Overview

Sabre system history captures all PNR transactions that have occurred in the PNR lifecycle from creation time. All changes to the PNR are logged in history allowing you to determine which actions have taken place by agents and/or automations.

You can retrieve all PNR history or you can filter the display to quickly find historical information you need. You can filter by:

- Individual Fields
- Type of Action
- Category

Display all PNR history

Display history of all PNR fields

The History response appears in chronological order with the latest change at the top. You can navigate the history response using the navigate commands: MU, MT, MD, MB, MD(number of lines), and MU(number of lines).

<table>
<thead>
<tr>
<th>Action codes</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Add</td>
</tr>
<tr>
<td>X</td>
<td>Cancelled</td>
</tr>
<tr>
<td>M</td>
<td>Modify</td>
</tr>
<tr>
<td>SC</td>
<td>Scheduled Changes</td>
</tr>
</tbody>
</table>

Following action codes are history field identifiers. A complete list of history field identifiers is available in Format Finder.

The agent signature line falls below all the actions taken during the same transaction (until you E or ER). The timestamp is in CST time zone. The Received from field (R-) displays above the signature line.
<table>
<thead>
<tr>
<th><strong>Display History by Individual PNR fields</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accounting lines</strong></td>
</tr>
<tr>
<td><strong>Alpha Coded Remarks</strong></td>
</tr>
<tr>
<td><strong>Corporate Number Remarks</strong></td>
</tr>
<tr>
<td><strong>Display End and Email</strong></td>
</tr>
<tr>
<td><strong>Display all car</strong></td>
</tr>
<tr>
<td><strong>Display Email address</strong></td>
</tr>
<tr>
<td><strong>Frequent Flyer Field</strong></td>
</tr>
<tr>
<td><strong>GFAAX SSR information</strong></td>
</tr>
<tr>
<td><strong>Display Remarks field</strong></td>
</tr>
<tr>
<td><strong>History of historical remarks, including form of payment remarks</strong></td>
</tr>
<tr>
<td><strong>Hidden Remarks</strong></td>
</tr>
<tr>
<td><strong>Insurance Remarks</strong></td>
</tr>
<tr>
<td><strong>Invoice Remarks</strong></td>
</tr>
<tr>
<td><strong>Meal request – GFAAX SSR</strong></td>
</tr>
<tr>
<td><strong>Name items</strong></td>
</tr>
<tr>
<td><strong>OSI information</strong></td>
</tr>
<tr>
<td><strong>Pre reserved seats</strong></td>
</tr>
<tr>
<td><strong>PTA items</strong></td>
</tr>
<tr>
<td><strong>Queue Remarks</strong></td>
</tr>
<tr>
<td><strong>SSR information</strong></td>
</tr>
<tr>
<td><strong>Ticket field items</strong></td>
</tr>
</tbody>
</table>

**Note:** The A6 line shows who has security for the PNR after end transaction, when a PNR has been released (6cTA/PCC)
<table>
<thead>
<tr>
<th>Travel Policy Record</th>
<th>Travel Policy Record with name selection</th>
<th>Wheelchair request s–GFAX SSR</th>
<th>Wheelchair requests - SSR</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG*H.(Corporation name)</td>
<td>PG*H.(Corporation name)-(passenger name)</td>
<td>*H3SW</td>
<td>*H4SW</td>
</tr>
</tbody>
</table>

**Display history combining individual PNR fields**

You can display a specific PNR field along with the history for that field all in one entry as follows:

- Display a PNR field along with the history for that specific PNR field. *(PNR field)*(history field identifier)*H
  - *(SF)*HSF
  - *(I)*H
- Display a PNR along with all PNR history *(PNR record locator)*H
  - *ABCDEH*H
- Display a PNR field along with all PNR history *(PNR field)*H
  - *(I)*H

You can also combine multiple history field identifiers in any order.

- Display history combining history field identifiers *(history field identifier)*H*(history field identifier)*H*(history field identifier)*H
  - *HIB*HCC*H5H

**Display PNR History by type of action**

You can filter and display PNR history by specifying a transaction type. Transaction types are:

- -A for Add
- -X for Delete/Cancel
- -M for Modify/Update
- -SC for Schedule Change

Note: Always add the transaction type at the end of the entry. Only one transaction type is allowed per entry.

- Display all Add transactions that are present in PNR history. *H-A
- Display all Add transactions for a specific field type. *(field type)-A
  - *(H)*AC-A
  - *(H)*I-A
- Display history for a specific field type combined with all Add transactions for a category type. *(field type)*H*(category type)-A
  - *(H)*N*HAD-A
- Display all Delete/Cancel transactions that are present in PNR history. *H-X
- Display all Delete/Cancel transactions for a specific field type. *(field type)-X
  - *(H)*T-K-X
  - *(H)*N-X
| Display history for a specific field type combined with all Delete/Cancel transactions for another field type. | *H(field type)*H(field type)-X  
*H5*HAC-X |
| Display all Modify transactions that are present in PNR history. | *H-M |
| Display all Modify transactions for a specific field type. | *H(field type)-M  
*HI-M  
*HIH-M |
| Display history for a specific field type combined with all Modify transactions for another field type. | *H(field type)*H(field type)-M  
*HN*HI-M |
| Display all Schedule Change transactions that are present in history. | *H-SC |
| Display all Schedule Change transactions for a specific field type. | *H(field type)-SC  
*HIA-SC  
*H4SC-SC |

**Display all PNR history Format**

You can filter and display PNR history by specifying a category type. All the fields under that category will display in one integrated chronological order. Category types are:

- **Remarks**
- **Address**
- **Ticketing information**

Display the history of all Remarks transactions in the PNR. This category will display the following fields:

- Historical
- Queue
- FOP Remark
- Alpha Coded Remarks
- Corporate Number Remarks
- Hidden Remarks
- Invoice Remarks
- Itinerary Remarks
- Ticket Remarks
- Regular Remarks
- Client Address
- Delivery Address
- Insurance Remarks
Display the history of all Address transactions in the PNR. This category will display the following fields:

- Agency Address (W)
- Client Address (5/)
- Delivery Address (5D)

Display the history of all the Ticketing transactions in the PNR. This category will display the following fields:

- Ticket field (7)
- Ticketing Time Limit field (8)
- Ticketing entries (T)
- Ticketing related SSR items (3)(4) – TKNE/ TKNM/ TKTL/ TKTT/ TKNA, and ADTK

Display PNR History by Agent Sign and Agency PCC

Find PNR History information by agency PCC.

Notes:
PNR Categories can have multiple occurrences, whereas Action, Agent Sign, and Agent PCC can each have only a single occurrence.

Display historical transaction by a specific PCC

Display historical transactions by agent sign-in

Display historical transactions by a specific PCC and Sign-in

Display historical transactions by Ticketing Category, specific PCC and Sign-on

Display historical by PNR fields; itinerary and accounting lines, by only agent sign-on
**Search by dates**

You can display PNR history based on a timeframe. Search by Date can be combined with search by PNR fields and Categories.

Display historical transaction that occurred on a specific day of the month. (Assumes current month)  

*H/24

Display historical transaction that occurred on a specific day of the month  

*H/23SEP15

Display historical transaction that occurred in a specific month  

*H/SEP

Display historical transactions that occurred between a date range. Assumes current year  

*H/24SEP-30SEP

Display historical transactions that occurred between a date range  

*H/24SEP15-30SEP15

Display historical transactions for ticketing remarks that occurred on a specific date  

*H*/30SEP15

Display historical transactions relating to customer address and ticketing information that occurred between a dates range using the Ticketing Category  

*H*/HTK/30SEP15-15SEP15

**Search by PNR Remark content**

You can search any remark that contains the content specified in the format across all remark fields in PNR history.

Specify remark content  

*H5¥REFUND¥
Reverse Order Display

You can control PNR history chronological order. PNR History display default returns the most recent transactions at the top of the display.

Add the new delimiter /O to the end of the PNR history formats to reverse the chronological order, allowing the oldest transaction to be returned at the top of the display.

Display in reverse chronological order all of PNR history

*H/O

Display in reverse chronological order all address in PNR history using the address category

*HAD/O

Display in reverse chronological order historical transactions containing added ticketing remarks

*H*-A/O

Display in reverse chronological order historical transactions containing deleted/cancelled air itinerary, and Alpha coded “A” remarks

*HIA*HAV-X/O

PNR Divide Creation history

Divided PNR creation history includes new historical content in the divided PNR.

- Alpha Coded Remarks
- Corporate Number Remarks
- Hidden Remarks
- Invoice Remarks
- Itinerary Remarks
- Ticket Remarks
- Regular Remarks
- Client Address Remarks
- Delivery Address Remarks
- Insurance Remarks
- Interface Remarks
- Filler Strip Remarks
- DK Number
Additional References

Find additional information on Format Finder page pnrov350 and on agencyeServices website Additional quick references, quick tip videos and interactive tutorials are available on the Web at http://agencyeservices.sabre.com/ under the Training menu.