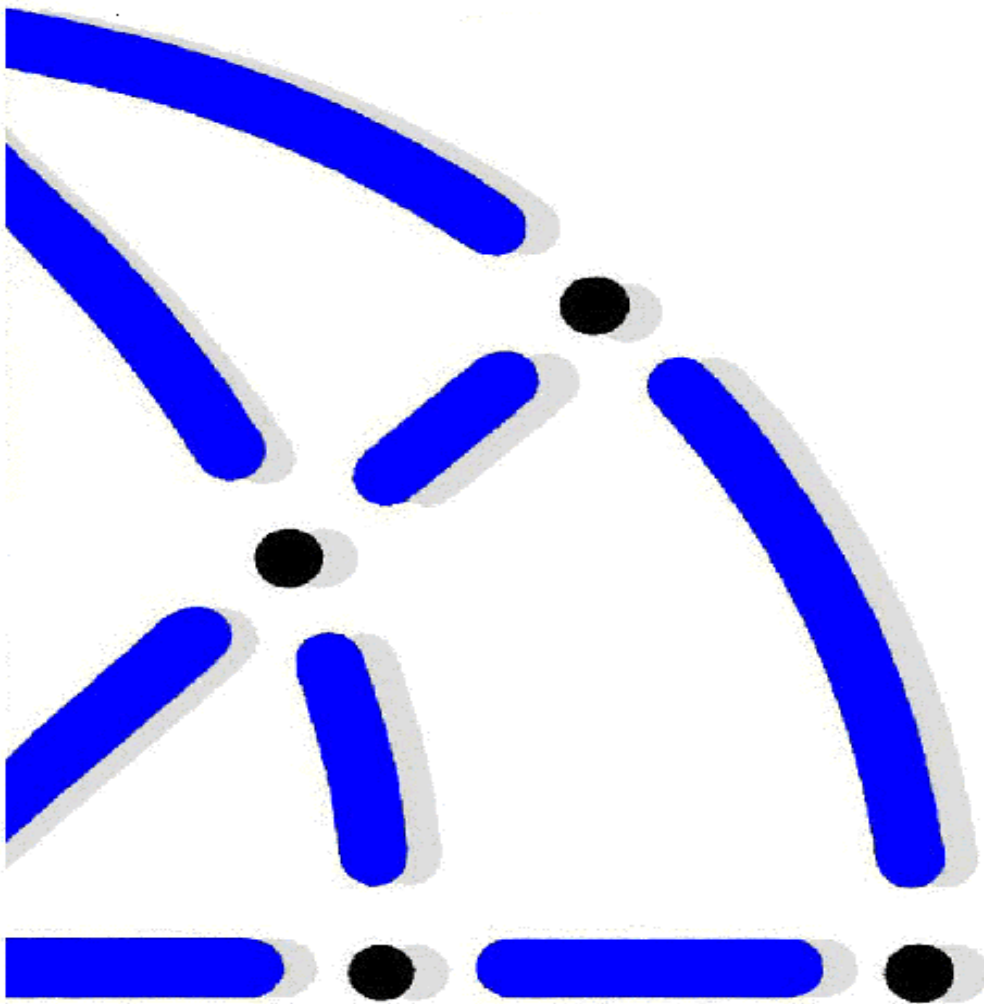


## Booking File History Quick Reference 2006





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## ***Introduction***

As soon as an end transact input is made on a new Booking File a history of that Booking File is created. Each subsequent change to the Booking File is recorded in the history. History tracks both agency and vendor activity. The history of the entire Booking File can be displayed or specific fields only can be displayed.

History of the Booking File may be roughly divided into:

- Itinerary History
- Customer Data History
- Booking File Function History

### **Itinerary History**

The Itinerary history records any additions, changes and cancellation of Air, Car, Hotel, Air Taxi, Tours and surface segments. The history of Due, Paid and Text remarks is held in the applicable Car, Hotel and Tour history. Itinerary history may also be conveniently displayed with air segments only or non-air segments only.

### **Customer Data History**

The history of the Booking File fields containing data about the clients may be displayed in its entirety or individually. The only fields, for which there are no history data, are Notepad, Delivery Address and Document Itinerary Remarks fields.

### **Booking File Function History**

The history of any queuing activity associated with the Booking File can be displayed. If a Booking has been divided this is recorded in History. If a Booking File has been created by claiming it from an airline the claim is recorded in the history.

With this brochure we provide you with the formats, which have been developed to support Booking File History.

## ***Retrieve a Booking File for History analysis***

### **Points to note:**

- A Booking File will stay active in the system until 4 days after the last dated segment.
- A Booking File will be purged 4 days after the last dated segment unless it has open segments.
- A Booking File with open segments may be retrieved up to 14 days after the last dated segment.
- If it is necessary to retrieve a Booking File after these times, a request with a specific Past Date Quick input (PDQ) must be made. A Booking File can be retrieved up to 13 months after the purge date.

### ***Active Booking File***

To retrieve an active Booking File (with booked segments or without booked segments and not older than 4 days after the last dated segment), all standard “display” (\*) inputs may be used.

### ***Purged Booking File***

A purged Booking File can be retrieved with a Past Date Quick (PDQ) input.

### **Points to note:**

- PDQ inputs enable to retrieve and immediately display Booking Files within 60 days of being purged.
- Booking File 61 days to 13 months from purge date will be retrieved and placed on a default agency queue (Q1, category CPD) within 24 hours.

**PDQ inputs to retrieve purged Booking File**

 **H/PDQ** For additional entries

<b>Enter:</b>	<b>To retrieve by:</b>
PQ/R-3WG6BD	Record locator
PQ/01JUN06-BOVIS	Departure date and name
PQ/15MAY06-12JUN06-DAX/MARC	Departure date range (max 31 days) and name
PQ/UA230/13MAR06DEN-BARTH/THOMMR	Flight number, departure date, origin (optional) and name
PQ/C-PCC/28JUN06-SMITH/JOHN	Specific branch (Pseudo City Code), departure date and name
PQ/B/08JAN06-KLEIN/EVAMISS	All branches group coded together or all Pseudo Cities contained in the Selective Access Permission tables, departure date and name

**Points to note:**

- Retrieval entries always yield a Similar/duplicate Name List. One or more names may appear on the list even when an exact match exists.
- To retrieve a Booking File from a list, tab to the required name and press [Enter]

<b>Enter:</b>	<b>To:</b>
PQ/*L	Redisplay the similar names list
PQ/*0	Display the next block of 48 names

<b>Enter:</b>	<b>To retrieve by segment type:</b>
PQ/AIR/15JUN06-SMITH	Air Segment
PQ/HTL/15JUN06-SMITH	Hotel or RoomMaster segment
PQ/CAR/15JUN06-SMITH	Car or CarMaster segment
PQ/ATX/15JUN06-SMITH	Air Taxi segment
PQ/TUR/15JUN06-SMITH	Tour segment
PQ/SUR/15JUN06-SMITH	Surface segment

Enter:	To specify queue placement by:
PQ/R-CJ16CK@57	Record locator, on Q57
PQ/R-CJ16CK@57*CRG	Record locator, on Q57 category CRG
PQ/R-CJ16CK@57*CRG*D2	Record locator, on Q57 category CRG and subcategory D2
PQ/C-PCC/12JUN06-SMITH@64	Specific branch, departure date and name, on Q64 of own branch
PQ/B/14MAY06-KLEIN@PCC/83	All branches group coded together or all Pseudo Cities contained in the Selective Access Permission tables, departure date and name, on Q83 of specific branch

### ***Purged Booking File retrieval procedure***

☞ **PQ/R-NGWVF6**                      To Retrieve Booking File NGWVF6

#### **Output:**

```
>PQ/R-NGWVF6
DATA MUST ONLY BE ACCESSED FOR BILLING DISPUTE REASONS
APPEND 'CONFIRM' TO CONTINUE
>PQ/R-NGWVF6/*CONFIRM█
```

☞ **CONFIRM**                              Append "CONFIRM" after the display (\*) and [Enter]

#### **Output:**

```
QUEUE REQUESTED: 1C8/1*CPD
1C8-
1C8 01BOVIS/TEOMR                      AIR 15JAN06 >PQ/R-NGWVF63922█
```

☞                                              Type [Enter] at the Tab stop

#### **Output:**

```
QUEUE REQUESTED: 1C8/1*CPD
1C8-
1C8 01BOVIS/TEOMR                      AIR 15JAN06 >PQ/R-NGWVF63922·
PDQ BOOKING FILE QUEUED FOR 24 HR RETRIEVAL
```

The requested Booking File will be available within 24 hours on the agency Queue number 1 – category CPD

**Output:**

```
20JUN 1C8 1355
SPV .....0 MSG .....0
20JUN 1C8 UTC INT 180 MIN BOOKING FILE QUEUES
UTC .....0 LMT .....0 URG .....0 GEN*.....1
* DENOTES CATEGORY/DATE RANGE COUNTS ADDED IN FOR QUEUE
```

☞ **Q/1\*CPD** To open queue number 1 – category CPD to display purged Booking files

**Output:**

```
GENERAL QUEUE
** PAST DATE BOOKING FILE **
** DATA MUST ONLY BE ACCESSED FOR BILLING DISPUTE REASONS **
NGWVF6/31 ZRHH N801312 AG 81490076 29MAR06
  1.1BOVIS/TEOMR 2.1BOVIS/LUCAS*CHD 08YRS
** VENDOR LOCATOR DATA EXISTS ** >*VL.
** SERVICE INFORMATION EXISTS ** >*SI.
FONE-GVAT*0844 300 300 GALILEO TRAINING - GVA ROOM 6
```

**Points to note:**

- Once on queue, PDQ Booking Files are available for 7 days after retrieval, or until removed (QR).
- A displayed PDQ Booking File will not remain in the system if it is ignored (I) before being placed on queue. It must be requested again.

## Display Booking File History

 **\*H** To display the entire Booking File history

### Output:

*****	HISTORY	QXK3MK	*****
**	ONLY ACTIVE PRODUCTS EXIST	**	
**	ORIGINAL CREATOR	**	
	RCVD-P/ 1C8013		
	CRDT- ZRH	AG 13	1339Z/05AUG
**	HISTORY	**	
	XQ QR/30 ZRHO C2D9F1		
	CRDT- ZRH/ 1C8/1G	AG 13	1403Z/05AUG
	XS BA 723 C 05OCT	GVALHR NN/HK1	800 850 O*
	XS BA 730 C 05OCT	LHRGVA NN/HK1	1535 1810 O*
	XT T*		
	RCVD-SECR BALDIN/EVAMISS/Z	1C8013	
	CRDT- ZRH/ 1C8/1G	AG 13	1346Z/05AUG
	AVL 1A*YKF3OS MUCRM1A	05AUG 1338	
	RCVD-MUCRM1A05AUG/1338		
	CRDT- MUC/ /1G	RM 1A	1339Z/05AUG
	VLR BA 723 C 05OCT	GVALHR NN/HK1	800 850 O*
	VLR BA 730 C 05OCT	LHRGVA NN/HK1	1535 1810 O*
	AVL 1A*YKF3OS MUCRM1A	05AUG 1339	
	RCVD-		
	CRDT- / /1G		1339Z/05AUG
	HS BA 723 C 05OCT	GVALHR NN/HS1	800 850 O
	HS BA 730 C 05OCT	LHRGVA NN/HS1	1535 1810 O
	RCVD-PSGR/Z	1C8013	
	CRDT- ZRH/ 1C8/1G	AG 13	1339Z/05AUG

## Display Itinerary History

Enter:	To display:
*H	Entire history
*HI	Itinerary history
*HIA	Air segment history
*HIC	Car segment history
*HIH	Hotel segment history
*HIN	Non-air history
*HIS	Surface segment history
*HIT	Tour segment history
*HIX	Air Taxi segment history

**Display Customer Data and Booking File Function History**

<b>Enter:</b>	<b>To display:</b>
*HAD	Written address history
*HCD	Customer data history
*HF	For of payment history
*HFF	Filed fare history
*HMM	Mileage membership history
*HN	Name history
*HNP	Notepad history (when optional Historical indicator was used)
*HP	Phone history
*HQT	Queue trail history
*HRB	Review booking history
*HRI	Associated / Unassociated Itinerary Remarks history
*HRQ	Enhanced booking file servicing field history
*HSD	Seat data history
*HSI	Service information history
*HSO	OSI history
*HSR	SSR history
*HTD	Ticketing data history
*HTE	Electronic ticketing data history
*HTI	Current and historical TINS
*HVL	Vendor locator history
*HVR	Vendor remarks history
*HSI.VR	Combined SSR, OSI and vendor remarks history

## Analyse Booking File History

Any segments already travelled are shown first and are shown as:

### \*\* NON-ACTIVE PRODUCTS \*\*

If no segments have been travelled or products utilised the following statement is displayed:

### \*\* ONLY ACTIVE PRODUCTS EXIST \*\*

After this segment the original creator of the Booking File is then shown. This area includes:

- The initial "Received from" field
- The agent's controlling city
- Agent sign on
- Date of original Booking File creation
- Time of original Booking File creation

The history is then shown in reverse order. You will find the most recent at the top of the display, and the most distant in time at the bottom. This principle is applicable for all history displays.

### Output:

*****		HISTORY		① ZBB55A		*****	
** NON-ACTIVE PRODUCTS **							
②	1	AF1243	C	20MAY	GVACDG	HK1	730 840 O*
** ORIGINAL CREATOR **							
③	RCVD-SECRBLANDIN/MISS/1C8007						
④	CRDT-	ZRH		AG 07			1358Z/18MAY
⑤	** HISTORY **						
⑥	XS	AF1542	C	23SEP	CDGGVA	NN/HK1	700 810 O*
⑦	RCVD-PSGR/Z 1C8007						
⑧	CRDT-	ZRH/	1C8/1G	AG 07			1401Z/25MAY
	VLR	AF1243	C	20MAY	GVACDG	NN/HK1	730 840 O*
	VLR	AF1542	C	23SEP	CDGGVA	NN/HK1	700 810 O*
	AVL 1A*2T8K8Y MUCRM1A 18MAY 1358						
	RCVD-						
	CRDT-	/	/1G				1358Z/18MAY
	HS	AF1243	C	20MAY	GVACDG	NN/HS1	730 840 O
	HS	AF1542	C	23SEP	CDGGVA	NN/HS1	700 810 O
⑨	* SERVICE INFORMATION HISTORY EXISTS >*HSI·						
	RCVD-SECRBLANDIN/MISS/Z 1C8007						
	CRDT-	ZRH/	1C8/1G	AG 07			1358Z/18MAY

Original creator

The history must be read from the bottom to the top

Original Booking

- ❶ Record locator
- ❷ Segments already used
- ❸ “Received from” field and sign on code of original creating agent
- ❹ The “credited to” line shows the city code (ZRH), duty code (AG), agent reservation productivity report ID code (07) and time in UTC (GMT) and date of original creation (1358Z/18MAY)
- ❺ Beginning of the Booking File history
- ❻ Data for each amendment made to the Booking File. Each line commences with a code describing what has been changed.
- ❼ The “received from” field entered at each Booking File change or the SITA address of the sending carrier if change made by teletype message, together with time UTC and date the message was received.
- ❽ The “credited to” line shows the controlling city code, and/or pseudo city code, GDS identification code, duty code, time UTC and date of agency or carrier that has been credited with making each change.
- ❾ Service information history must be accessed from a sub display.



### Points to note:

- Use specific history display inputs to target the needed information
- More recent changes to be found at the top of the history
- Each action may be separated by drawing a line after each “CRDT”
- A “A” preceding an information generally means “added”
- A “X” preceding an information generally means “cancelled”

**History codes**

<b>Code:</b>	<b>Meaning:</b>
AA	Added related address field
AB	Added purchased field
AC	Added action field
ACI	Added customer ID field
AFB	Added manual fare quote
AFQ	Fare quote at time of ticketing
AG	Added SSR
AI	Added special remarks field
AM	Added mileage membership number
AMC	Added mileage membership cross accrual data
AN	Added name
AO	Added OSI
AP	Added TOD MCO number
APQ	Enhanced booking file service request added to PCC queue
AQ	Added to queue trail
AQP	Added to queue trail on an agent's programmatic queue
AR	Added to routing field
ARQ	Added enhanced booking file service request
AS	Added segment
AT	Modifiers added at ticket issue
AVI	Added incoming vendor remark
AVL	Added vendor locator
AVO	Added outgoing vendor remark
AW	Added written address field or subfield
CF	Added confirmation number (hotel, car)
CG	Changed SSR
CNP	Changed notepad (when optional Historical indicator was used)
CO	Changed OSI
CS	Changed hotel segment optional data
DN	Divided name
DRQ	Deleted enhanced booking file service request

## Booking File History Quick Reference

<b>Code:</b>	<b>Meaning:</b>
DVI	Deleted incoming vendor remark
DVO	Deleted outgoing vendor remark
FP	Changed or deleted form of payment
HS	Original segment status
HSD	Denoted flight for which historical seat date exists
IG	Service information via incoming teletype
OG	Service information via outgoing teletype
SA	Added seat (preceded by HSD)
SC	Changed seat status (preceded by HSD)
SC	Segment status change
SX	Deleted seat (preceded by HSD)
VLR	Vendor locator reference
XC	Changed action field
XCI	Cancelled customer ID field
XFB	Deleted manual fare
XFQ	Deleted fare quote
XG	Deleted or cancelled SSR
XI	Changed fare field
XK	Replace TINS
XM	Deleted mileage membership number
XMC	Deleted mileage membership cross accrual data
XN	Changed or deleted name
XNP	Cancelled notepad (when optional Historical indicator was used)
XO	Changed or deleted OSI
XP	Changed or deleted phone
XQ	Removed from queue
XR	Changed routing field
XRБ	Cancelled review booking file field
XRQ	Cancelled enhanced booking file service request
XS	Cancelled segment
XT	Changed or deleted ticket arrangement field
XW	Changed or deleted written address field or subfield

## Itinerary History Display



Refer to page 7 for Itinerary History Display inputs



**\*HIA**

To display Air segment history only

### Output:

*****	<b>1</b> AIR HISTORY	<b>2</b> LJ5232	*****
<b>3</b> XS	KL1931 C 23SEP AMGV NN/HK1	1510 1635	O*
<b>3</b> AS	KL1931 C 24SEP AMGV NN/HS1	1510 1635	O
<b>4</b>	RCVD-PSGR/Z 1C8012		
<b>5</b>	CRDT- ZRH/ 1C8/1G AG 12		0937Z/25MAY
<b>6</b> HS	KL1924 C 20SEP GVAAMS NN/HS1	700 840	O
<b>6</b> HS	KL1931 C 23SEP AMGV NN/HS1	1510 1635	O
<b>4</b>	RCVD-PSGR/Z 1C8012		
<b>5</b>	CRDT- ZRH/ 1C8/1G AG 12		0720Z/21MAY

- 1** Title of the part of the Booking File being displayed
- 2** Booking File record locator
- 3** Most recent history - Each section above the “credited to” (CRDT) line is read downwards. i.e. the 23SEP segment was cancelled (XS) and a new 24SEP segment was added (AS).
- 4** “Received from” field (for further information see page 10)
- 5** “Credited to” line (for further information see page 10)
- 6** Original segment (HS) - This particular carrier has secured sell facility – the status is therefore HS1 followed by O.

## Customer Data History Display



Refer to page 8 for Customer Data History Display inputs



**\*HSI**

To display Service information history only

### Output:

```

***** ① SERVICE INFORMATION HISTORY ② LPWRWY *****
③** SEGMENT/PASSENGER RELATED **
④HSI LX 0022 Y 28 NOV GVAJFK
⑤CG 1.SEBASTOPOLDI/TH# KK/HK001 AVML
④HSI LX 0023 Y 08 DEC JFKGVA
⑤CG 1.SEBASTOPOLDI/TH# KK/HK001 AVML
⑥RCVD-TRG/Z 1C8005
⑦CRDT- ZRH/ 1C8/1G AG 05 0805Z/22MAR
③** SEGMENT/PASSENGER RELATED **
④HSI LX 0022 Y 28 NOV GVAJFK
⑤CG 1.SEBASTOPOLDI/TH# PN/KK001 AVML
④HSI LX 0023 Y 08 DEC JFKGVA
⑤CG 1.SEBASTOPOLDI/TH# PN/KK001 AVML
⑥RCVD-ZRHRMLX21MAR/0746
⑦CRDT- ZRH/ /1G RM LX 0746Z/21MAR
③** SEGMENT/PASSENGER RELATED **
④HSI LX 0022 Y 28 NOV GVAJFK
⑤AG 1.SEBASTOPOLDI/TH# NN/PN001 AVML
④HSI LX 0023 Y 08 DEC JFKGVA
⑤AG 1.SEBASTOPOLDI/TH# NN/PN001 AVML
③** CARRIER RELATED **
⑧AO LX CTCA NYC HTL MORGANS 212 686 0300
⑥RCVD-PSGR/Z 1C8005
⑦CRDT- ZRH/ 1C8/1G AG 05 0746Z/21MAR
    
```

①② Title of the Part of Booking being displayed and Booking File record locator

③ Type of Service Information:  
 SEGMENT/PASSENGER RELATED Indicated SSRs  
 CARRIER RELATED Indicates OSIs

④ Segment details preceded by HSI

⑤ Status of SSR change (XG, CG, AG)

⑥ “Received from” field (for further information see page 10)

⑦ “Credited to” line (for further information see page 10)

⑧ OSI details preceded by action code AO (Added OSI)

## Booking File Function History Display



Refer to page 8 for Booking File Function History Display inputs

 **\*HQT** To display Queue trail history only

### Output:

*****		①	QUEUE TRAIL HISTORY	②	LX22NU	*****
③	XQ	QR/19	ZRHNH C2D228			
④	CRDT-	ZRH/	1C8/1G AG 12		0842Z/21JUN	
③	XQ	QR/58	ZRHNH C2D228			
④	CRDT-	ZRH/	1C8/1G AG 04		0837Z/21JUN	
③	AQ	QEB/58	C2D228			
⑤	RCVD-	/Z	1C8009			
④	CRDT-	ZRH/	1C8/1G AG 09		0837Z/21JUN	
③	XQ	ET/25	ZRHNH C2D228			
⑤	RCVD-	TRG/Z	1C8011			
④	CRDT-	ZRH/	1C8/1G AG 11		0836Z/21JUN	
⑥	AQP	PROQ/1C8*30				
⑤	RCVD-	PSGR/Z	1C8011			
④	CRDT-	ZRH/	1C8/1G AG 11		0836Z/21JUN	

- ① Title of the Part of Booking File being displayed
- ② Booking File record locator
- ③ Queue trail history. The action codes AQ and XQ are followed by the agent input (i.e. QEB, QR, ET)
- ④ "Credited to" line (for further information see page 10)
- ⑤ "Received from" field (for further information see page 10)
- ⑥ Notification that booking has been placed automatically on one of the agent's programmatic queue (Q30)

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