



Competency Based Learning Material (CBLM)

Reservation and Ticketing Level-2

Module: Accomplishing Ticketing

CBLM: CBLM-OU-TH-RT-07-L2-V1



**National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh**

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This Competency Based Learning Materials (CBLM) on “Accomplishing Ticketing” under the “Reservation and Ticketing Level-2” qualification is developed based on the national competency standard approved by National Skills Development Authority (NSDA)

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 though 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

Contents

Copyright	i
How to use this Competency Based Learning Material (CBLM).....	v
Module Content	1
Learning Experience 1: Issue ticket.....	3
Information Sheet 1: Issue ticket	4
Self-Check Sheet - 1: Recognize the general issues of reservation and ticketing	31
Answer Key - 1: Recognize the general issues of reservation and ticketing	33
Job Sheet-1.1: Retrive PNR and issue a ticket.....	35
Specification Sheet-1.1: Retrive PNR and issue a ticket	36
Specification Sheet-1.2: Issue a ticket	38
Job Sheet 1.3: Issue a Ticket.....	39
Specification Sheet-1.3: Issue a ticket	40
Learning Outcome 2: Manage void and cancel	41
Learning Experience 2: Manage void and cancel	42
Information Sheet 2: Manage void and cancel	43
Self-Check Sheet - 2: Manage void and cancel	51
Answer Key - 2: Manage void and cancel	52
Job Sheet-2.1: Perform ticket void.....	53
Specification Sheet-1.1: Perform ticket void	54
Job Sheet-2.2: Cancel a reservation	55
Specification Sheet-2.2: Cancel a reservation	56
Job Sheet-2.3: Perform ticket void:	57
Specification Sheet-2.3: Perform ticket void	58
Job Sheet 2.4 Cancel a reservation	59
Specification Sheet-2.4: Cancel a reservation	60
Learning Outcome 3: Generate sales report.....	61
Learning Experience 3: Generate sales report	62
Information Sheet 1: Generate Sales report	63
Self-Check Sheet - 3: Recognize the general issues of reservation and ticketing	69
Answer Key - 3: Recognize the general issues of reservation and ticketing	70
Job Sheet-3.1: Generate a sales repor	71
Specification Sheet-3.1: Generate a sales repor.....	73
Review of Competency.....	74
Development of CBLM	75

Module Content

Unit of Competency	Accomplish Ticketing
Unit Code	OU-TH-RT-07-L2-V1
Module Title	Accomplishing Ticketing
Module Descriptor	This module covers the knowledge, skills, and attitudes required to Accomplish Ticketing. It specifically includes the tasks of issuing ticket, managing void and cancel and generating sales report.
Nominal Hours	20 Hours
Lerning Outcome	After completing the practice of the module, the trainees will be able to perform the following jobs: 1. Issue ticket 2. Manage void and cancel 3. Generate sales report

Assessment Criteria

1. PNR is retrieved
2. Fare quotation is prepared and stored as per system requirements
3. Plating carrier is inserted
4. Agent commission is inserted as per airlines policy
5. Forms of payment is inserted
6. Data is saved for issuing ticket
7. Issue command is applied for ticket issuance
8. Ticket Delivery is performed to the passenger
9. Ticket void and cancellation process is interpreted
10. Ticket void is performed if necessary
11. Reservation cancellation is carried out if necessary
12. Sales report is identified and interpreted
13. Sales report is generated as per SOP
- 14.** Sales report is printed and submitted to the concern authority

Learning Outcome 1: Issue ticket

Assessment Criteria	<ol style="list-style-type: none"> 1. PNR is retrieved 2. Fare quotation is prepared and stored as per system requirements 3. Plating carrier is inserted 4. Agent commission is inserted as per airlines policy 5. Forms of payment is inserted 6. 6. Data is saved for issuing ticket 7. Issue command is applied for ticket issuance 8. Ticket Delivery is performed to the passenger
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. PNR 2. Fare quotation 3. Plating carrier 4. Agent commission 5. Forms of payment 6. Save data 7. Ticket issuance 8. Ticket Delivery
Activities/job/Task	<ol style="list-style-type: none"> 1. Retrive PNR and issue a ticket
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: Issue ticket

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 'Issue ticket'
2. Read the Information sheet and complete the Self Checks & Check answer sheets on "Issue ticket"	2. Read Information sheet 1: Issue ticket 3. Answer Self-check 1: Issue ticket 4. Check your answer with Answer key 1: Issue ticket
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-1.1: Retrive PNR and issue a ticket

Information Sheet 1: Issue ticket

Learning Objective:

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

- 1.1. PNR is retrieved
- 1.2. Fare quotation is prepared and stored
- 1.3. Plating carrier
- 1.4. Agent commission
- 1.5. Forms of payment
- 1.6. Data is saved for issuing ticket
- 1.7. Issue command is applied for ticket issuance
- 1.8. Ticket Delivery is performed to the passenger

1.1. PNR is retrieved

Issue ticket: An airline ticket is a document or electronic record, issued by an airline or a travel agency that confirms that an individual is entitled to a seat on a flight on an aircraft. The airline ticket may be one of two types: a paper ticket, which comprises coupons or vouchers; and an electronic ticket (commonly referred to as an e-ticket). The ticket, in either form, is required to obtain a boarding pass during check-in at the airport. Then with the boarding pass and the attached ticket, the passenger is allowed to board the aircraft.

Image of an Airlines Ticket:

Sabre		ELECTRONIC TICKET PASSENGER ITINERARY/RECEIPT	
PREPARED FOR RABBI/MD SHAIFULLAR MD TICKET NUMBER 9974164275354		RESERVATION CODE : PWMHWP Sabre Training Opening Hrs : - Consultant : Md Shaifullar Rabbi Office Hours Contact : After Office Hours Contact : Facsimile : Email : vto@sabre.com	
FREQUENT FLYER : ISSUING AIRLINE :BIMAN BANGLADESH ISSUING AGENT :Sabre Training ISSUING LOCATION :DHAKA, BD ISSUED DATE :30MAR24		IATA NUMBER :99999992 CUSTOMER NO : TOUR CODE : FOID : NAME REF :	
Monday 20 May - Please verify flight times prior to departure			
FLIGHT/CLASS	TIME	CITY/COUNTRY/AIRPORT NAME/TERMINAL	AIRLINE RES CODE : PWMKQR STATUS / DURATION / MILEAGE MEALS/EQUIPMENT/STOPS
BIMAN BANGLADESH BG 347/BUSINESS/J	19:15 22:15	DHAKA HAZRAT SHAHJALAL INTL AIRPORT TERMINAL 2 DUBAI INTL TERMINAL 1	CONFIRMED / 5HR0MIN / 2202MILES / SNACK / BOEING 787-8 JET
FARE BASIS CODE :JOW NOT VALID BEFORE : NOT VALID AFTER :20MAY25 BG BIMAN BANGLADESH Contact (DHAKA HAZRAT SHAHJALAL INTL AIRPORT)--		BAGGAGE :40K NOTES : SEAT :	
FORM OF PAYMENT : INVAGT ENDORSEMENT / RESTRICTIONS : FARE CALCULATION LINE : DAC BG DXB1489.00NUC1489.00END ROE1.00 FARE : USD 1489.00 EQUIVALENT FARE : BDT 163790 TAXES/FEES/CARRIER-IMPOSED CHARGES (YR/YQ) : BDT 500BD,4000UT,2000OW,405E5,150ZR,1100PB,1100P7 TOTAL : BDT 173045			
POSITIVE IDENTIFICATION REQUIRED FOR AIRPORT CHECK-IN/NOTICE THE CARRIAGE OF CERTAIN HAZARDOUS MATERIALS, LIKE AEROSOLS, FIREWORKS, AND FLAMMABLE LIQUIDS, ABOARD THE AIRCRAFT IS FORBIDDEN. IF YOU DO NOT UNDERSTAND THESE RESTRICTIONS, FURTHER INFORMATION MAY BE OBTAINED FROM YOUR AIRLINE. DATA PROTECTION NOTICE: YOUR PERSONAL DATA WILL BE PROCESSED IN ACCORDANCE WITH THE APPLICABLE CARRIERS PRIVACY POLICY AND, IF YOUR BOOKING IS MADE VIA A RESERVATION SYSTEM PROVIDER (GDS), WITH ITS PRIVACY POLICY. THESE ARE AVAILABLE AT HTTP://WWW.IATATRAVELCENTRE.COM/PRIVACY OR FROM THE CARRIER OR GDS DIRECTLY. YOU SHOULD READ THIS DOCUMENTATION, WHICH APPLIES TO YOUR BOOKING AND SPECIFIES, FOR EXAMPLE, HOW YOUR PERSONAL DATA IS COLLECTED, STORED, USED, DISCLOSED AND TRANSFERRED.			
NOTICE CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE, WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS CAN BE OBTAINED FROM THE ISSUING CARRIER OR THROUGH ITS WEBSITE. PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OF ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THERE OF WITHIN A COUNTRY. FOR SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER. CHECK WITH YOUR CARRIER FOR MORE INFORMATION.			
IATA TICKET NOTICE : http://www.iatatravelcentre.com/e-ticket-notice/General/English/ (Subject to change without prior notice)			
		PRINTED ON 11:02AM 30MAR24	

Regardless of the type, tickets contain the following information:

- The passenger's name
- The issuing airline
- A ticket number, including the airline's three-digit code at the start of the number
- The cities between which the ticket is valid for travel
- Flight for which the ticket is valid (unless the ticket is "open")
- Travel date and Time
- Cabin Class
- Baggage allowance. (Not always visible on a printout but recorded electronically for the airline)
- Fare. (Not always visible on a printout but recorded electronically for the airline)
- Taxes. (Not always visible on a printout but recorded electronically for the airline)
- The "Fare Basis", an alphabetic or alphanumeric code that identifies the fare
- Restrictions on changes and refunds (not always shown in detail, but referred to)
- Dates for which the ticket is valid
- "Form of payment", i.e. details of how the ticket was paid for, which will in turn affect how it would be refunded.
- The exchange rate used to calculate any international parts of the fare and tax
- A "Fare Construction" or "Linear" showing the breakdown of the total fare
- Times on airline tickets are generally for the local time zone where the flight will be at that moment.

Issuing an air ticket

A revenue passenger on an airline must hold a valid issued ticket. In order for a ticket to be issued, there are two distinct processes; both of these are required:

Reservation

A reservation for an itinerary is made in the airline system, either directly by the passenger or by an agent. The itinerary includes all the above details needed for the issuance of an air ticket, except the ticket number.

When the reservation is made, a passenger name record (PNR) will be created which is used to manage the reservation and check in. There can be multiple passengers in a single passenger name record provided that all passengers have the same itinerary and fare type.

Issuance

Having a reservation does not itself entitle the passenger to travel. Only when the airline receives the payment or a passenger redeems miles/points, a ticket is issued which is linked to the reservation and allows the passenger to travel.

PNR Creation Process

	FUNCTION	ENTRY	REMARKS
	FARE CHECK	FQDACLON20JUN- BG (Non Itinerary Price Check) <i>JR ENTRY: Lowest Fare Check</i> JR.DAC/S-OYLON20JUN/S-OYDAC25JUN/P-ADT1C091INF [RETURN]	JR.MandatoryDAC-Origin /S-OY -Mandatory LON:Destination /P-Mandatory 20JUN-Date

		JR.DAC/S-OYLON15APR [ONE WAY] Seat Avail : JR01	
	FARE CHECK WITH TAX	WQDACLONDAC-ABG	
		PNR (PASSENGER NAME RECORD)	
1.	AVAILABILITY	120JANDACLON#BG 1#1 After 1days Availability check 1#-1 Before 1days Availability check	
2.	SEAT SELL	02N1 2=Passenger number & N = Booking Class	02N1* To get Married segment
	RETURN AVAILABILITY CHECK	1# R25JUN	
3.	SEAT SELL	02N1	
4.	ADULT NAME CHILD NAME INFANT NAME	-TASHANUL/ARAF MR [LAST NAME/FIRST NAME] - SHARIAR/BABU MSTR*C08 -----> YEAR OF CHILD -I/ TASHNUL/EVANA MISS*I08 ---> MONTH OF INFT	<u>Child message:</u> 3CHLD/DOB-2.1 <u>Infant message:</u> 3INFT/LASTNAME/FIRST NAME /DOB-1.1 DOB : Date Of Birth
5.	CONTACT NUMBER	9 SABRE BD 01520102045 RABBI Agency Name Cell Number REF	
6.	TIME LIMIT	7TAW/	
7.	RECEIVE FIELD	6 Agent name	
8.	END TRANSACTION	ER ER (Press ER 2 Times If have CHD & INF)	Sabre PNR will show in below
9.	IGNORE & RETRIEVE	IR	Airlines PNR will show on upper right side
10	PAX Mobile	3CTCM/01755585650-1.1 (-1.1 is Passenger Serial Number)	
11	PAX Email	3CTCE/Shaifullar. Rabbi//sabretn.com.bd-1.1	
12	DOCS/Passport	3DOCS/P/BGD/BF029284/BGD/09SEP92/M/20SEP29/RABBI/MD SHAIFULLAR-1.1 (Passport Information Pass) Delete Docs/Doco : 311.XX [M FOR MALE, F FOR FEMALE] *P3D = See DOCS/DOCO /DOCA [MI FOR MALE INFANT, FI FOR FEMALE INFANT]	
13	DOCO/VISA	3DOCO/BD/V/1209876/BD/12JUN24/GB//12JUN26-1.1	
14.	FARE STORE FOM PNR	1) WPABG 2) PQ	1. WPNCB 2. PQ 3. (6R ER IR) PQD-ALL (Fare delete) WPA- Auto Price WPNCB – Lowest fare

Check Status Code

Status Code	Meaning
HK	Holds confirmed status
HX	Segment canceled through the carrier or associate
KK	Vendor confirms the requested segment
HN	Holds need (space not confirmed and you need to verify the booking status with the carrier.)
HQ	Already requested but 12 hours' time in order to receive confirmation is not elapsed yet
GK	Vendor participating in the merge to Sabre process, indicates a confirmed booking merged from a multi-access host.
DL	Seats is deferred (denied) from a waitlist
NO	You must cancel the denied segment and request an alternate booking
PN	Booking is in Pending Need status
RR	Reconfirmed through the vendor
SS	Sabre system response
UC	segment is not confirmed
UN	The flight is not operating

You also learned following Sabre formats to view a PNR:

Action	Entry Code
Display or Retrieve PNR By Name	*SMR7FA
Display PNR by record locator	*T78DAN
Display PNR with partial name	*-AHMED
Display PNR from similar name list	*4
Name Field Only	*N
Itinerary Only	*I
Ticketing Field	*T
Phone Number	*P9
Remarks	*P5
Form of payment	*FOP
Frequent Flyer	*FF
Secure Flight Data	*P3D
E-mail address	*PE
Price Quote	*PO
Redisplay Complete PNR	*A

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

Entry: *QESOFD

```
QESOFD
1.1RABBI/MD SHAIFULLAR MR
1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
2 BG 585Y 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 1236/30MAR24 QESOFD H
```

PNR Explanation	Action
QESOFD	Sabre PNR
1.1	Passenger Line Number
RABBI/MD SHAIFULLAR MR	Passenger Name
1	Segment Line Number
BG 584	Flight Number
Y	Class Code Y-Economy
20MAY	Travel date and month
1	Monday
DAC	Departure City/Origin
SIN	Arrival City/ Destination
HK1	Hold Confirmed number of Pax 1
0830	Departure time at Dhaka
1440	Arrival time at Singapore
DCBG*QGCJLD	Dhaka/Biman Bangladesh*Airline PNR
E	Electronic Ticket
TKT/TIME LIMIT	Ticketing Time Limit
Phone	Agency Name, Cell Number &Reference
PRICE QUOTE RECORD	AUTOPRICED
General Facts	SSR and OSI
RECEIVED FROM	Reference Person -RABBI
*P3D	DOCS and DOCO information
CJ38	Pseudo City Code (PCC)
AIN	Agent ID Keyword
1236	Booking time/PNR Creation Time
30MAR24	Booking Date, month, year
QESOFD	PNR(Sabre)
H	History

1.2. Fare quotation

Fare: When checking availability, each booking code represents a different cabin class or fare type. On all flights a variety of fares are offered. Highest fares which are flexible are normal fares. Those which are lower and less flexible are special fares. Within each of these categories, there are different types of fares. The general features of the most frequently seen fare types are listed below. These are general guidelines, and restrictions of each fare may vary, depending on the route flown. The rules of each fare should be checked and passengers advised of any restrictions.

Identifying Cabin Classes of Airlines

Generally, airlines offer three main classes of service:

- Economy class
- Premium Economy class
- Business class
- First class

Some airlines may differentiate within a class, and in addition to the standard service may offer a superior service within the same cabin. However, not all airlines offer three classes - some have two and others may only have one, and the classes offered may vary on different routes with varying aircraft types.

THE DIFFERENT TYPES OF: FLIGHT CLASSES

BUSINESS CLASS
Less expensive than first, but high-quality accommodations intended for business travelers.

FIRST CLASS
Most expensive, but most comfortable accommodations.

PREMIUM ECONOMY
More distance between rows, but the seats are the same width as regular economy.

ECONOMY CLASS
Basic flight accommodations for leisure travelers.

Check Cabin Class:

Entry: W/RBD*BG

(W/RBD* Mandatory and BG- Biman Bangladesh Airline Code)

```
W/RBD*BG«
-----
RBD BY CABIN FOR CARRIER: BG
EFF DATE      24DEC2019  DISC DATE      31DEC9999
FIRST TKT DATE 23DEC2019  END TKT DATE 31DEC9999
FROM FLIGHT:   TO FLIGHT:     EQUIPMENT: 789
GLOBAL IND:
GEO LOC1:
GEO LOC2:
CABIN          RBD
BUSINESS       C D J R Z
PREMIUM ECONOMY W
ECONOMY        A B E G H I K L M N O P Q S T U V X Y
-----
RBD BY CABIN FOR CARRIER: BG
EFF DATE      30NOV2018  DISC DATE      31DEC9999
FIRST TKT DATE 29NOV2018  END TKT DATE 31DEC9999
FROM FLIGHT:   TO FLIGHT:     EQUIPMENT:
GLOBAL IND:
GEO LOC1:
GEO LOC2:
CABIN          RBD
BUSINESS       C D J R Z                                     ¥
```

Identifying Fare Types:

Generally, there are two categories of air fares, normal fares and special fares. Normal fares are available for all classes of service and are flexible and therefore more expensive. Generally normal fares are valid for one year. Special fares have many restrictions attached to them, such as minimum stay restrictions or advanced purchase requirements. In general, they are less expensive. There are different fares types apply in different markets, but they typically fall into the following categories:

1. Normal fares
2. Excursion fares
3. APEX fares
4. PEX and Super-PEX fares

Normal Fares:

Full fares for a First/Business/Economy Class service fares published as normal fares. Children and infant fares which are established as a percentage of a normal fare are also considered to be normal fares. Normal fares are flexible, and there are no routing, stopover, advance purchase or refund restrictions. They may be re-routed without restriction and purchased on a one way or round-trip basis. Generally normal fares are valid for one year. The class of service normally appears on its own as the fare basis, e.g. Y, C, F and YOW or YRT to identify one way or round-trip fares.

Excursion Fares:

Reservations for excursion fares may normally be changed, subject to minimum and maximum stay requirements. They may normally be purchased at any time, and sold on a return basis. Routing and stopover requirements are generally flexible, and there are usually no refund restrictions. The fare basis followed by the maximum stay in terms of days or months.

APEX Fares:

Reservations for Advance Purchase Excursion (APEX) fares usually may not be changed without a penalty, and there is often some type of refund restriction. Usually, no stopovers are allowed and direct flights are used. They are normally sold on a return basis, and have a minimum and maximum stay requirement. The codes AP, AN or AB are normally included in the fare basis.

PEX and Super-PEX Fares

These are Public Excursion fares and have the same restrictions as APEX fares but may be purchased at any time. Usually, no stopovers are allowed and direct flights are used. There are minimum and maximum stay requirements, and they are normally sold on a return basis. The codes PX or SX are included in the fare basis.

Non-Itinerary Pricing Check

Entry Code	Action
FQDACSIN25MAY-BG	Display specific airline's fares
FQDACSIN25MAY-BG/BDT	Display fares for BG with Bangladeshi Taka
RD1*M	Fare rules Manu
RD1*16	Penalties check from fare Basis line number 1
FT1	Check Fare with tax from line number 1

Entry: FQDACSIN20MAY-BG

```

FQDACSIN20MAY-BG<
DAC-SIN      CXR-BG      MON 20MAY24      USD
BG  1/ 0/ 0  EK  0/ 0/ 7  SQ  2/ 0/ 0  BA  0/ 0/ 2  QR  0/ 0/ 2
AI  0/ 0/ 3  PG  0/ 0/ 8  TG  0/ 0/ 3  CZ  0/ 0/ 3  MU  0/ 0/ 1
MH  0/ 0/ 8
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
BG  DACSIN.EH      20MAY24      MPM  2156
  V  FARE BASIS  AP  FARE-OW  FARE-RT  BK  SEASON  MINMAX  RTG
  1  KBD3M      ¥      350.00  K 01JAN-30JUN  -/ 3M  EH01
  2  KBDR      ¥      360.00  K 01JAN-30JUN  -/12M  EH01
  3  KBDO      ¥  180.00      K 01JAN-30JUN  -/12M  EH01
  4  BBD3M      ¥      380.00  B 01JAN-30JUN  -/ 3M  EH01
  5  BBDR      ¥      400.00  B 01JAN-30JUN  -/12M  EH01
  6  BBDO      ¥  200.00      B 01JAN-30JUN  -/12M  EH01
  7  HBD3M      ¥      420.00  H 01JAN-30JUN  -/ 3M  EH01
  8  HBDR      ¥      440.00  H 01JAN-30JUN  -/12M  EH01
  9  HBDO      ¥  220.00      H 01JAN-30JUN  -/12M  EH01
 10  LBD3M      ¥      475.00  L 01JAN-30JUN  -/ 3M  EH01
    
```

Explanation of Fare Quotation Screen:

FQDACSIN20MAY-BG	Entry
DAC-SIN	Travel Sector
EH-Eastern Hemisphere	Global Indicator
20MAY24	Check fare date
MPM 2156	Maximum permitted mileage
1	Fare row number
KBD3M	Fare Basis
AP	Advance Purchase
Fare-OW	One way fare
Fare-RT	Round Trip fare
BK	Indicate Booking class
Session	Fare for Specific Time range
MIN	Minimum Stay requirement
MAX	Maximum Stay requirement
RTG	Routing

Rules & Menu

Entry: RD1*M

```
RD1*M<<
  V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
  1   KBD3M      ¥           350.00 K 01JAN-30JUN -/ 3M EH01
PASSENGER TYPE-ADT          AUTO PRICE-YES
FROM-DAC TO-SIN      CXR-BG   TVL-20MAY24  RULE-AS10 IPRPG/8
FARE BASIS-KBD3M          NORMAL FARE  DIS-N   VENDOR-ATP
FARE TYPE-ER          RT-ECONOMY RESTRICTED
USD  350.00  0010  E22DEC23 D-INFINITY  FC-KBD3M  FN-95
SYSTEM DATES - CREATED 21DEC23/0412  EXPIRES INFINITY

*50.RULE APPL          01.ELIGIBILITY          02.DAY/TIME
*03.SEASONS           *04.FLIGHT APPL        *05.ADV RES/TKTG
  06.MIN STAY         *07.MAX STAY          *08.STOPOVERS
*09.TRANSFERS         *10.COMBINATIONS      *11.BLACKOUTS
  12.SURCHARGES      13.ACCOMP TRAVEL     14.TRAVEL RESTR
-15.SALES RESTR      ¥16.PENALTIES        *17.HIP/MILEAGE
*18.TICKET ENDO      /19.CHILDREN DISC    20.TOUR COND DISC
  21.AGENT DISC      *22.ALL OTHER DISC  *23.MISC PROVISIONS
  25.FARE BY RULE    26.GROUPS            27.TOURS
  28.VISIT A COUNTRY 29.DEPOSITS          ¥31.VOLUNTARY CHGS
¥33.VOLUNTARY RFNDS  35.NEGOTIATED FARES
  90.AGENCY RETAILER INFORMATION
  IC.INTERNATIONAL CONSTRUCTION
```

Penalties Check: (Entry : RD1*16)

```
RD1*16<<
  V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
  1   KBD3M      ¥           350.00 K 01JAN-30JUN -/ 3M EH01
PASSENGER TYPE-ADT          AUTO PRICE-YES
FROM-DAC TO-SIN      CXR-BG   TVL-20MAY24  RULE-AS10 IPRPG/8
FARE BASIS-KBD3M          NORMAL FARE  DIS-N   VENDOR-ATP
FARE TYPE-ER          RT-ECONOMY RESTRICTED
USD  350.00  0010  E22DEC23 D-INFINITY  FC-KBD3M  FN-95
SYSTEM DATES - CREATED 21DEC23/0412  EXPIRES INFINITY

16.PENALTIES
  ORIGINATING BANGLADESH -
    NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
    IF ANY TICKET VOIDED WITHOUT CANCELLING
    RESERVATION WITHIN 24 HOURS OF FLIGHT DEPARTURE
    ---CHARGE SHALL BE USD100.00 PLUS APPLICABLE
    NOSHOW CHARGE.
    -----
    NEW RESERVATION REISSUE/ REVALIDATION
    MUST BE MADE ON THE SAME DAY AT THE SAME TIME.
    -----
```

Fare with Tax Check:

Entry: FQDACSIN20MAY-BG/BDT

```

FQDACSIN20MAY-BG/BDT<
DAC-SIN      CXR-BG      MON 20MAY24      BDT
OD  0/ 0/ 7  BG  1/ 0/ 0  EK  0/ 0/ 7  SQ  2/ 0/ 0  BA  0/ 0/ 2
QR  0/ 0/ 2  AI  0/ 0/ 2  PG  0/ 0/ 8  TG  0/ 0/ 5  CZ  0/ 0/ 2
MU  0/ 0/ 1  MH  0/ 0/ 8
//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      DACSIN.EH      20MAY24      MPM 2156
V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
1  KBD3M      ¥          38500 K 01JAN-30JUN -/ 3M EH01
2  KBDR      ¥          39600 K 01JAN-30JUN -/12M EH01
3  KBDO      ¥    19800      K 01JAN-30JUN -/12M EH01
4  BBD3M      ¥          41800 B 01JAN-30JUN -/ 3M EH01
5  BBDR      ¥          44000 B 01JAN-30JUN -/12M EH01
    
```

Entry: FT1

```

FQDACSIN20MAY-BG/BDT<
DAC-SIN      CXR-BG      MON 20MAY24      BDT
OD  0/ 0/ 7  BG  1/ 0/ 0  EK  0/ 0/ 7  SQ  2/ 0/ 0  BA  0/ 0/ 2
QR  0/ 0/ 2  AI  0/ 0/ 2  PG  0/ 0/ 8  TG  0/ 0/ 5  CZ  0/ 0/ 2
MU  0/ 0/ 1  MH  0/ 0/ 8
//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      DACSIN.EH      20MAY24      MPM 2156
V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
1  KBD3M      ¥          38500 K 01JAN-30JUN -/ 3M EH01
2  KBDR      ¥          39600 K 01JAN-30JUN -/12M EH01
3  KBDO      ¥    19800      K 01JAN-30JUN -/12M EH01
4  BBD3M      ¥          41800 B 01JAN-30JUN -/ 3M EH01
5  BBDR      ¥          44000 B 01JAN-30JUN -/12M EH01
    
```

Fare Check and Quotation (AUTO PRICED):

```

QESOFD
1.1RABBI/MD SHAIFULLAR MR
1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
2 BG 585Y 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 1236/30MAR24 QESOFD H
    
```

Entry Code	Action
WPABG	Auto priced Check
WPRD*M	Fare Rules Manu
WPRD*	Fare Rules Check
WPRD*C16	Penalties Check from Fare rules
PQ	Retain itinerary price response (Fare stored)
*PQ	Display Fare Stored from itinerary
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

BOOKING STATUS: SEGMENTS ADDED TO PNR

1 BG	584 Y	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

- 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

AUTOPRICED Entry: WPABG

```

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
  1.SSR CTCM BG HK1/01520102045
  2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
  4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 1236/30MAR24 QESOFD H

WPABG<

20MAY DEPARTURE DATE-----LAST DAY TO PURCHASE 13APR/23:59

1-      BASE FARE      EQUIV AMOUNT      TAXES/FEES/CHARGES      BDT134982ADT      TOTAL:  BDT134982
  XT      USD1096.00      BDT120560      BDT14422XT      405E5
          500BD          4000UT          20000W          1100P7
          3783SG          881L7          6530P
          1100P8
          1096.00          120560          14422

ADT-1  YBD3M
DAC BG SIN548.00BG DAC548.00NUC1096.00END ROE1.00
RATE USED 1USD-110BDT
VALID ON BG ONLY/NONEND
VALIDATING CARRIER SPECIFIED - BG
  
```

Rules Check

Entry: WPRD*M (Fare rules menu check) :

```

WPRD*M<
  V  FARE BASIS  AP  FARE-OW  FARE-RT  BK  SEASON  MINMAX  RTG
  1  KBD3M      ¥   350.00  K  01APR-30JUN  -/ 3M  EH01
                                01JUL-31DEC
                                01JAN-31DEC
                                01JAN-30JUN
                                01JUL-31DEC
                                01JAN-30JUN
                                01JUL-31DEC

PASSENGER TYPE-ADT          AUTO PRICE-YES
FROM-DAC TO-SIN          CXR-BG          TVL-20MAY24  RULE-AS10 IPRPG/8
FARE BASIS-KBD3M          NORMAL FARE  DIS-N          VENDOR-ATP
FARE TYPE-ER          RT-ECONOMY RESTRICTED
USD  350.00  0010  E22DEC23  D-INFINITY  FC-KBD3M  FN-95
SYSTEM DATES - CREATED 21DEC23/0412  EXPIRES INFINITY

*50.RULE APPL          01.ELIGIBILITY          02.DAY/TIME
*03.SEASONS          *04.FLIGHT APPL          *05.ADV RES/TKTG
  06.MIN STAY          *07.MAX STAY          *08.STOPOVERS
*09.TRANSFERS          *10.COMBINATIONS          *11.BLACKOUTS
  12.SURCHARGES          13.ACCOMP TRAVEL          14.TRAVEL RESTR
  
```

Entry: WYPED* (For all fare rules):

```

WPRD*«
  V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
  1  YBD3M      ¥           1096.00 Y 01APR-30JUN  -/ 3M EH01
                                01JUL-31DEC
                                01JAN-31DEC
                                01JAN-30JUN
                                01JUL-31DEC
                                01JAN-30JUN
                                01JUL-31DEC

PASSENGER TYPE-ADT              AUTO PRICE-YES
FROM-DAC TO-SIN      CXR-BG     TVL-20MAY24  RULE-AS10 IPRPG/8
FARE BASIS-YBD3M          SPECIAL FARE  DIS-E   VENDOR-ATP
FARE TYPE-ECF           RT-ECONOMY CLASS FLEX
USD 1096.00 0010 E23NOV23 D-INFINITY FC-YBD3M FN-95
SYSTEM DATES - CREATED 22NOV23/0434 EXPIRES INFINITY

50.RULE APPLICATION AND OTHER CONDITIONS
NOTE - THE FOLLOWING TEXT IS INFORMATIONAL AND NOT
VALIDATED FOR AUTOPRICING.
WITHIN AREA 3
APPLICATION
  
```

Entry: WPRD*C16 (for only 16 number fare rules)

```

WPRD*C16«
  V  FARE BASIS AP  FARE-OW  FARE-RT BK  SEASON  MINMAX  RTG
  1  YBD3M      ¥           1096.00 Y 01APR-30JUN  -/ 3M EH01
                                01JUL-31DEC
                                01JAN-31DEC
                                01JAN-30JUN
                                01JUL-31DEC
                                01JAN-30JUN
                                01JUL-31DEC

PASSENGER TYPE-ADT              AUTO PRICE-YES
FROM-DAC TO-SIN      CXR-BG     TVL-20MAY24  RULE-AS10 IPRPG/8
FARE BASIS-YBD3M          SPECIAL FARE  DIS-E   VENDOR-ATP
FARE TYPE-ECF           RT-ECONOMY CLASS FLEX
USD 1096.00 0010 E23NOV23 D-INFINITY FC-YBD3M FN-95
SYSTEM DATES - CREATED 22NOV23/0434 EXPIRES INFINITY

16.PENALTIES
ORIGINATING BANGLADESH -
BEFORE DEPARTURE

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
  
```

Pricing Quotation (Save): Entry: PQ

PQ«
 PRICE QUOTE RECORD RETAINED
 FARE RECORD-ADT-AUTO PRICED -ATPC
 PQ 1 LAST DAY TO TICKET TKT/TL 13APR24/2359 INPUT PTC - ADT
 1.1RABBI/MD SHAIFULLAR MR
 VALIDATING CARRIER - BG
 1 ODAC BG 584Y 20MAY 0830 YBD3M OK 20AUG2430K
 2 OSIN BG 585Y 26MAY 1550 YBD3M OK 20AUG2445K
 DAC

	BASE FARE	EQUIV AMT	TAXES/FEES/CHARGES	TOTAL
	USD1096.00	BDT120560	14422XT	BDT134982
XT	500BD	4000UT	20000W	405E5
	3783SG	881L7	6530P	1100P7
	1100P8			

 DAC BG SIN548.00BG DAC548.00NUC1096.00END ROE1.00
 VALID ON BG ONLY/NONEND

QESOFD
 1.1RABBI/MD SHAIFULLAR MR
 1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
 2 BG 585Y 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
 TKT/TIME LIMIT
 1.TAW/
 PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 PRICE QUOTE RECORD - AUTOPRICED
 SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
 GENERAL FACTS
 1.SSR CTCM BG HK1/01520102045
 2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
 4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
 5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
 RECEIVED FROM - RABBI
 CJ38.CJ38*AIN 1236/30MAR24 QESOFD H

Lowest available fare check and Quotation:

Entry Code	Action
WPNCB	Lowest available fare search
PQ	Retain itinerary price response (Store Fare)
6RABBI	Received
ER	End and Retrieve
IR	Ignore and Retrieve
*PQ	Display stored fares
PQD-ALL	Delete all stored fares

Entry: WPNCB

```

1.SSR CTM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 1236/30MAR24 QESOFD H
WPNCB<
20MAY DEPARTURE DATE-----LAST DAY TO PURCHASE 03APR/23:59

```

	BASE FARE	EQUIV AMOUNT	TAXES/FEES/CHARGES		TOTAL:
1-	USD350.00	BDT38500	BDT14422XT	BDT52922ADT	BDT52922
XT	500BD	4000UT	20000W	405E5	
	3783SG	881L7	6530P	1100P7	
	1100P8				
	350.00	38500	14422		

```

ADT-1 KBD3M
DAC BG SIN175.00BG DAC175.00NUC350.00END ROE1.00
RATE USED 1USD-110BDT
VALID ON BG ONLY/NONEND
VALIDATING CARRIER - BG
1 BG 584K 20MAY 1 DACSIN SS1 0830 1440 /DCBG /E
2 BG 585K 26MAY 7 SINDAC SS1 1550 1800 /DCBG /E

```

Fare Rules Check: Entry : WPRD*C16

```

WPRD*C16<

```

V	FARE BASIS	AP	FARE-OW	FARE-RT	BK	SEASON	MINMAX	RTG
1	KBD3M	¥		350.00	K	01APR-30JUN	- / 3M	EH01
						01JUL-31DEC		
						01JAN-31DEC		
						01JAN-30JUN		
						01JUL-31DEC		
						01JAN-30JUN		
						01JUL-31DEC		

```

PASSENGER TYPE-ADT AUTO PRICE-YES
FROM-DAC TO-SIN CXR-BG TVL-20MAY24 RULE-AS10 IPRPG/8
FARE BASIS-KBD3M NORMAL FARE DIS-N VENDOR-ATP
FARE TYPE-ER RT-ECONOMY RESTRICTED
USD 350.00 0010 E22DEC23 D-INFINITY FC-KBD3M FN-95
SYSTEM DATES - CREATED 21DEC23/0412 EXPIRES INFINITY

```

16.PENALTIES
ORIGINATING BANGLADESH -
NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
IF ANY TICKET VOIDED WITHOUT CANCELLING
RESERVATION WITHIN 24 HOURS OF FLIGHT DEPARTURE

Price Quotation (Save) :

Entry: PQ (If you get lowest available fare then received it)

```

PQ<
-----
PRICE QUOTE RECORD RETAINED

FARE RECORD-ADT-AUTO PRICED          -ATPC
PQ 1 LAST DAY TO TICKET TKT/TL 03APR24/2359      INPUT PTC - ADT

1.1RABBI/MD SHAIFULLAR MR
VALIDATING CARRIER - BG
 1 ODAC BG 584K 20MAY 0830   KBD3M           SS           20AUG2430K
 2 OSIN BG 585K 26MAY 1550   KBD3M           SS           20AUG2440K
   DAC

          BASE FARE          EQUIV AMT          TAXES/FEES/CHARGES          TOTAL
          USD350.00          BDT38500          14422XT          BDT52922
XT          500BD          4000UT          2000OW          405E5
          3783SG          881L7          6530P          1100P7
          1100P8
DAC BG SIN175.00BG DAC175.00NUC350.00END ROE1.00

VALID ON BG ONLY/NONEND
    
```


```

VALIDATING CARRIER - BG
 1 ODAC BG 584K 20MAY 0830   KBD3M           SS           20AUG2430K
 2 OSIN BG 585K 26MAY 1550   KBD3M           SS           20AUG2440K
   DAC

          BASE FARE          EQUIV AMT          TAXES/FEES/CHARGES          TOTAL
          USD350.00          BDT38500          14422XT          BDT52922
XT          500BD          4000UT          2000OW          405E5
          3783SG          881L7          6530P          1100P7
          1100P8
DAC BG SIN175.00BG DAC175.00NUC350.00END ROE1.00

VALID ON BG ONLY/NONEND

PRICING TRAILER MSG
VALIDATING CARRIER - BG
                                                                                               ¥

ER<
-----
 NEED RECEIVED FROM FIELD - USE 6
    
```

Issuing Ticket

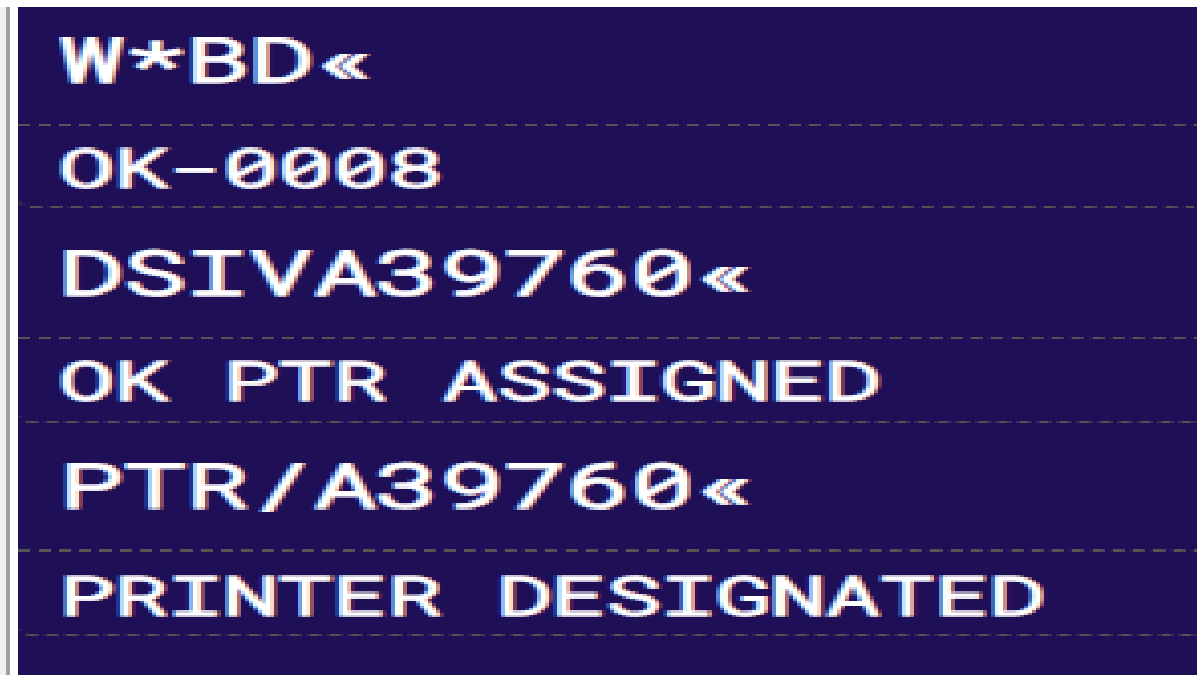
Ticket Issue:

Data Collection before issuing an air Ticket:

- The date they wish to travel
- Where they are wish to travel from
- Where they are wish to Travel to
- Preferred Carrier / Airline
- Passenger (s) name (First Name, Middle Name, Last Name)
- Title of the passenger (Mr., Ms., Mrs., Mstr., Miss., Inf)
- Travel document (Passport, VISA, Resident card, PR Card, Green Card and NID)
- Age (Date of birth)
- Birth place/Nationality
- Gender (Male/Female)
- Visa Type (For International Travel)
- Residency status
- Type of passenger (Adult, Child, Infant, Senior citizen)
- Type of Journey (One way, Round trip, Circle Trip, Open Jaw etc.)
- Nature of travel (Business, Conference, Tourism, Pilgrims etc.)
- Dietary requirement (Meal preference)
- Hotel/Organisation Name/Address (If corporate travel , Tourist)
- Contact Number(Mobile)/email address (Passenger and Agent both)
- Encashment certificate (If passenger foreigner)
- Travel Insurance
- Medical Certificate
- Manpower Clearness Certificate
- Security (Police) Clearances Certificate

Assign Printer

Entry Code	Action
PE*PCC (PE*CJ38)	Find PTR Number (A39760)
W*BD	W* mandatory & BD is Country code
DSIVA39760	PTR Assigned
PTR/ A39760	Printer Designated
PE*PCC (PE*CJ38)	Find PTR Number (A39760)



Issue Ticket

Entry Code	Action
WYPQ1N1.1YABGYFINVAGTYKP7	Basic automatic ticketing
WY	Mandatory Command
PQ1	Price Quotation Number 1
N1.1	Pax Number line number 1.1
A	Airline
BG	Airlines Code
F	Form of Payment
INV	Invoice
AGT	Agent
KP	Commission (Base Fare)
7 or 0	7 or 0 (%-Percent)
WYPQ1N1-5YABGYFINVAGTYKP7	Issue ticket in PQ1 from Passengers 1 to 5

WYPQ1-3YABGYFINVAGTYKP7	Issue ticket in PQ1 to 3 with all passengers
WYPQ1-3YABGYFINVAGTYKP0	Issue ticket with 0 commission
*PNR	After Issue Ticket Retrieve PNR
*T	Check Ticket
WETR*2	Open Ticket image of Number 2
DQB*	Check Sales Report

Ticket Issue Entry:

WYPQ1N1.1YABGYFINVAGTYKP7

```

*QESOFD<
QESOFD
 1.1RABBI/MD SHAIFULLAR MR
 1 BG 584K 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
 2 BG 585K 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
 1.TAW/
PHONES
 1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
 1.SSR CTCM BG HK1/01520102045
 2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
 4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
 5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
 6.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 1236/30MAR24 QESOFD H
WYPQ1N1.1YABGYFINVAGTYKP7<
OK 52922
ETR MESSAGE PROCESSED
OK 6.6
OK 1151 QESOFD
INVOICED - NUMBER 0001036
REQUEST PRINTING - 1 INVOICE

```

```

*QESOFD<
-----
QESOFD
1.1RABBI/MD SHAIFULLAR MR
1 BG 584K 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
2 BG 585K 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
6.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 1236/30MAR24 QESOFD H
-----
W#PQ1N1.1#ABG#FINVAGT#KP7<
-----
OK 52922
ETR MESSAGE PROCESSED
OK 6.6
OK 1151 QESOFD
INVOICED - NUMBER 0001036
REQUEST PRINTING - 1 INVOICE

```

*T

```

QESOFD
1.1RABBI/MD SHAIFULLAR MR
1 BG 584K 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
2 BG 585K 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
1.T-31MAR-CJ38*AIN
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
6.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
REMARKS
1.XXTAW/
ACCOUNTING DATA
1. BG#4164275368/ 2695/BDT 38500/ 14422/ONE/CA 1.1RABBI
MD SHAIFULLAR MR/1/F/E #
-----
*T<
-----
TKT/TIME LIMIT
1.T-31MAR-CJ38*AIN
2.TE 9974164275368-BD RABBI/M CJ38*AIN 2251/31MAR*I

```

WETR 2

```

*T<<
TKT/TIME LIMIT
1.T-31MAR-CJ38*AIN
2.TE 9974164275368-BD RABBI/M CJ38*AIN 2251/31MAR*I
WETR*2<<
ELECTRONIC TICKET RECORD
INV:0001036 CUST: CRS CODE:7766
TKT:9974164275368 ISSUED:31MAR24 PCC:CJ38 IATA:99999992
NAME:RABBI/MD SHAIFULLAR MR
FORM OF PAYMENT FCI: 4
1 INVAGT
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 BG 584 K 20MAY DACSIN 0830 OK KBD3M OPEN
NVB: NVA:20AUG24 BAG:30K
2 BG 585 K 26MAY SINDAC 1550 OK KBD3M OPEN
NVB: NVA:20AUG24 BAG:40K
FARE USD350.00
TOTAL BDT52922 EQUIVALENT FARE PAID BDT38500
FARE CALCULATION
DAC BG SIN175.00BG DAC175.00NUC350.00END ROE1.00
TAX BREAKDOWN
TAX 500BD TAX 4000UT TAX 2000OW TAX 405E5
TAX 3783SG TAX 881L7 TAX 6530P TAX 1100P7
TAX 1100P8

```

Ticket Delivery from ETPIR:

```

*QESOFD<<
QESOFD
1.1RABBI/MD SHAIFULLAR MR
1 BG 584K 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
2 BG 585K 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
1.T-31MAR-CJ38*AIN
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
6.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
REMARKS
1.XXTAW/
ACCOUNTING DATA
1. BG¥4164275368/ 2695/BDT 38500/ 14422/ONE/CA 1.1RABBI
MD SHAIFULLAR MR/1/F/E ¥

```

Sabre Red 360 (CERT)

File Edit View Tools Favorites Window Help Contact Us Admin

Marketplace

Sabre

QESOFD - RABBI MD SHAIFULLA... B SO** C D E F

ETPIR v1.0.61

Search Ticket Details Email Setting

select template

English Only

Print Fare Details Service Fee Label: SERVICE FEE

Print Tax Details Service Fee Amount:

Print Itin. Remarks

Print Issuing Agent

Print Booking Class

Print Fare Basis Code

Print Transaction Fee

Print Tour Code

Show Logo

Save as PDF Save as html Print Email

Select Electronic Ticket Number

All Ticket Record

1 T-31MAR-CJ38*AIN

2 TE 9974164275368-BD RABBI/M CJ38*AIN 2251/31 Preview Etk Itin

Remarks

HELPER APPS

Encode/Dec de

RED APPS

ETPIR

Itinerary

Booking Services

PNR Pricing

No PNR Pricing

Reissuance

Ticketing

Sabre NDC Search and Book

APIS

小孩嬰兒生E (SSR CHLD/INFT)

系統連線問題回報 (Diagnostic)

Hilton WHERE CLASSIC

Sabre Red 360 (CERT)

File Edit View Tools Favorites Window Help Contact Us Admin

Marketplace

Sabre

QESOFD - RABBI MD SHAIFULLA... B SO** C D E F

ETPIR

ETPIR

Arial Unicode 0 Normal Save as PDF Save as html Print Email Close

Sabre

ELECTRONIC TICKET PASSENGER ITINERARY RECEIPT

RESERVATION CODE: QESOFD

Sabre Training

Opening Site: -

Consultant: MD Shaifullar Rabbi

Office Hours Contact: After Office Hours Contact: Fax/Email: Email: shaif@qatar.com

PREPARED FOR: RABBI MD SHAIFULLAR MD

TICKET NUMBER: 9974164275368

ISSUING AIRLINE: BDIAN BANGLADESH

ISSUING AGENT: Sabre Training

ISSUING LOCATION: DHAKA, BD

ISSUED DATE: 23/04/24

LATA NUMBER: 99999992

CUSTOMER NO: -

TOUR CODE: -

FOOD: -

NAME REF: -

Monday 29 May - Please verify flight times prior to departure

FLIGHT CLASS	TIME	CITY COUNTRY AIRPORT NAME TERMINAL	AIRLINE RES CODE - QG/CILD	STATUS DURATION MILEAGE	MEALS EQUIPMENT STOPS
BDIAN BANGLADESH	08:30	DHAKA BANGLAD SHAHEARAL INTL AIRPORT	CONFIRMED	48R/10M	17/10/183
BD 98 BCDONM1E	14:40	SINGAPORE CHANGI	CONFIRMED	48R/10M	17/10/183
FARE BASIS CODE: 8BDN14 NOT VALID BEFORE: - NOT VALID AFTER: 26AUG24					
BAGGAGE: 30K NOTES: SEAT: -					
B0 BDIAN BANGLADESH Contact: (DHAKA INFLY) SHAHEARAL INTL AIRPORT					
Tuesday 28 May - Please verify flight times prior to departure					
FLIGHT CLASS	TIME	CITY COUNTRY AIRPORT NAME TERMINAL	AIRLINE RES CODE - QG/CILD	STATUS DURATION MILEAGE	MEALS EQUIPMENT STOPS
BDIAN BANGLADESH	15:50	SINGAPORE CHANGI	CONFIRMED	48R/10M	17/10/183
BD 98 BCDONM1E	18:00	DHAKA BANGLAD SHAHEARAL INTL AIRPORT	CONFIRMED	48R/10M	17/10/183
FARE BASIS CODE: 8BDN14 NOT VALID BEFORE: - NOT VALID AFTER: 26AUG24					
BAGGAGE: 40K NOTES: SEAT: -					
B0 BDIAN BANGLADESH Contact: (SINGAPORE CHANGI) 851 6221 7155					

Ticket deliver from Itinerary Option:

Sabre

SABRE TRAINING
EMAIL ADDRESS: VZO@SABRE.COM

DATE: 31/03/2024
TIME: 23:54:09
ITINERARY
CONSULTANT NAME: MD SHAIFULLAR RABBI
BOOKING REF: QESOFD

ITINERARY PREPARED FOR:
RABBI/MD SHAIFULLAR MR

DAY	DATE	CITY/TERMINAL/ STOPOVER CITY	FLIGHT CLASS STATUS	STOP/EGP/ FLYING TIME SERVICES	
MON	20MAY	DEP DHAKA HAZRAT SHAHJALAL INTL AIRPORT TERMINAL 2	0830	BG 584	NON-STOP
		ARR SINGAPORE CHANGI TERMINAL 3	1440	ECONOMY (K)	BOEING 737-800 04HR 10MIN MEALS
		BG - BIMAN BANGLADESH REF:QGCJLD BG BIMAN BANGLADESH RESERVATION NUMBER (DHAKA):DAC-BG			
SUN	22MAY	DEP SINGAPORE CHANGI TERMINAL 3	1550	BG 585	NON-STOP
		ARR DHAKA HAZRAT SHAHJALAL INTL AIRPORT TERMINAL 2	1800	ECONOMY (K)	BOEING 737-800 04HR 10MIN MEALS
		BG - BIMAN BANGLADESH REF:QGCJLD BG BIMAN BANGLADESH RESERVATION NUMBER (SINGAPORE): (65) 62217155			

AIRLINE TICKET NUMBER:
9974164275368 - RABBI/MD SHAIFULLAR MR

DATA PROTECTION NOTICE: YOUR PERSONAL DATA WILL BE PROCESSED IN ACCORDANCE WITH THE APPLICABLE CARRIERS
FREQUENT FLYER AND, IF YOUR BOOKING IS MADE VIA A RESERVATION SYSTEM PROVIDER (RSP), WITH THE FREQUENT
POLICY. THESE ARE AVAILABLE AT [HTTP://WWW.LATA/TRAVEL/CENTER.COM/PRIVACY](http://www.latatravelcenter.com/privacy) OR FROM THE CARRIER OR RSP.

Buttons: Email Setting, Fax Setting, Page Setting

RED APPS sidebar (Itinerary highlighted):
 PNR
 Itinerary
 Booking Services
 PNR Pricing
 No PNR Pricing
 Reissuance
 Ticketing
 Sabre NDC Search and Book
 APIS
 小孩生日生日 (CSR CHILD/INF)
 系統連線問題回報 (Diagnostic Tool)
 班機時刻表 (Email Flight Schedule)

Email Itinerary:

Entry Code	Action
<ol style="list-style-type: none"> 1. *PNR 2. PE¥ SHAIFULLAHRABBIDU@GAMIL.COM ¥ 3. 6RABBI 4. EM 	Email itinerary to your customer
PE¥EMAIL ADDRESS¥-1.1	Email specific passenger number 1.1
*PE	Display email address
PE1α	Delete email address

```

QESOFD
1.1RABBI/MD SHAIFULLAR MR
1 BG 584K 20MAY 1 DACSIN HK1 0830 1440 /DCBG*QGCJLD /E
2 BG 585K 26MAY 7 SINDAC HK1 1550 1800 /DCBG*QGCJLD /E
TKT/TIME LIMIT
1.T-31MAR-CJ38*AIN
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
5.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
6.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
REMARKS
1.XXTAW/
ACCOUNTING DATA
1. BG¥4164275368/ 2695/BDT 38500/ 14422/ONE/CA 1.1RABBI
MD SHAIFULLAR MR/1/F/E ¥
PE¥SHAIFULLAHRABBIDU@GMAIL.COM¥◀
*
6RABBI◀
*
EM◀
OK 1303 QESOFD
EMAIL REQUEST ACCEPTED

```

Print E-Ticket

The screenshot shows a software interface for printing an e-ticket. The main window is titled 'ETPIR' and contains a list of print options with checkboxes:

- Print Fare Details
- Print Tax Details
- Print Itin. Remarks
- Print Issuing Agent
- Print Booking Class
- Print Fare Basis Code
- Print Transaction Fee
- Print Tour Code
- Show Logo

There are two input fields for 'Service Fee':

- Label: SERVICE FEE
- Amount: [Empty field]

At the bottom, there are buttons for 'Save as PDF', 'Save as HTML', 'Print', and 'Email'. Below these is a section titled 'Select Electronic Ticket Number' with a list of ticket records:

- All Ticket Record
- 1 T-04APR-C46D*AAM
- 2 TE 2296651950614-BD JANNA/H C46D*AA [Preview Etk Itin]

On the right side, there is a sidebar with a search bar and a list of 'RED APPS' including ETPIR, Itinerary, Booking Services, PNR Pricing, No PNR Pricing, Reissuance, Ticketing, APIS, and 小孩嬰兒生日(SSR CHLD/INFT).

ELECTRONIC TICKET
PASSENGER ITINERARY/RECEIPT

PREPARED FOR
JANNATH HALIMA MRS

TICKET NUMBER
2296651950614

RESERVATION CODE : FFWAXG

Opening Hrs : -
Consultant : a a
Office Hours Contact :
After Office Hours Contact :
Facsimile :
Email : a@a.a

FREQUENT FLYER :
ISSUING AIRLINE : KUWAIT AIRWAYS CORP
ISSUING AGENT : a
ISSUING LOCATION : DHAKA, BD
ISSUED DATE : 20FEB24

IATA NUMBER : 42304846
CUSTOMER NO :
TOUR CODE : DACT22
FOID :
NAME REF :

29 May - Please verify flight times prior to departure

FLIGHT/CLASS	TIME	CITY/COUNTRY/AIRPORT NAME/TERMINAL	AIRLINE RES CODE : STATUS / DURATION / MILEAGE MEALS/EQUIPMENT/STOPS
KUWAIT AIRWAYS CORP KU 284/ECONOMY/L	03:10	DHAKA HAZRAT SHAHJALAL INTL AIRPORT KUWAIT INTL	CONFIRMED / / / /
FARE BASIS CODE : LOWBD1 NOT VALID BEFORE : 29MAY24 NOT VALID AFTER : 29MAY24		BAGGAGE : 2PC NOTES : SEAT :	
KU KUWAIT AIRWAYS CORP Contact (DHAKA HAZRAT SHAHJALAL INTL AIRPORT)-			

29 May - Please verify flight times prior to departure

FLIGHT/CLASS	TIME	CITY/COUNTRY/AIRPORT NAME/TERMINAL	AIRLINE RES CODE : STATUS / DURATION / MILEAGE MEALS/EQUIPMENT/STOPS
KUWAIT AIRWAYS CORP KU 167/ECONOMY/L	08:20	KUWAIT INTL PARIS DE GAULLE	CONFIRMED / / / /
FARE BASIS CODE : LOWBD1 NOT VALID BEFORE : 29MAY24 NOT VALID AFTER : 29MAY24		BAGGAGE : 2PC NOTES : SEAT :	
KU KUWAIT AIRWAYS CORP Contact (KUWAIT INTL)-2433388			

FORM OF PAYMENT : INVAGT*AOTREK TOURISM
ENDORSEMENT / RESTRICTIONS : VALID ON KU ONLY/NON END
FARE CALCULATION LINE : DAC KU X/KWI KU PAR547.00NUC547.00END ROE1.00
FARE : USD 547.00
EQUIVALENT FARE : BDT 60170
TAXES/FEES/CARRIER-IMPOSED CHARGES (YR/YQ) : BDT 500BD,6000UT,3000OW,405E3,358GZ,88YX,358L2,1100P8,1791N4,1100P7
TOTAL : BDT 74870

POSITIVE IDENTIFICATION REQUIRED FOR AIRPORT CHECK-IN/NOTICE

THE CARRIAGE OF CERTAIN HAZARDOUS MATERIALS, LIKE AEROSOLS, FIREWORKS, AND FLAMMABLE LIQUIDS, ABOARD THE AIRCRAFT IS FORBIDDEN. IF YOU DO NOT UNDERSTAND THESE RESTRICTIONS, FURTHER INFORMATION MAY BE OBTAINED FROM YOUR AIRLINE.

DATA PROTECTION NOTICE: YOUR PERSONAL DATA WILL BE PROCESSED IN ACCORDANCE WITH THE APPLICABLE CARRIERS PRIVACY POLICY AND, IF YOUR BOOKING IS MADE VIA A RESERVATION SYSTEM PROVIDER (GDS), WITH ITS PRIVACY POLICY. THESE ARE AVAILABLE AT [HTTP://WWW.IATATRAVELCENTER.COM/PRIVACY](http://www.iatatravelcenter.com/privacy) OR FROM THE CARRIER OR GDS DIRECTLY. YOU SHOULD READ THIS DOCUMENTATION, WHICH APPLIES TO YOUR BOOKING AND SPECIFICS, FOR EXAMPLE, HOW YOUR PERSONAL DATA IS COLLECTED, STORED, USED, DISCLOSED AND TRANSFERRED.

Self-Check Sheet - 1: Recognize the general issues of reservation and ticketing

Multiple Choice Questions (MCQs)

- 1. What information is typically included on an airline ticket?**
 - A) Passenger's email address
 - B) Baggage allowance
 - C) Flight crew names
 - D) Hotel booking details

- 2. Which command in Sabre is used to retrieve a PNR by name?**
 - A) *P3D
 - B) *SMR
 - C) *GHHKLB
 - D) *T78DAN

- 3. Which fare type usually has no routing, stopover, or refund restrictions?**
 - A) APEX Fares
 - B) Excursion Fares
 - C) Special Fares
 - D) Normal Fares

- 4. What does the entry code FQDACSIN25MAY-BG in Sabre indicate?**
 - A) Fare for a specific airline with taxes
 - B) Seat availability on a specific date
 - C) PNR retrieval by flight details
 - D) Auto-priced fare check

- 5. What action does the command PQD-ALL perform in Sabre?**
 - A) Displays stored fares
 - B) Deletes all stored fares
 - C) Saves the fare quotation
 - D) Retrieves the fare rules menu

Short Answer Questions

1. Explain the role of a PNR in the ticket issuance process.

Answer:

2. What are the general features of an APEX fare and how do they differ from normal fares?

Answer:

3. How does the Sabre command WPABG function in the fare quotation process?

Answer:

Answer Key - 1: Recognize the general issues of reservation and ticketing

Multiple Choice Questions (MCQs)

6. What information is typically included on an airline ticket?

- A) Passenger's email address
- B) Baggage allowance
- C) Flight crew names
- D) Hotel booking details

Answer: B) Baggage allowance

7. Which command in Sabre is used to retrieve a PNR by name?

- A) *P3D
- B) *SMR
- C) *GHHKLB
- D) *T78DAN

Answer: B) *SMR

8. Which fare type usually has no routing, stopover, or refund restrictions?

- A) APEX Fares
- B) Excursion Fares
- C) Special Fares
- D) Normal Fares

Answer: D) Normal Fares

9. What does the entry code FQDACSIN25MAY-BG in Sabre indicate?

- A) Fare for a specific airline with taxes
- B) Seat availability on a specific date
- C) PNR retrieval by flight details
- D) Auto-priced fare check

Answer: A) Fare for a specific airline with taxes

10. What action does the command PQD-ALL perform in Sabre?

- A) Displays stored fares
- B) Deletes all stored fares
- C) Saves the fare quotation
- D) Retrieves the fare rules menu

Answer: B) Deletes all stored fares

Short Answer Questions

4. Explain the role of a PNR in the ticket issuance process.

Answer: A Passenger Name Record (PNR) is a digital record in the airline's reservation system that holds information about a passenger's travel itinerary. It is created when a reservation is made and contains details such as the passenger's name, flight segments, fare, and ticketing information. The PNR is essential for managing the booking, issuing the ticket, and checking in.

5. What are the general features of an APEX fare and how do they differ from normal fares?

Answer: APEX (Advance Purchase Excursion) fares are discounted tickets that typically have restrictions such as non-changeability and limited refund options. They often require advance purchase and are usually sold on a return basis. Unlike normal fares, which are flexible with fewer restrictions, APEX fares have minimum and maximum stay requirements and may not allow stopovers.

6. How does the Sabre command WPABG function in the fare quotation process?

Answer: The Sabre command WPABG is used to perform an auto-pricing check for the fare on a specified airline. It automatically calculates and displays the fare based on the input criteria, including the route, dates, and fare conditions, without needing manual fare entry.

Job Sheet-1.1: Retrieve PNR and issue a ticket

Working Procedure:

1. Retrieve PNR:

- **Action:** Use the appropriate Sabre command to retrieve the PNR by the passenger's name or record locator.
- **Sabre Command Examples:**
 - Retrieve by Name: *-RABBI
 - Retrieve by Record Locator: *GHHKLB
- **Expected Output:** PNR details including passenger name, flight segments, and booking status.

2. Prepare Fare Quotation:

- **Action:** Check fare availability and quotation using Sabre commands.
- **Sabre Commands:**
 - Check Specific Airline Fares: FQDACSIN20MAY-BG
 - Auto Priced Fare Check: WPABG
- **Expected Output:** Fare details including fare basis, taxes, and total amount.

3. Insert Plating Carrier:

- **Action:** Input the carrier code for the issuing airline.
- **Sabre Command:**
 - Example: WPNCB for lowest fare search or PQ to store fare.

4. Insert Agent Commission:

- **Action:** Input the agent commission as per the airline's policy.
- **Expected Output:** Commission details added to the PNR.

5. Insert Forms of Payment:

- **Action:** Enter payment details including the method of payment.
- **Sabre Command:**
 - Example: *FOP to display form of payment.

6. Save Data for Ticket Issuance:

- **Action:** Ensure all details are accurate and save the data for ticket issuance.
- **Expected Output:** Data saved successfully in the system.

7. Issue Ticket:

- **Action:** Apply the ticket issuance command.
- **Sabre Command:** ER (End and Retrieve)
- **Expected Output:** Ticket issued and linked to the PNR.

8. Perform Ticket Delivery:

- **Action:** Deliver the ticket to the passenger via email or print.
- **Sabre Command:** 3CTCE to input passenger's email.
- **Expected Output:** Confirmation of ticket delivery.

Specification Sheet-1.1: Retrive PNR and issue a ticket

Necessary Tools

Sl. No	Name of Tools	Specification	Unit	Quantity
1.	Computer	With data analysis software	PC	1
2.	GDS Version Softwear	GDS-Sabre System	Pc	1
3.	Data Analysis Software	E.g., Excel, Tableau, etc.	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

Job Sheet 1.2: Issue a Ticket

Users have five (5) mandatory elements that must be entered in order to create a PNR or BF. If all five fields are not present you will not be able to end transaction on the Booking File. The mandatory fields are required, Insert SSR, OSI, APIS, Check fare quote and rules, Fare store and guaranteed fare, insert invoice, agent commission properly. Deliver ticket as per passenger instruction.

Md Karim Azad make a tour Plan, he and his family travel from Dhaka to Toronto on 25 September. After five days shall go to New York after 10 days again they will traveling New York to Istanbul after 7days hell be returning from Istanbul to Dhaka. His family prefers Economy class Ticket.

Ensure below services on his ticket:

- a) Mr Azad like Muslim Meal
- b) his spouse like sea food meal,
- c) Mr Azad cannot walk long distance need wheel chair.
- d) Window seat for Son Azmain Azad

Passenger Information Details:

- i) Md Abdul Karim Azad –
Passport no: A1234765 DOB:15Dec1980, PPT Expiry :12Dec32
- ii) Lisa Azad –
Passport no: A1234766 DOB:11Nov1985, PPT Expiry :12Dec32
- iii) Azmain Azad
Passport no: A1234767 DOB:15May2019, PPT Expiry :12Dec32
- iv) Mashrun Azad
Passport no: A1234768 DOB:10Jan2023, PPT Expiry :12Dec32
- v) Your agency name is Ashdin Tours and Travels. Dhaka, Phone 88002299,
followed by Mr Ahnaf as the agency reference.
- vi) Passenger Contact Number :01771717777
- Vii) Passenger email address is victory1971@gmail.com
- vii) Insert DOCS

His Toronto address House#23 XYZ Street , Toronto- TsX1020, Canada

Specification Sheet-1.2: Issue a ticket

Necessary Tools

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

Necessary Equipments

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

Necessary Materials

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

Job Sheet 1.3: Issue a Ticket

Users have five (5) mandatory elements that must be entered in order to create a PNR or BF. If all five fields are not present you will not be able to end transaction on the Booking File. The mandatory fields are required, Insert SSR, OSI, APIS, Check fare quote and rules, Fare store and guaranteed fare, insert invoice, agent commission properly. Deliver ticket as per passenger instruction.

Md Mahumd Hasan make a tour Plan, he and his family travel from Dhaka to London on 25 September. After 7days they will be returning to Dhaka. His family prefers Economy class Ticket Biman Bangladesh Airlines

Ensure below services on his ticket:

- e) Mr Mahmud like Muslim Meal
- f) his spouse is vegetarian ,
- g) Mr Mahmud is VIP Person.
- h) Window seat for Son Ajwad Ahmed

Passenger Information Details:

- viii) Md Mahmud Hasan –

Passport no: A1230095 DOB:15Dec1985, PPT Expiry :09Jul34

- ix) Sadia Azra –

Passport no: A123006 DOB:11Nov1989, PPT Expiry :12Dec34

- x) Masrif Azad

Passport no: A123007 DOB:15May2021, PPT Expiry :12Dec32

- xi) Aleef Hasan

Passport no: A1230068 DOB:10Jan2024, PPT Expiry :12Dec32

- xii) Your agency name is ABC Tours and Travels. Dhaka, Phone 88006599, followed by Mr Tashan Araf as the agency reference.
- xiii) Passenger Contact Number :017111717777

Vii) Passenger email address is Freedom16@gmail.com

Specification Sheet-1.3: Issue a ticket

Necessary Tools

Sl. No	Name of Tools	Specification	Unit	Quantity
1.	Computer	With data analysis software	PC	1
2.	GDS Version Softwear	GDS-Sabre System	Pc	1
3.	Data Analysis Software	E.g., Excel, Tableau, etc.	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 2: Manage void and cancel

Assessment Criteria	<ol style="list-style-type: none"> 1. Ticket void and cancellation process is interpreted 2. Ticket void is performed if necessary 3. Reservation cancellation is carried out if necessary
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. Ticket void and cancellation process 2. Ticket void 3. Reservation cancellation
Activities/job/Task	<ol style="list-style-type: none"> 1. Perform ticket void 2. Cancel a reservation
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 2: Manage void and cancel

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 ‘Manage void and cancel’
2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Manage void and cancel”	2. Read Information sheet 2: Manage void and cancel 3. Answer Self-check 2: Manage void and cancel issues of reservation and ticketing 4. Check your answer with Answer key 2: Manage void and cancel
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-2.1: Perform ticket void Job Sheet-2.2: Cancel a reservation Job Sheet-2.3: Perform ticket void: Job Sheet 2.4 Cancel a reservation

Information Sheet 2: Manage void and cancel

Learning Objective:

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

- 2.1. Ticket void and cancellation process
- 2.2. Ticket void is performed
- 2.3. Reservation cancellation

2.1. Ticket void and cancellation process is interpreted

CANCELLATION: If you cancel the flight you may charge a fee. If the airlines cancel the flight, you're entitled a full cash refund. You can cancel a ticket essentially up until the day of travel, so there no sense in Cancelling early and paying a fee.

CANCELLATION OF FLIGHT /CARRIER:

- Bad Weather
- Technical Reasons
- Non Availability of Aircraft
- Political Disturbances/Industrial Action
- Security

If your flight is cancelled most airlines will rebook you for free on their next flight to your destination as long as the flight has available seats.

Cancel Ticket: By passenger for his or her own reasons.

REFUND: If your travel plans have changed, you can cancel your booking based on the cancellation and refund rules attached to your fares, the refund will be process if you have purchased your ticket on a refundable fare.

Refund: Two types

- **VOLUNTARY REFUND:** A refund request by passenger for his or her own reasons.
- **INVOLUNTARY REFUND:** Means a refund of a passenger ticket due to Cancellation delay advance of flight change of flight it interlays change of class or carriers in ability to operate the origin flight.

VOID: Voiding any document like an e-ticket paper ticket MCO or served free means invalidating the ticket. Usually a ticket can be voided on the day it was issued till 23:59 Lt zone

of the PCC where the ticket was issued, however the period during which ticket can be voided. The reservation was ticketed but cancelled within the void window.

Cancel Ticket (Void and Refund)

Entry code	Action
*PNR	
*T	Display ticket field in PNR
WV2 (Enter Twice)	Void ticket (line number 2 from *T)
DQB*	Check sales report
W/VP1W*	Display voiding periods
WV*	List of all void tickets' same month
WV*DT15SEP	List of void tickets for specific day
WV*DT15SEP-30SEP	List of void tickets for specific dates
*PNR	
*T	Display ticket field in PNR

2.2. Ticket void is performed if necessary

Voiding Process: (Entry: * PNR)

Check Void Status:

Entry: *PNR

Entry: *T

```

*STGPFL<
-----
STGPFL
1.1RABBI/MD SHAIFULLAR MR
1 BG 584Y 20MAY 1 DACSIN HK1 0830 1440 /DCBG*SVDCWC /E
2 BG 585Y 26MAY 7 SINDAC HK1 1550 1800 /DCBG*SVDCWC /E
TKT/TIME LIMIT
1.T-01APR-CJ38*AIN
PHONES
1.DAC SABRE BANGLADESH CTC 01520102045 REF RABBI
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CTCM BG HK1/01520102045
2.SSR CTCE BG HK1/SHAIFULLAR.RABBI//SABRETN.COM.BD
4.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
REMARKS
1.XXTAW/
ACCOUNTING DATA
1. BG¥4164275369/ 8439/BDT 120560/ 14422/ONE/CA 1.1RABBI
MD SHAIFULLAR MR/1/F/E
RECEIVED FROM - RABBI
CJ38.CJ38*AIN 2224/31MAR24 STGPFL H
-----
*T<
-----
TKT/TIME LIMIT
1.T-01APR-CJ38*AIN
2.TE 9974164275369-BD RABBI/M CJ38*AIN 0925/01APR*I
TV 9974164275369-BD *VOID* CJ38*AIN 0925/01APR*E

```

Sales Report check

Entry: DQB*

```

DQB* <
-----
DQB*
CJ38 01APR24 TICKETING REPORT NMC TRAINING ROOM
TICKET COMMISSION AGENT NET
NUMBER SINE TIME CURR AMOUNT
PNR-STGPFL RABBI/MD SHAIFULLAR MR ETR
9974164275369 8439 AIN 0925 CA BDT 12654 V

```

2.3. Reservation cancellation is carried out if necessary

Refund Tickets: Historical fare and rules check:

Entry Code	Action
WETR*T Ticket Number	Ticket Image Open for Details check
FQ10JUN24DACSIN12AUG24-BG¥BK	Entry for historical fare and rules check
FQ	Mandatory
10JUN24	Ticket issue date
DACSIN	Travel sector
12AUG24	Travel date
-	Mandatory
BG	Airline designator
B	Mandatory
K	Booking Class
RD1*16	Rules Check
Refund Entry	
WFR1257264678006 ‡PQ1‡AGF	Begin an Exchange through QREX
WFR1257264678006 ‡PQ1N1.1‡AGF	Begin an Exchange through QREX for specific name number
WFR1257264678006‡AGF	Begin a Refund through QREX
WFR1257264678006‡N1. 1‡AGF	Begin a Refund through QREX for specific name number
WFR*	Redisplay the most recent screen for either Refund or Exchange
WFR*L5	Choose a ticket for exchange or Refund from a list of multiple ticket images in the database
WFRT1257264528603	Begin the mask process for a tax only refund

To process Manual Refund in Sabre

Following steps may be followed:

(1) Give command: **WFR1255200010505YABG**

TKT NO carrier name

(2) Following Refund mask will appear:

WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10
N1.2 BABA/TWO MS TKT 1255200010505

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN

FLT BK DATE BRDOFF FB/TKT DES ODE

1 BA 26 Y 19SEP HKGLHR YLFFEA OK **<R>**

2 O BA 25 Y 30SEP LHRHKG YLFFEA OK **<R>**

BASE HKD 10040

TAXES 120 HK 293 GB 1091 XT

TTL HKD 11544 VALIDATING CXR BA

NEXT **<X>** MULTIDOCS <> QUIT <>

Input

Input
"X"
again

(3) Following Refund mask will appear when you press "Enter":

WF WFRR COMPARISON SUMMARY SCREEN 30

REISSUE PLACE HKG

EXCHANGE

REISSUE

HKD

CUR HKD

BASE 10040

-10040

TTL TAXES 1504

-1504

TOTAL 11544

-11544

CHG FEE AMOUNT

< 2000 >

Input Refund Charge

TOTAL -9544

TAX COMPARISON < >

NEXT **<X>**

QUIT < >

VERIFY TOTAL AMT-REENTER TO CONTINUE

Input
"X"
and
Press
"Enter"

(4) Following Refund mask will appear when you press "Enter" last time::

WF WFR REFUND INFORMATION SCREEN 32

TKT 1255200010505

D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I

REFUND AUTHORIZATION CODE 125QZYJSRLMIX

COMMISSION ON REFUND AMT OR PCT < 7 >

COMMISSION ON PENALTY AMT < >

TOTAL REFUND DUE HKD -11344

CASH X CK CC CC NBR

DK NBR <1234567890>

Input applicable

REFUND ACCOUNTING LINE DATA

INVOICE NBR < >

FREE TEXT < >

REFUND <X>

Input
"X"
against

(5) Refund transaction will be completed when you press

"Enter"

Example of Manual Refund:

Step-1:

```
WFR9974164275368¥ABG<
-----
WF  WFR      EXCH DATABASE TKT - ELECTRONIC          SCREEN 10
N1.1  RABBI/MD SHAIFULLAR MR          TKT  9974164275368

ENTER A VALID TRANSACTION CODE  X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF          FB/TKT DES      STAT  CODE
1  BG  584  K 20MAY DACSIN        KBD3M          OK    [R]
2  0 BG  585  K 26MAY SINDAC        KBD3M          OK    [R]

BASE  USD          350.00  EQV  BDT          38500
      500          BD          4000  UT          9922  XT
TTL  BDT          52922          VALIDATING CXR BG
NEXT  [X]          MULTIDCS  [ ]          QUIT  [ ]
```

Step-2

WF	WFRR	COMPARISON SUMMARY		SCREEN 30
REISSUE	PLACE	DAC		
BASE USD		350.00		-350.00
	EXCHANGE			REISSUE
				CUR BDT
	EQV	38500		-38500
TTL TAXES		14422		-14422
		-----		-----
TOTAL		52922		-52922
			CHG FEE AMOUNT	9900

			TOTAL	-52922
TAX COMPARISON		<input type="checkbox"/>		
NEXT	<input checked="" type="checkbox"/>			QUIT <input type="checkbox"/>

Step-3

WF	WFRR	COMPARISON SUMMARY		SCREEN 30
REISSUE	PLACE	DAC		
BASE USD		350.00		-350.00
	EXCHANGE			REISSUE
				CUR BDT
	EQV	38500		-38500
TTL TAXES		14422		-14422
		-----		-----
TOTAL		52922		-52922
			CHG FEE AMOUNT	9900

			TOTAL	-43022
TAX COMPARISON		<input type="checkbox"/>		
NEXT	<input checked="" type="checkbox"/>			QUIT <input type="checkbox"/>
VERIFY TOTAL AMT-REENTER TO CONTINUE				

Step-4

```

WF WFR REFUND INFORMATION SCREEN 32
TKT 9974164275368
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I

COMMISSION ON REFUND AMT [REDACTED] OR PCT [7]
COMMISSION ON PENALTY AMT [REDACTED]
TOTAL REFUND DUE BDT -43022 WAIVER [REDACTED]
CASH X CK CC CC NBR
DK NBR [REDACTED]

TOURCODE [REDACTED]
REFUND ACCOUNTING LINE DATA
INVOICE NBR 0001036
FREE TEXT [REDACTED]
REFUND [X] QUIT [REDACTED]

-----
MASK PROCESSING COMPLETE - MASK TERMINATED
REFUND TRANSACTION PROCESSED
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR
ETR REFUND TRANSACTION PROCESSED
OK 2259 QESOFD

```

Sales Report Check

Entry: DQB* RF

DQB*RF <						
REFUND AUDIT REPORT			APR24	CJ38 NMC TRAINING ROOM D		
AIRLINE CODE	DOCUMENT NUMBER	AGENT SINE/TIME	DATE OF REFUND	FORM OF PAYMENT	REFUND AMOUNT	
PNR-QESOFD	RABBI/MD	SHAIFULLAR MR				
997	4164275368	AIN/0955	01APR24	CA ER BDT	43022	
TOTAL REFUNDS - 1		CASH/CHECK		CREDIT		
1-BDT	43022	43022		0		

Self-Check Sheet - 2: Manage void and cancel

1. What action must be performed to void a ticket on the Sabre system?

- A) *PNR
- B) WV2
- C) WFR
- D) DQB*

2. Which type of refund is initiated due to a flight delay or cancellation by the airline?

- A) Voluntary Refund
- B) Involuntary Refund
- C) Partial Refund
- D) Immediate Refund

3. What is the primary reason you would use the command DQB* in Sabre?

- A) To check ticket status
- B) To check the sales report
- C) To void a ticket
- D) To initiate a refund

4. Which entry code is used to display the ticket field in a PNR?

- A) WV*
- B) *T
- C) *P
- D) FQD

5. What should you do if a passenger's flight is canceled due to political disturbances?

- A) Charge a cancellation fee
- B) Rebook the passenger on the next available flight
- C) Issue a partial refund
- D) Void the ticket immediately

Answer Key - 2: Manage void and cancel

1. What action must be performed to void a ticket on the Sabre system?

- A) *PNR
- B) WV2
- C) WFR
- D) DQB*

Answer: B) WV2

2. Which type of refund is initiated due to a flight delay or cancellation by the airline?

- A) Voluntary Refund
- B) Involuntary Refund
- C) Partial Refund
- D) Immediate Refund

Answer: B) Involuntary Refund

3. What is the primary reason you would use the command DQB* in Sabre?

- A) To check ticket status
- B) To check the sales report
- C) To void a ticket
- D) To initiate a refund

Answer: B) To check the sales report

4. Which entry code is used to display the ticket field in a PNR?

- A) WV*
- B) *T
- C) *P
- D) FQD

*Answer: B) * T*

5. What should you do if a passenger's flight is canceled due to political disturbances?

- A) Charge a cancellation fee
- B) Rebook the passenger on the next available flight
- C) Issue a partial refund
- D) Void the ticket immediately

Answer: B) Rebook the passenger on the next available flight

Job Sheet-2.1: Perform ticket void

Working Procedure:

Step 1: Retrieve the PNR

1. Log into the Sabre system.
2. Retrieve the Passenger Name Record (PNR) associated with the ticket to be voided:
 - Command: *PNR
 - Review the PNR details to ensure you are voiding the correct ticket.

Step 2: Display the Ticket Field

1. Display the ticket field in the PNR to locate the ticket number:
 - Command: *T
 - Note the line number of the ticket you wish to void.

Step 3: Void the Ticket

1. Perform the ticket void operation using the void command.
 - Command: WV followed by the line number of the ticket.
 - Example: WV2 (if the ticket is on line 2)
2. Confirm the void operation:
 - Enter the command again if prompted or as required by the system.

Step 4: Verify the Void Status

1. Check the void status of the ticket to ensure it has been successfully voided:
 - Command: WV* to list all void tickets for the same month.
 - For specific dates: WV*DT15SEP-30SEP
 - Ensure the ticket is listed as voided.

Step 5: Review the Sales Report

1. Check the sales report to confirm the void transaction:
 - Command: DQB*
 - Verify that the voided ticket is reflected in the sales report.

Specification Sheet-1.1: Perform ticket void

Necessary Tools

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

Necessary Equipments

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

Necessary Materials

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

Job Sheet-2.2: Cancel a reservation

Working Procedure:

Step 1: Retrieve the PNR

1. Log into the Sabre system.
2. Retrieve the Passenger Name Record (PNR) associated with the reservation to be canceled:
 - Command: *PNR
 - Ensure you have the correct PNR for the reservation you want to cancel.

Step 2: Review Reservation Details

1. Display the reservation details to confirm the specifics:
 - Command: *I (for itinerary)
 - Verify that the details of the reservation are correct.

Step 3: Cancel the Reservation

1. Execute the cancellation command for the reservation:
 - Command: *CC (Cancel all segments in the reservation)
 - If you need to cancel a specific segment, use *C followed by the segment number.
 - Example: *C1 (to cancel segment 1)
2. Confirm the cancellation:
 - Follow prompts to confirm the cancellation if required.

Step 4: Verify Cancellation

1. Check the status of the reservation to ensure it has been canceled:
 - Command: *I (to review the updated itinerary)
 - Verify that the reservation status shows as canceled or not confirmed.

Step 5: Process Refund (if applicable)

1. If a refund is applicable, follow the refund process:
 - Command for Refund Entry: WFR followed by the ticket number.
 - Example: WFR1257264678006
 - Follow prompts for refund processing, including any necessary details such as refund amount and reason.

Step 6: Review Sales Report

1. Check the sales report to confirm the cancellation and any related refund:
 - Command: DQB*
 - Verify that the canceled reservation and any refunds are reflected in the report.

Specification Sheet-2.2: Cancel a reservation

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.	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

Job Sheet-2.3: Perform ticket void:

Users have five (5) mandatory elements that must be entered in order to create a PNR or BF. If all five fields are not present you will not be able to end transaction on the Booking File. The mandatory fields are required, Insert SSR, OSI, APIS, Check fare quote and rules, Fare store and guaranteed fare, insert invoice, agent commission properly. Deliver ticket as per passenger instruction. After few minute passenger call he cannot travel cancel his trip. You issue ticket morning time. Is that time Void this ticket is possible as per airlines policy?

Ms Abeda Afroza make a tour Plan, she travel from Dhaka to Dubai on 05 November After Five(5) days they will be returning to Dhaka. She prefers Business class Ticket Biman Bangladesh Airlines

Ensure below services on his ticket:

- i)She prefer Muslim Meal
- ii)She prefer Window seat

iii)Passenger Information Details:

Ms Abeda Afroza Passport no: B1260095 DOB:10Apr1978, PPT Expiry :09Jul34

iv)Your agency name is A K Tours and Travels. Dhaka, Phone 88006599, followed by Mr Mahmud Azad as the agency reference.

v)Passenger Contact Number :017111717777

vi) Passenger email address is Freedom16@gmail.com

Specification Sheet-2.3: Perform ticket void

Necessary Tools

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

Necessary Equipments

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

Necessary Materials

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

Job Sheet 2.4 Cancel a reservation

Users have five (5) mandatory elements that must be entered in order to create a PNR or BF. If all five fields are not present you will not be able to end transaction on the Booking File. The mandatory fields are required, Insert SSR, OSI, APIS, Check fare quote and rules, Fare store and guaranteed fare, insert invoice, agent commission properly. Deliver ticket as per passenger instruction. After 2days passenger call he cannot travel and cancel his trip.

Md Abul Kashem make a tour Plan, he and his family travel from Dhaka to Singapore on 5 November After Five(5) days they will be returning to Dhaka. His family prefers Economy class Ticket Biman Bangladesh Airlines

Ensure below services on his ticket:

- i) Mr Abul Kashem like Muslim Meal
- ii) his spouse is vegetarian ,
- iii) Window seat for Daughter Zarin Hadika

Passenger Information Details:

iv).Md Abul Kashem -

Passport no: A2230095 DOB:10Mar1980, PPT Expiry :09Jul34

v) Gulshan Kashem-

Passport no: A2230096 DOB:11Nov1984, PPT Expiry :12Dec34

vi) Zarin Hadika

Passport no: A1243097 DOB:15May2021, PPT Expiry :12Dec32

vii)Your agency name is ABC Tours and Travels. Dhaka, Phone 88006599, followed by Mr Natic Mobin Mahmud as the agency reference.

viii) Passenger Contact Number :017111717777

ix) Passenger email address is Azmain16@gmail.com

Specification Sheet-2.4: Cancel a reservation

Necessary Tools

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

Necessary Equipments

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

Necessary Materials

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

Learning Outcome 3: Generate sales report

Assessment Criteria	<ol style="list-style-type: none"> 1. Sales report is identified and interpreted 2. Sales report is generated as per SOP 3. Sales report is printed and submitted to the concern authority
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. Sales report generate 2. Print sales report
Activities/job/Task	<ol style="list-style-type: none"> 1. Generate a sales report
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 3: Generate sales report

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 ‘Generate sales report’
2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Generate sales report”	2. Read Information sheet 3: Generate sales report 3. Answer Self-check 3: Generate sales report 4. Check your answer with Answer key 3: Generate sales report
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-3.1: Generate a sales repor

Information Sheet 1: Generate Sales report

Learning Objective:

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

- 3.1. Sales report
- 3.2. Sales report is generated as per SOP
- 3.3. Sales report is printed and submitted to the concern authority

3.1. Sales report

The Ticket Sales Report is our most common financial report to use for reconciling your merchant account. Your shows actions at the Price Code and Payment Processor level by Venue and Performance. This report allows for a lot of customization to receive the information you are looking for with filtering options. A sales report or sales analysis report is a document that shows trends impacting your sales operations within specific period. While content of sales reports may vary depending on your goal, they include metrics like revenue, accounts won, leads and more. Insights from these reports help you identify the strengths and weakness of your sales strategy. Sales report will be daily sales. Weekly sales, quarterly sales. Monthly sales and annual sales etc.

The benefits of sales report :

- Improving team and reps performance
- Analysis of your company's sales activities and performance within a given period
- Assisting fast decision making
- Boosting the morale of your sales team
- Revenue generated and percentage of sales achieved compared to targets.

3.2. Sales report is generated as per SOP

Sales Report Check:

Entry Code	Action
DQB*	Display last sales report
DQB*14AUG	Display Sales report for specific date
DQB*/D10JUN-16JUN	Display sales report for date range

WV*	Void Report
DQB*RF	See refunded tickets sales report
DQB*RF/ABG	See refunded tickets sales report for specific airline
DQB*EMD	EMD Sales Report
DQB*EMD/D10AUG	Display EMD Sales report for specific date
DQB*RFEMD	EMD Refund Report
W/DQBEXT¥*	Check Extended Sales Report Activation
DQB*¥NDC	NDC Sales Report Check
DQB*/D23SEP¥NDC	Display NDC Sales report for specific date
DQB*RF¥NDC	Refund Sales Report
DQB*RF/D20SEP¥NDC	Display NDC Refund Sales report for specific date

Daily Sales report

```

DQB*«
-----
DQB*
C46D 04APR24      TICKETING REPORT      SARINA TRAVEL LOG
TICKET          COMMISSION  AGENT                NET
NUMBER                SINE TIME      CURR  AMOUNT
PNR-FFWAXG JANNATH/HALIMA MRS      ETR
2296651950674      1293    AAM  1741  CA  BDT      21040 A

TOTAL DAILY SALES
BDT          21040

```

Specific date Sales Report

DQB*		TICKETING REPORT				SARINA	TRAVEL LOG
C46D	01APR24	COMMISSION	AGENT	SINE	TIME	CURR	NET AMOUNT
TICKET NUMBER	DAUZON/ARNAUD	GUY	MR				
6036651950664	2099	AAM	1931	CA	BDT	40201	
2286651950663	752	AAM	1748	CA	BDT	14006	
2286651950662	752	AAM	1748	CA	BDT	14006	
2286651950661	752	AAM	1748	CA	BDT	14006	
2286651950660	752	AAM	1748	CA	BDT	14006	
2286651950659	1055	AAM	1641	CA	BDT	18760	
2286651950658	1055	AAM	1641	CA	BDT	18760	

Void Report

WV*«				
6036651950652	BI	KI/U	OIHQWU	C46D*AAM 1846/23MAR*E

Refund EMD Report:

DQB*RFEMD«
NO EMD REFUND DATA EXISTS-1864

Refund Audit Report

DQB*RF«						
REFUND AUDIT REPORT			APR24	C46D SARINA TRAVEL LOGIS		
AIRLINE CODE	DOCUMENT NUMBER	AGENT SINE/TIME	DATE OF REFUND	FORM OF PAYMENT	REFUND AMOUNT	
PNR-WYGPHC	SAHEB/SAHEB	MR				
816	9272230401	AAM/1446	07APR24	CA ER BDT	8027	
PNR-WXUZIV	ALI/MD	TOGOR MR				
816	9272230400	AAM/1444	07APR24	CA ER BDT	8027	
PNR-OIGGJU	HOSSAIN/MD	SHAON MR				
816	9272230399	AAM/1442	07APR24	CA ER BDT	8027	
PNR-OHMEIA	RAHMAN/MD	MOSHIAR MR				
816	9272230398	AAM/1441	07APR24	CA ER BDT	8027	
PNR-AKGUQQ	ALI/NAYEM	MR				
816	9272230392	AAM/1431	07APR24	CA ER BDT	8027	
PNR-DBOXVZ	ISLAM/MD	JAHDIDUL MR				
816	9272230391	AAM/1430	07APR24	CA ER BDT	8027	
PNR-JNPWKA	MIA/MD	NAYEEM MR				
603	6651950669	AAM/1239	05APR24	CA ER BDT	23599	

TOTAL REFUNDS -	7	CASH/CHECK	CREDIT
7-BDT	71761	71761	0

3.3. Sales report is printed and submitted

Printing a PNR sales report in Sabre involves generating a report that summarizes various sales activities related to Passenger Name Records (PNRs). This report can help track bookings, monitor sales performance, and manage other related activities. Below are the steps to generate and print a PNR sales report in Sabre:

Steps to Generate and Print a PNR Sales Report in Sabre

1. Log in to Sabre:

- Access the Sabre system using your credentials.

2. Access the Reporting Module:

- In Sabre, sales reports are typically accessed through specific reporting commands. For PNR sales reports, you might use commands related to the SABRE REPORTS or specific reporting

tools within the Sabre system. Commands and tools can vary based on your Sabre setup, but common commands include:

FQN
or
yaml
Copy code
*REPORT

If your agency uses a specific reporting system or module, navigate to that module. For example, if you have access to Sabre's Business Intelligence tools, you may use those to generate detailed reports.

Generate the PNR Sales Report:

To generate a report, you will generally need to specify the report criteria. This can include date ranges, booking statuses, and other parameters. Commands or options might include:

RPT <report code> <date range>
For example:

RPT PNRSALES 01JAN2024-31JAN2024

- Follow the prompts to enter necessary parameters such as date ranges, specific PNR criteria, or other filters.

4. Review the Report:

- Once the report is generated, review the details on the screen to ensure it meets your requirements. You might see a summary of sales, number of bookings, and other relevant data.

5. Print the Report:

- To print the report, use the print command or options provided in your Sabre system. This might involve sending the report to a printer or generating a printable file. The command to print might vary, but could be something like:

PRINT

or selecting the print option from the reporting tool's menu.

6. Verify Printer Settings:

- Ensure that your printer is correctly set up and configured to receive print jobs from Sabre. Check printer connectivity and settings if the report doesn't print as expected.

7. Save or Export the Report (Optional):

- Some Sabre systems allow you to save or export reports in various formats (e.g., PDF, CSV). If you need a digital copy, use the export options available.

Example Scenario:

Generating a PNR Sales Report for January 2024:

1. Log in to Sabre.
2. Access the reporting module:

yaml
*REPORT

3. Enter the report generation command:

Copy code
RPT PNRSALES 01JAN2024-31JAN2024

4. Review the on-screen report for accuracy.
5. To print, use:

PRINT

6. Verify that your printer settings are correct.
7. Optionally, save or export the report for digital records.

Self-Check Sheet - 3: Recognize the general issues of reservation and ticketing

- 1. What is the primary purpose of a Sales Report?**
 - A) To track employee performance
 - B) To display trends impacting sales operations
 - C) To record customer complaints
 - D) To manage inventory levels

- 2. Which command in Sabre is used to display a sales report for a specific date?**
 - A) DQB*
 - B) DQB*14AUG
 - C) WV*
 - D) DQB*/D10JUN-16JUN

- 3. What does the DQB*RF command display in Sabre?**
 - A) Sales report for a specific airline
 - B) Refunded tickets sales report
 - C) EMD Sales Report
 - D) Void Report

- 4. To generate a PNR Sales Report in Sabre for a specific date range, which command should you use?**
 - A) RPT PNRSALES 01JAN2024-31JAN2024
 - B) DQB*
 - C) W/DQBEXT¥*
 - D) DQB*RF¥NDC

- 5. Which report would you use to see refunded tickets sales for a specific airline?**
 - A) DQB*EMD
 - B) DQB*RF/ABG
 - C) DQB*
 - D) DQB*RFEMD

Answer Key - 3: Recognize the general issues of reservation and ticketing

1. What is the primary purpose of a Sales Report?

- A) To track employee performance
- B) To display trends impacting sales operations
- C) To record customer complaints
- D) To manage inventory levels

Answer: B) To display trends impacting sales operations

2. Which command in Sabre is used to display a sales report for a specific date?

- A) DQB*
- B) DQB*14AUG
- C) WV*
- D) DQB*/D10JUN-16JUN

Answer: B) DQB*14AUG

3. What does the DQB*RF command display in Sabre?

- A) Sales report for a specific airline
- B) Refunded tickets sales report
- C) EMD Sales Report
- D) Void Report

Answer: B) Refunded tickets sales report

4. To generate a PNR Sales Report in Sabre for a specific date range, which command should you use?

- A) RPT PNRSALES 01JAN2024-31JAN2024
- B) DQB*
- C) W/DQBEXT¥*
- D) DQB*RF¥NDC

Answer: A) RPT PNRSALES 01JAN2024-31JAN2024

5. Which report would you use to see refunded tickets sales for a specific airline?

- A) DQB*EMD
- B) DQB*RF/ABG
- C) DQB*
- D) DQB*RFEMD

Answer: B) DQB*RF/ABG

Job Sheet-3.1: Generate a sales report

Working Procedure:

1. Access the Sabre System:

1.1. Log in to Sabre:

- Open the Sabre application or navigate to the Sabre website.
- Enter your credentials (username and password) to access the system.

2. Navigate to the Reporting Module:

2.1. Access Reporting Tools:

- Locate the reporting module within Sabre. This may be under a section like “Reports” or “Reporting Tools.”
- Alternatively, use the command line interface to enter reporting commands.

3. Generate the Sales Report:

3.1. Enter Report Command:

- To generate a sales report, input the appropriate command based on your report requirements:
 - **For Daily Sales Report:**
 - Enter: DQB*
 - **For Sales Report on a Specific Date:**
 - Enter: DQB*DDMMM (e.g., DQB*14AUG for August 14)
 - **For Sales Report for a Date Range:**
 - Enter: DQB*/D10JUN-16JUN (e.g., for June 10 to June 16)
 - **For Refunded Tickets Sales Report:**
 - Enter: DQB*RF
 - **For EMD Sales Report:**
 - Enter: DQB*EMD
 - **For NDC Sales Report:**
 - Enter: DQB*¥NDC or DQB*/D23SEP¥NDC (e.g., for September 23)

3.2. Specify Report Parameters:

- Follow the prompts to enter necessary parameters such as date range, specific PNR criteria, or other filters if required.

3.3. Review the Report:

- After generating the report, review the on-screen details to ensure the report meets your requirements.
- Check for relevant metrics like revenue, number of bookings, and any other required data.

4. Print the Report (Optional):

4.1. Print Command:

- To print the report, use the print command provided in your Sabre system:
 - Enter: PRINT
- Alternatively, select the print option from the reporting tool's menu.

4.2. Verify Printer Settings:

- Ensure your printer is correctly set up and connected.
- Check printer settings to confirm that it is configured to receive print jobs from Sabre.

4.3. Save or Export (Optional):

- If needed, save or export the report in a digital format (e.g., PDF, CSV) using the available options.

5. Submit the Report:

5.1. Submit to Concerned Authority:

- If required, submit the printed or digital report to the concerned authority or department as per the standard operating procedure (SOP).

Specification Sheet-3.1: Generate a sales report

Necessary Tools

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

NB: After completion of all LO, then complete the following review of competency

Review of Competency

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

Assessment of performance Criteria	Yes	No
1. PNR is retrieved	<input type="checkbox"/>	<input type="checkbox"/>
2. Fare quotation is prepared and stored as per system requirements	<input type="checkbox"/>	<input type="checkbox"/>
3. Plating carrier is inserted	<input type="checkbox"/>	<input type="checkbox"/>
4. Agent commission is inserted as per airlines policy	<input type="checkbox"/>	<input type="checkbox"/>
5. Forms of payment is inserted	<input type="checkbox"/>	<input type="checkbox"/>
6. Data is saved for issuing ticket	<input type="checkbox"/>	<input type="checkbox"/>
7. Issue command is applied for ticket issuance	<input type="checkbox"/>	<input type="checkbox"/>
8. Ticket Delivery is performed to the passenger	<input type="checkbox"/>	<input type="checkbox"/>
9. Ticket void and cancellation process is interpreted	<input type="checkbox"/>	<input type="checkbox"/>
10. Ticket void is performed if necessary	<input type="checkbox"/>	<input type="checkbox"/>
11. Reservation cancellation is carried out if necessary	<input type="checkbox"/>	<input type="checkbox"/>
12. Sales report is identified and interpreted	<input type="checkbox"/>	<input type="checkbox"/>
13. Sales report is generated as per SOP	<input type="checkbox"/>	<input type="checkbox"/>
14. Sales report is printed and submitted to the concern authority	<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 ‘Accomplishing Ticketing (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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