



# Quick Reference Guide

Sabre Rail 2.0 – SPLIT (SNCF)

Version 1.0

**Software version Sabre Rail 2.0, v. 2.2.11**

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## General information

### 1.1 Split

Split is an optional feature, offered with SNCF vendor, that allows to make a reservation for multiple number of passengers, and divide the booking at BOOK step, to obtain individual reservation parts (depending on vendor's offer) for each passenger under the same PAO order.

**Reservation flow is the same as for regular bookings. The Split request (checkbox) is available on "BOOK" step and after this step, new screens and split related features are available.**

**To learn more about the regular booking process, please refer to Quick Reference Guide for Sabre Rail 2.0 available on Sabre Marketplace.**

### 1.2 Features

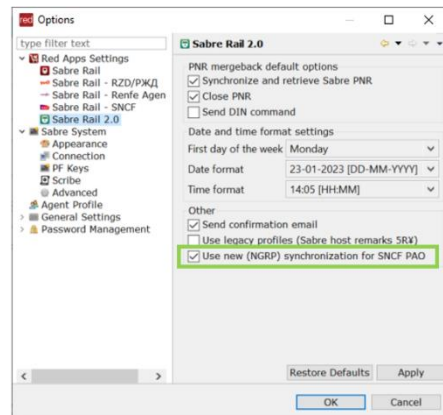
- Create individual reservations - split parts, sharing the same SNCF PAO order number.
- Split reservation available from 2 up to 9 passengers.
- Additional tab: "Order Overview" with important detail from each individual reservation (split part).
- Regular after-sales transactions available on every split part: issue, void, cancel, exchange, refund, synchronize, retrieve travel documents.
- Access to individual passenger reservation (split part) through the drop-down list with passengers' names.
- Manual synchronization of every split part to a single passenger Sabre PNR.
- Possibility to use Sabre Profiles, rail cards, discount fares, corporate information (FCE codes).

### 1.3 Settings

All Sabre Rail 2.0, v.2.2.10 options are available on Sabre Red 360: *Tools > Options > Red Apps Settings > Sabre Rail 2.0* main tab.

Sabre Rail 2.0, v.2.2.10 mandatory synchronization settings for Split:

*"Use new (NGRP) synchronization for SNCF PAO"* should be checked.



## Reservation process

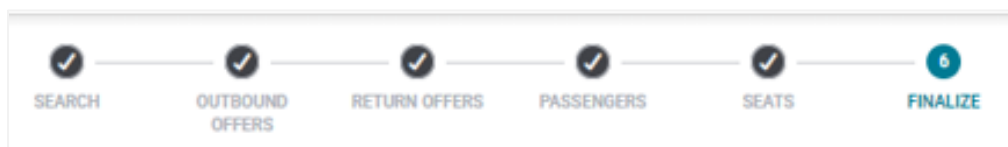
### 2.1 Split reservation process

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Split feature follows the same steps to create a reservations as the regular booking process.

Refer to Quick Reference Guide for Sabre Rail 2.0 to discover detailed regular booking flow :

- Add itinerary, passengers, rail cards, discount codes on Search screen.
- Select the offer on Offer matrix (inbound/outbound or just outbound)
- Insert passenger data and agency information on passenger screen.
- Select the seats (if available).
- FINALIZE SCREEN (“BOOK” step) – **Split option available**



#### 2.1.1 Finalize screen (“BOOK” step) – Split checkbox

---

This is the review step where you can review your recent actions were properly reflected in the PNR before confirmation of purchase. Review fares and provide all necessary data to finalize your booking.

- Verify your itinerary - assigned Class/Fare/Passenger code and correct or reassign fares if necessary.
- Verify the passengers contact data, loyalty card and corporate discount.
- Verify agency’s contact data.
- Verify delivery type.
- Ensure that each data is correct, then click book button to confirm the booking. If you want to make any corrections, you could still step back and click on ‘PREVIOUS’ and fill it again.
- **Split Order** option is available. You can check the box to request to split passengers and have the possibility to manage each split part separately. Split request is only possible at this step. Click on BOOK to confirm the detail of the reservation. If split option was checked and confirmed (BOOK), the reservation will be displayed in a new manner (split view) to easily work on each split part.



### 2.1.2.1 Individual passenger reservation – overview

Access to individual passenger reservation (split part) through the drop-down list with passengers’ names

### 2.1.2.2 Order Overview tab - overview

Order overview tab with most important detail of each individual reservation (split part)

- View all individual reservations from the PAO order on the same screen.
- Possibility to compare information between passengers by opening the drawers. Information available:

- Name of the passengers.
- Status of each individual reservation.
- Passenger e-mail address.
- Travel information: itinerary, train number, class of service, placement and ticket flexibility.

LE
LENA ETOILE
▼

ORDER OVERVIEW

Order ref.: **CY77PX**

Order status: **ON HOLD**

↻

PASSENGER	STATUS	EMAIL ADDRESS
CATRINA SMITH	ONHOLD	SMITH.CATRINA.CC@SABRE.COM <span style="float: right;">^</span>

STATUS	JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	FLEXIBILITY
ON HOLD	PARIS GARE DE LYON 06:54 ● —● 08:56 20 Apr 2023      2h 2min      20 Apr 2023	INOUI 6603	1st class	CAR: 001 SEAT: 042	Exchangeable, Refundable

LENA ETOILE	ONHOLD	ETOILE.LENA@SABRE.COM	▼
NICOLE LEMONDE	ONHOLD	NICOLE.LMND@SABRE.COM	▼

QUIT

### 2.1.2.3 Individual reservation (split part) – detailed description

Individual reservation (split part) contains all the information as for the regular single passenger reservation and the indication of the split made:

- PAO order reference number.
- Information: *“You are working on a split part of the order. Any action made on this tab will be applied only to this particular traveler.”*
- Regular passenger information,
- Regular itinerary information.
- Products & Fare rules information.
- Tickets & Charges information.
- Contact Information (agency information).
- Operation history (if available).



### 2.1.2.3.1 Individual reservation (split part) before ticketing – On Hold status

Available options:

- Quit.
- Synchronize to individual Sabre PNR (manual synchronization).
- Cancel.
- Modify passenger and agency information (agency information will be modified for all the passengers from the PAO order).
- Issue the ticket.

**CS CATRINA SMITH** ORDER OVERVIEW

**You are working on a split part of the order.** Any action made on this tab will be applied only to this particular traveler.

PARIS GARE DE LYON to LYON PART DIEU  
20th Thu Apr  
Order ref.: **CY77PX**  
Order status: **ON HOLD**

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
CATRINA SMITH	PARIS GARE DE LYON LYON PART DIEU 20 Apr 2023 06:54 - 08:56 Direct 2h 2min	ON HOLD	30 Jan 2023 06:54	QNWXXA	29.00 EUR	Electronic ticket

**Passengers**

PASSENGER	DATE OF BIRTH	EMAIL ADDRESS	PHONE NUMBER	LOYALTY CARD	CORPORATE DISCOUNT
CATRINA SMITH	06 Jun 1980	SMITH.CATRINA.CC@SABRE.COM	-	-	-

**Itinerary**

JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	PROPERTIES	SPECIAL WISHES
PARIS GARE DE LYON 06:54 20 Apr 2023	LYON PART DIEU 08:56 20 Apr 2023	INOUI 6603	1st class	CAR: 001 SEAT: 042	Solo seat, Open coach, Bottom deck

Products & Fare rules  
Tickets & Charges  
Contact information  
Operation history

**QUIT** **SYNCHRONIZE** **CANCEL** **MODIFY** **ISSUE**

### 2.1.2.3.2 Issue step

Available options:

- Send confirmation email with ticket – possibility to check the box.
- Synchronize and retrieve Sabre PNR - possibility to check the box. Synchronization to single passenger (individual) Sabre PNR.
- Close PNR - possibility to check the box when Synchronization option selected.
- Send DIN command - possibility to check the box when Close PNR selected.

**Issue order for CATRINA SMITH** X

Your order will be issued. Do you want to continue?

Send confirmation email with ticket

Synchronize and retrieve Sabre PNR

Close PNR

Send DIN command

**NO** **YES**

### 2.1.2.3.3 Individual reservation (split part) after ticketing – Confirmed status

Available options:

- Quit.
- Travel Documents.
- Synchronize.
- Void.
- Refund.
- Exchange.

**Individual split part** after ticketing with Confirmed status.

CS CATRINA SMITH ORDER OVERVIEW

**You are working on a split part of the order.** Any action made on this tab will be applied only to this particular traveler.

PARIS GARE DE LYON to LYON PART DIEU  
20th Thu Apr

Order ref.: CY77PX  
Order status: **CONFIRMED**

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
CATRINA SMITH	PARIS GARE DE LYON LYON PART DIEU 20 Apr 2023 06:54 - 08:56 Direct 2h 2min	CONFIRMED	-	QNWKXA	29.00 EUR	Electronic ticket

Passengers ▼

Itinerary ▼

Products & Fare rules ▼

**Tickets & Charges** ▲

ITEM TYPE	NUMBER	STATUS	PRICE	PAYMENT FORM	PASSENGER	SEGMENT
Ticket	166845460	Issued	29.00 EUR	Cash	CATRINA SMITH	FRPLY - FRLPD
Payment balance	-	-	29.00 EUR	-	-	-

Contact information ▼

**Operation history** ▲

DATE	OPERATION TYPE	ENTITY	SOURCE	BEFORE	AFTER
23 Jan 2023 17:48	Modify	Passenger	Agency	CATRINA SMITH	CATRINA SMITH

QUIT TRAVEL DOCUMENTS SYNCHRONIZE VOID REFUND EXCHANGE

#### 2.1.2.3.4 Travel Documents

---

This feature returns travel documents for issued tickets for a given order. Travel documents contain additional details related to ticket delivery; in this case, URLs are provided to access tickets and print them. The form of travel documents depends on the delivery mode assigned to the ticket.

To open the **electronic ticket** in your browser window, you need to allow notifications from this site by clicking allow when your browser asking to Allow or Block notifications for a site.

#### 2.1.2.3.5 Synchronize

---

If you select “Synchronize to active” session, synchronization should be done manually (clicking on synchronization button). Make sure that the appropriate passenger PNR is displayed in Sabre host (or just an empty host).

For split, synchronization should be done to an individual (single passenger) Sabre PNR.

A historical remark (5H-) will be added to the individual Sabre PNR.

```
13.H-2C SPLITPART
14.H-2C THIS IS A PART OF SPLIT ORDER CZQ5NS
```

#### 2.1.2.3.6 Operation history

---

Shows changes made on every split part and allows to view all the changes made on the whole PAO order.

## After sales operations

After you made an order, you can perform the following modifications on each split part separately (depending on the vendors/trains/fares) :

- Cancel – cancel the booking (on hold status, no tickets issued).
- Void – cancel your order.
- Refund – refund your order.
- Exchange – exchange your order.

### 3.1 Cancel

When you want to cancel not ticketed reservation you can easily click on “Cancel” button. Click on “Cancel” to perform the action and erase the unnecessary individual split part.

**Individual split part** to be cancelled

JS
JANE SMITH

ORDER OVERVIEW

🔗 You are working on a split part of the order. Any action made on this tab will be applied only to this particular traveler.

PARIS GARE DE LYON to LYON PART DIEU

28th Tue Feb

Order ref.: **CZM784**  
Order status: **ON HOLD**

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
JANE SMITH	PARIS GARE DE LYON LYON PART DIEU <small>Direct 2h 2min</small>	ON HOLD	13 Feb 2023 06:54	RYWGPJ	29.00 EUR	Electronic ticket

Passengers
▼

Itinerary
▼

Products & Fare rules
▼

Tickets & Charges
▼

Contact information
▼

Operation history
▼

QUIT

SYNCHRONIZE

CANCEL

MODIFY

ISSUE

**Cancel order for JANE SMITH**  
 Whole itinerary will be cancelled from the order. Do you want to continue?

Synchronize and retrieve Sabre PNR

Close PNR

**NO** **YES**

**Individual split part view** after cancelling (all elements opened)

JS JANE SMITH **ORDER OVERVIEW**

**You are working on a split part of the order.** Any action made on this tab will be applied only to this particular traveler.

Order ref.: **CZM784**  
 Order status: **CANCELED**  
 No elements found

**Passengers**  
 No elements found

**Itinerary**  
 No elements found

**Products & Fare rules**  
 No elements found

**Tickets & Charges**  
 No elements found

**Contact information**  
 No elements found

**Operation history**

DATE	OPERATION TYPE	ENTITY	SOURCE	BEFORE	AFTER
06 Feb 2023 09:54	Delete	Segment	Agency	PARIS GARE DE LYON 28 Feb 2023 06:54 LYON PART DIEU 28 Feb 2023 08:56 SN 6603	-

**QUIT** **SYNCHRONIZE**

Manual synchronization of the cancelled split part is possible.

**Order Overview** tab after cancelling Jane Smith split part reservation (all elements opened)

JS
JANE SMITH
▼

ORDER OVERVIEW

🚆

Order ref.: **CZM784**

Order status: **ON HOLD**

↻

PASSENGER	STATUS	EMAIL ADDRESS
JANE SMITH	CANCELED	^
No elements found		
JOHN SMITH	ON HOLD	^

STATUS	JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	FLEXIBILITY
ON HOLD	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> <p>PARIS GARE DE LYON</p> <p>06:54 ●</p> <p>28 Feb 2023</p> </div> <div style="margin-right: 20px;"> <p>— 2h 2min —</p> </div> <div> <p>LYON PART DIEU</p> <p>● 08:56</p> <p>28 Feb 2023</p> </div> </div>	INOUI 6603	1st class	CAR: 001 SEAT: 044	Exchangeable, Refundable

QUIT

## 3.2 Void

When you want to **cancel ticket booked by mistake** you can easily click on void button against each ticket number. Click 'Void' to perform the action. Usually, there are some constraints depending on the vendor, example: rail vendor may set a 24- hours restriction for this action. **Void** refers to **an immediate cancellation**, and this action does not generate any fees related to the cancellation of the ticket.

### Individual split part to be void

JS JOHN SMITH ORDER OVERVIEW

**You are working on a split part of the order.** Any action made on this tab will be applied only to this particular traveler.

PARIS GARE DE LYON to LYON PART DIEU  
28th Tue Feb

Order ref.: **CZM784**  
Order status: **CONFIRMED**

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
JOHN SMITH	PARIS GARE DE LYON LYON PART DIEU 28 Feb 2023 06:54 - 08:56 Direct 2h 2min	CONFIRMED	-	RYWGNA	29.00 EUR	Electronic ticket

Passengers ▼

Itinerary ▼

Products & Fare rules ▼

Tickets & Charges ▼

Contact information ▼

Operation history ▼

QUIT TRAVEL DOCUMENTS SYNCHRONIZE VOID REFUND EXCHANGE

**Void order for JOHN SMITH**  
Your order will be voided. Do you want to continue?

Synchronize and retrieve Sabre PNR

Close PNR

Send DIN command

NO YES

## Individual split part after void

JS
JOHN SMITH

ORDER OVERVIEW

🔗 You are working on a split part of the order. Any action made on this tab will be applied only to this particular traveler.

🚆

PARIS GARE DE LYON to LYON PART DIEU

28th Tue Feb

↻

Order ref.: **CZM784**  
Order status: **ON HOLD**

PASSENGER	JOURNEY		STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
JOHN SMITH	PARIS GARE DE LYON LYON PART DIEU	28 Feb 2023 06:54 - 08:56 <small>Direct 2h 2min</small>	ON HOLD	-	RYWGNA	0.00 EUR	Electronic ticket

**Passengers** ⬆

PASSENGER	DATE OF BIRTH	EMAIL ADDRESS	PHONE NUMBER	LOYALTY CARD	CORPORATE DISCOUNT
JOHN SMITH	01 Jan 1960	JJSMITHTEST@SABRE.COM	-	-	-

**Itinerary** ⬆

JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	PROPERTIES	SPECIAL WISHES
PARIS GARE DE LYON LYON PART DIEU 06:54 ● 08:56 28 Feb 2023 2h 2min 28 Feb 2023	INOUI 6603	1st class	CAR: 001 SEAT: 044	Aisle, Bottom deck, Duo seat, Open coach	-

Products & Fare rules ⬇

**Tickets & Charges** ⬆

ITEM TYPE	NUMBER	STATUS	PRICE	PAYMENT FORM	PASSENGER	SEGMENT
Ticket	167987491	Canceled	29.00 EUR	Cash	-	-
Payment balance	-	-	0.00 EUR	-	-	-

Contact information ⬇

Operation history ⬇

QUIT

SYNCHRONIZE

CANCEL

MODIFY

ISSUE

Manual synchronization of void split part is possible.



**Order Overview tab** after void of John Smith reservation (status 'on hold')

JS
JOHN SMITH
▼

ORDER OVERVIEW

👤

Order ref.: **CZM784**

Order status: **ON HOLD**

↻

PASSENGER	STATUS	EMAIL ADDRESS
JANE SMITH	CANCELED	▼
JOHN SMITH	ON HOLD	JSMITHTEST@SABRE.COM ▲

STATUS	JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	FLEXIBILITY
ON HOLD	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <p>PARIS GARE DE LYON</p> <p>06:54 ●</p> <p>28 Feb 2023</p> </div> <div style="margin-right: 10px;"> <p>2h 2min</p> </div> <div> <p>LYON PART DIEU</p> <p>● 08:56</p> <p>28 Feb 2023</p> </div> </div>	INOUI 6603	1st class	CAR: 001 SEAT: 044	Exchangeable, Refundable

QUIT

### 3.3 Refund

This functionality allows you to refund all or selected segments for the passenger within his individual split part. The button REFUND may not appear the same day as the ticket was issued. If your client decided not to travel for some reason, please select it from predefined options.

- Select the passenger name from the drop down list to be refunded (individual split part).
- Click on **'REFUND'**
- Chose the order item to be refunded and the reason to justify the refund.
- Click **'ESTIMATE'** to check if there is any cost for refunded tickets.
- The summary screen for the selected passenger with the refund estimate is displayed. You can **confirm** the refund, go back to the **previous** screen or **quit**.

#### Individual split part to be refunded

**BA BRIAN ADAMS** ORDER OVERVIEW

**You are working on a split part of the order.** Any action made on this tab will be applied only to this particular traveler.

**MARSEILLE SAINT CHARLES to PARIS GARE DE LYON**  
28th Tue Feb

Order ref.: **CZN6K4**  
Order status: **CONFIRMED**

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
BRIAN ADAMS	MARSEILLE SAINT CHARLES PARIS GARE DE LYON 28 Feb 2023 16:04 - 19:29 Direct 3h 25min	CONFIRMED	-	RYYJOE	160.00 EUR	Electronic ticket

Passengers

Exchange and refund free of charge up to 30 minutes after departure.  
From 30 minutes prior to departure, tickets can be exchanged up to two times (for the same day and the same journey), and are non-refundable after the first exchange.  
To take a different train, it must be exchanged.

ADAMS	PARIS GARE DE LYON	INDU16124	1st class	Details	FLEXIBILITY	PRICE
					Exchangeable, Refundable	160.00 EUR

Tickets & Charges

Contact information

Operation history

**QUIT** TRAVEL DOCUMENTS SYNCHRONIZE VOID REFUND EXCHANGE

## Journey selected for the refund – Refund screen

1 — 2  
SELECTION ESTIMATION

### Refund

**Journeys to refund**

SEGMENT	PASSENGER	PRICE
MARSEILLE SAINT CHARLES PARIS GARE DE LYON	28 Feb 2023 16:04 - 19:29 Direct 3h 25min	BRIAN ADAMS 160.00 EUR

### Reason

Refund reason  
Customer Requested

QUIT ESTIMATE

‘**Refund estimate**’ informs you about the refund amount of the travel. Total refund quote is estimated by the vendor. It contains refunded items price and fees. It helps determine whether is worthwhile to refund your ticket or not. If you agree with the estimation, click on ‘**CONFIRM**’.

✓ — 2  
SELECTION ESTIMATION

### Refund estimate

SEGMENT	PASSENGER	PRICE
MARSEILLE SAINT CHARLES PARIS GARE DE LYON	28 Feb 2023 16:04 - 19:29 Direct 3h 25min	BRIAN ADAMS 160.00 EUR

Refunded items price: 160.00 EUR  
Refund fee: 0.00 EUR  
Refund amount: **160.00 EUR**

Synchronize and retrieve Sabre PNR   
Close PNR   
Send DIN command

QUIT PREVIOUS CONFIRM

## Individual split part after refund

BA BRIAN ADAMS ORDER OVERVIEW

**You are working on a split part of the order. Any action made on this tab will be applied only to this particular traveler.**

Order ref.: CZN6K4  
Order status: REFUNDED

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
BRIAN ADAMS	-	REFUNDED	-	RYYJOE	0.00 EUR	Unknown

Passengers ▼

Itinerary ▼

Products & Fare rules ▼

**Tickets & Charges** ▲

ITEM TYPE	NUMBER	STATUS	PRICE	PAYMENT FORM	PASSENGER	SEGMENT
Ticket	167994831	Refunded	160.00 EUR	Cash	-	-
Refund fee	167994831	-	0.00 EUR	-	-	-
Payment balance	-	-	0.00 EUR	-	-	-

Contact information ▼

Operation history ▼

QUIT SYNCHRONIZE

Manual synchronization of void split part is possible.

## Order Overview tab after void of Brian Adams reservation (status 'refunded')

BA BRIAN ADAMS ORDER OVERVIEW

Order ref.: CZN6K4  
Order status: CONFIRMED

PASSENGER	STATUS	EMAIL ADDRESS
BRIAN ADAMS	REFUNDED	BRIAN.ADAMSTEST@SABRE.COM
No elements found		
JENNA ADAMS	CONFIRMED	BRIAN.ADAMSTEST@SABRE.COM

QUIT

### 3.4 Exchange

This functionality allows you to make exchanges on every split part (passenger reservation) separately one from each other. Exchange workflow is the same as for a regular reservations (non-split bookings).

- Select the passenger name from the drop down list to be exchanged (individual split part).
- Click on **‘EXCHANGE’**
- Chose the order item to be exchanged.
- Select new data for the journey on Search screen and select preferred offer on the Offer Matrix screen.
- Compare your original and new itinerary.
- Click **‘ESTIMATE’** to check if there is any cost for the exchange of tickets. The summary screen for the selected passenger with the exchange estimate is displayed. You can **confirm** the exchange, go back to the **previous** screen or **quit**.

#### Individual split part to be exchanged

JD JANE DOE ORDER OVERVIEW

You are working on a split part of the order. Any action made on this tab will be applied only to this particular traveler.

MARSEILLE SAINT CHARLES to NANCY  
11th Tue Apr

Order ref.: CZQ9KT  
Order status: CONFIRMED

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
JANE DOE	MARSEILLE SAINT CHARLES NANCY 11 Apr 2023 09:04 - 15:44 1 transfer 6h 40min	CONFIRMED	-	RYDFZI	80.20 EUR	Electronic ticket
	NANCY MARSEILLE SAINT CHARLES 16 Apr 2023 12:26 - 19:44 Direct 7h 18min					

Passengers

Itinerary

Products & Fare rules

Tickets & Charges

Contact information

Operation history

QUIT TRAVEL DOCUMENTS SYNCHRONIZE VOID REFUND EXCHANGE

Exchange screen and the order idem selected for the exchange

1 SELECTION — 2 SEARCH — 3 OFFERS — 4 SEATS — 5 ITINERARY — 6 ESTIMATION

### Exchange

Journeys to exchange

SEGMENT			PASSENGERS	PRICE
<input checked="" type="radio"/> MARSEILLE SAINT CHARLES NANCY	11 Apr 2023 1 transfer	09:04 - 15:44 6h 40min	JANE DOE	49.20 EUR
<input type="radio"/> NANCY MARSEILLE SAINT CHARLES	16 Apr 2023 Direct	12:26 - 19:44 7h 18min	JANE DOE	31.00 EUR

### Reason

Exchange reason  
Customer Requested

**QUIT** **NEXT**

New date selected for the outbound travel

SELECTION — 2 SEARCH — 3 OFFERS — 4 SEATS — 5 ITINERARY — 6 ESTIMATION

### Itinerary

From FRMSC To FRENC

Date 12-04-2023 Time 09:04 Search By departure

**Whole journey options**  
 Direct only

### Passengers

Passenger age 24 Promo code (Optional)

ADD LOYALTY OR DISCOUNT CARD

**Corporate information**

ADD CORPORATE NUMBER

**QUIT** **PREVIOUS** **SEARCH**

## Offer Matrix Screen

✓ — ✓ — 3 — 4 — 5 — 6

SELECTION    SEARCH    OFFERS    SEATS    ITINERARY    ESTIMATION

Result: 12 Offers   Date: 12 Apr 2023   Passengers: 1 (Age: 24)

STATION NAME	TIME	DURATION	TRANSFER	VEHICLE INFO	PREMIUM		STANDARD	
					FLEX	NON-FLEX	FLEX	NON-FLEX
MARSEILLE ST CHARLES NANCY	07:35 13:59	6h 24min	2 transfers	INOUI 5376 INOUI 6250 INOUI 2571	N/A	N/A	N/A	N/A
MARSEILLE ST CHARLES NANCY	09:04 15:44	6h 40min	1 transfer	INOUI 6112 INOUI 2509	49.20 EUR	N/A	40.30 EUR	N/A
MARSEILLE ST CHARLES NANCY	09:46 17:02	7h 16min	Direct	INOUI 5516	31.00 EUR	N/A	25.00 EUR	N/A
MARSEILLE ST CHARLES NANCY	10:47 17:44	6h 57min	1 transfer	INOUI 6188 INOUI 2513	49.20 EUR	N/A	40.30 EUR	N/A

MARSEILLE ST CHA...    NANCY  
 10:47 ● — 17:44 ●  
 12 Apr 2023    6h 57min    12 Apr 2023

49.20 EUR | SELECT

RATE	OVERVIEW	VEHICLE INFO	ON BOARD SERVICES	ADDITIONAL INFO	FARE DETAILS
49.20 EUR	MARSEILLE SAINT C...    PARIS GARE DE LYON 10:47 ● — 14:01 ● 3h 14min	Train INOUI 6188	<ul style="list-style-type: none"> <li>• Wi-Fi</li> <li>• Accessible seat</li> <li>• Bar</li> </ul>	CO <sub>2</sub> : 2.6 KG Electronic ticket	x1 1ST CLASS JR11 PREMIERE (10 seats) Exchangeable Refundable <a href="#">Details</a>
	PARIS EST    NANCY 16:07 ● — 17:44 ● 1h 37min	Train INOUI 2513	<ul style="list-style-type: none"> <li>• Wi-Fi</li> <li>• Accessible seat</li> <li>• Bar</li> <li>• Paid bicycle</li> </ul>	CO <sub>2</sub> : 1.1 KG Electronic ticket	x1 1ST CLASS JR11 PREMIERE (10 seats) Exchangeable Refundable <a href="#">Details</a>
245.50 EUR	MARSEILLE SAINT C...    PARIS GARE DE LYON 10:47 ● — 14:01 ● 3h 14min	Train INOUI 6188	<ul style="list-style-type: none"> <li>• Wi-Fi</li> <li>• Accessible seat</li> <li>• Bar</li> </ul>	CO <sub>2</sub> : 2.6 KG Electronic ticket	x1 1ST CLASS FA11 BUSINESS PREMIERE (111 seats) Exchangeable Refundable <a href="#">Details</a>
	PARIS EST    NANCY 16:07 ● — 17:44 ● 1h 37min	Train INOUI 2513	<ul style="list-style-type: none"> <li>• Wi-Fi</li> <li>• Accessible seat</li> <li>• Bar</li> <li>• Paid bicycle</li> </ul>	CO <sub>2</sub> : 1.1 KG Electronic ticket	x1 1ST CLASS FA11 BUSINESS PREMIERE (111 seats) Exchangeable Refundable <a href="#">Details</a>

MARSEILLE ST CHARLES NANCY	12:47 18:44	5h 57min	1 transfer	INOUI 6174 INOUI 2515	72.30 EUR	N/A	63.30 EUR	N/A
MARSEILLE ST CHARLES NANCY	14:04 21:10	7h 6min	2 transfers	INOUI 6120 INOUI 2625 TER 837582	N/A	N/A	N/A	N/A

QUIT

PREVIOUS

Itinerary comparison screen and estimation screen with the cost of the exchange

✓ SELECTION    ✓ SEARCH    ✓ OFFERS    ✓ SEATS    **5** ITINERARY    6 ESTIMATION

### Refund Journey

JOURNEY	TRAIN	CLASS OF SERVICE	FARES
MARSEILLE SAINT C... 09:04 ● 11 Apr 2023	PARIS GARE DE LYON ● 12:23 11 Apr 2023	INOUI 6112	1st class JR11 PREMIERE <a href="#">Details</a>
PARIS EST 13:58 ● 11 Apr 2023	NANCY ● 15:44 11 Apr 2023	INOUI 2509	1st class JR11 PREMIERE <a href="#">Details</a>

### New Journey

JOURNEY	TRAIN	CLASS OF SERVICE	FARES
MARSEILLE SAINT C... 10:47 ● 12 Apr 2023	PARIS GARE DE LYON ● 14:01 12 Apr 2023	INOUI 6188	1st class JR11 PREMIERE <a href="#">Details</a>
PARIS EST 16:07 ● 12 Apr 2023	NANCY ● 17:44 12 Apr 2023	INOUI 2513	1st class JR11 PREMIERE <a href="#">Details</a>

### Delivery

Delivery type: Electronic ticket

QUIT
PREVIOUS
NEXT

✓ SELECTION    ✓ SEARCH    ✓ OFFERS    ✓ SEATS    ✓ ITINERARY    **6** ESTIMATION

### Refund Journey

JOURNEY	TRAIN	CLASS OF SERVICE	FARES
MARSEILLE SAINT C... 09:04 ● 11 Apr 2023	PARIS GARE DE LYON ● 12:23 11 Apr 2023	INOUI 6112	1st class JR11 PREMIERE <a href="#">Details</a>
PARIS EST 13:58 ● 11 Apr 2023	NANCY ● 15:44 11 Apr 2023	INOUI 2509	1st class JR11 PREMIERE <a href="#">Details</a>

### New Journey

JOURNEY	TRAIN	CLASS OF SERVICE	FARES
MARSEILLE SAINT C... 10:47 ● 12 Apr 2023	PARIS GARE DE LYON ● 14:01 12 Apr 2023	INOUI 6188	1st class JR11 PREMIERE <a href="#">Details</a>
PARIS EST 16:07 ● 12 Apr 2023	NANCY ● 17:44 12 Apr 2023	INOUI 2513	1st class JR11 PREMIERE <a href="#">Details</a>

	Refunded items price: 49.20 EUR Issued items price: 49.20 EUR Refund amount: <b>0.00 EUR</b>
--	--

Send confirmation email with ticket  
 Synchronize and retrieve Sabre PNR  
 Close PNR  
 Send DIN command

QUIT
PREVIOUS
CONFIRM



**Individual split part** after the exchange – new date for the outbound journey: 12APR23

JD
JANE DOE
▼

ORDER OVERVIEW

🔔 You are working on a split part of the order. Any action made on this tab will be applied only to this particular traveler.

📍 MARSEILLE SAINT CHARLES to NANCY  
12th Wed Apr

Order ref.: **CZQ9KT**  
 Order status: **CONFIRMED**

PASSENGER	JOURNEY	STATUS	ON HOLD TIME LIMIT	CARRIER REF.	PRICE	DELIVERY
JANE DOE	MARSEILLE SAINT CHARLES NANCY <span style="font-size: 0.7em;">12 Apr 2023 10:47 - 17:44 1 transfer 6h 57min</span>	CONFIRMED	-	RYDFZI	80.20 EUR	Electronic ticket
	NANCY MARSEILLE SAINT CHARLES <span style="font-size: 0.7em;">16 Apr 2023 12:26 - 19:44 Direct 7h 18min</span>					

Passengers ▼

Itinerary ▼

Products & Fare rules ▼

**Tickets & Charges** 🔍

ITEM TYPE	NUMBER	STATUS	PRICE	PAYMENT FORM	PASSENGER	SEGMENT
Ticket	168015491	Refunded	49.20 EUR	Cash	-	-
Ticket	168015500	Issued	31.00 EUR	Cash	JANE DOE	FRENC - FRMSC
Ticket	168015791	Issued	49.20 EUR	Cash	JANE DOE	FRMSC - FRPLY FRPST - FRENC
Refund fee	168015491	-	0.00 EUR	-	-	-
Payment balance	-	-	80.20 EUR	-	-	-

Contact information ▼

Operation history ▼

QUIT
TRAVEL DOCUMENTS
SYNCHRONIZE
VOID
REFUND
EXCHANGE

Manual synchronization of exchanged split part is possible.

**Order Overview tab** with Jane Doe new travel dates and John Doe originally booked dates (no changes).

JD JANE DOE

ORDER OVERVIEW

Order ref.: CZQ9KT

Order status: CONFIRMED

↻

PASSENGER	STATUS	EMAIL ADDRESS
JANE DOE	CONFIRMED	RAILTESTSABRE@SABRE.COM

STATUS	JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	FLEXIBILITY	
CONFIRMED	MARSEILLE SAINT C... 10:47 ● 12 Apr 2023	PARIS GARE DE LYON 14:01 ● 12 Apr 2023	INOUI 6188	1st class	CAR: 001 SEAT: 061	Exchangeable, Refundable
	PARIS EST 16:07 ● 12 Apr 2023	NANCY 17:44 ● 12 Apr 2023	INOUI 2513	1st class	CAR: 002 SEAT: 041	Exchangeable, Refundable
	NANCY 12:26 ● 16 Apr 2023	MARSEILLE SAINT C... 19:44 ● 16 Apr 2023	INOUI 5537	1st class	CAR: 011 SEAT: 053	Exchangeable, Refundable

PASSENGER	STATUS	EMAIL ADDRESS
JOHN DOE	CONFIRMED	RAILTESTSABRE@SABRE.COM

STATUS	JOURNEY	TRAIN	CLASS OF SERVICE	PLACEMENT	FLEXIBILITY	
CONFIRMED	MARSEILLE SAINT C... 09:04 ● 11 Apr 2023	PARIS GARE DE LYON 12:23 ● 11 Apr 2023	INOUI 6112	1st class	CAR: 001 SEAT: 054	Exchangeable, Refundable
	PARIS EST 13:58 ● 11 Apr 2023	NANCY 15:44 ● 11 Apr 2023	INOUI 2509	1st class	CAR: 001 SEAT: 044	Exchangeable, Refundable
	NANCY 12:26 ● 16 Apr 2023	MARSEILLE SAINT C... 19:44 ● 16 Apr 2023	INOUI 5537	1st class	CAR: 011 SEAT: 054	Exchangeable, Refundable

QUIT

# Retrieve reservations

## 4.1 Retrieve the booking from a Sabre PNR

Your PNR needs to be opened in the active session and hold passenger data to use. When using a PNR related to a split PAO order, the traveler owning the PNR (passenger) will be selected from the drop-down list and the appropriate split part will be displayed in Sabre Rail 2.0.

The screenshot shows a web interface with a dropdown menu at the top set to "Select Vendor" and "SNCF French rail". Below this are three sections: "Create" with buttons for "CREATE RESERVATION" and "BUY RAIL CARD"; "Retrieve" with a button for "FROM SABRE PNR" highlighted by a green box, and an "Order No." input field next to a "LOAD ORDER" button; and "Report" with a "GENERATE REPORT" button.

## 4.2 Retrieve the booking with an order reference (“Load order”)

This feature allows you to load your order using Order No. (order ID). Your order ID was assigned to your order after confirmation. You can use it whenever you want to load your order details again. Your order will be opened in the active session and hold passenger data to use. First passenger split part from a split order will be displayed.

The screenshot shows the same web interface as in 4.1, but with the "Order No." input field containing the value "CVVY8" and the "LOAD ORDER" button highlighted by a green box. The "FROM SABRE PNR" button is no longer highlighted.