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### OVERVIEW

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Keywords are one *Employee Profile Records* (EPR) component that controls your agents' *Sabre* system functional access. In most situations, agents do not need any keywords to perform normal functions such as displaying availability, displaying and moving Star customer profiles, booking reservations, and issuing tickets.

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### IMPORTANT

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**To ensure agency security, assign only the keywords each agent needs to accomplish their job function.**

**Once you add or delete keywords to an agent's EPR, the agent must sign-in again or enter SI\* to activate the changes.**

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### GENERAL KEYWORDS

### DEFINITION

This keyword is applicable to any agent in your agency.

24TIME

Ability to show all displays in the 24 hour clock time.

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### FLEXIBLE KEYWORDS

### DEFINITION

Flexible keywords **restrict** personnel from performing certain functions in the *Sabre* system, such as ticketing, queue, and profile entries.

NOBCHQ

Restricts access to branch office queues, including message, PNR or special queues. The agent is only able to queue place.

NOBDPS

Restricts agent from designating a boarding pass printer and from issuing boarding passes.

NOCTPS

Restricts agent from creating or updating corporate travel policy records or flexible PNR edits. The agent is only able to view these records and/or edits.

NODOCS

Restricts agent from issuing a ticket, invoice/itinerary, or boarding pass.

NOINIS

Restricts agent from designating an invoice/itinerary printer and from issuing an invoice/itinerary document.

NOMSGQ

Restricts agent access to any home office or branch office message queues. The agent is only able to create a message and queue place.

NOPNRS

Restricts agent to viewing PNRs only. The agent cannot make any changes.

NOQUES

Restricts agent from all queue functionality associated with access to all queues for both the home office and any branch offices. The agent is only able to queue place.

NOSTAR

Restricts agent from creating or updating a *Star* customer profile. The agent is only able to view profiles

NOTKTS

Restricts agent from designating a ticket printer and from issuing a ticket.

## SPECIALTY KEYWORDS

## DEFINITION

These keywords **allow** agents to perform specific functions. **Assign these keywords only when necessary and only to those agents who require the keywords to accomplish the function.**

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| BSRDSP | Ability to assign currency conversion default to multiplicative method, rather than the regular divisional method used in BSR currency conversion calculations.  |
| CCVIEW | Ability to view masked credit card data in Passenger Name Records (PNR) and Customer Star Profiles.  |
| COMMSG | Ability to transmit faxes, telexes, and cables through the <i>Sabre</i> system (billable option).  |
| FOXCTL | Ability to update a customized automated reference system manual (billable option).<br><br><b>Note:</b> <i>Sabre Travel Network</i> personnel must initially assign this keyword to your agency. Contact your support team for assistance in obtaining this keyword for your agency. |
| GLSAGT | Ability to make Global Security entries.   |
| HODMIN | Ability to minimize the HOD hotel display by eliminating the Associate text lines.   |
| MINOPR | Ability to make interface entries in the <i>Sabre</i> system that will transmit data to a back office accounting system.   |
| MRCHNT | Ability to refund a service fee with Card Services.  |
| NETFQD | Ability to view the net fare in the net fare quote (Net Fare Mark-Up)  |
| NETWEB | Ability to update the fares on the web site (Net Fare Mark-Up)   |
| NEGAGT | Ability to grant access to your negotiated fares to additional agency branches   |
| ONSNAP | Ability to work with negotiated fares through the <i>Percent Off Fares Online</i> tool.  |
| PFKAGT | Ability to copy programmable function keys to other agents.  |
| PTRAGT | Ability to clear and remove hardcopy, ticketing, and invoice/itinerary messages that are on hold in the <i>Sabre</i> system print queue.   |
| REMOVE | Ability to delete items from the back office interface queue.  |
| SIRMSG | Ability to create agency based messages that display on an agent's screen when they log on the <i>Sabre</i> system.  |
| SUBAAA | Ability to change AAA into authorized branch office's pseudo city and perform <i>Sabre</i> system functions.   |

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| MANAGERIAL KEYWORDS | DEFINITION |
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**Assign these keywords only when necessary and only to managerial or supervisory agents.**

These keywords allow the agent to **affect the security of your agency data**; including PNRs and Stars, branch access, sine in access, and reports. The agent is also able to activate options and tools that are **billable** to your agency.

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| ACCESS | Ability to open branch access (billable option).  |
| ARCRPT | Ability to use the ARC report through the <i>Sabre</i> system (billable option).  |
| ATBRPT | Ability to delete the ATB Sales Audit Report. This report lists the types of coupons that are issued, the dollar amount, the commission amount, and keeps track of the number of auditor's coupons. |
| CIIMGR | Ability to create customized itineraries and invoices.  |
| CREATE | Ability to create, modify, and purge employee log on ID (EPR).<br>Ability to reset employee passcodes.<br>Users with CREATE can update their own EPR.   |
| GLOBAL | Ability to make queue spectra entries that can access all authorized branch locations.  |
| LABELS | Ability to generate a mailing list and labels (billable option).  |
| PNRREL | Ability to release the security of a PNR to other Sabre travel agencies.  |
| SUBACC | Ability to sine-in to a branch location using a sine-in created at the home office.   |
| SUBMGR | Ability to activate/de-activate optional PNR edits, and to request various reports. Also, the ability to make <i>Spectra</i> PNR search entries and restricted queue entries                        |