confirm the reservation.
- Save or print the reservation confirmation for records.

Specification Sheet-6.1: Accessing and Using the NDC Platform for Reservation

Necessary Tools

Sl. No	Name of Tools	Specification	Unit	Quantity
7.	Computer	With data analysis software	PC	1
8.	Data Analysis Software	E.g., Excel, Tableau, etc.	PC	1
9.	Internet Access	High-speed Internet connection	PC	1

Necessary Equipments

Sl. No	Name of Equipments	Specification	Unit	Quantity
4.	Printer	High-resolution	PC	1
5.	Scanner	Document scanning capability	PC	1

Necessary Materials

Sl. No	Name of Materials	Specification	Unit	Quantity
6.	Paper	Standard A4 size	Ream	1
7.	Pens	Blue and black ink	Pack	1
8.	Notebooks	For taking notes	1	1

Review of Competency

Below is yourself assessment rating for module “Practice Reservation Software Operation” of Reservation and Ticketing Level-2

Assessment of performance Criteria	Yes	No
1. Reservation and ticketing software and icons are identified	<input type="checkbox"/>	<input type="checkbox"/>
2. Main features of reservation and ticketing software are illustrated	<input type="checkbox"/>	<input type="checkbox"/>
3. Entry procedures of each software is followed	<input type="checkbox"/>	<input type="checkbox"/>
4. Check the peripherals of the computer	<input type="checkbox"/>	<input type="checkbox"/>
5. Computer is opened as per Standard Operation Procedure	<input type="checkbox"/>	<input type="checkbox"/>
6. (SOP	<input type="checkbox"/>	<input type="checkbox"/>
7. Operating procedure of GDS is identified	<input type="checkbox"/>	<input type="checkbox"/>
8. Encode and Decode functions are practiced through GDS system	<input type="checkbox"/>	<input type="checkbox"/>
9. Features for reservation is collected using GDS command	<input type="checkbox"/>	<input type="checkbox"/>
10. PNR creation is practiced	<input type="checkbox"/>	<input type="checkbox"/>
11. Special Service Request (SSR) and Other Supplementary Information (OSI) insertion process is adapted	<input type="checkbox"/>	<input type="checkbox"/>
12. Fare quotation is practiced	<input type="checkbox"/>	<input type="checkbox"/>
13. Travel Information Manual (TIM) is checked	<input type="checkbox"/>	<input type="checkbox"/>
14. Queue is checked as per standard procedure	<input type="checkbox"/>	<input type="checkbox"/>
15. OTA is identified	<input type="checkbox"/>	<input type="checkbox"/>
16. Functions of OTA is interpreted	<input type="checkbox"/>	<input type="checkbox"/>
17. Reservation through OTA is practiced	<input type="checkbox"/>	<input type="checkbox"/>
18. CRS is identified	<input type="checkbox"/>	<input type="checkbox"/>
19. Functions of CRS is interpreted	<input type="checkbox"/>	<input type="checkbox"/>
20. Reservation through CRS is practiced	<input type="checkbox"/>	<input type="checkbox"/>
21. NDC is identified	<input type="checkbox"/>	<input type="checkbox"/>
22. Functions of NDC is interpreted	<input type="checkbox"/>	<input type="checkbox"/>
23. Reservation through NDC is practiced (SOP)	<input type="checkbox"/>	<input type="checkbox"/>

I now feel ready to undertake my formal competency assessment.

Signed:

Date:

Development of CBLM

The Competency based Learning Material (CBLM) of ‘Practicing Reservation Software Operation’ (Occupation: Reservation and Ticketing, Level-2) for National Skills Certificate is developed by NSDA with the assistance of SAMAHAR Consultants Ltd.in the month of June, 2024 under the contract number of package SD-9C dated 15th January 2024.

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8. <https://www.bdtask.com/blog/air-ticket-booking-software>
9. <https://www.sabre.com/about/#:~:text=It%20all%20started%20over%2060,first%20computerized%20airline%20reservation%20system.>
10. <https://www.lodgify.com/encyclopedia/online-travel-agency/>
11. <https://travelpricedrops.com/cars>
12. <https://www.expedia.com/Vacation-Packages>
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14. <https://booking.biman-airlines.com>
15. <https://usbair.com/holidays>
16. <https://www.sabre.com/insights/ndc/>
17. <https://www.iata.org/en/programs/airline-distribution/retailing/ndc/>
18. <https://exploreorigin.com/>
19. <https://www.iata.org/en/programs/airline-distribution/retailing/ndc/>
20. <https://colorwhistle.com/>
21. <https://www.turkishairlines.com/>

