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Create Your Own PNR

Give yourself the advantage of a fast start and a solid overview of the air reservations process. You can quickly and easily create a Passenger Name Record (PNR). This will give you a hands-on overview of the functions you will study in detail. Just follow the instructions below and on the next page to create your own airline reservation for a trip from Chicago, O'Hare airport to Los Angeles. The functions include looking at airline flight availability displays, selling the seats, making the reservations, creating the Passenger Name Record (PNR), pricing the itinerary and issuing the airline ticket.

Type the entries as shown in the ENTRY column for each PNR field. Type the function key(s), i.e. an A for Availability and N: for the Name Field, and the data as shown. Depress the *ENTER* key after typing in the complete entry. When your entry is correct and accepted by the system, the response is an *.

ENTRY	Function/RESPONSE
A15JULORDLAX8A	Check availability for a flight on July 15 from Chicago, O'Hare to Los Angeles around 8:00 a.m.

```

WE 15JUL   ORD / LAX - 2:00 HR
1‡ UA   817  F9 A9 C9 Y9 B9 M9 H9 Q9 V9 W9‡   ORDLAX   800A 1021A  757  80
2‡ AA   551  F7 Y7 W7 B7 H7 M7 K7 Q7 V7 G7   ORDLAX   820A 1040A  M80  80
3‡ UA   111  F9 A9 C9 Y9 B9 M9 H9 Q9 V9 W9‡   ORDLAX   830A 1042A  320  60
4‡ AA   219  F7 Y7 W7 B7 H7 M7 K7 Q7 V7 G7   ORDLAX   835A 1058A  M80  80
5‡ AA  1703  F7 Y7 W7 B7 H7 M7 K7 Q7 V7 G7   ORDLAX   850A 1111A  M80  80
6‡ UA   103  F9 A9 C9 Y9 B9 M9 H9 Q9 V9 W9‡   ORDLAX   900A 1120A  320  70
7‡ UA   101  F9 A9 C9 Y9 B9 M9 H9 Q9 V9 W9‡   ORDLAX   700A  909A  320  80
MEALS>A*M   CLASSES>A*C0   MORE>A*

```

01Y1 Sell 1 Seat Y Class from Line 1 of the display

```
1 UA 817Y 15JUL ORDLAX SS1 800A 1021A * WE E
```

N:TRAVELER/QUINN MR Enter your own name. Apollo® will append an *
To see what the name looks like in the PNR, enter *N

*N

```
1.1TRAVELER/QUINN MR
```

P:CHIAS/312-555-7896 If working in an agency, enter agency number as first phone number

P:CHIR/312-565-4432 Enter your home phone number - watch for Apollo® to add the *

*PP

```
FONE-CHIAS/312-555-7896
2CHIR/312-565-4432
```



ENTRY

Function/RESPONSE

T:TAU/08JUL

Enter a ticketing date one week before your travel date
To view the entry as it will appear in the PNR, enter *T

*T

TKTG-TAU/08JUL

R:P

Enter the name of the person who called to make the reservation
In this case, consider yourself the passenger
You can use your name or the letter P for passenger

RCVD-P/QB2SP

*R

Display the entire record - the PNR with all the items you have entered thus far
Note the received from information does not display on the face of the PNR

Completed PNR

1.1TRAVELER/QUINN MR
1 UA 817Y 15JUL ORDLAX SS1 800A 1021A * WE E
FONE-CHIAS/312-555-7896
2CHIR/312-565-4432
TKTG-TAU/08JUL

E

End your transaction, filing the completed PNR within the system
and append a record locator number - A record locator number is
a 6-digit file number assigned by the system

EOK-TDXH1Y

or, depending on your training situation - check with your supervisor
whichever is appropriate

I

Ignore the transaction - The ignore function removes all the data you have entered

IGND



Create Your Own PNR

Give yourself the advantage of a fast start and a solid overview of the air reservations process. You can quickly and easily create a Passenger Name Record (PNR). This will give you a hands-on overview of the functions you will study in detail. Just follow the instructions below and on the next page to create your own airline reservation for a trip from Toronto to Chicago, O'Hare. The functions include: looking at airline flight availability displays, selling the seats, making the reservations, creating the Passenger Name Record (PNR), pricing the itinerary and issuing the airline ticket.

Type the entries as shown in the ENTRY column for each PNR field. Type the function key(s), i.e. an A for Availability and N: for the Name Field, and the data as shown. Depress the *ENTER* key after typing in the complete entry. When your entry is correct and accepted by the system, the response is an *.

ENTRY	Function/RESPONSE
A15JULYYZORD8A	Check availability for a flight on July 15 from Toronto to Chicago, O'Hare, around 8:00 a.m.

```
WE 15JUL   YYZ / ORD - 1:00 HR
1‡ UA 1103 F8 Y9 B9 E9 U9 Q9 V9 W9 S9 T9 ‡   YYZ ORD   800A   847A   733   0
2‡ AA 2079 J7 D7 I6 Y7 B7 K7 H7 L7 W7 M7 ‡   YYZ ORD   808A   847A   S80   0
3* AC 503  J9 C9 Y9 M9 U9 A9 B9 V9 Q9 L9 ‡   YYZ ORD   830A   915A   320   0
4‡ AA 681  J7 D7 I6 Y7 B7 K7 H7 L7 W7 M7 ‡   YYZ ORD   655A   733A   S80   0
5* AC 501  J9 C9 Y9 M9 U9 A9 B9 V9 Q9 L9 ‡   YYZ ORD   630A   715A   319   0
6‡ UA 1101 F9 Y9 B9 E9 U9 Q9 V9 W9 S9 T9 ‡   YYZ ORD   625A   708A   320   0
7‡ UA 1105 F9 Y9 B9 E9 U9 Q9 V9 W9 S9 T9 ‡   YYZ ORD  1000A  1054A   320   0
8‡ AA 1311 J7 D7 I6 Y7 B7 K7 H7 L7 W7 M7 ‡   YYZ ORD  1020A  1108A   S80   0
MEALS>A*M   CLASSES>A*C0   MORE>A*
```

01Y1 Sell 1 Seat Y Class from Line 1 of the display

```
1 UA 1103Y 15JUL   YYZ ORD   SS1   800A   847A   * WE E
```

N:TRAVELLER/QUINN MR Enter your own name. Apollo@ will append an *
To see what the name looks like in the PNR, enter *N

*N

```
1.1TRAVELLER/QUINN MR
```

P:YYZAS/416-432-4562 If working in an agency, enter agency number as first phone number

P:YYZR/416-565-4432 Enter your home phone number - watch for Apollo@ to add the *

*PP

```
FONE-YYZAS/416-432-4562
2YYZR/416-565-4432
```



ENTRY

Function/RESPONSE

T:TAU/08JUL

Enter a ticketing date one week before your travel date
To view the entry as it will appear in the PNR, enter *T

*T

TKTG-TAU/08JUL

R:P

Enter who called to make the reservation
In this case, consider yourself the passenger
You can use your name or the letter P for passenger

RCVD-P/QB2SP

*R

Display the entire record - the PNR with all the items you have entered thus far
Note the received from information does not display on the face of the PNR

Completed PNR

1.1TRAVELLER/QUINN MR
1 UA 1103Y 15JUL YYZ ORD SS1 800A 847A * WE E
FONE-YYZAS/416-432-4562
2YYZR/416-565-4432
TKTG-TAU/08JUL

E

End your transaction, filing the completed PNR within the system
and append a record locator number - A record locator number is
a 6-digit file number assigned by the system

EOK-TDXH1Y

or, depending on your training situation - check with your supervisor
whichever is appropriate

I

Ignore the transaction - The ignore function removes all the data you have entered

IGND

● STOP Review and Apply

Use your ✓ Job Aid or ☑ Quick Reference to assist you with the formats.

1. Write the entry to display availability between Denver and Chicago for one month from today, beginning at 7:00 a.m. on United only.
2. Assuming you have an availability display on your screen, write the entry to sell two (2) coach seats for the flight on line three (3).
3. There are two ways to sell airline space. Show the entries and then explain.

ENTRY	Explanation
-------	-------------
4. How do you sell connecting flights in Q class from lines 3 and 4 of an availability display?
5. Explain married segments.
6. Explain segment continuity.
7. ARNK is a code for Arrival Unknown. When is an ARNK segment used?
8. Write the entry to create an open segment from Omaha to Minneapolis, on Delta Air Lines.
9. Write the entry to:
 - Insert a segment after segment 3
 - Cancel segment 2
 - Cancel segments 2, 3 and 6
 - Cancel the entire itinerary
10. When waitlisting a segment, why is it advisable to book an alternate?
11. Decode the following status codes:
 - a) NN
 - b) SS
 - c) PB
 - d) HK
12. Write the entry to waitlist by specific flight: AC 104, J class, Edmonton to Montreal, December 21 for one passenger.

Practice and Drill

*Practice creating these itineraries. To prevent your screen from becoming cluttered you will need to *I to see the itinerary you have created and then ignore (I enter) before moving on to the next problem. Later in this chapter you will use your itineraries in PNRs and will store the information for your client. At this point, however, you are just developing the skills of displaying the availability, selecting the appropriate flight and class and selling the seats. Speed drills allow you to build proficiency and a comfort level with itineraries. Practice creating each itinerary over and over until you can complete the process in 3 minutes or less.*

1. Mr. Joseph Simmons wants to fly from SFO to RNO on the 27th of next month. He would like the earliest departure possible. Choose the best flight from an availability display and sell a Y seat.
2. Miss Lead is going to fly from Toronto to Pittsburgh on the 17th of next month. She would like to travel in Y class, round trip, returning on the 22nd. Reserve space for her on direct flights going and returning.
3. Sonya Doolittle calls you to reserve three Q class seats on Delta Air Lines, the 6th of next month from TYS to SLC. Book those seats, if available. If not available, find her three Q seats as close to that date as possible
4. Mrs. Smith would like to travel from MSP to PIA next Sunday. She would like a morning flight, using DL, Y class. She will be driving from PIA to ORD and wants to return from ORD to MSP on Thursday evening.
5. Mr. Tripper and his son will be making a trip from Montreal, Quebec to Vancouver, B.C. on the 17th of next month. They prefer to fly in the afternoon. Book two seats in B class. They are not sure what date they will be returning so give them an open segment on the return. Show Y class for the return, no date or time.
6. Dr. J. Brothers and her daughter will be traveling from LGA to LAX on the 20th of next month. She would like a morning flight on American. She would prefer a breakfast flight.
7. Mr. Jones needs to make an unexpected trip tomorrow morning to PDX from YVR and back the next day. He wants to fly Delta, First class on all segments. He needs to be back in YVR by 2:00 p.m.
8. Miss Barbie Dahl requests you book her a nonstop flight on the 14th of next month from BOS to MCI in the morning hours. She will return on the 18th on DL. Redisplay this itinerary. Now make the necessary changes to show Miss Dahl will drive between MCI and STL and then return to BOS on the 18th from STL, around 5:00 p.m. Insert the ARNK in the appropriate place to provide segment continuity.
9. Constance Candy and her two friends want to fly from PHX to Hartford, CT. Reserve three Q (or B or H) seats for them on a morning flight the 19th of next month. They will need open tickets from Hartford to JFK and then they will need a flight on the 25th in the early afternoon from JFK back to PHX.
10. Mr. T. Buff will be going to Vancouver from SLC, F class, of course, on the 15th of next month. He prefers to fly DL around 1:00 p.m. He will be returning on the 21st around 6:00 p.m.