

## AS Data Migration Teletype messages

**PNR Data Migration** 



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Introduction

### 1.1 Overview

In coordination with the migration of Hawaiian Airlines to Alaska Airlines, HA flights will be cancelled and replaced with corresponding AS flights.

As a result, Sabre will be sending Teletype messages to all partners and parties, including Amadeus to inform them of the changes required in their PNRs where HA flights are being cancelled and replaced with AS flights. This will be accomplished by sending various types of Teletype messages, in accordance with current AIRIMP rules for format and content.

In addition to the itinerary segments being cancelled/ rebooked, the rebooking messages may also contain:

- Arrival/continuation/intervening segments
- Requests for special services in the flights rebooked, such as meals, wheelchair, etc.
- Requests for pre-reserved seats in the flights rebooked

One or more teletype messages may be triggered from the same PNR. For instance, if a third party booked a PNR with a HA codeshare marketing flight operated by another airline, the booking source will receive an ASC message; and the codeshare partner will receive a cancel/rebook message.

### 1.2 Definitions

### **PNR** Categories:

- 1. <u>HA/1A</u> These are PNRs originally created by HA direct channel will be migrated as AS direct channel PNR
- 2. Other/1A PNRs originally created by any Amadeus user other than HA will be migrated as Teletype created PNR with the OA Record Locator field in the AS PNR pointing to the original Amadeus PNR (R-MUC1A abc123)
- 3. OtherGDS PNRs originally created by 3<sup>rd</sup> party booking source (not 1A) will be migrated as Teletype created PNR with the R- field pointing to the original 3<sup>rd</sup> party PNR
- <u>C1</u> This is the date of the Sales Cutover, currently planned for 14Oct2025
- <u>C2</u> This is the date of the Operation Cutover, currently planned for 22Apr2026

Types of Messages

### 2.1 ASC

In the event of a non HA/1A PNR (i.e. created by another 1A user; or in another GDS), containing HA segments, an ASC message will be sent. The ASC message may also contain SSR confirmations for the newly booked segments; as well as confirmation of pre-reserved seats in those flights. Note that the ASC message follows standard AIRIMP format as defined in section 3.7.6.13, Schedule Change Notification of a merging airline.

- In the case of codeshare flights marketed by HA, the codeshare agreements will be transferred to AS. Thus, the codeshare partners operating said flights will receive standard cancel/rebook messages cancelling the old HA flight and rebooking the same passenger in the replacing AS flight.
- In the case of codeshare flights operated by HA and marketed by some other airline, the marketing partner may choose whether or not they want to receive ASC messages to inform them of the new operating flight number/class.

### 2.2 NAR/NCO messages

In the case of HA/1A PNRs containing HA segments and air segments belonging to other airlines, standard NAR/NCO messages may be sent to those airlines in the itinerary immediately before or after a HA segment. NAR/NCO messages are NOT sent for non HA/1A PNRs. NAR/NCO message contents follow rules defined in AIRIMP sections 3.7.9 and 3.7.13, respectively.

### 2.3 NRL/TRL messages

Standard NRL and TRL messages will also be sent to inform partners/other airlines/GDS' of the new record locators in the Sabre system.

### 2.4 Rules for sending NRL messages

- If the PNR is an HA/1A PNR, , to all airlines present in the itinerary.
- To all codeshare partners operating HA segments. This is done for all PNRs containing such segments, whether created by HA or a third party.
- Elements in an NRL message:
  - a. Message constructed in accordance with AIRIMP 3.7.12 and 8.13.6 (for codeshare partners).
  - b. It contains the NRL tag and the new locator of the migrated PNR.
  - c. It also contains the segments belonging/operated to the airline receiving the message, plus arrivals/continuations (as per AIRIMP 3.7.12.2 and 8.13.6.3).
  - d. It does not contain any SSR information.
  - e. It only contains one OSI line, informing the previous locator of the migrated PNR.

f. If the NRL applies to a migrated codeshare marketing PNR originally created by a third party (i.e. neither AS nor HA), the message may contain the third party record locator, depending on the codeshare agreement between HA and the operating airline.

### 2.5 Rules for sending TRL messages

- If the PNR is Other1A or OtherGDS (i.e. created by a third party), to said third party. This scenario includes codeshare operating PNRs, where the third party creating the PNR is the codeshare marketer.
- Elements in a TRL message:
  - 1. It contains the TRL tag, plus the receiving party locator, and the new migrated PNR locator.
  - 2. It contains only segments belonging/marketed by AS.
  - 3. It does not contain any SSR information.
  - 4. It does not contain any OSI line.
  - 5. By applying the rules for sending NRL and TRL messages, the following combination of messages may be sent out of each individual PNR, depending on the PNR characteristics:
    - a. Non HA/1A PNR, containing one or more codeshare segment marketed by HA and operated by some other airline: one TRL message to the party that created the PNR; plus one NRL message to each codeshare partner operating the segments in the itinerary.
    - b. Non HA/1A PNR, NOT containing any codeshare segment marketed by HA: only one TRL message to the party that created the PNR.

Note: In scenarios a and b: if a non HA/1A PNR contains interline segments belonging to airlines other than HA, no message is sent to those airlines.

- c. HA/1A PNR, containing one or more codeshare segment marketed by HA and operated by some other airline; plus one or more interline segments belonging to airlines other than HA: one NRL to each airline operating the codeshare segments marketed by HA; plus one NRL message to each airline appearing in the interline segments. If one of the airlines appears both as operating a segment marketed by HA and also in some of the interline segments, there might be one NRL message to said airline, containing all codeshare operated and interline segments; or two separate messages, one for the codeshare segments, and one for the interline segments, may be sent; this will depend on the specific codeshare agreement.
- d. HA/1A PNR containing NO interline or codeshare segments: no messages are sent anywhere.

Scenarios 3

Below you will find descriptions of possible rebooking scenarios as well as examples of the types of messages that will be sent.

The examples below are taken from the DTR1 activity in CERT where C2 is defined as 01Jan2026.

Note: For all migration related messages, the TTY message from Sabre to Shares will be coming from TTY address RXLRMAA. For all other messages, the TTY address will be from HDQRMAA.

### 3.1 HA booked 'Straddle' PNR - HA space before and after C2

For HA/1A PNRs, there will be two teletype messages to be generated to cancel the itinerary in the PNR that remains in the Amadeus system. The objective is to minimize potential issues from the presence of a PNR in Amadeus that contains a no longer valid reservation.

- The first message will be a standard NRL message sent to "convert" the HA/1A PNR in Amadeus into a OtherGDS ("Teletype created") PNR.
- The second message will be a standard cancellation message to cancel all remaining HA segments in said PNR.

### **Example:**

In this example, taken from DTR1, we have defined C2 as 01JAN2026.

We have a 'Straddle' PNR with 2 HA segments, one before C2, which is migrated unchanged to the AS PNR; another one after C2, which is converted to an AS segment.

This is the migrated PNR:

The highlighted fields show the relevant information:

- The received from field shows that the original PNR had been created by an HA office (i.e. it is an HA/1A PNR).
- The yellow segment flies before C2, therefore it is migrated unchanged.
- The cyan segment flies after C2, therefore it is migrated as an AS segment; the cyan remark shows the flight mapping information.
- The gray line shows the original PNR locator in the Amadeus system.

• The magenta field is the record locator of the migrated PNR in the AS system.

And these are the Teletype messages generated:

QK MUCQY1A
.RXLBBAS 021249
NRL
HDQAS TWUESS
1HANSON/GREG
HA667K05AUG OAKLIH HK1 1A
HA968K16JAN LIHOAK HK1 1A
OSI YY RLOC MUC1A6C7J9K

QK MUCQY1A
.HDQBBAS 021305
HDQAS TWUESS
1HANSON/GREG
HA968K16JAN LIHOAK XX1 1A
OSI YY PNR MIGRATED TO SABRE LOCATOR TWUESS

After these 2 messages are processed in the Amadeus system, the HA segment flying on 16JAN that was present in the Amadeus PNR should be cancelled; the HA segment flying before C2 remains unchanged.

Important note: The cancellation message will not be generated if any of the HA segments in the original PNR was a codeshare segment marketed by HA and operated by another airline (OA). The reason for this is that under normal circumstances, once the Amadeus system receives the cancellation message, it should send a cancellation message to the operating airline. We want to avoid that.

Instead, the migration process will send a cancel/rebook message directly to the operator, see section 3.5 below.

### 3.2 PNR created by a 3rd Party (in this case a Sabre travel agency)

For non HA/1A PNRs (i.e. either Other1A or OtherGDS PNRs), we need to transmit a pseudo-ASC message to replace the HA segments with the corresponding AS segments in the booking source PNR.

These messages are often referred to as "UNTK" messages because the HA segment appears with a UN status, and the AS segment appears as TK.

This is also related to the UNTK remark in the migrated PNR, because said remark contains the flight information needed by TTY to contruct the correct message.

In this example, taken from DTR1, we have defined C2 as 01JAN2026.

This is the migrated PNR:

In this case, the original PNR belongs to a Sabre Subscriber, locator FTOMQK in the Sabre system. The corresponding UNTK message is:

```
QK HDQRM1S
.HDQBBAS 021357
ASC
HDQ1SFTOMQK
1SPACCAVENTO/DANIELLE PATRICIA MS
HA807U02MAR LASHNL UN1
AS807X02MAR LASHNL TK1/0905 1340
OSI AS OSRI/C40000002F47387B/A0000/N-00000002
```

Note: The OSI OSRI line is not part of the standard ASC message. It is only an internal Sabre requirement since both AS and the Sabre system are hosted in the same computer system. It is irrelevant for the purpose of this document.

Once this message is received by the Sabre system, the original Sabre subscriber PNR will be updated to replace the HA807 segment with AS807.

<u>Important note</u>: Some Teletype software systems have checks in place to prevent the processing of ASC messages if the airline codes in the UN and TK segments do not match.

In this case, the UN segment belongs to HA and the TK segment belongs to AS: which means that some systems may reject this message.

HA must notify all GDS systems that this change will be occurring so those systems are prepared and can handle these messages properly.

### 3.3 PNR created by a 3rd Party (in this case a 1A user, not HA)

In this example, this is an Other1A l PNR (created by an Amadeus user that is not HA), as seen in the "RECEIVED FROM" line below.

Therefore, the Amadeus PNR will remain and the AS migrated PNR must look like a Teletype created PNR, controlled by the Amadeus PNR

### This is the migrated PNR:

### The UNTK message generated in this case is:

```
QK MUCQY1A
.RXLBBAS 021414
ASC
MUC1A6ZBM8C
1TAKAGI/MASAFUMI MR 1TAKAGI/CHIEMI MS 1TAKAGI/SHUN MR
1TAKAGI/HARUKA MS
HA850Z08FEB KIXHNL UN4
AS850008FEB KIXHNL TK4/2045 0845
HA849Z12FEB HNLKIX UN4
AS849012FEB HNLKIX TK4/1320 1845/1
```

### 3.4 PNR created by a 3rd Party containing OA\*/HA codeshare flights

This category includes PNRs that contain codeshare flights marketed by another airline and operated by HA, which, after migration, will become codeshare flights operated by AS.

In this case, the UN/TK is sent to the marketing airline, so they know that the operating flight has changed.

**Note**: this is not a "standard" message because there is no "standard" message to cover the scenario where the operating flight is migrated to a different airline code.

But if the message is not automatically processed by the marketing airline, the message will be rejected by the marketing airline system and will need to be manually processed by their Teletype Reject agents.

One example, also from DTR1 (C2 = 01JAN2026):

```
*RFNTSH*n*i*p5*p6
1.1SERVICE/ERINB 2.1SERVICE/GEOFFREYJ
1 DL 344Q 16JAN F SEAOGG HK2 135P 550P /E
2 AS1135V 21JAN W OGGHNL HK2 312P 351P HRS /E
     /MARKETED BY DELTA AIR LINES INC /DL 7708 /HR7Y8H
     OPERATED BY /ALASKA AS HAWAIIAN AIRLINES
3 DL 313Q 21JAN W HNLMSP HK2
                               510P 500A 22JAN Q /E
REMARKS
 1.H-PNR CREATED BY SABRE MIGRATION SOFTWARE
 2.H-OLDRLOC MUC1A22F2I3/22APR25/1530/1A
 3.H-UNTK INFO- HA 1135 H 21JAN OGGHNL / AS 1135 V
 4.H-NAME CLUSTER-2-SERVICE
RECEIVED FROM - HDODL/0000DL 22APR25
RECORD LOCATOR - HDQDLHR7Y8H
TTY.TTYRMDL 0919/01JUL25 RFNTSH H B
*b
SEATS/BOARDING PASS
    1135V 21JAN OGGHNL HK 15A N
                                      1.1 SERVICE/ERINB
   1135V 21JAN OGGHNL HK 15B N
                                      2.1 SERVICE/GEOFFREYJ
```

The corresponding UNTK message to the marketer is:

```
QK ATLVZDL
.HDQBBAS 021505
ASC

HDQDLHR7Y8H
1SERVICE/ERINB 1SERVICE/GEOFFREYJ
HA1135H21JAN OGGHNL UN2
AS1135V21JAN OGGHNL TK2/1512 1551
SSR NSST AS KK1 OGGHNL1135V21JAN-1SERVICE/ERINB.15AN
SSR NSST AS KK1 OGGHNL1135V21JAN-1SERVICE/GEOFFREYJ.15BN
```

### 3.5 PNR containing HA\*/OA codeshare flights

For PNRs containing HA\*/OA codeshare segments marketed by HA and operated by OA that are migrated as AS\*/OA, a cancel/rebook message is sent to the operator to cancel the previous HA\*/OA segment and to rebook it as AS\*/OA.

This message is sent in addition to the UNTK message that will be sent to the booking source if the PNR is a non HA/1A PNR.

At the time of writing this document, there are no valid successful examples of this scenario from DTR1. We created a mock example in TSTS to illustrate this case.

This is a PNR created in TSTS. Let's keep in mind that this is a fictitious scenario:

```
*JODDUU
JODDUU
 1.1BATTAGLINO/JUAN
 1 AS4370Y 23JUL W LAXTUL HK1
                                927A 246P /E
     OPERATED BY /SKYWEST AIRLINES AS AMERICAN EAGLE
     4932Y/JBZFNE
     /LAX CHECK-IN WITH AMERICAN AIRLINES
TKT/TIME LIMIT
  1.T-
PHONES
  1.HDQ1234
REMARKS
  1.H-PNR CREATED BY SABRE MIGRATION SOFTWARE
  2.H-OLDRLOC MUC1A11UOVZ/26MAY25/1704/1A
  3.H-UNTK INFO- HA 4370 Y 23JUL LAXTUL / AS 4370 Y
RECEIVED FROM - P
HDQ.HDQ#HUA 0950/30JUN25 JODDUU H
```

In this example, we are simulating that the original PNR in the Amadeus system (locator 11UOVZ) contained segment HA\*4370 codeshare marketing operated by AA 4932. HA\*4370 has been migrated as AS4370, operated by the same AA flight. In this example, this was an HA/1A PNR, which migrates to Sabre as an AS owned PNR. There is no cancellation message sent to the HA/1A PNR because we want to prevent 1A from sending a cancellation message to AA.

The cancel/rebook message is:

```
QK TULRMAA
.HDQBBAS 021827

MUC1A 11UOVZ

1BATTAGLINO/JUAN

AA4932Y/HA4370Y23JUL LAXTUL CX1

AA4932Y/AS4370Y23JUL LAXTUL CY1/0927 1446

OSI AA OSRI/C100000031372482/A0000/N-00000003
```

Notice in this message that the locator line contains the old PNR Amadeus locator, because the operating airline (AA in this case) does not know yet that the PNR has been migrated. A subsequent NRL message (see section 3.8 below) will inform the operator of the new PNR locator.

<u>Important note</u>: Some Teletype software systems may have checks to prevent two or more different marketing airlines in the same message.

In this case, said messages will be rejected by the operator's system, and will need to be manually processed by the operator's Teletype Reject agents.

### 3.6 HA Booked PNR containing OA flights – NAR Message

For HA/1A PNRs that contain Other Airline segments, additional standard messages may be generated.

These are NAR/NCO (new arrival, new continuation) messages; and NRL (new record locator) messages.

The New Arrival (NAR) message is sent if the original PNR contained one HA segment connecting to one OA segment; and the HA segment was migrated to AS. In that case, the NAR message informs the OA that the arrival segment for their flight has changed.

This is one example from DTR1:

```
*TSIXSV*N*I*P5*P6

1.1YAMAGUCHI/FAYE M 2.1YAMAGUCHI/WALLACE T

1 AS 8310 03FEB T HNLHND HK2 245P 730P 04FEB W HRS /E

/OPERATED BY /ALASKA AS HAWAIIAN AIRLINES

2 NH 843L 05FEB Q HNDSIN HK2 1225A 655A /E

3 AS 832O 28FEB J HNDHNL HK2 920P 910A HRS /E

/OPERATED BY /ALASKA AS HAWAIIAN AIRLINES

REMARKS

1.H-PNR CREATED BY SABRE MIGRATION SOFTWARE

2.H-OLDRLOC MUC1A5HPURQ/22MAY25/1846/1A

3.H-UNTK INFO- HA 0831 O 03FEB HNLHND / AS 0831 O

4.H-UNTK INFO- HA 0832 O 28FEB HNDHNL / AS 0832 O

RECEIVED FROM - HNLHA08DS/0114PP 10MAY25/12992475

HDQ.PNR@MIG 0921/01JUL25 TSIXSV H B
```

In this case, we have an HA/1A PNR originally created by an HA office, with one HA segment followed by one NH segment. The HA segment was migrated to AS. Therefore, a message must be sent to NH to inform them of the new arrival:

```
QK MUCQY1A
.RXLBBAS 021520
NAR
MUC1A 5HPURQ
1YAMAGUCHI/FAYE M 1YAMAGUCHI/WALLACE T
AS831003FEB HNLHND HK2/1445 1930/1
NH843L05FEB HNDSIN HK2
```

Notice that in this message, the system sends the original 1A locator because NH does not yet know that the PNR has been migrated to the AS system. A subsequent NRL message will also be sent to NH to inform them of the migration (see 3.8 below).

### 3.7 HA Booked PNR containing OA flights – NCO Message

The new continuation space (NCO) is used to inform an OA that the air segment that is the outbound connection of their own OA segment has changed. In the example shown in 3.6, the second HA segment was migrated to AS; but it was not a connection for the NH segment; therefore, no NCO segment was sent to NH.

This PNR (also from DTR1) that will trigger an NCO message:

```
*TVLIYC*N*I*P5*P6

1.1WU/MEI I

1 BR 160W 14JAN W TPEICN HK1 1200A 1200A /E

2 AS 860O 14JAN W ICNHNL HK1 925P 1020A HRS /E
    /OPERATED BY /ALASKA AS HAWAIIAN AIRLINES

3 AS1073L 14JAN W HNLLIH HK1 1225P 107P HRS /E
    /OPERATED BY /ALASKA AS HAWAIIAN AIRLINES

REMARKS

1.H-PNR CREATED BY SABRE MIGRATION SOFTWARE
2.H-OLDRLOC MUC1A5AR468/07MAY25/2115/1A

3.H-UNTK INFO- HA 0860 Z 14JAN ICNHNL / AS 0860 O
4.H-UNTK INFO- HA 1073 M 14JAN HNLLIH / AS 1073 L
....

RECEIVED FROM - HNLHA08DS/0114PP 27APR25/12992475

HDQ.PNR@MIG 0919/01JUL25 TVLIYC H B
```

### The generated message is:

```
QK MUCQY1A
.RXLBBAS 021637
NCO
MUC1A 5AR468
1WU/MEI I
BR160W14JAN TPEICN HK1
AS860014JAN ICNHNL HK1/2125 1020
```

Again, also notice that the message shows the original 1A locator, because the BR system (BR also hosted in Amadeus in this case) does not know yet that the HA PNR has been migrated to the AS system. A subsequent NRL message will inform them the new locator.

### 3.8 HA Booked PNR containing OA flights – NRL Message

The NRL (New Record Locator) is a standard Teletype message used to inform the Other Airlines (OA) in the itinerary of a host owned PNR that the PNR has moved to a new location and/or system. It will be generated for all PNRs booked by HA that contain OA segments; and for all PNRs that contain HA\*/OA codeshare segments that were migrated to AS\*/OA codeshare segments.

### Example from DTR1:

```
*TUWDYF*N*I*P5*P6
1.1WONG/TERRIE K 2.1WONG/WENDELL G M
1 AS 8310 03FEB T HNLHND HK2
                              245P 730P
                                           04FEB W HRS /E
     /OPERATED BY /ALASKA AS HAWAIIAN AIRLINES
2 NH 843L 05FEB Q HNDSIN HK2 1225A 655A /E
3 AS 8320 28FEB J HNDHNL HK2 920P 910A HRS /E
     OPERATED BY /ALASKA AS HAWAIIAN AIRLINES
REMARKS
 1.H-PNR CREATED BY SABRE MIGRATION SOFTWARE
 2.H-OLDRLOC MUC1A5HQQ7M/22MAY25/1834/1A
 3.H-UNTK INFO- HA 0831 O 03FEB HNLHND / AS 0831 O
 4.H-UNTK INFO- HA 0832 O 28FEB HNDHNL / AS 0832 O
RECEIVED FROM - HNLHAO8DS/0114PP 10MAY25/12992475
HDQ.PNR@MIG 0921/01JUL25 TUWDYF H B
```

### The NRL message is:

```
QK MUCQY1A
.HDQBBAS 021740
NRL

HDQAS TUWDYF
/HDQ/99999999/HDQ/AS/A/US.
1WONG/TERRIE K 1 WONG/WENDELL G M
AS831003FEB HNLHND HK2/1445 1930/1
NH843L05FEB HNDSIN HK2 1A
OSI YY RLOC MUC1A5HQQ7M
```

The first line after NRL contains the new record locator; the OSI line contains the previous record locator.

### 3.9 PNRs created by a 3<sup>rd</sup> party – TRL Message

For non HA/1A PNRs (either Other1A or OtherGDS), the last message to be generated is a TRL (Teletype Record Locator). These are standard messages sent only if there is a bilateral agreement between the booking source (where the PNR originated) and the airline (AS in this case). The purpose of the TRL message is to let the booking source know the record locator of the reservation in the AS system.

### Example from DTR1:

```
*rdwmud*n*i*p5*p6

1.1SOMA/KATSURA MR 2.1SOMA/MIWA MS 3.1SOMA/AOI MS

1 AS10170 01APR W KOAHNL HK3 700A 747A /E
    /OPERATED BY /ALASKA AS HAWAIIAN AIRLINES

REMARKS

1.H-PNR CREATED BY SABRE MIGRATION SOFTWARE
2.H-OLDRLOC MUC1A4IGWFO/07MAY25/0727/1A
3.H-UNTK INFO- HA 1017 Z 01APR KOAHNL / AS 1017 O
...

RECEIVED FROM - SWI1G/00001G 07MAY25/14637302

RECORD LOCATOR - SWI1GC604TS

TTY.TTYRM1G 0923/01JUL25 RDWMUD H
```

This is a PNR originating in the 1G system, and AS has a TRL agreement with 1G, so a TRL message is sent to 1G with this format:

```
QK SWITT1G
.HDQBBAS 021805
TRL
SWI1GC604TS
HDQAS RDWMUD
1SOMA/KATSURA MR 1SOMA/MIWA MS 1SOMA/AOI MS
AS1017001APR KOAHNL HK3
```

<u>Note</u>: In this scenario (and applicable to all non HA/1A PNRs), the booking source will first receive a UNTK message to inform them of the new AS segments replacing the HA segments.

After that, the booking source will get the TRL message informing them of the new AS locator.

The PNR migration software ensures that the messages are sent in the proper sequence.