



Sabre Travel Network

Sabre Groups

Note: All airline information regarding policies and procedures is subject to change at the airline's discretion. Travel agents must verify current policies with the carrier directly#

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Summary Table

Ad-Hoc solutions:

- **group booking live** = Agent is making the booking segments with “NN” status
- **Claim-it** = Carrier is making the booking and then releases it to the agent for “claiming”
- **Passive** = Dummy PNR with segments having “GK” status
- **Push PNR** = Carrier is making the booking, and “pushing” to the Sabre agent for display/edit
- **Multi Access** = Making the booking on the carrier host and merge to Sabre for ticketing

Allocation (Block Space) solution:

- **GMT** = group management tool

<u>Action</u>	<u>Live booking</u>	<u>Claim-it/Push PNR</u>	<u>Passive booking</u>	<u>Multi Access</u>
Booking creation	Agent creates the booking. Live inventory. Full functional PNR	Carrier creates the booking. Carrier give the pnr security to the agent. Agent will see an exact copy of the pnr.	Carrier creates the booking. Agent is unable to view the actual booking and needs to create a Dummy mirror PNR to match exactly what the carrier holds	Agent signs into the carrier’s system and creates the booking. Segments are merged back to Sabre as GK
Manage the booking	Agent add names, seats, SSRs and issue the tickets. Carrier views all details and confirms	Agent add names, seats, SSRs and issue the tickets. Carrier views all details and confirms	Carrier add names, SSRs, seats and issue the tickets. Agent needs to book the exact names for ticketing	Agent signs into the carrier’s system and add names, seats, SSRs. Agent issue the issue tickets on Sabre. Carrier views all details and confirms
Changes	Agent make all changes. Carrier views and confirms actions automatically or manually.	Agent can make changes. Carrier views and confirms actions automatically or manually.	Carrier needs to make all changes in flights, divides and name changes, SSRs, seats ect. Agent needs to match his reservation accordingly	Agent make all changes. Carrier views and confirms actions automatically or manually.

Introducing GMT

Sabre® Group Management Tool (GMT) automates the management of group or block space between an airline and Sabre agencies for both allocations and ad hoc groups. Supports ~30 airlines and will sign additional airlines during 2016 and further

1. Creation process in two easy steps:

- Block the space with Group Management Record (GMR)
- Book seats from the block with Group Associated PNR’s (GAP’s)

2. Two ways of creating the GMR:

- Carrier Initiated and push to agent
- Agency Initiated and get the carrier’s approval

3. Agents easily find, sell, and manage group inventory in Sabre:

- Block space is fully integrated in agents’ workflow

4. Security increases control

- A contract between the airline and the agency directly
- Agency and agent security keywords

Carrier's solution – summary:

Carrier	Market	Booking solution
5T – Canadian north	All Markets	Claim-It
5L - Aerosur	All Markets	GMT
7Q – Elite Airways LLC	All Markets	Claim-It
8U – Afriqiyah Airways	All Markets	GMT
9W – Jet Airways	All Markets	Passive
A3 – Aegean Aviation	All Markets	Claim-It
AA – American Airlines	All Markets	Claim-It
AB – Air Berlin	All Markets	group booking live
AC – Air Canada	All Markets	Claim-It
AF – Air France	All Markets	Claim-It/GMT
AI – Air India	All Markets	Passive
AM – Aeromexico	All Markets	Claim-It/GMT
AR – Aerolineas Argentinas	All Markets	GMT
AS – Alaskan Airlines	All Markets	Claim-It/GMT
AV – Avianca	All Markets	Passive/GMT
AY – Finnair	All Markets	group booking live/ Claim-It
AZ – Alitalia	All Markets	Passive/Multi Access
B6 – Jetblue Airways	All Markets	GMT
BA – British Airways	Americas	Multi Access w/Portal
BA – British Airways	Europe/Middle East	Multi Access
BD – BMI	All Markets	group booking live
BR – Eva Air	All Markets	Passive
BT – Air Baltic	All Markets	group booking live
BW – Caribbean airlines	All Markets	Claim-It
CA – Air China	All Markets	Passive
CM – CopaAirlines	All Markets	Claim-It
CX – Cathay Pacific	All Markets	Passive
CZ – China Southern Airlines	All Markets	Passive
DL – Delta Airlines	All Markets	Claim-It/GMT
DY – Norwegian air	All Markets	Claim-It
EI - Aer Lingus	All Markets	Passive
EK – Emirates	All Markets	Claim-It
ET – Ethiopian Airlines	All Markets	Claim-It/GMT
EQ – Tame	All Markets	Claim-It
EY – Etihad	All Markets	Claim-It/GMT
FI – Icelandair	All Markets	group booking live
FM – Shanghai Airlines	All Markets	Passive
FV – Rossiya Airlines	All Markets	group booking live
GA – Garuda Indonesia	All Markets	Claim-It

GF – Gulf Air	All Markets	Claim-it/ GMT
HU – Hainan Airlines	All Markets	Passive
I2 – Iberia Express	All Markets	Passive
I9 – Air Italy	All Markets	GMT/Claim-It
IB – Iberia	All Markets	Passive
IG – Meridiana FLY	All Markets	Claim-It
IT – Kingfisher Airlines	All Markets	Passive
JJ – TAM Linhas Aereas	All Markets	Claim-It/GMT
JL – Japan Airlines	All Markets	Passive
KA – Dragon Air	All Markets	Passive
KE – Korean Airlines	All Markets	Claim-It
KL – KLM	All Markets	Claim-It
KM – Air Malta	All Markets	Claim-It/GMT
KS – Penair	All Markets	GMT
LA – LAN Airlines	All Markets	Claim-It/GMT
LH – Lufthansa	All Markets	Claim-It/GMT
LO - LOT Polish Airlines	All Markets	group booking live
LX – Swiss International	All Markets	group booking live/ Claim-It
LY – El Al Israel Airlines	All Markets	group booking live
MI – Silkair	All Markets	Passive
MN – COMAIR	All Markets	Claim-It
MK – Air Mauritius	All Markets	Passive
MS – Egyptair	All Markets	Claim-It
MU – China Eastern Airlines	All Markets	Passive
MX – Mexicana Airlines	All Markets	Claim-It
NH – All Nippon	All Markets	Claim-It
NZ – Air New Zealand	All Markets	Claim-It
OA – Olympic Airways	All Markets	Claim-It
OS – Austrian Airlines	All Markets	Claim-It
OK – Czech Airlines	All Markets	Claim-It
OU – Croatia Airlines	All Markets	Passive
PG – Bangkok Airways	All Markets	Passive/GMT
PK - Pakistan Intl Airlines	All Markets	GMT
PQ – Aerosur	All Markets	GMT
PR – Philippine Airlines	All Markets	Passive
PS – Ukraine Intl Airl	All Markets	group booking live
PZ – TAM Mercosur	All Markets	Claim-It/GMT
QF – Qantas	All Markets	Claim-It
QI – Cimber Air	All Markets	group booking live
QR – Qatar Airways	All Markets	Passive
RJ – Royal Jordanian	All Markets	Passive
RO – Tarom Airlines	All Markets	group booking live
S3 – Santa Barbara airlines	All Markets	Claim-It
S4 – SATA INTL	All Markets	Claim-It

SA – South African Airways	All Markets	Claim-It
SK – Scandinavian Airlines	All Markets	group booking live
SN – Brussels Airlines	All Markets	group booking live
SP – SATA	All Markets	Claim-It
SQ – Singapore Airlines	All Markets	group booking live/Claim-it
SS – CORSAIR	All Markets	Claim-It
SU– Aeroflot	All Markets	group booking live/GMT
SV – Saudi Arabian Airlines	All Markets	group booking live
TA – TACA	All Markets	Passive
TG – Thai Airways	All Markets	Passive
TN– Air Tahiti Nui	All Markets	GMT
TP – TAP Air Portugal	All Markets	Claim-It
TK – Turkish Airlines	All Markets	Passive
TX – Air Caraibes	All Markets	Claim-It
U6 – Ural airlines	All Markets	Claim-It
UA– United Airlines	All Markets	GMT/Claim-it/Push PNR
UL– Srilankan Airlines	All Markets	Passive
UN– Transaero Airlines	All Markets	group booking live
UP – Bahamasair	All Markets	Claim-It
UX – Air Europa	All Markets	Claim-It
UU – Air austral	All Markets	Claim-It
V0 – Conviasa	All Markets	Claim-It
VA – Virgin Australia intl	All Markets	Claim-It
VN – Vietnam Airlines	All Markets	Claim-It/GMT
VS – Virgin Atlantic	All Markets	Claim-It
WF – Wideroes Flyveselskap	All Markets	Claim-It
WS – West Jet	All Markets	Passive/GMT
WY – Oman Air	All Markets	Claim-It/GMT
ZC – Korongo Airlines	All Markets	Claim-It

Canadian north operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> Q5T/* (A3 locator) <input checked="" type="checkbox"/> Q5T/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> Q5T/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Aerosur Airways uses the Sabre Group Management Tool (GMT)

Elite Airways LLC operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QA3/* (A3 locator) <input checked="" type="checkbox"/> QA3/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QA3/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Afriqiyah Airways uses the Sabre Group Management Tool (GMT)

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Please contact the 9W Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) O9W201B20MARLHRBOMGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -c/20MUMBAI GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

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Aegean operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	☒QA3/* (A3 locator) ☒QA3/*RECLOC
B	Complete the claim process	☒QA3/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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Please contact the AA Groups Department and they will quote the fare and request the space on your behalf.

Ticketing the Group Booking

When ready to ticket, contact American Airlines Groups Department and they will release the PNR to your PCC (Pseudo City Code)

Display the booking by locator and ticket

Step	Description	Format Examples
A	Display the PNR by locator	* (AA/Sabre Locator) *RECLOC

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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Please contact the AB Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 AB (flight number) (class) (date) (city pair) NN (number of seats required) 0AB6564Y10DECFRATXLNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare For IATA agent For non IATA agent (group/flight for HG , use respective airline code)	3GRPFF/SETTLED FARE-IATA NUMBER 3GRPFF/SETTLED FARE-NON IATA
D	Complete the PNR as normal	
E	Add OSI as a confirmation for the group	3OSI AB GRP CFM/GRPCONDITIONS ACC/<IATA nmbr>/<date>/<agent sign> 3OSI AB GRP CFM/GRPCONDITIONS ACC/99999999/01 JAN13/AB007
F	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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Air Canada operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QAC/* (AC locator) <input checked="" type="checkbox"/> QAC/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QAC/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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Air France operates the Group Claim It procedure for AD-HOC ticketing group bookings.

Air France also operates GMT for allocations.

Agents are permitted to claim the group only when group is ready for ticketing.

Step	Description	Format Examples
A	Display the PNR by locator	☒QAF/* (AF locator) ☒QAF/*RECLOC
B	Complete the claim process	☒QAF/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes *
Change name after ticketing	No
Divide	Yes

* Name changes and divide are not permitted

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Aeromexico uses Group Management Tool (GMT) for allocation and Group Claim It for group booking ad-hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QAM/* (AM locator) <input checked="" type="checkbox"/> QAM/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QAM/CLM
C	Complete PNR as usual	

	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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AR- Aerolineas Argentinas

Aerolineas Argentinas uses the Sabre Group Management Tool (GMT)

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Alaskan Airlines uses Group Management Tool (GMT) for group allocations and Group Claim It for group booking ad-hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QAS/* (AS locator) <input checked="" type="checkbox"/> QAS/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QAS/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

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Avianca Airlines uses Group Management Tool (GMT) for group allocations and Passive for ad-hoc groups

Please contact the AV Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0AV1462B20MARLIMCCSGK20*AB25EF
B	Add the Group Name	-C/ (number in party) (group name) -C/20PARIS GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

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Please contact the AY Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 AY (flight number) (class) (date) (city pair) NN (number of seats required) 0AY229Y10DECLHRWAWNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Finnair also operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QAY/(AY locator) <input checked="" type="checkbox"/> QAY/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QAY/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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To book groups on AZ it's required to access the AZ multi access partition:

Step	Description	Format Examples
A	Access AZ (ARCO) system	☒☒QAZ
B	RCVD ADV with IATA code	6(iata code) 63820000
	RCVD ADV without IATA code	6(sabre code)(city code) 6BT04NYC
C	Add total pax and group name	ZZ-C/(nr.pax)(group name)(description) ZZ-C/10ORLANDO/ADHOC
D	Request seats	0 (number of seats) (class) (line number) 010G1
E	Add SSR	ZZ4/GRPS-AZ---.TCP10 ORLANDO/ADHOC
F	Add Agency name	9GRANTOUR PH.567234 MARIA
G	PSGR Fare Sale	5FARE EUR 135.00 FREE TEXT
H	File number received from AZ	5PRATICA N.123451
I	End PNR and queue to AZ	QP/LOC.UFF.AZ/19

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Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0AZ201B20MARLHRFCOGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20ITALY GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

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Jetblue Airways uses the Sabre Group Management Tool (GMT)

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To create the PNR follow the steps shown below:

Step	Description	Format Examples
A	Move into multi-access mode	ⓧⓧBAL
B	Display Availability	1 (date) (city pair) 120SEPLHRJNB
C	Request seats	0 (number of seats) (class) (line number) 015G7
D	Add Group name	-C/ (number in party) (group name) -C/15GROUPNAME If an error is made, the group name can be amended only at the point of PNR creation -(name number)ⓧ C/(number in party) (amended name) -1ⓧC/15GROUPNAME
E	Add phone number with agent details	9 (phone number) (agency name) REF (agent reference) 90207 123 1234 MY TRAVEL REF MG
F	Add SSR	3GRPF BA ADHOC GROUP
G	Add remark with agency IATA number	5IATA NUMBER (IATA number) 5IATA NUMBER 91212343
H	Add received field	6 (name) 6MR SMITH
I	Display the whole PNR	*A
J	Queue PNR to British Airways	QP/MANBA0807/86
**UK market	Add group fare quote Add The ODS identifier	3SSR GRPF BA GROUPQUOTE ZZSKODSGBA

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Ticketing the Group Booking

When ready to ticket, follow the steps shown below to merge the PNR into Sabre and issue:-

Step	Description	Format Examples
A	Move into multi-access mode	ⓧⓧBAL
B	Display the PNR by locator	* (airline locator) *RECLOC
C	Enter received field	6 (received name) 6REF MLG
D	End the BA PNR (this will merge the itinerary into Sabre as GK)	E
E	Add number in party and group name (This must exactly match the group name and number in the BA PNR including spaces)	-C/ (number in party) (group name) -C/15ABC GROUP
F	Add passenger names (These must exactly match the passenger names in the BA PNR including spaces)	- (number in name field) (surname) / (first name details) -2SMITH/GEORGE MR/BERYL MRS

Complete the PNR and ticket as normal.

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Please contact the BD Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 BD (flight number) (class) (date) (city pair) NN (number of seats required) 0BD3584Y10DECFRATXLNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the BR Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0BR201B20MARLHRTPEGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20TAIWAN GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

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Please contact the BT Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 BT (flight number) (class) (date) (city pair) NN (number of seats required) 0BT405Y10DECKBPRIXNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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Caribbean airlines operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QBW/*(CM locator) <input checked="" type="checkbox"/> QBW/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QBW/CLM
C	Complete PNR as usual	

Please contact the CA Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0CA201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHANGHAI GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

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Copa Airlines operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QCM/(CM locator) <input checked="" type="checkbox"/> QCM/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QCM/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

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Please contact the CX Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0CX201B20MARLHRHKGGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20HONGKONG GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

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CY - Cyprus Airways

Cyprus Airways does not operate at the moment.

[TOP](#)

Please contact the CZ Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0CZ201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20CZ GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Delta Airlines uses Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QDL/* (DL locator) <input checked="" type="checkbox"/> QDL/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QDL/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Norwegian air uses Group Claim It for group booking ad hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QDY/* (DL locator) <input checked="" type="checkbox"/> QDY/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QDY/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

Please contact the EI Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0EI610B20MARDUBAMSGK20*AB25EF
B	Add the Group Name	-C/ (number in party) (group name) -C/20PARIS GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Please contact the EK Groups Department and they will quote the fare and request the space on your behalf. Emirates will determine if they issue the tickets or if they require ticketing by the agency. If ticketing by the agency is required, please use the following procedures

Ticketing the Group Booking

Emirates airlines operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	☒QEK/(EK locator) ☒QEK/*RECLOC
B	Complete the claim process	☒QEK/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Ethiopian Airlines uses Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QET/(ET locator) <input checked="" type="checkbox"/> QET/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QET/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Tame operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QEQ/* (EQ locator) <input checked="" type="checkbox"/> QEQ/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QEQ/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Etihad uses Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QEY/*(EY locator) <input checked="" type="checkbox"/> QEY/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QEY/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the FI Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 FI (flight number) (class) (date) (city pair) NN (number of seats required) 0FI454Y10DECKEFLHRNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Please contact the FM Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0FM201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID MR/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Please contact the FV Groups Department and they will quote the fare.

Notes from carrier: Names should be provided 21 days, further rules check with the carrier directly

Name change not permitted

Recommendation from carrier – avoid split situations for group PNRs.

Monitor remarks, as carrier may send additional fare information or request to rebook.

In case names and tickets been entered/issues and remarks are still sent by carrier, make sure to contact airline technical department for clarification on PNR to avoid cancelation as non ticketed.

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 FV (flight number) (class) (date) (city pair) NN (number of seats required) 0FV3584Y10DECFRAMOWNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Gol/Varig controls the booking and ticketing process for Group Bookings. Please contact Gol/Varig directly

[TOP](#)

Gulf Air uses the Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad-hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QGF/* (GF locator) <input checked="" type="checkbox"/> QGF/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QGF/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the HU Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0HU201B20MARPEKSYDGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20PEK GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Air Italy uses the Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad-hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	☒QI9/* (GF locator) ☒QI9/*RECLOC
B	Complete the claim process	☒QI9/CLM
C	Complete PNR as usual	

[TOP](#)

Please contact the IB Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0IB201B20MARLHRMADGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SKI GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

MeridianaFly uses Group Claim It for group booking ad-hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	ⓧQIG/* (GF locator) ⓧQIG/*RECLOC
B	Complete the claim process	ⓧQIG/CLM
C	Complete PNR as usual	

[TOP](#)

Please contact the IT Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0IT201B20MARLHRBOMGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20MUMBAI GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Tam operates uses the Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad-hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QJJ/* (JJ locator) <input checked="" type="checkbox"/> QJJ/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QJJ/CLM
C	Complete the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the JL Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0JL201B20MARLHRNRTGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20TOKYO GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Please contact the KA Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0KA201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Korean Airlines operates uses the Group Claim It for group booking ad-hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QKE/* (JJ locator) <input checked="" type="checkbox"/> QKE/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QKE/CLM
C	Complete the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

KLM operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QAF/* (KL locator) <input checked="" type="checkbox"/> QAF/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QAF/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Air Malta uses Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad-hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QKM/* (KM locator) <input checked="" type="checkbox"/> QKM/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QKM/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Penair uses the Sabre Group Management Tool (GMT)

[TOP](#)

LAN uses Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad-hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QLA/* (LA locator) <input checked="" type="checkbox"/> QLA*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QLA/CLM
C	Complete the PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Lufthansa uses the Group Management Tool (GMT) for group allocation and Group Claim It for group booking for ad-hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QLH/* (LH locator) <input checked="" type="checkbox"/> QLH/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QLH/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the LO Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 LO (flight number) (class) (date) (city pair) NN (number of seats required) 0LO229Y10DECLHRWAWNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Swiss requires agencies to request space in Y Class and then confirms price and respective class back to the agency. Also uses the Group Claim It for group booking for ad-hoc solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	☒QLX/* (LH locator) ☒QLX/*RECLOC
B	Complete the claim process	☒QLX/CLM
C	Complete PNR as normal	

Step	Description	Format Examples
A	Long sell the required number of seats	0 LX (flight number) (class) (date) (city pair) NN (number of seats required) 0LX229Y10DECLHRWAWNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

Please contact the LY Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 LX (flight number) (class) (date) (city pair) NN (number of seats required) 0LY315Y10DECTLVLHRNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Please ring the MH Groups department and they will quote the fare and request the space, and also arrange ticketing on behalf of travel agents

[TOP](#)

Please contact the MI Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0MI201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

COMAIR operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QMN/* (MX locator) <input checked="" type="checkbox"/> QMN/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QMN/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Please contact the Air Mauritius Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0MK201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

Egyptair operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	☒QMS/* (MX locator) ☒QMS/*RECLOC
B	Complete the claim process	☒QMS/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the MU Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0MU201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Mexicana operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	☒QMX/* (MX locator) ☒QMX/*RECLOC
B	Complete the claim process	☒QMX/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

All Nippon operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	☒QNH/* (MX locator) ☒QNH/*RECLOC
B	Complete the claim process	☒QNH/CLM
C	Complete PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Air New Zealand operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QNZ/* (NZ locator) <input checked="" type="checkbox"/> QNZ/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QNZ/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Olympic Airways operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QOA/* (OA locator) <input checked="" type="checkbox"/> QOA/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QOA/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Austrian Airlines operates the Group Claim It procedure for ticketing group bookings and live booking. For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QOS/* (OS locator) <input checked="" type="checkbox"/> QOS/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QOS/CLM
C	Complete PNR as usual	

Complete the PNR and end as usual, then issue tickets as necessary

[TOP](#)

OK - Czech Airlines

Czech Airlines operates the Group Claim It procedure for ticketing group bookings and live booking. For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QOK/* (OK locator) <input checked="" type="checkbox"/> QOK/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QOK/CLM
C	Complete PNR as usual	

Please contact the OK Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 OK (flight number) (class) (date) (city pair) NN (number of seats required) 0OK518Y10DECPRGTXLNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the OU Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0 OU (flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0OU201B20MARLHRNRTGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20TOKYO GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Bangkok Airways uses the Sabre Group Management Tool (GMT)

[TOP](#)

PK - Pakistan Intl Airlines

Pakistan Intl Airlines uses the Sabre Group Management Tool (GMT)

Aerosur uses the Sabre Group Management Tool (GMT)

[TOP](#)

Please contact the PR Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0PR201B20MARLHRMNLGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20MNL GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Step	Description	Format Examples
A	Display airline Availability	1 (date) (city pair) 120JUNKBPTBS
B	Request seats in a chosen class with LL status	0 (pax number) (class) (line number) NN 020B1LL
C	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
D	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
E	Insert OSI with agency name	3OSI PS (Agency name) 3OSI PS ABC TRAVEL
F	Insert passenger contact data	3OSI PS CTC (contact type) (phone number) 3OSI PS CTC MOBILE 777777
G	Complete the PNR as normal	
H	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

TAM MERCOSUR operates the Group Claim It procedure for ticketing group and uses the Sabre Group Management Tool (GMT) for allocation

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QPZ/* (PZ locator) <input checked="" type="checkbox"/> QPZ/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QPZ/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Qantas operates the Group Claim It procedure for ticketing group bookings. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QQF/* (QF locator) <input checked="" type="checkbox"/> QQF/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QQF/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Step	Description	Format Examples
A	Long sell the required number of seats	0 QI (flight number) (class) (date) (city pair) NN (number of seats required) 0QI229Y10DECLHRJNBNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSR re the fare	3GRPF (segment nbr) / FARE REF PLS CNM AT BEST FARE 3GRPF1/FARE REF PLX CNMF AT BEST FARE
D	Add mandatory OSI (must be added before first End Transaction)	3OSI SA GSOR LG1SA (agency name) (agent name) (phone number) 3OSI CI GSOR LG1SA ABC TRAVEL REF JANE 02085771234
E	Optional information	3OSI SA (free text) 3OSI CI ADDITIONAL PAX MAY BE ADDED TO GROUP LATER
F	Complete the PNR as normal	

From the Sabre group PNR, issue tickets in the normal way once names have been added.

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Please contact the QR Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0QR6B20MARLHRDOHGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20DOHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Please contact the RJ Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0RJ201B20MARLHRAMMGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20AMMAN GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Contact the Tarom Airlines group Department via email groups@tarom.ro with your group request. Once fares and deposits are confirmed, complete the process below

Step	Description	Format Examples
A	Long sell the required number of seats	0 RO (flight number) (class) (date) (city pair) NN (number of seats required) 0RO229Y10DECLHRBUCNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSR re the fare	3GRPF (segment nbr) / FARE REF PLS CNM AT BEST FARE 3GRPF1/FARE REF PLX CNMF AT BEST FARE
D	Add mandatory OSI (must be added before first End Transaction)	3OSI RO GSOR LG1SA (agency name) (agent name) (phone number) 3OSI RO GSOR LG1SA ABC TRAVEL REF JANE 02085771234
E	Optional information	3OSI RO (free text) 3OSI RO ADDITIONAL PAX MAY BE ADDED TO GROUP LATER
F	Complete the PNR as normal	

From the Sabre group PNR, issue tickets in the normal way once names have been added.

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Santa Barbara airlines operates the Group Claim It procedure for ticketing group bookings. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QS3/* (QF locator) <input checked="" type="checkbox"/> QS3/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QS3/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Sata airlines operates the Group Claim It procedure for ticketing group bookings. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QS4/* (QF locator) <input checked="" type="checkbox"/> QS4/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QS4/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

SA operates the Group Claim It procedure for ticketing group bookings and live booking. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QSA/* (SA locator) <input checked="" type="checkbox"/> QSA/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QSA/CLM
C	Complete PNR as usual	

Complete the PNR and issue tickets as necessary

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

SK - Scandinavian Airlines

Please contact the SK Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 SK (flight number) (class) (date) (city pair) NN (number of seats required) 0SK679Y10DECCPHTXLNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Please contact the SN Groups Department and obtain the fare and fare basis.

Step	Description	Format Examples
A	Long sell the required number of seats	0 SN (flight number) (class) (date) (city pair) NN (number of seats required) 0SN324Y10DECBRUATHNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSR specifying fare details	3GRPF (segment number)/ (fare basis) 3GRPF1/FARE BASIS YSPCL123SN
D	Add mandatory OSI	3OSI SN GSOR F01SN
E	Add optional information for airline	3OSI SN (free text) 3OSI SN ADDITIONAL PAX MAY BE ADDED LATER
F	Complete the PNR as normal	

From the Sabre group PNR ticket in the normal way once names have been added.

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

SQ - Singapore Airlines

Please contact the SQ Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 SQ (flight number) (class) (date) (city pair) NN (number of seats required) 0SQ26Y10DECSINFRANN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/USD750
D	Complete the PNR as normal	
E	When the seats are confirmed by the airline, ticket the PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

CORSAIR operates the Group Claim It procedure for ticketing group bookings. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QSS/* (QF locator) <input checked="" type="checkbox"/> QSS/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QSS/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Aeroflot uses the Sabre Group Management Tool (GMT) for allocation and Corporate PNR group booking ad hoc solutions. Please contact the carrier directly to determine the applicable way for your group booking.

Step	Description	Format Examples
A	Long sell the required number of seats Request seats with LL status request in G class	0 SU (flight number) (class) (date) (city pair) LL (number of seats required) 0SU26G10DECMOWFRALL20 015G3LL
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add SSRGRPF with group fare	3GRPF/ (group fare) 3GRPF/GGV10
D	Insert mandatory OSI elements:	3OSI SU AGENCY (add agency name) 3OSI SU SMTOURS/AT/MAIL.RU (email of agency) 3OSI SU PLS ADVISE FARE AND KK (request a fare, if required by SU)
E	Complete the PNR as normal	
F	When the seats are confirmed by the airline, ticket the PNR as usual	

Extract from Training Book: Russia:

You may find more details in Russian following the [link](#) to the training book

The above link is in Cyrillic language

Ticket issuance recommendation: issue 1st ticket, close booking using E.

Issue next tickets by maximum of 5, close booking with E. Redisplay again and continue ticketing in the same manner by 5 tickets, closing the PNR.

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

SV - Saudi Arabian Airlines

Please contact the SV Groups Department and they will quote the fare

Create the Sabre PNR

Step	Description	Format Examples
A	Long sell the required number of seats	0 SV (flight number) (class) (date) (city pair) NN (number of seats required) 0SV229Y10DECLHRJEDNN20
B	Add Group Name	-C/ (number in party) (group name) -C/20GROUPNAME
C	Add fare related SSR	3GRPF (segment nbr) / FARE REF PLS CNM AT BEST FARE
D	Add mandatory OSI (must be added before first End Transaction)	3OSI SV GSOR LG1SA (agency name) (agent name) (phone number) 3OSI SV GSOR LG1SA ABC TRAVEL REF JANE 02085771234
E	Optional information	3OSI SV (free text) 3OSI SV ADDITIONAL PAX MAY BE ADDED TO GROUP LATER
F	Complete the PNR as normal	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Please contact the TA Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0TA1462B20MARLIMCCSGK20*AB25EF
B	Add the Group Name	-C/ (number in party) (group name) -C/20PARIS GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

[TOP](#)

Please contact the TG Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline’s system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	‘GK’ the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0TG201B20MARLHRBKKGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20BANGKOK GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and end as usual, then issue tickets as necessary

[TOP](#)

Air Tahiti Nui uses the Sabre Group Management Tool (GMT)

[TOP](#)

Tap operates the Group Claim It procedure for ticketing group bookings and live booking. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QTP/* (TP locator) <input checked="" type="checkbox"/> QTP/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QTP/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Air Caraibes operates the Group Claim It procedure for ticketing group bookings and live booking. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QTX/* (TP locator) <input checked="" type="checkbox"/> QTX/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QTX/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Ural airlines operates the Group Claim It procedure for ticketing group bookings and live booking. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QU6/* (TP locator) <input checked="" type="checkbox"/> QU6/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QU6/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Please contact the TK Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline's system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0TK1979G20MARISTLHRGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20TURKISH GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and end as usual, then issue tickets as necessary

[TOP](#)

United Airlines uses several tools. Please contact the UA Groups Department and they will quote the fare and request the space on your behalf

Tools:

- Sabre Group Management Tool (GMT) and Passive booking procedures.
- Claim It
- Push PNR

Claim – It Ticketing the Group Booking

Group Claim It procedure for ticketing group bookings and live booking. Please follow the best practice to your market

For Claim-it procedure please follow the steps below:

Step	Description	Format Examples
A	Display the PNR by locator	⊠QUA/* (UA locator) ⊠QUA/*RECLOC
B	Complete the claim process	⊠QUA/CLM
C	Complete PNR as usual	

Push PNR Ticketing the Group Booking

Group Push PNR procedure for ticketing group bookings and live booking. Please follow the best practice to your market

For Push PNR procedure please follow the steps below:

Step	Description	Format Examples
A	Request UA to release the booking	
B	Display the booking	*UA RECLOC
C	Complete PNR as usual	

[TOP](#)

To create the PNR follow the steps shown below:

Step	Description	Format Examples
A	Display Availability	1 (date) (city pair) 120SEPMOWPKC
B	Request seats	0 (number of seats) (class) (line number) 015G7
C	Add Group name	-C/ (number in party) (group name) -C/15GROUPNAME If an error is made, the group name can be amended only at the point of PNR creation -(name number)☒ C/(number in party) (amended name) -1☒C/15GROUPNAME
D	Add phone number with agent details	9 (phone number) -(type of number) 9495 123-1234-A
E	Add SSR	3GRPF/NET RUB 8000
F	Add received field	6 (name) 6 AB
G	Display the whole PNR	*A
H	End of PNR	ET

Please contact the UN Groups Department and check RECLOC UN in PNR.

[TOP](#)

Ticketing the Group Booking

When fare is confirm and ready to ticket, follow the steps shown below to merge the PNR into Sabre and issue:

Step	Description	Format Examples
A	Display the PNR by locator	* (airline locator) *RECLOC
B	Enter received field	6 (received name) 6AB
C	Add passenger names	- (surname) / (first name details) -IVANOV/IVAN MR

Complete the PNR and issue tickets as necessary

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	Yes
Divide	Yes

[TOP](#)

Bahamasair operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QUP/* (UX locator) <input checked="" type="checkbox"/> QUP/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QUP/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Air Europa operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QUX/* (UX locator) <input checked="" type="checkbox"/> QUX/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QUX/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Air austral operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QUU/* (UX locator) <input checked="" type="checkbox"/> QUU/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QUU/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Conviasa operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QV0/* (UX locator) <input checked="" type="checkbox"/> QV0/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QV0/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Virgin Australia intl operates the Group Claim It procedure for ticketing group bookings

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QVA/* (UX locator) <input checked="" type="checkbox"/> QVA/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QVA/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

Vietnam airlines uses Group Management Tool (GMT) for group allocation and Group Claim It for group booking ad hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QVN/* (VN locator) <input checked="" type="checkbox"/> QVN/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QVN/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Virgin Atlantic uses Group Claim It for group booking ad hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QVS/* (VN locator) <input checked="" type="checkbox"/> QVS/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QVS/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Wideroes Flyveselskap uses Group Claim It for group booking ad hoc solutions

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QWF/* (VN locator) <input checked="" type="checkbox"/> QWF/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QWF/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

West Jet uses Group Management Tool (GMT) for group allocation Please contact the WS Groups Department and they will quote the fare and request the space on your behalf

Ticketing the Group Booking

To create the Sabre PNR when flights are already held in the airline’s system and the airline requires tickets to be issued against passive Sabre segments, follow the process shown below.

Step	Description	Format Examples
A	'GK' the flight segment with airline locator	0(flight number)(class)(date)(city pair)GK (number of seats) * (airline locator) 0WS201B20MARLHRSHAGK20*ABCDEF
B	Add the Group Name	-C/ (number in party) (group name) -C/20SHA GROUP
C	Add individual names to the PNR as they become known	- (number) (surname) / (first name and title) -2SMITH/DAVID ME/MARY MRS

Complete the PNR and issue tickets as necessary

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[March 2016]

OMAN AIR supports Group Claim It for group booking solutions. Oman intends to *support* travel agencies on Group Management Tool (GMT) as well soon, having *contracted* and *implemented* the tool.

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	<input checked="" type="checkbox"/> QWY/* (WY locator) <input checked="" type="checkbox"/> QWY/*RECLOC
B	Complete the claim process	<input checked="" type="checkbox"/> QWY/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment (<51 pax)	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

[TOP](#)

Korongo Airlines uses Group Management Tool (GMT) and Group Claim It for group booking solutions

Group Claim It Procedures

Step	Description	Format Examples
A	Display the PNR by locator	☒QZC/* (WY locator) ☒QZC/*RECLOC
B	Complete the claim process	☒QZC/CLM
C	Complete PNR as usual	

Product	Activation
Seat assignment	Yes
Change name before ticketing	Yes
Change name after ticketing	No
Divide	Yes

1. Name changes

- Change name:
-30#NEW/NAME
- Remove name:
-2.1#
- Use these entries to change name before the pax is ticketed.
- If the pax is ticketed, please look at the carrier's profile WETP to check if name changes are allowed.
- When there are seats reserved in B field (for any of the passengers) the agent will not be able to remove name, only to change name.
- If the passenger has a seat, cncl the seat and then change his name
- In case of codeshare flights, it is not possible to add, change, delete name after one pax is ticketed – if you do not have all names please divide the PNR before ticketing or wait for all names and only then issue the tkt.
- **Do not change the group name**

2. Seat assignment

Step	Description	Format Examples
A	Display seat map for each segment	4 G (segment number) * 4G1*
B	Assign specific seat to specific pax	4 G (segment number) / (seat number and seat row) – (name item) 4G1/23A-2.1
	Assign specific several seat to several pax	4 G (segment number) / (seat numbers and seat rows) – (name items) 4G1/23ABC-2.1-4.1
A+B	Assign generic seats to all pax and all flights	4GA/
A+B	Assign generic seats to all pax for a specific flight	4 G (segment) / 4G1/

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3. Divide

Step	Description	Format
A	Number of passengers to divide and their name items	DC/3*3.1*4.1*5.1
B	See the divided record, add agent signature	6AGENT
C	Filling the record and move to the original pnr	F
D	Sign the pnr	6AGENT
E	Close the transaction	E

- **Wait for RELOC (Airline PNR locator at the end of the segment) before making changes**
- Do not make change during the process
- To view all divided PNRs do:
*D
- To view the divided PNR from line 1 in the *D display:
51*

4. General tips:

Always wait for RELOC – do not make any changes before RELOC is appended.

Issue tickets for up to 9 PAX at a time

Do not book large groups (less than 50)

Avoid multiple changes in short period of time

Do not ask the carrier for changes in live/claim-it PNR

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