



Sabre

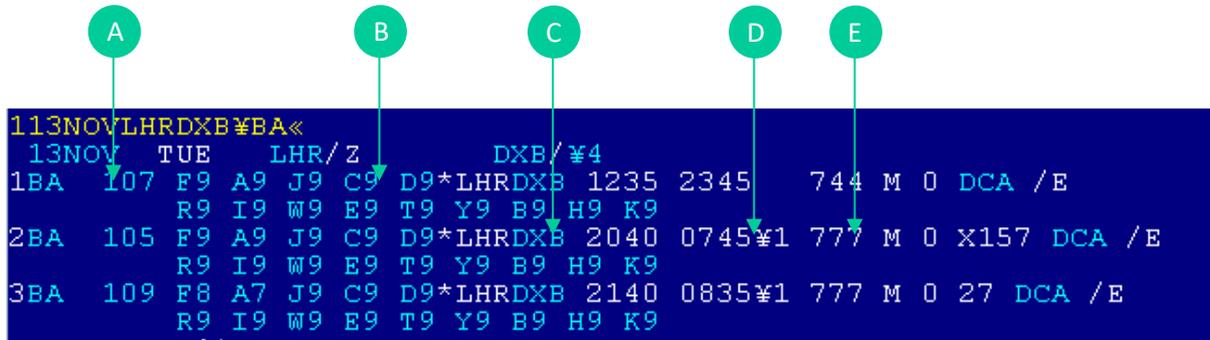
USER GUIDE

Inclusive Tour

Availability search

‡ - This is a Cross of Lorraine

125OCTLHRDXB‡BA – General Search for 25 October LHR/DXB with BA



	A	B	C	D	E									
13NOV	TUE	LHR/Z	DXB/¥4											
1BA	107	F9	A9 J9 C9	D9*LHRDXB	1235	2345	744	M	0	DCA	/E			
			R9 I9 W9 E9	T9 Y9 B9 H9 K9										
2BA	105	F9	A9 J9 C9	D9*LHRDXB	2040	0745¥1	777	M	0	X157	DCA	/E		
			R9 I9 W9 E9	T9 Y9 B9 H9 K9										
3BA	109	F8	A7 J9 C9	D9*LHRDXB	2140	0835¥1	777	M	0	27	DCA	/E		
			R9 I9 W9 E9	T9 Y9 B9 H9 K9										

- A. Airline code & flight number
- B. Booking class & number of seats available
- C. Route departure
- D. Departure and arrival times
- E. Aircraft

Availability options

113NOVLHRDXB‡BA//YB – Availability search for Economy classes

113NOVLHRDXB‡BA//SB – Availability search for Premium economy

113NOVLHRDXB‡BA//BB – Availability search for Business classes

113NOVLHRDXB‡BA//FB – Availability search for First class

Return availability

1R10NOV – This will search your return flight for you all you need to do is specify the date.

Availability Scrolling

MD – Move Down

1*C – Display more

1*R – Redisplay last availability

1*OA – Redisplay original availability searched

Selecting seats

```
113NOVLHRDXB#BA<<
13NOV TUE LHR/Z DXB/¥4
1BA 107 F9 A9 J9 C9 D9 R9 I9*LHRDXB 1235 2345 744 M 0 DCA /E
W9 E9 T9 Y9 B9 H9 K9
2BA 105 F9 A9 J9 C9 D9 R9 I9*LHRDXB 2040 0745¥1 777 M 0 DCA /E
W9 E9 T9 Y9 B9 H9 K9
3BA 109 F8 A7 J9 C9 D9 R9 I9*LHRDXB 2140 0835¥1 777 M 0 DCA /E
W9 E9 T9 Y9 B9 H9 K9
NO MORE - 1* FOR CONX
* - FOR ADDITIONAL CLASSES ENTER 1*C.
```

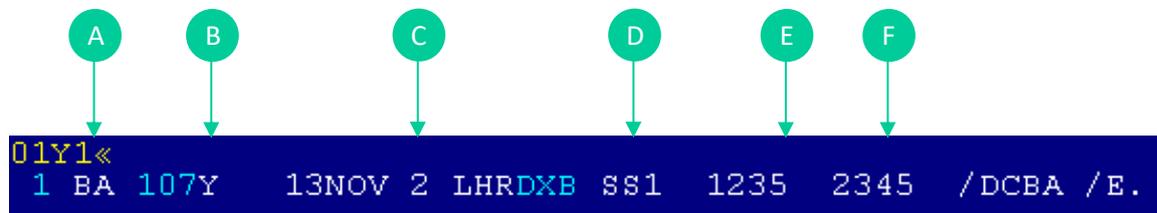
Direct flights

02Y1 – Sell Seat 2 in Y from Line 1

Connecting flights

02Y1Y2 – Sell 2 Seats in Y class on line 1 and Y class on line 2

Response will show as below;



A diagram showing six green circles labeled A through F. Arrows point from each circle to a specific field in the following flight booking confirmation line:

```
01Y1<<
1 BA 107Y 13NOV 2 LHRDXB SS1 1235 2345 /DCBA /E.
```

- A points to the flight number '107'.
- B points to the cabin class 'Y'.
- C points to the date and routing '13NOV 2 LHRDXB'.
- D points to the number of seats 'SS1'.
- E points to the departure time '1235'.
- F points to the arrival time '2345'.

- A. Flight number
- B. Cabin class selected
- C. Date & routing
- D. Number of seats
- E. Departure time
- F. Arrival time

Add in return and your itinerary will show as below;

```
1 BA 107Y 13NOV 2 LHRDXB SS1 1235 2345 /DCBA /E
2 BA 106Y 25NOV 7 DXBLHR SS1 0225 0625 /DCBA /E
```

Creating a PNR (Passenger Name Record/Booking)

To be able to issue via Lime GDS ticketing, the bookings must contain the below 7 elements. If any of these elements are missed the website will be unable to issue the tickets.

1. Itinerary
2. Names of passengers
3. Contacts - Phone Field
4. Ticketing Field
5. Secure flight data
6. OSI Remark
7. Received from Field

How to enter passenger's names

Each passenger's name must be added separately.

Example below:

Adult	-SURNAME/FIRST NAME MRS
Child	-JONES/BETH MSTR*01JUN10
Infant without Seat	-I/JONES/JENNY MISS*DOB29MAY04
Infant SSR	3INFT/JONES/JENNY/29MAY04-1.1
	3INFT/(infant's last name)/(infant's first name)/(date of birth)-(adult's name field)

The passenger designator needs to be added. You can do this with the below entry:

Example - PDTITX-1.1 PDT(code)-(Passenger)

Passenger type codes for Deferred Fare	Passenger type codes for Semi-Deferred Fare
ITX- Adult	TIM - Adult
INN - Child	TIN - Child
ITF - Infant	TIF - Infant

Response will show as below;

```
1.1JONES/BETH MSTR*01JUN10 2.1JONES/AMY MRS
3.I/1WHITE/JENNY MISS*DOB29MAY17
```

Contacts

901244-687-965-T – To add your contact details into the booking

PE#EMAIL ADDRESS# – To add your email address into the booking

Ticket deadline

7TAW10SEP/ - Please match this to the deadline given online(CAT35)/as per contract.

Secure flight data

This must be added for each passenger

3DOCSA/DB/12AUG90/F/LASTNAME/FIRSTNAME-1.1 - Adult

3DOCSA/DB/12AUG90/FI/LASTNAME/FIRSTNAME-1.1 - Lap Infant

F – Female

FI – Female Infant

M – Male

MI – Male Infant

* The infant SSR is added against the adult's passenger number however you need to use the above indicators.

OSI remarks (mandatory for each IT booking)

All bookings

3OSI BA LMSB

Deferred

3OSI BA PPIT

Semi-Deferred

3OSI BA PPSD

Received from Field:

Reference/Received from – 6 & then your initials or name e.g. **6BP**

ER – End and retrieve We strongly recommend you should check fare rules and restrictions, including applicable ticketing time limits, as it is your responsibility to make sure these are met.

If the OSI remark is not added into the PNR at the time of creation, we are not liable for earlier ticketing deadlines or booking cancellations.

PNRs with a missed ticketing time limit will not be accepted for ticketing.

Pricing

Please add the correct designators at the booking stage to get the correct fare.

Published fares:

WPNC – Best buy the booking to the lowest class.

WPNCB – Best by the booking to the lowest class and store the fare

WP - Price the booking with the classes held

IT fares

WPNC‡ABA‡PITX– Quote a Best buy the class to the lowest

WPNCB‡ABA‡PITX - To book the classes for a Best Buy

WPABA‡PITX - Price the booking with the classes held

Pricing options for children

WPABA‡PITX/INN – Price for the class you have booked

Pricing options for infant

WPABA‡PITX/INF – Price for the class you have booked

Additional entries

‡RQ – This will store a fare

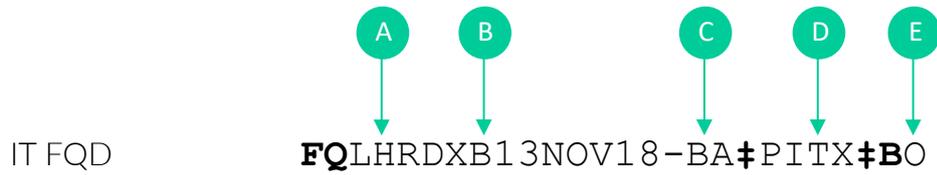
‡B10OCT18 – Price to a specific date (e.g. booked date).

‡S1/2 – This will segment relate 1 and 2

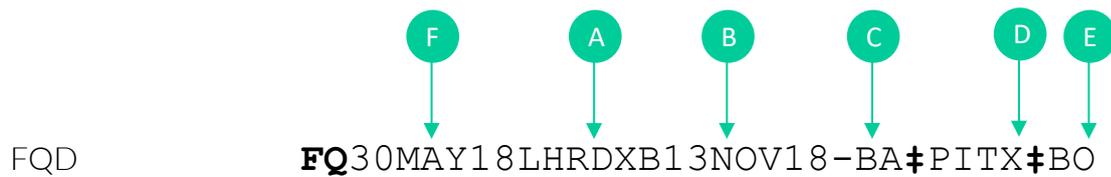
Fare quote display

How to find the rules?

Current fares - FDQ entries;



Historical fares – FDQ entries;



- A. Routing
- B. Date of departure (always the first flight)
- C. Airline
- D. Tells the system you want an IT deferred fare
- E. Booking class
- F. Historical date you are pricing from

General entries

PNR retrieval

***7OOF2U** – Retrieve by locator

***-PERKINS** – Retrieve by the surname

***-PERKINS/BRON** – Retrieve by the surname and can add initial or full first name

Modifications and cancellations

X – Cancel Element

X1 – Cancels the remark on line 1

X1-3 – Cancels the remark on line 1 to 3

XI – Cancels whole itinerary

Split passenger

D1 (passenger number) **6BP**(Reference) **F**(file) then **6BP**(Reference) **E**(end)

Decode/encode

W/-CCMIAMI – Do a name

W/*LHR – What is the name of this airport

W/*BA – What airline belongs to this code

PNR history

***H** – Read All History

***HIA** – Read Itinerary Air History

Ticketing Process

Once you are ready to proceed with ticketing, please log onto www.lime-management.com and locate your booking using the 'GDS Ticketing' option which can be found both under 'My Account' in the top right corner, and the left hand quick-link tabs. Select your fare type, enter your PNR reference, and click 'Grab PNR'. You will then be directed to a page where you can amend the airline/fare type/passenger type if necessary, confirm the child ages, and add a reference if desired. Continue to 'Price' and then proceed to 'Ticket', using your preferred payment method.

If you experience any issues, please e-mail our ticketing team at ticketing@lime-management.com.

Post Ticketing Amendments

When the booking is queued back to you, please be advised that you are responsible to managing the schedule changes queues. With regards to involuntary schedule changes, you will need to find a suitable alternative for your client. You will then need to transfer the ownership back to us and we will reissue the ticket with accordance to the airline's schedule change policy. For any voluntary post ticket amendments, please quote these via your own GDS system prior to queuing the bookings over. We will also require an email advising of the new flights details along with any additional costs for making the change. Failure to provide the necessary information to reissue the tickets could potentially trigger delays and missed ticketing deadlines which will be at booking agents' risk.

Terms of Use

Please ensure that the below points are adhered to:

Pricing

Please quote and book using negotiated pricing to ensure flight sectors are held in a required class. Refer to the individual airline nett fare guides for advice on pricing policies.

Ticket deadlines

Ticket deadlines advised online at Lime-Res and within the nett fare guides are estimated based on airline fare rules and are subject to the correct application of booking remarks and procedures. We strongly recommend that you check individual fare rules for applicable advance purchase / sales restrictions as well as the airline ticket deadline vendor remarks as the most restrictive conditions must be adhered to. Bookings with a missed ticket deadline will not be accepted for ticketing.

Point of Sale

Bookings must be created in a UK-based PCC in order to obtain the correct inventory for the UK market.

Married Segment Logic

Most airlines allocate seat inventory based on the passenger's entire journey point of sale and fare basis associated with the itinerary. When a flight is shown as part of a connection, the entire connection must be sold together (through fare). Breaking the married segment logic, eg. by cancelling part of an itinerary is a violation of the Origin & Destination (O&D) decision made at sell time is not permitted.

Churning

Once the PNR has been created, any repetitive cancellation, duplicated bookings or segments will be considered as a churning.

Service requests

Many service requests eg. meals/seating/wheelchairs can be added and confirmed prior to transferring ownership to Lime. Once the tickets are issued and queued back, any post-ticketing requests can also be done by the booking agent.

ADMs

By ticketing a booking through Lime, you are accepting responsibility for all actions in its original creation and management in the GDS before and after ticketing. Lime cannot accept liability for any failure to add essential booking remarks, inaccurate ticket deadlines, incorrect pricing, GDS misuse or undeleted HX sectors. We withhold the right to ask for the booking to be queued back to us at any point for the purpose of investigation when the PNR is still live in the GDS (PNRs must be queued over within 2 business days). Therefore, since purged PNRs cannot be queued back, in case of receiving an ADM, it is the booking agents' responsibility to investigate and provide evidence for a dispute process (within 5 business days), otherwise Lime reserves the right to pass on any associated financial penalties and ADMs applied by the airlines onto the booking agent.

APIS

Please ensure that all relevant information required for ticketing is included within the booking prior to transferring ownership to us. Failure to include the required information, booking agents might be at risk of missing ticketing deadlines.

In accordance with IATA Travel Agency Handbook Resolution 830d, all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR). Please see below entries to be included at the time of ticketing process.

Mobile: 3CTCM1/44123456789-1.1

Email: 3CTCME1/JIM.SMITH//GMAIL.COM-1.1

Passenger refused to provide information: 3CTCR1/REFUSED-1.1

****Failing to adhere to IATA's guidelines may result in a delayed ticketing process.****

Ticket Protection Scheme

From 25 August 2020 we will add a fee of £4.50 + vat to each ticket issued to ensure full protection against airline failure. The cover includes refunds if an airline fails before a customer travels, and repatriation should a failure occur whilst a customer is overseas. Full details, including Terms & Conditions can be found at <https://www.lime-management.com/services/ticket-protection-scheme>. Should you wish to opt-out of the scheme, then please contact partnerships@travelinnovationgroup.com

Contacts

Our team of professionals will provide you with exclusive support should you need any assistance.

Office hours are Mon-Fri 8-7, and Sat 9-3.

Main Switchboard

0151 350 1170

reservations@lime-management.com

ticketing@lime-management.com

schedulechanges@lime-management.com

postticketamends@lime-management.com

refunds@lime-management.com

Groups (bookings over 9 passengers)

0151 350 1185

bagroups@lime-management.com

