Lesson Description:
This lesson is designed to give a comprehensive understanding of seats and seat assignments. It is divided into two sessions. Subjects covered are:

Session I –
Worldspan and airline GRS pages for seats
Seat participation levels
Generic and specific seat requests (4R entries)
Manual seat requests (3SSR entries)
Seat Fax (SFAX)

Session II –
Seat cancellation and modification
Seat retention
Seat map display and interpretation
Simultaneous changes
UC/US /UN/NO seat request reply codes

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SME: Erin Brown
Approved: Barbara Herrin

Master PNRs:
Dean/Chris/Lucy – Record Locator: 2862UX
Meyers/Randall & Austin/Carla – Record Locator: MLSV8W
Fairhurst/Nigel – Record Locator: 2M06DS
Instructors’ Notes

Master PNRs are built in SID PQ2. Book live flights and cancel all segments after class!!!!!

Prior to class, verify how many interactive participants Worldspan has. The entry to find this information is INFO INTERACTIVE then G/14. Write the information on page 11 of this outline.

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Welcome To Seats and Seat Assignments I

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Objectives

At the end of this lesson, you will be able to

• Locate airline guidelines for seats and boarding passes
• Identify airline GRS pages for policies
• Explain seat participation levels
• Reserve generic and specific seat assignments
• Reserve seats for change of gauge flights
• Display seat fax (SFAX)
Worldspan Advanced Reserved Seats

- Reserve generic (aisle, window) seats on participating carriers
- Reserve specific rows and seat numbers on participating carriers
- Display participating airline seat maps
- Issue boarding passes for confirmed seat assignments, when permitted

Instructors’ Notes

Advance reserved seats are available for carriers participating in Interline Seat and Boarding Pass Agreements with Worldspan.
Let’s go over the guidelines for seats.

Guidelines for all carriers:

- A PNR must be created or retrieved before seats can be requested.
- Seats can only be reserved on a PNR containing SS or HK segments.
- Seats can be requested for passive segments with HK status, but they cannot be requested for passive segments with MK status.
Guidelines for all carriers:

- All names must be in the PNR prior to making a seat request entry.
- Seats may be requested for a maximum of 12 flight segments in one entry. If more than 12 segments exist in the PNR, segment select is mandatory.

Instructors’ Notes

Seat requests are made using automatic 4R entries, or manual SSR entries. 4R entries are standardized for all seat participant levels and most non-seat participants. SSR entries are used for special needs requests. Both methods of seat requests are discussed in detail in a moment.

For a general overview of Advance Reserved Seat Assignments in Worldspan, see INFO SEATG. Seat reference page indexes are found in HELP SEAT and INFO SEAT.

Application Sharing

1. Access G/AIR/DL0/SEATS

G/AIR/DL0/SEATS
Many carriers maintain individual airline GRS pages for seats. Airline GRS indexes are accessed using G/AIR/XX0 (XX = airline code). Seat reference pages listed here are maintained by the airline, and contain the latest updates to individual seat programs and frequent flyer benefits.

HELP STMAX maintains minimum and maximum guidelines for all seat participants.

2. Access HELP STMAX.

HELP STMAX
Instructors’ Notes

This page lists the minimum and maximum hours, days or months prior to departure seats can be reserved. Also listed is whether the airline has live seat map capability or issues boarding passes. Individual INFO pages for each airline can be accessed here.

Let’s review the seat status indicators for flight segments.

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Seat Status Indicators

<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seats have been requested for all names in the PNR.</td>
<td>SR</td>
</tr>
<tr>
<td>Seats are confirmed for all names in the PNR</td>
<td>SK</td>
</tr>
<tr>
<td>Boarding passes have been issued for all names in the PNR. Note: most carriers do not offer BPs anymore</td>
<td>BP</td>
</tr>
<tr>
<td>All seats are unable to confirm, or a combination of codes exists. Use *S to view SFAQ.</td>
<td>*S</td>
</tr>
</tbody>
</table>
Instructors’ Notes

Seat status indicators are appended to the end of the flight segment in the PNR itinerary, and indicate the status of any seat requests for the flight. When no seat indicator exists at the end of an air segment, one of the following conditions apply:

- No seats are requested for the segment
- The seat request was entered manually with a 3SSR entry
- All seats are cancelled for the segment

For more about seat status indicators, see INFO SEATC.

There are three levels of seat participation in Worldspan:

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Seat Participation Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW</td>
<td>Airline hosted in the Worldspan system</td>
</tr>
<tr>
<td>Interactive</td>
<td>Carriers offering seat reservations via direct link, with seat confirmation prior to end transaction.</td>
</tr>
<tr>
<td>Non-Interactive</td>
<td>Carriers hosted in another system, allowing seat requests via standard teletype messaging or after end transaction.</td>
</tr>
</tbody>
</table>

Instructors’ Notes

Participant lists are found in HELP SEATLIST and INFO SEATLIST. Individual airline pages are accessed from these lists, or by using HELP XX SEAT and INFO XX SEAT (XX = airline code). These pages provide details for varying airline guidelines such as seat assignments, change of gauge, name select, and the days in advance a reservation is made, and the number of days required prior to the reservation.
Let’s talk about Northwest Carriers.

Airline GRS Pages for NW

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Seating for Northwest</td>
<td>G/AIR/NW0/DSEAT</td>
</tr>
<tr>
<td>Select Seating for Northwest</td>
<td>G/AIR/NW0/SELECT</td>
</tr>
<tr>
<td>NW/KL Advance Seat Assignment</td>
<td>G/AIR/NW0/SEATS</td>
</tr>
</tbody>
</table>

Instructors’ Notes

Northwest Carriers is also considered to be an Interactive participant with the benefits of the Interactive level of participation. As a host airline, NW differs in some ways from other Interactive participants.
Some of the guidelines for NW are:

1. Seats for NW can be requested for a maximum of 7 names in one entry. If more than 7 names exist in the PNR, name select is mandatory.

2. When assigning generic seats for NW, the request is processed in the following order:
   - Non-smoking aisle seat
   - Window seat
   - Center seat

For host and Interactive participants, the response ALL SEATS RESERVED indicates Worldspan was able to assign a seat for each flight in the itinerary. If all segments cannot be assigned, the response to a generic request indicates which segments were not assigned, such as UNABLE TO ASSIGN SEG 2. If a specific seat row and number is requested but cannot be assigned, a seat map displays.

The response XXX – ALL SEATS REQUESTED (XXX = entry such as 4RA) is received if the PNR contains NW and non-seat participant segments.
Seat fax (SFAX) for NW indicates F for a First Class booking or Y for a Coach Class booking, regardless of the actual booking class used.

Let’s talk specifically about Interactive Seats.

Application Sharing

1. Access INFO INTERACTIVE and go to line 14.

<table>
<thead>
<tr>
<th>G/L14</th>
<th>INFO INTERACTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>014</td>
<td>AIRLINES HELP REFERENCE INFO REFERENCE</td>
</tr>
<tr>
<td>015</td>
<td>----------- -------------- --------------</td>
</tr>
<tr>
<td>016</td>
<td>ALL NIPPON AIRWAYS &gt;HELP NH0 SEAT( &gt;INFO NH0 SEAT(</td>
</tr>
<tr>
<td>017</td>
<td>AMERICAN AIRLINES &gt;HELP AA0 SEAT( &gt;INFO AA0 SEAT(</td>
</tr>
<tr>
<td>018</td>
<td>CHINA AIRLINES &gt;HELP CI0 SEAT( &gt;INFO CI0 SEAT(</td>
</tr>
<tr>
<td>019</td>
<td>CATHAY PACIFIC &gt;HELP CX0 SEAT( &gt;INFO CX0 SEAT(</td>
</tr>
<tr>
<td>020</td>
<td>DELTA AIR LINES &gt;HELP DL0 SEAT( &gt;INFO DL0 SEAT(</td>
</tr>
<tr>
<td>021</td>
<td>DRAGON AIR &gt;HELP KA0 SEAT( &gt;INFO KA0 SEAT(</td>
</tr>
<tr>
<td>022</td>
<td>KLM AIRLINES &gt;HELP KL0 SEAT( &gt;INFO KL0 SEAT(</td>
</tr>
<tr>
<td>023</td>
<td>MALAYSIA AIRLINES &gt;HELP MH0 SEAT( &gt;INFO MH0 SEAT(</td>
</tr>
<tr>
<td>024</td>
<td>NATIONAL AIRLINES &gt;HELP N70 SEAT( &gt;INFO N70 SEAT(</td>
</tr>
<tr>
<td>025</td>
<td>NORTHWEST AIRLINES &gt;HELP NW0 SEAT( &gt;INFO NW0 SEAT(</td>
</tr>
<tr>
<td>026</td>
<td>SINGAPORE AIRLINES &gt;HELP SQ0 SEAT( &gt;INFO SQ0 SEAT(</td>
</tr>
</tbody>
</table>

Instructors’ Notes

Interactive seat requests process via the direct link to the airline, and the seat is confirmed prior to end transaction. An SSR item is created with an action/advice code of HK for confirmed seats.

When reducing the number in party for a PNR, it is not necessary to cancel Interactive seat assignments. Seats for Interactive carriers are automatically removed at end transaction for the name field(s) reduced.

Currently there are ___ Interactive participants.
Note: instructor should verify prior to class.

Up to 7 names in one entry can be included in a seat request for
Interactive participants. If more than 7 names are present in the PNR, name select is mandatory for NW, SQ (Singapore), and CX (Cathay). Manual SSR seat request entries must be used for the Interactive seat participants not allowing name select when there are more than 7 names in the PNR.

What about Non-Interactive participants?

Non-Interactive seat requests are processed via standard teletype messages to the airline as NN at end transaction. Entries to request seats are made using 4R entries converted to teletype by Worldspan.

The response ALL SEATS RESERVED is received when the PNR contains only seat participants. For Non-Interactive participants, this indicates Worldspan accepts the seat request entry and sends the message to the carrier as a NN at end transaction. If the airline confirms the seat, HK is returned. If the seat cannot be confirmed, UC is returned. When a specific seat assignment is not available, some carriers return an alternate seat.

The response XXX – ALL SEATS REQUESTED (XXX = entry such as 4RA) is received if the itinerary contains both Non-Interactive seat participants and non-seat participants.

When reducing the number in party for a PNR, it is necessary to cancel all Non-Interactive seats in the PNR. The basic entry to cancel only Non-Interactive seat assignments is 4RXO.

Seats may be requested for up to 7 names in one entry. Name select is used to assign additional names for the Non-Interactive participants supporting that function. Manual SSR entries are used for all others.

Let’s talk about how Advance Seat Reservations work.
### Instructors' Notes

*With the introduction of Standardized Seat Requests, assignments are made on most carriers using 4R entries. Previously, manual SSR entries were used for non-seat participants. Worldspan now converts the standardized 4R seat requests into SSR manual requests for non-seat participants. Manual SSR requests are still valid for all carriers, and the 4R entries are not mandatory.*

*Important note: Do not combine SSR manual seat requests with the 4RA entry in the same PNR. Because 4RA requests seats for all names, all segments, duplicate seat messages can occur when both entries are used for the same itinerary.*

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>ENTRY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default aisle, all names</td>
<td>4RA</td>
</tr>
<tr>
<td>Aisles across</td>
<td>4RA$AA</td>
</tr>
<tr>
<td>Non-smoking window</td>
<td>4RA$NW</td>
</tr>
<tr>
<td>Default aisle, name select</td>
<td>4RA–1.3</td>
</tr>
<tr>
<td>Window, name select</td>
<td>4RA–1.3$W</td>
</tr>
</tbody>
</table>
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**Specific Seat Reservations**

**Segment Select**

<table>
<thead>
<tr>
<th>Description</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Segment 1, specific seats</td>
<td>4RS1$25AB</td>
</tr>
<tr>
<td>Segment 1, specific seats, name select</td>
<td>4RS1–2.1$25A</td>
</tr>
<tr>
<td>Segment 1, specific seats for different rows</td>
<td>4RS1$25AB12C</td>
</tr>
</tbody>
</table>

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**Generic Seat Reservations**

**Segment Select**

<table>
<thead>
<tr>
<th>Description</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Segment 1, default aisle, all names</td>
<td>4RS1</td>
</tr>
<tr>
<td>Segment 1, default aisle, name select</td>
<td>4RS1–2.1</td>
</tr>
<tr>
<td>Segment 1, default aisle, multiple name select</td>
<td>4RS1–1.1/2.1</td>
</tr>
<tr>
<td>Segment 1, window, name select</td>
<td>4RS1–2.1$W</td>
</tr>
</tbody>
</table>

**Instructors’ Notes**

These charts contain examples of basic 4R entries. Check individual airline HELP pages to determine the specific capabilities for each airline. For more basic 4R and SSR seat reservation entries, see HELP 4RA.

Let’s look at generic seat assignments.
Application Sharing

1. Access HELP STREQC.

<table>
<thead>
<tr>
<th>CODE</th>
<th>EXPLANATION</th>
<th>VALID ON</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>AISLE SEAT</td>
<td>CI/DL/NW/ NON-INTERACTIVE</td>
</tr>
<tr>
<td>AA</td>
<td>AISLE ACROSS</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>B</td>
<td>BULKHEAD</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>C</td>
<td>CENTER SEAT</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>D</td>
<td>DISABILITY SEAT</td>
<td>NW</td>
</tr>
<tr>
<td>E</td>
<td>EMERGENCY EXIT</td>
<td>CI</td>
</tr>
<tr>
<td>F</td>
<td>FRONT OF AIRCRAFT</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>H</td>
<td>HANDICAPPED SEAT</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>I</td>
<td>WITH INFANT</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>L</td>
<td>LEFT SIDE OF AIRCRAFT</td>
<td>DL/NW/</td>
</tr>
<tr>
<td>L</td>
<td>EXCESS LEGROOM</td>
<td>CI)</td>
</tr>
</tbody>
</table>

Instructors’ Notes

Seat request codes for generic entries are found in HELP STREQC.

NW and DL do not require a generic request code for non-smoking aisle seats. If omitted, non-smoking aisle is the default request, followed by non-smoking window and then non-smoking center. Other Interactive and Non-Interactive participants may not follow a predetermined order for assigning seats from a generic request.

Generic seat requests do not apply for Cathay Pacific, Dragon Air, Malaysia Airlines, and Singapore Airlines. Use specific seat requests for these carriers. Entries are found in individual carriers HELP seat pages.
All other carriers accept a minimum of 4 generic codes, which are:

A  Aisle
N  Non-smoking
S  Smoking
W  Window

Let's practice!

Display the PNR for Chris and Lucy Dean. PNR Record Locator: 2862UX.

*286UX

1P- 2862UX
1.2DEAN/CHRIS/LUCY*2ADT
1 UA 240Y 27NOV WE DENORD HK2  645A  959A/O $ E
2 UA 249Y 30NOV SA ORDDEN HK2  910A 1044A/O $ E
P- 1.PQ2 770 555-1234-T/E-LEARNING TRAVEL/ HILDA
2.PQ2 212-555-6952-H/ 212-555-9685-B/LUCY
T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX
>

3. Reserve seats for all segments, all names.

ENTER:  4RA

1P- 2862UX
1.2DEAN/CHRIS/LUCY*2ADT
1 UA 240Y 27NOV WE DENORD HK2  645A  959A/O $ E
2 UA 249Y 30NOV SA ORDDEN HK2  910A 1044A/O $ E
P- 1.PQ2 770 555-1234-T/E-LEARNING TRAVEL/ HILDA
2.PQ2 212-555-6952-H/ 212-555-9685-B/LUCY
T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX
>4RA
ALL SEATS RESERVED
>

☑ Instructors’ Notes

Notice the response is ALL SEATS RESERVED. This indicates seats have been reserved for all flights for all parties in the PNR.
4. End and Retrieve the PNR.
   Enter: ER

1P- 2862UX
1.2DEAN/CHRIS/LUCY*2ADT
1 UA 240Y 27NOV WE DENORD HK2  645A  959A/O $ SR E
2 UA 249Y 30NOV SA ORDDEN HK2  910A 1044A/O $ SR E
P- 1.PQ2  770 555-1234-T/E-LEARNING TRAVEL/ HILDA
2.PQ2  212-555-6952-H/  212-555-9685-B/LUCY
T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX
**** ITEMS SUPPRESSED ****/S/DR
>

☑ Instructors’ Notes

The seat status indicator is SR, which means seats are requested.

As a Non-Interactive seat participant, United Airlines seat confirmations return after end transaction.

5. Ignore and redisplay the record.
   IR

1P- 2862UX
1.2DEAN/CHRIS/LUCY*2ADT
1 UA 240Y 27NOV WE DENORD HK2  645A 959A/O $ SK E
2 UA 249Y 30NOV SA ORDDEN HK2  910A 1044A/O $ SK E
P- 1.PQ2 770 555-1234-T/E-LEARNING TRAVEL/ HILDA
2.PQ2 212-555-6952-H/ 212-555-9685-B/LUCY
T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX
**** ITEMS SUPPRESSED ****/S/DR
>

☑ Instructors’ Notes

Seats for all segments are confirmed.
6. Display the seat fax for the record.

* S

<table>
<thead>
<tr>
<th>UA</th>
<th>240Y</th>
<th>27NOV</th>
<th>DENORD HK</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFAX</td>
<td>NAME</td>
<td>STATUS/SEAT SM SEG</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>DEAN/CHRIS</td>
<td>N 1.1 RS HK 08-C N 1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>DEAN/LUCY</td>
<td>N 1.2 RS HK 08-D N 1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UA</th>
<th>249Y</th>
<th>30NOV</th>
<th>ORDDEN HK</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFAX</td>
<td>NAME</td>
<td>STATUS/SEAT SM SEG</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>DEAN/CHRIS</td>
<td>N 1.1 RS HK 10-D N 2</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>DEAN/LUCY</td>
<td>N 1.2 RS HK 10-E N 2</td>
<td></td>
</tr>
</tbody>
</table>

☑ Instructors’ Notes

We’ll talk about the status codes in a moment. This display is self-explanatory.

Let’s talk about specific seat assignments.

Requests for specific seat rows and numbers are used for most seat participants.

The row number does not need to be repeated when the assignment consists of a row number and seat letters. It is also not necessary to include a leading zero on a single digit row number.

When requesting specific seats for flights using both row and seat numbers, the row number must be repeated before each seat number. For seats 3, 4, and 5 on row 27: 4RS1$273274275

Let’s practice a specific seat request.
7. Display the PNR for Randall Meyers and Carla Austin. PNR record locator: MLSV8W.

*MLSV8W

1P - MLSV8W
1.1 MEYERS/RANDALL*ADT  2.1 AUSTIN/CARLA*ADT
1 US 987Y 04JAN SA BUF MCO HK2  600A 1043A/O $ SR E
2 US 540Y 09JAN TH MCO PHL HK2  1021A 1252P/O $ J01 E
3 US 598Y 09JAN TH PHL BUF HK2  135P  248P/X $ J01 E
P- 1.PQ2 770-555-1234-T/E-LEARNING TRAVEL/ HILDA
2.PQ2 770-555-9867-H/ 770-555-2346-B/
T- T/T/
TKG FAX-NOT PRICED  FARE TYPE EX

8. Display the seat map for segment one.

41*

AVAIL: * - J X Q  * GSST U UNDESIRBL X PREM ->INFO USMAP(
TAKEN: / - SMST J UPPERDECK Q PREM
   AUTH-132  734
   0 - BUF  1 - PHL  2 - MCO
NO SMOKING FLIGHT
   A B C D E F
   BHD BHD BHD     BHD BHD BHD
   4 . . H  . H * X 4
   5 * * . H  X  X 5
   6 X  X  X  X 6
   7 XU  X  . H . H XU 7
AVAIL NO SMK: *  BLOCK : LEAST PREF: U  BULKHEAD: BHD
AVAIL SMKING:  PREMIUM: X  UPPER DECK: J  EXIT ROW: X
>

9. Move down to find available seats (if necessary).

@MD
   NOTE: THE @ PRIOR TO THE MD...
Instructors’ Notes

Row 16 is available {use applicable example}.

10. Assign Row 16, seats D and F.

4RS1$16DF
11. End and redisplay the record.

ER

1P- MLSV8W
1.1MEYERS/RANDALL*ADT 2.1AUSTIN/CARLA*ADT
1 US 987Y 04JAN SA BUFMC0 HK2 600A 1043A/O $ SR E
2 US 540Y 09JAN TH MCOPHL HK2 1021A 1252P/O $ J01 E
3 US 598Y 09JAN TH PHLBUF HK2 135P 248P/X $ J01 E
P- 1.PQ2 770 555-1234-T/E-LEARNING TRAVEL/ HILDA
2.PQ2 770-555-9867-H/ 770-555-2346-B/
T- 1.T/
TKG FAX-NOT PRICED FARE TYPE EX
**** ITEMS SUPPRESSED ****/
>

Instructors’ Notes

Assigning specific seats is very basic, as in this example. Interpreting seat maps is discussed in a moment.

Next let’s learn about change of gauge seats.

12. Access HELP 4RA, and go to change of gauge examples (approx. line 79).

HELP 4RA
G/L79

079 ------------------------------------------- ------------------
080 SEGMENT SELECT/CHANGE OF GAUGE
081 APPLICABLE WITH DL/NW/ /NON-SEAT PARTICIPANTS
082
083 CHANGE OF GAUGE/INITIAL ENTRY/ 4RS1$18A
084 CHANGE OF GAUGE/CONTINUATION ENTRY/ 4R$09B
085 -------------------------------------- ----------------------
086 SEGMENT/NAME SELECT/CHANGE OF GAUGE
087 APPLICABLE WITH DL/NW/NON-SEAT PARTICIPANTS
088
089 CHANGE OF GAUGE-SEG/NAME SELECT/INITIAL ENTRY 4RS1-1.2$18A
090 CHANGE OF GAUGE/CONTINUATION ENTRY/ 4R$10A
091 -------------------------------------------------------------
092 4RA ENTRY
093 APPLICABLE WITH CI/DL/NW/ NON-INTERACTIVE/NON-SEAT)>

11/13/2002
Instructors’ Notes

Change of gauge flights maintain the same flight number, but change equipment en route. Both generic and specific entries assign seats, according to individual airline capabilities. Explanations for change of gauge seat assignments are found in INFO GAUGE.

Let’s go over the guidelines for NW and DL.

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Change of Gauge

<table>
<thead>
<tr>
<th>Description</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic request (NW) No continuation entry required</td>
<td>4RS1</td>
</tr>
<tr>
<td>Specific request (DL, NW Continuation entry)</td>
<td>4RS1$18A 4R$10A</td>
</tr>
<tr>
<td>Specific request, name select (DL, NW Continuation entry)</td>
<td>4RS1–1.2$18A 4R$10A</td>
</tr>
</tbody>
</table>

Instructors’ Notes

When requesting change of gauge seating for NW, seat items are created for each leg of the flight. The seat status code for the first leg is RS (reserved seat), and the seat status code for the second leg is RC (reserved change of gauge). Seats must be available for both legs of a change of gauge flight, or they are not reserved.
Both generic and specific seat requests are made for change of gauge flights on NW. When a generic seat entry is used, such as 4RA and 4RS1, both seats are automatically assigned at the same time, if available.

A specific seat entry assigns a seat for the first leg only. The response prompts you to finish the request by entering 4R$, which assigns a non-smoking aisle seat for the second leg. To assign a specific seat for the second leg, the 4R$ entry is entered with a seat number, such as 4R$41K.

When a seat map displays for a change of gauge flight for NW, only the first leg of the flight displays. A manual entry is used to display the seat map for the second leg. Manual seat map display entries are discussed in a moment.

For change of gauge flights involving narrow body to wide body (or vice versa) aircraft types, generic seat requests in Business Class result in First Class seat assignments on the narrow body aircraft.

Now let’s discuss change of gauge guidelines for Interactive and Non-Interactive Seat participants.

**Interactive Guidelines**

Each Interactive participant determines its change of gauge capabilities. Some airlines allow change of gauge requests, and others do not allow requests at all. To determine if an airline allows seat assignments on change of gauge flights, see INFO XX SEAT (XX = airline code).

---

### Application Sharing

1. Access the INFO SEAT page for American Airlines. Go to note 7 (approx. line 28).

    INFO AA0 SEAT
    G/L28
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>028 7.</td>
<td>CHANGE OF GAUGE SEAT REQUESTS ARE VAILID ON AA. IF</td>
</tr>
<tr>
<td>029</td>
<td>CHANGE OF GAUGE INVOLVES SIMILAR EQUIPMENT FOR EACH LEG—</td>
</tr>
<tr>
<td>030</td>
<td>YOU MAY BE ABLE TO MAKE ONE SEAT REQUEST AND AA WILL</td>
</tr>
<tr>
<td>031</td>
<td>RETURN ONLY ONE SEAT IN RESPONSE. IF CHANGE OF GAUGE</td>
</tr>
<tr>
<td>032</td>
<td>INVOLVES DIFFERENT TYPES OF EQUIPMENT FOR EACH LEG—</td>
</tr>
<tr>
<td>033</td>
<td>YOU WILL NEED TO REQUEST SEATS FOR EACH LEG.</td>
</tr>
<tr>
<td>034 8.</td>
<td>SEATS DO NOT NEED TO BE CANCELLED PRIOR TO DIVIDING</td>
</tr>
<tr>
<td>035</td>
<td>THE PNR.</td>
</tr>
<tr>
<td>036 9.</td>
<td>SEATS MUST BE CANCELLED PRIOR TO REDUCE/NAME CHANGES</td>
</tr>
<tr>
<td>037</td>
<td>OR 4PLFB TYPE ENTRIES.</td>
</tr>
<tr>
<td>038 10.</td>
<td>EITHER SPECIFIC OR GENERIC SEAT REQUESTS ARE ACCEPTED.</td>
</tr>
<tr>
<td>039 11.</td>
<td>NAME SELECT AND SEGMENT SELECT ARE VALID.</td>
</tr>
<tr>
<td>040 12.</td>
<td>EACH AIRLINE MAY ESTABLISH SEAT/BP RESTRICTIONS FOR</td>
</tr>
<tr>
<td>041</td>
<td>SPECIFIC FLIGHTS/COUNTRIES/ETC. PLEASE REFER TO THE</td>
</tr>
<tr>
<td>042</td>
<td>AIRLINE’S GRS SEAT PAGES FOR THESE RESTRICTIONS. &gt;</td>
</tr>
</tbody>
</table>

**Instructors’ Notes**

**Non-Interactive Guidelines**

Most Non-Interactive carriers do not support seat requests on change of gauge flights. If an airline does support this type of seat request, only the seat for the first leg can be requested. Continuation entries are not provided for the second leg.

*Let’s move on now to manual seat requests.*

**Follow Me**

URL:
dls3.wspan.com/learningspace4/courses/documents/seatssrcodes.htm
### Special Service Request (SSR) Seat Codes

<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block seat bag/rqst bulkhead (cabin baggage)</td>
<td>CBBG</td>
</tr>
<tr>
<td>Extra seat</td>
<td>EXST</td>
</tr>
<tr>
<td>Group seat request</td>
<td>GPST</td>
</tr>
<tr>
<td>Non-smoking aisle</td>
<td>NSSA</td>
</tr>
<tr>
<td>Non-smoking bulkhead seat</td>
<td>NSSB</td>
</tr>
<tr>
<td>Non-smoking seat</td>
<td>NSST</td>
</tr>
<tr>
<td>Non-smoking window seat</td>
<td>NSSW</td>
</tr>
<tr>
<td>Seat Request</td>
<td>RQST</td>
</tr>
<tr>
<td>Seat</td>
<td>SEAT</td>
</tr>
<tr>
<td>Smoking aisle</td>
<td>SMSA</td>
</tr>
<tr>
<td>Smoking bulkhead seat</td>
<td>SMSB</td>
</tr>
<tr>
<td>Smoking seat</td>
<td>SMST</td>
</tr>
<tr>
<td>Smoking window seat</td>
<td>SMSW</td>
</tr>
</tbody>
</table>
Manual Seat Requests

A manual entry is usually used when the request is outside the maximum time limit, or the number of passengers exceeds 7 and name select is not allowed. Manual entries must be used for group seats, extra seat, and bulkhead requests.

Manual SSR requests for seats are valid for all carriers. With the introduction of Standardized Seat Requests, manual requests are no longer required for non-seat participants. Manual seat requests via 3SSR entries do not receive boarding pass authority.

This chart contains SSR seat codes. 13 seat request codes are used with manual SSR entries. These codes may not be valid for all carriers. Check individual airline GRS pages for acceptable SSR codes.

Example entries for manual seat requests

<table>
<thead>
<tr>
<th>Description</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>All segments, all names, non-smoking aisle</td>
<td>3SANSSA</td>
</tr>
<tr>
<td>All segments, name select, specific seat</td>
<td>3SAN1.2NSST 14A</td>
</tr>
<tr>
<td>All segments, multiple names (name field 1 and 3)</td>
<td>3SAN1/3RQST</td>
</tr>
</tbody>
</table>
Instructors’ Notes

Examples of Special Service Request entries are found in HELP 3SA. The entries are similar for all services such as wheelchair or seats. Use the appropriate code and remember these fields are freeform and allow you to request specific seats as well.

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Example entries for manual seat requests

<table>
<thead>
<tr>
<th>Description</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Segment select (segment 2), smoking window</td>
<td>3S2SMSW</td>
</tr>
<tr>
<td>Segment select (segment 2 and 4), multiple names (name field 1 and name 2.2), non-smoking window</td>
<td>3S2/4N1–2.2NSSW</td>
</tr>
<tr>
<td>Segment range (segment 2 to 4), smoking seat</td>
<td>3S2//4SMST</td>
</tr>
</tbody>
</table>

Instructors’ Notes

Let’s practice a manual request.

Application Sharing

1. Display the PNR for Nigel Fairhurst. PNR record locator: 2M06DS.

*–FAIRHURST
1P- 2MO6DS
1.1FAIRHURST/NGEL*ADT
1 KQ 461M 30OCT WE JNBNBO HK1 1140A 440P/O $
2 KQ 460M 05NOV TU NBOJNB HK1 745A 1050A/O $
P- 1PQ2 770 555-1234-T/E-LEARNING TRAVEL/ HILDA
T- 1.T/
TKG FAX-NOT PRICED FARE TYPE EX
>

2. Request non-smoking aisle seats using special service request entry.

3SANSSA

>3SANSSA
3SANSSA – ALL OK
>

3. End and redisplay the record twice.

ER

1P- 2MO6DS
1.1FAIRHURST/NGEL*ADT
1 KQ 461M 30OCT WE JNBNBO HK1 1140A 440P/O $
2 KQ 460M 05NOV TU NBOJNB HK1 745A 1050A/O $
P- 1PQ2 770 555-1234-T/E-LEARNING TRAVEL/ HILDA
T- 1.T/
TKG FAX-NOT PRICED FARE TYPE EX
**** ITEMS SUPPRESSED ****/EDT/$/DR
>
4. Ignore and redisplay, checking the seat fax until Kenya Airways confirms the seats.

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>KQ</td>
<td>461M</td>
<td>30OCT</td>
<td>JNB</td>
<td>BO HK</td>
</tr>
<tr>
<td>SFA</td>
<td>NAME</td>
<td>STATUS/SEAT</td>
<td>SM</td>
<td>SEG</td>
</tr>
<tr>
<td>7</td>
<td>FAIRHURST/NIGEL</td>
<td>N</td>
<td>1.1</td>
<td>RS</td>
</tr>
<tr>
<td>5</td>
<td>FAIRHURST/NIGEL</td>
<td>N</td>
<td><strong>.</strong></td>
<td>RS</td>
</tr>
</tbody>
</table>

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>KQ</td>
<td>460M</td>
<td>05NOV</td>
<td>NBO</td>
<td>JNB HK</td>
</tr>
<tr>
<td>SFA</td>
<td>NAME</td>
<td>STATUS/SEAT</td>
<td>SM</td>
<td>SEG</td>
</tr>
<tr>
<td>8</td>
<td>FAIRHURST/NIGEL</td>
<td>N</td>
<td>1.1</td>
<td>RS</td>
</tr>
<tr>
<td>6</td>
<td>FAIRHURST/NIGEL</td>
<td>N</td>
<td><strong>.</strong></td>
<td>RS</td>
</tr>
</tbody>
</table>

SEAT(S) NOT DISPLAYABLE USE *SM
DUPLICATE PASSENGER SEAT MAY EXIST
>

☑️ Instructors’ Notes

Kenya Airways returns the KK advice code in a separate SSR message. This results in the advisory that duplicate seat assignments may exist, although they do not in this case.

Depending on the airline, a confirmation advice is sometimes returned by changing NN to KK in the original request. For these carriers, only one item per flight appears in a similar example.

When seat items return from the airline with KK status, the PNR automatically falls on the confirmation queue, which is Q1. By changing the action code to HK, you inform the airline the passenger is notified. This keeps the PNR from continuously returning to Q1.

5. Display the seat data in GFAX format.

*SG
In this display we see the original request with NN status, and the confirmed flights with KK status.

6. Modify seat data items 3 and 4 to show HK status. Redisplay the seat fax (*SG).

33-4. HK
*SG

The confirmed seats now show HK status. Seat items with NN status remain in the PNR unless manually removed (31-2@).

Let’s take a closer look at seat data items and the entries to display them.

SFA

PNRs containing seat confirmations appear on Queue 1. Queue 1 is a mandatory system queue reserved for confirmations resulting when a reply action code is processed for an itinerary or an SSR item.
### SFAX Display Entries

<table>
<thead>
<tr>
<th>Description</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display SFAX</td>
<td>*S</td>
</tr>
<tr>
<td>Display SFAX with GFAX</td>
<td>*SG</td>
</tr>
<tr>
<td>Display miscellaneous seat items</td>
<td>*SM</td>
</tr>
</tbody>
</table>

### Instructors’ Notes

Seat confirmations return from the airline via SSR messages. Normally, these take the form of SFAX items, which are suppressed items in a PNR.

We’ve seen the display received using the entry *S. Let’s look at the differences in these three seat displays.

### Application Sharing

1. Display seats again using *S.

   *S

<table>
<thead>
<tr>
<th>KQ</th>
<th>461M</th>
<th>30OCT JNBNBO HK</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFAX</td>
<td>NAME</td>
<td>STATUS/SEAT SM SEG</td>
</tr>
<tr>
<td>7</td>
<td>FAIRHURST/NGEL</td>
<td>N  1.1 RS HK 12-C N 1</td>
</tr>
<tr>
<td>5</td>
<td>FAIRHURST/NGEL</td>
<td>N <strong>:</strong> RS NN NSSA N 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>KQ</th>
<th>460M</th>
<th>05NOV NBOJNB HK</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFAX</td>
<td>NAME</td>
<td>STATUS/SEAT SM SEG</td>
</tr>
<tr>
<td>8</td>
<td>FAIRHURST/NGEL</td>
<td>N  1.1 RS HK 06-C N 2</td>
</tr>
<tr>
<td>6</td>
<td>FAIRHURST/NGEL</td>
<td>N <strong>:</strong> RS NN NSSA N 2</td>
</tr>
</tbody>
</table>
Status code RS indicates reserved seat for most carriers. We’ll discuss seat status codes in a moment.

Let’s look again at the seat items with GFAX.

2. Display seat fax with GFAX.

*SG

Seat data is also displayed in the GFAX area of the PNR, as shown here. The entry *SG displays both GFAX and SFAK.

When a PNR is retrieved in queue, the SFAK is not suppressed from view, and appears with other GFAX items. It is not necessary to use *SG when working with a PNR on queue.

Let’s look at the display for miscellaneous seat fax items.

3. Access INFO *SM.
DISPLAY PORTIONS OF A PNR - MISC SEAT ITEMS

FUNCTION
DISPLAYS SEAT ITEMS WHICH CANNOT BE REFORMATED INTO THE SFAX.

ENTRY *SM

RESPONSE
S- 5.SSRNSSTUACK1 ORDSTL .10AN 10BN
  7.SSRMSAKEUC1 STLSEL .NO PRERESERVED SEATS AVAIL
  10.SSRNSSAASNN1LAXANC0123Y3FEB-1NAME/ONE

NOTES
1. THIS ENTRY MAY NOT BE COMBINED WITH ANY OTHER ENTRY.
2. THE FOLLOWING SITUATIONS CAUSE A SEAT ITEM TO APPEAR IN>

☑ Instructors’ Notes

These are called miscellaneous because they cannot be placed in the SFAX area of a PNR. This happens when the item does not have a corresponding flight segment, or it is not in standard format.

Additional entries to display seat data in a PNR are found in HELP *S.

To wrap this session up, let’s talk briefly about seat status codes.

⇒ Follow Me

URL:
dls3.wspan.com/learningspace4/courses/documents/seatstatuscodes.htm
# Seat Status Codes

<table>
<thead>
<tr>
<th>Airline</th>
<th>Code and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Northwest Airlines</strong></td>
<td><strong>RS</strong> Reserved seat/ BP authority</td>
</tr>
<tr>
<td></td>
<td><strong>RC</strong> Reserved seat/Change of Gauge</td>
</tr>
<tr>
<td></td>
<td><strong>RZ</strong> Reserved seat /No BP authority (flight operated by KL)</td>
</tr>
<tr>
<td></td>
<td><strong>BP</strong> Boarding pass issued</td>
</tr>
<tr>
<td></td>
<td><strong>CX</strong> Connection boarding pass issued</td>
</tr>
<tr>
<td></td>
<td><strong>AP</strong> Boarding pass issued at airport</td>
</tr>
<tr>
<td></td>
<td><strong>WZ</strong> Was holding/seat canceled</td>
</tr>
<tr>
<td><strong>CI, CX, KA, MH, SQ</strong></td>
<td><strong>RS</strong> Reserved seat/No BP authority</td>
</tr>
<tr>
<td></td>
<td><strong>RC</strong> Reserved seat/Change of Gauge</td>
</tr>
<tr>
<td><strong>Delta Air Lines</strong></td>
<td><strong>RB</strong> Reserved seat/BP authority</td>
</tr>
<tr>
<td></td>
<td><strong>RS</strong> Reserved seat/No BP authority</td>
</tr>
<tr>
<td></td>
<td><strong>RC</strong> Reserved seat/Change of Gauge</td>
</tr>
<tr>
<td></td>
<td><strong>RG</strong> Reserved seat/BP authority on change of gauge</td>
</tr>
<tr>
<td></td>
<td><strong>BP</strong> Boarding pass issued</td>
</tr>
<tr>
<td><strong>Non-Interactive Seat Participants</strong></td>
<td><strong>RB</strong> Reserved seat/BP authority</td>
</tr>
<tr>
<td></td>
<td><strong>RS</strong> Reserved seat/No BP authority</td>
</tr>
<tr>
<td></td>
<td><strong>BP</strong> Boarding pass issued</td>
</tr>
</tbody>
</table>
Instructors’ Notes

Seat Status Codes

Each confirmed (HK) seat item also contains a seat status code. The seat code identifies the type of confirmation associated with the seat assignment.

Obviously a lot of these codes are no longer used or only apply once your passenger has checked in at the airport. Some of these are internal for the airline after they’ve gained control of the PNR.

If you see a code you don’t recognize, you can find it in HELP STC.

Let’s summarize what we’ve learned in this session of Seats and Seat Assignments.

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Summary

The Worldspan Advance Reserved Seat Assignment program is designed to allow you to:

- Reserve generic seats
- Reserve specific seats
- Issue boarding passes
- Display seat maps
Summary

- Individual carriers participate at different levels and have their own guidelines and capabilities.
- Entries to request seat assignments can be made using automatic 4R entries or manual 3SSR entries.
- 4R entries are valid for seat participants and for most non-seat participants.

Summary

Participation levels for Advance Reserved Seats are:

- Host carrier (NW)
- Interactive carriers
- Non-Interactive carriers

Summary

- Host and Interactive carriers use Direct Link confirmation of seat assignments prior to end transaction.
- Non-interactive carriers are confirmed after end transaction.
- Seats for Non-Interactive carriers are cancelled prior to reducing the number in party on a PNR.
Summary

• Change of gauge flights involve a change of equipment en route.

• SSR seat codes are required with manual 3SSR seat request entries.

• Seat items are stored in the SFAX area of the PNR, or as miscellaneous seat items (*SM).

Questions

1. Seats may be reserved on a PNR containing SS, HK, and MK segments. True or False?

   Answer: False. Seats can be requested for passive HK segments, but not for passive MK segments.
<table>
<thead>
<tr>
<th>CODE</th>
<th>LIVE</th>
<th>SEAT REQUEST</th>
<th>ISSUE BP</th>
<th>SEAT MAP</th>
<th>MIN - MAX</th>
<th>MIN - MAX</th>
<th>INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>YES</td>
<td>6HRS - 331DYS</td>
<td>N/A</td>
<td>&gt;INFO AA SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AC</td>
<td>YES</td>
<td>6HRS - 329DYS</td>
<td>N/A</td>
<td>&gt;INFO AC SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AF</td>
<td>YES</td>
<td>24HRS - 331DYS</td>
<td>N/A</td>
<td>&gt;INFO AF SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AM</td>
<td>YES</td>
<td>2HRS - 90DYS</td>
<td>2HRS - 90DYS</td>
<td>&gt;INFO AM SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AS</td>
<td>YES</td>
<td>6HRS - 330DYS</td>
<td>N/A</td>
<td>&gt;INFO AS SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BA</td>
<td>YES</td>
<td>24HRS - 331DYS</td>
<td>N/A</td>
<td>&gt;INFO BA SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BD</td>
<td>YES</td>
<td>24HRS - 180DYS</td>
<td>N/A</td>
<td>&gt;INFO BD SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CI</td>
<td>YES</td>
<td>6HRS - 90DYS</td>
<td>N/A</td>
<td>&gt;INFO CI SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO</td>
<td>YES</td>
<td>24HRS - 331DYS</td>
<td>N/A</td>
<td>&gt;INFO CO SEAT()</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Using the information above, is it possible to request seats for British Air (BA) 8 hours prior to flight departure? Yes or No.

Answer: No. The minimum time given for seat requests on British Air is 24 hours.

3. Which of the following entries is valid to assign seats for non-seat participants?
   a. 4RA
   b. 4RS1
   c. 3SANSSA
   d. All of the above

Answer: d. 4R entries are now valid for non-seat participants, with the release of Standardized Seat Requests.

4. The entry 3S2//4NSSW requests which of the following?
   a. Non-smoking window seats for segment 2 and 4.
   b. Non-smoking window seats for 4 passengers on segment 2
   c. Smoking window seats for segments 2 through 4
   d. Non-smoking window seats for segments 2 through 4.

Answer: d. Use double slashes to denote a range of segments in manual requests.
5. It is necessary to display SFAX in all cases because seat data items are suppressed in a PNR. True or False?

Answer: False. Seat data items are not suppressed when working with a PNR in queue.

Related Topics

- Virtual e-Learning:
  Seats and Seat Assignments II
  Availability
  Segment Sell

- Self-paced Tutorials:
  Generic/Specific Seat Request
  Cancel/Change Seat Request

Thank You

- For participating in Seats and Seat Assignments - Session One

- For questions and comments, please send an e-mail to:
  training@worldspan.com
Evaluation