Course overview

Course: Introduction to Reviewing a PNR History

Course purpose and learning goal: *The ability to read and interpret a PNR history ensures that agents are providing the most accurate and appropriate response to actions already applied toward a PNR.*

Course objectives: By the end of this course, learners will be able to:

1. Explain the importance of reading the PNR history.
2. Identify the sequence of actions performed to a PNR.
3. Determine the changes performed to a PNR.
4. Identify who performed changes to a PNR.

Course duration (estimated): 290 minutes (including workshop)

Course macro structure

This table gives you a quick overview of the course. The next pages will provide a more detailed outline.

Time	Description
15 minutes	Synchronous welcome to the course
40 minutes	Asynchronous eLearning module: Reviewing a PNR history
3 hrs, 15 minutes	Workshop / Discussion and Debrief of eLearning module
30 minutes	Knowledge Check / Dig Deeper
10 minutes	Wrap-Up

Course outline

(15 minutes) Section 1 – Welcome & Introduction COs: 1-4	
Description of content *The Welcome/Introduction lesson sets the stage for the course lessons and activities and sets expectations for the learning experience.* ***Welcome Video*** *This video will explain the importance of reading the PNR history, presenting some examples of when understanding the history is critical to determining what actions are needed next.* ***Did You Know?*** *The United States requires airlines operating within the U.S. to provide the Department of Homeland Security, U.S. Customs and Border Protection, with the PNR data, to facilitate safe and efficient international travel. This practice is widely accepted around the world and is replicated by foreign border authorities. Source:* [*FAQ: U.S. Customs and Border Protection*](#) ***Mission Statement:*** *Travel is a force for good, and we are a force for travel.* ***Course Objectives*** 1. Explain the importance of reading the PNR history. 2. Identify the sequence of actions performed to a PNR. 3. Determine the changes performed to a PNR. 4. Identify who performed changes to a PNR.	**Format:** - ***Welcome Video:*** *animated video* - ***DYK****: Rise quote* - ***Course objectives****: Rise numbered list* - ***At a Glance****: Canva graphics* **Delivery Method:** - *Self-paced/asynchronous*

At a Glance: ● *Learn It! (Self-paced)* ● *Try It! (Facilitator-led)* ● *Master It! (Self-paced)*	
(40 minutes) Section 2 – Learn It! COs: *2-4*	
<u>*Sequence of Actions (15 minutes)*</u> *Learners are introduced to and taught to interpret the step numbers when reading a PNR.* **Understanding the Layers** *This is Camden's cake layer description describing the different actions, when they begin and when they end (and the next one begins) in the PNR to help learners visualize the PNR history in chunks of activity.*	● **Understanding the Layers** *Video* ● **Every PNR Tells a Story** *Labeled graphic* ● **Review the PNR history codes** *Rise button block* ● **Matching Exercise** *Rise Match*

```
Command page - Command page 1

>  rha

RP/SEAEX38CC/SEAEX38CC              WS/SU    5SEP23/1625Z    3E22F8
    000 OS/TP 232 V 24JUN 6 IADLIS LK5 1735 0550+1/NN *1A/E*
    000 OS/TP1450 V 26JUN 1 LISRAK LK5 1445 1620/NN *1A/E*
    000 OS/TP1437 Q 03JUL 1 CMNLIS LK5 1125 1245/NN *1A/E*
    000 OS/TP 235 Q 03JUL 1 LISIAD LK5 1715 2035/NN *1A/E*
    000 RF-SEAEX38CC-MCG-EXPD_B/WSEXPAPD CR-SEAEX38CC 50623705 A
        S 9996WS/DS 13FEB0029Z
000/006 CS/TP 232 V 24JUN 6 IADLIS HK5 1735 0550+1/NN *1A/E*
000/006 CS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*
000/006 CS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*
000/006 CS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*
    006 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3605 50623705 AS 9998W
        S/DS 13FEB0031Z
006/014 TC/TP 232 V 24JUN 6 IADLIS TK5 1755 0610+1/ 1735 0550+1
    014 RF-REACC TP Q-0001AA/NCE1A0955 CR-LISTP0552 00000000
        0000  /DS 16FEB2108Z
014/017 CS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*
    017 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38CC 50623705 SU
        9989WS/DS 16FEB2110Z
017/024 XS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*
006/024 XS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*
006/024 XS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*
006/024 XS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*
)>

>
```

```
RP/SEAEX38CC/SEAEX38CC              WS/SU   5SEP23/1625Z   3E22F8
    000 OS/TP1437 Q 03JUL 1 CMNLIS LK5 1125 1245/NN *1A/E*
    000 OS/TP 235 Q 03JUL 1 LISIAD LK5 1715 2035/NN *1A/E*
    000 RF-SEAEX38CC-MCG-EXPD_B/WSEXPAPD CR-SEAEX38CC 50623705 A
        S 9996WS/DS 13FEB0029Z
000/006 CS/TP 232 V 24JUN 6 IADLIS HK5 1735 0550+1/NN *1A/E*
000/006 CS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*
000/006 CS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*
000/006 CS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*
    006 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3605 50623705 AS 9998W
        S/DS 13FEB0031Z
006/014 TC/TP 232 V 24JUN 6 IADLIS TK5 1755 0610+1/ 1735 0550+1
    014 RF-REACC TP Q-0001AA/NCE1A0955 CR-LISTP0552 00000000
        0000  /DS 16FEB2108Z
014/017 CS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*
    017 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38CC 50623705 SU
        9989WS/DS 16FEB2110Z
017/024 XS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*
006/024 XS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*
006/024 XS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*
006/024 XS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*
    024 RF-SGF0044200-MCG-EXPD_B/SGF0044200 CR-SEAEX3605 5062370
        5 SU 0231GG/GA-MCG-EXPD_B/GAWITKT 23JUN1226Z
```

```
P/SEAEX38CC/SEAEX38CC              WS/SU    5SEP23/1625Z    3E22F8
   025 AR/RMA SGF/MIDAS/*************************
   025 AR/RMA SGF/MIDAS/CXL FLT FOR FTC
   025 AR/RMA SGF/MIDAS/CABRAMS 23JUN23 0727 CST
   025 AR/RMA SGF/MIDAS/*************************
   025 RF-SGFMIDASCABRAMS-MCG-EXPD_B/SGF0044200 CR-SEAEX3605 50
       623705 SU 0231GG/GA-MCG-EXPD_B/GAWITKT 23JUN1228Z
```

Every PNR Tells a Story (hotspot graphics of RH and RHI)
Learners will select the different parts of a PNR history image to learn more about each segment.

Review the history codes
*Button with a direct link to **HT 10046 Retrieving and Reading PNR flight history** to review the list of PNR history codes, followed by a matching exercise (SME to provide favorites to use).*

The What and When about PNR Changes (15 minutes) *Learners will review how to interpret when and who made changes to a PNR.* *Every PNR History Tells a Story of Change* *A video telling a story (scenario) around the origination and how to identify changes that occurred within a PNR history. As the graphical characters emulate the story, the PNR history reveals the details along the way (reimagined from Actions Performed in the PNR). To accomplish this, I will need the SME to provide a PNR history with as many actions as possible in the exercise.* *Action and Change Codes* *This will be 3 tabs displaying the RH and RHI codes. (I will need some additional description of what HE, RH, and RHI mean).* *Code Sorting*	• **Every PNR Tells a Story of Change** *Video: Animated* • **Action and Change Codes** *Rise Tabs* • **Code Sorting** *Rise Sort* • **Match that Change** *Rise Match*

Learners sort the codes into categories of HE, RH, and RHI (Idea: humanize the codes related to what they represent in plain language to help secure the connection). ***Match that change*** *Learners will match change codes with their interpretations.* ***Source Material:*** ● *GNH Amadeus PNR History 2283 FG EN*	
Who made that PNR change? (10 minutes) *Learners identify the details about where, when, and by whom a change occurred to a PNR history.* ***Every PNR Tells a Story…About Change Sources*** *The traveler story continues with an agent identifying important details that led the PNR down the path of changes, covering the different sources of change:* ● *Automation (website or automated process).* ● *Automated major schedule change process.* ● *Cornerstone (minor 3rd party schedule change processor).* ● *CAT agent.* ● *Frontline agent.* ***Amadeus Received field by action or tool*** *This bulleted list will give a summary of the specific codes to recognize as listed on page 22 of the FG.*	**Format:** ● **Every PNR Tells a Story…About Change Sources** *Video: animated* ● **Amadeus Received field by action or tool** *Rise bulleted list*

(3 hrs, 15 minutes) Section 3 – Try It! Workshop

COs: *(1-4)*

Ten Cent Tour Demonstration (30 minutes) *In this show and share activity, the facilitator opens up a detailed PNR History from Amadeus and provides a tour of the history, reviewing the points learned in the self-paced training, taking the opportunity to enhance or reinforce important details.* ***Debrief questions:*** *(CO 1-4)* ● *CO2 Does the live PNR history differ from what you saw in your training?*	**Format:** ● ***Ten Cent Tour:*** *Screen share in Amadeus PNR History*

● *CO2,3, 4, 5 What information did you find that you didn't expect?* ● *CO 1-5 What information was confusing?* ● *CO1 How does PNR history relate to the real world/your job?* ***Source Material:*** ● *GNH Amadeus PNR History 2283 FG EN*	● ***Debrief questions:*** *PPT* **Delivery Method:** ● *ILT/synchronous*
Find the Amadeus Action Code Contest (30 minutes) *Learners race to find action codes in the PNR history using the Amadeus help pages. (SME to provide original game boards for us to refresh).* ***Source Material:*** ● *Amadeus Help Menu* ● *GNH Amadeus PNR History 2283 FG EN*	**Format:** ● *PPT slides made from game boards* **Delivery Method:** ● *ILT/synchronous*
Amadeus Action Codes Activity (30 minutes) *Learners will utilize the action codes to determine the actions within a PNR. The trainer pulls up a PNR history to reference while learners answer questions as they interpret what they see.* ● *What actions were performed to the PNR on step….? (etc.)* ***Source Material:*** *GNH Amadeus PNR History 2283 FG EN*	**Format:** ● *PPT slides* **Delivery Method:** ● *ILT/synchronous*
Who Did It? (30 minutes) *In this contest, learners will determine where to obtain information to identify who performed the changes to a PNR. (from the activity on pages 23-24 of the FG).* ***Source Material:*** ● *Amadeus Help Menu* ● *GNH Amadeus PNR History 2283 FG EN*	**Format:** ● *PPT slides* **Delivery Method:** ● *ILT/synchronous*
Write Your Own Story (60 minutes)	**Format:**

In this activity, learners will work together in a group to review a PNR and craft a story around a segment of that PNR as they interpret the codes and source of each action and change.	● *PPT slides* **Delivery Method:** ● *ILT/synchronous*
Reflection (15 minutes) ● *CO2,3 How do you think you can use the received line when assisting travelers?* ● *CO1 What is the importance of the data included in the received line (time, date, agent sine, etc.)?* ● *CO1 What consequences might occur if we fail to review a PNR history?*	**Format:** ● *PPT slides* **Delivery Method:** ● *ILT/synchronous*

(30 minutes) Section 4 – Master It! Wrap-Up and Assessment COs:1-4	

Description of Content
In the Master It! section, learners will check their understanding of the traveler's journey from booking a flight to arriving at their destination by completing a comprehensive assessment.
 	
● **Review:** *Scenario exercise where different actions and changes are summarized and learners identify where on the PNR history they are presented.*
● **Proficiency Assessment:** *10-question assessment to assess learner understanding of course content.*
 	
● **Course Wrap-Up:** *End-of-course reminders to prompt learners to verify they've completed all portions of the course prior to exiting. These include:*
   ○ *Completing all activities*
   ○ *Participating in the Facilitator-led workshop*
   ○ *Preparing and taking their assessments*
	Format:
	
	● ***Review activity:*** *Storyline*
	● ***Proficiency Assessment:*** *Rise Quiz Lesson*
	● ***Wrap-Up:*** *Rise text and 3-column grid*
	
	Delivery Method:
	
	● *Self-paced*

MASTER IT: Bloom's Assessment Blueprint							
Course Objectives 1. Explain the importance of reading the PNR history. 2. Identify the sequence of actions performed to a PNR. 3. Determine the changes performed to a PNR. 4. Identify who performed changes to a PNR.							
Q #	CO #	**Remember**	**Understand**	**Apply**	**Analyze**	**Evaluate**	**Create**
1	2	Where can you find information in Amadeus about PNR history?					
2	2		Why is the step **0005/018** listed with 2 numbers?				
3	2		What does the code RF tell you in PNR history?				
4	3	Match the code to its meaning: OS CS XS					
5	2	Using the screenshot below, select the correct actions					

		performed to the PNR on Step 11.				
| 6 | 4 | | ```
003/011 CS/AA 678 B 27JUL 6 PHXMKE UN41030A 401P/HK *1A/E*
003/011 CS/AA 472 B 03AUG 6 MKEPHX UN4 530P 714P/HK *1A/E*
    011 AS/AA 667 B 27JUL 6 PHXMKE TK4 640P1159P/TK *1A/E*
    011 AS/AA 464 B 03AUG 6 MKEPHX TK4 705A 859A/TK *1A/E*
```<br>Identify on the screenshot where the original flights were sold.<br><br>```
000 OS/AA 678 B 27JUL 6 PHXMKE LK41030A 401P/NN *1A/E*
000 OS/AA 472 B 03AUG 6 MKEPHX LK4 530P 714P/NN *1A/E*
000 OS/MIS 1A HK4 SEA 16NOV-RETENTION/HK
000 OP/APB SEAEX38AA 1161727-0/P-EXPEDIA TRAVEL 404-728-8787
000 OP/APH SEAEX38AA 1 (920) 4707777-H
000 OT/TKOK 14JAN/SEAEX38AA
000 OR/SSR CHLDAAHK1 09JUL14/GARCIA/MALEB SAMUEL(CHD/
    09JUL14)
000 OR/SSR CHLDAAHK1 06JAN17/GARCIA/GRACIA MARIA(CHD/
    06JAN17)
000 OR/SSR FQTVAAHK/ AA5H6TI20/GARCIA/NEAL A(ADT)
000 OR/SSR DOCSAAHK1 ////10SEP80/M//GARCIA/NEAL/A/GARCIA/
    NEAL A(ADT)
000 OR/SSR CTCEAAHK1 GARCIANEALR//FOXIL.COM/GARCIA/NEAL A(
    ADT)
``` | | | |
| 7 | 4 | | Who received the PNR shown?<br><br>```
031 RF-ABAZA-SEAEX3S04/1919AA CR-SEAEX3170 11617270 SU 2222N
    T/RO-67EBBF8F SEAEX3S04 00850360 05JUL1557Z
``` | | | |
| 8 | 4 | | Identify what indicates that the web service executed the receive.<br><br>```
021 RF-MCG-EXPD_B/WSEXPIQC CR-SEAEX3100 11617270 SU 9998WS/E
    S-FF8A0912 SEAEX3100 11617270 10APR2035Z
``` | | | |

9	1		What consequences might occur to a traveler or Expedia Group if the PNR history isn't reviewed?			
10	2	Which code indicates a change was made?				
11	2,3			Based on what you see in the PNR history, select the actions that took place to tell the story.		