



American Airlines



QIK on Sabre

Revised August 2022

QIK on Sabre Basic

- Sign In Ctrl + M / F1
- ASR options Ctrl + F1 / F6
- QIK Help template Shift + Q
- Test Boarding Pass/ Bag Tag Alt + T
- Submit a QIK Fix Shift + F
- QIK Note pad Shift + M

Seating

- Display Seat Map Ctrl + C / F9
- Change Seat/Unseat Pax Ctrl + C / F4 Op.2
- ACAA customer/Seat Waivers Ctrl + C / F10 / F9 Op.2/10
- Hold Seat (Day of Departure) Ctrl + C / F10 / F4
- Pre-Reserve Seat (for Future date) Ctrl + S / F2
- Block/Unblock seats Ctrl + Z / F10 / F2

Check In

- Basic Check In Ctrl + C / F1
- Add/Change/Delete SSR/Edit codes Ctrl + C / F2
- Add Priority codes Ctrl + C / F3 Op.3
- Change Seat/Unseat Pax Ctrl + C / F4 Op.2
- Add/Delete Bag tag Ctrl + C / F4 Op.1
- Reprint Boarding Pass Ctrl + C / F6

- \$\$\$ Collect Charges (Misc Sales) Ctrl + T / F8
- \$\$\$ Void Transactions Ctrl + T / F10 / F7

- Check In Non Rev Pax Ctrl + C / F1
- Stand By/Priority list Ctrl + L / F1

- Display Passenger Item/PMF Ctrl + L / F3
- Check In Passenger Lists Ctrl + L / F2
 - Pax Checked In BP
 - Pax with Bags BT
 - Pax with Child CHD
 - Pax with Infant (ETKT) IFET
 - Inbound Pax IB
 - Outbound Pax OB
 - No Security clearance CKIR
 - Pax with Special Meal SM
 - Pax made Selectee SP
 - Pax with Special Needs SS
 - Pax in Group reservations GRPCODE

- Default Flight # Ctrl + C / F10 / F1
- Change Printers address Ctrl + Y / F7
- View Printers address Shift + T

Upgrades

- Sell Day of Departure Upgrade (DODU) Ctrl + C / F5 Op.1
- Place on Priority list (UPG, UPGM, MLG, etc) Ctrl + C / F5 Op.2
- Cabin Roll Upgrade (OPUP) Ctrl + Z / F10 / F5
- Display Priority list Ctrl + L / F1
- Add Remarks on Priority list Press S from PALL

Reservations

- Retrieve PNR Shift + R
- Display entries pop up Shift + D
- Ignore PNR Shift + X
- Clear Screen Shift + C
- View ETKT / VCR Ctrl + T / F2
- Fare Quote/PQ Options Ctrl + T / F3

- Add/Change/Delete Remarks in PNR Ctrl + R / F6
- Add SSR/Edit codes in PNR Ctrl + R / F7
- Change/Delete SSR/Edit codes Ctrl + R / F10 / F7
- Change Itinerary keypad Ctrl + I
- Save any Changes in PNR F11

IROPS / INVOL Reroutes

- Irregular Operations Keypad Ctrl + F8
- Display Availability Ctrl + F8 / F1
- Cancel and Rebook segment Ctrl + F8 / F4
- Direct segment sell Ctrl + F8 / F5 (for OA)
- INVOL Reissue Ctrl + T / F5
- Push to/Get Control from OA Ctrl + T / F7
- CSA Mask (Hotel, Meal, Transportation) Ctrl + O / F8

Apis

- Update/Display APIS data Ctrl + W / F1
- Inbound/Transfer recheck Ctrl + W / F2

Miscellaneous

- Oversales keypad Ctrl + O
- Timatic keypad Ctrl + V
- Reservation keypad Ctrl + R
- Useful Info keypad (Decode / Encode) Ctrl + U
- Web Links Ctrl + D / F5
- Flight Status/PBT (Passenger count) Ctrl + C / F7
- FLIFO Ctrl + C / F8

AAdvantage – Frequent Flyer program

- View pax VIP CERT balance Ctrl + F / F1
- FQTV Number Search Ctrl + F / F3
- Enroll new member Ctrl + F / F4
- Add/Delete number in PNR Ctrl + F / F2
- Add during basic Check In Ctrl + C / F1
- UPG Copayment Ctrl + F / F6 Op.3

ASR Checkout

- Display Complete ASR Ctrl + F1 / F6 Op.2
- Close/Sign out Ctrl + F1 / F6 Op.10



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GATE PROCEDURES

GATE PROCEDURE - QIK on Sabre

GATE PROCEDURE - Gate reader

Getting Started

- Sign In
- QIK Help Template
- Update/Change printers
- Test Boarding Pass/Bag Tag

Ctrl + M / F1
Shift + Q
Ctrl + Y / F7
Alt + T

Pre-Departure

- Flight Setup (Agent mask)
- Flight Mask (Agent info)
- Check Flight Status/PBT
- FLIFO
- Print Preliminary flight paperwork
- Crew list
- Monitor un-swiped passport list (XSWP)
- List of Special Assist customers (SS)
- Flight Remarks keypad
- n/a

Ctrl + M / F2 Opt.1
Ctrl Alt G Op.9
Ctrl G / F7
Ctrl G / F8
Ctrl Z / F10 / F1 Op.1
Ctrl Z / F10 / F1 Op.4
Ctrl L / F2 or Ctrl Z / F7
Ctrl L / F2 or Ctrl Z / F7
Shift Alt R

Manual Boarding

- Manual board "ON" pax
- Manual off load "XON" pax
- Display BX List
- Unseat pax on BX list

Ctrl Z / F8 (Type Seat #)
Ctrl Z / F8 (XON Seat)
Ctrl Z / F9
Ctrl Z / F9 (Remove pax)

Departure / Flight Finalize

- Add Bag Tag (Manual/Gate checked)
- Add / Delete SSR
- Reprint Boarding Pass
- Restrict/Reopen Flight
- Release Held seats
- Release Blocked seats
- Clear Priority/Standby list
- Display inbound connections
- Print final flight paperwork

Ctrl G / F4 Op.1 or Shift B
Ctrl G / F2
Ctrl G / F6
Ctrl Z / F1
Ctrl Z / F2 Op.2&3
Ctrl Z / F2 Op.1
Ctrl Z / F3
Ctrl Z / F4
Ctrl Z / F10 / F1 Op.2

Post Departure

- Close flight
- Send Plan Update message
- PDC Flight
- ASR checkout & close
- Sign Out QIK

Ctrl Z / F5 Op.1
Ctrl Z / F5 Op.2
Ctrl Z / F6
Ctrl F1 / F6 Op. 2&10
Ctrl M / F10

Miscellaneous

- Oversales/DB processing keypad
- APIS data display/update
- Display Unhonored seats (US)

Ctrl O
Ctrl W / F1
Ctrl L / F2 or Ctrl Z / F7

Getting Started

- Sign In
- Gate Reader Help Function
- Update Printers (support keypad)
- n/a

Ctrl + M / F1
Shift + Q
Ctrl + S / F8

Pre-Departure * still need to Open Flight (Flight setup) in QIK first

- Initialize Flight (Start Flight processing)
- Agent info Mask
- Check Flight Status/PBT
- FLIFO
- Print Preliminary flight paperwork
- Crew list
- Un-Swiped passport list
- List of Special Assist customers
- Flight Remarks keypad
- Boarding Announcements

Ctrl + M / F2
Ctrl Z / F7
Alt B
Ctrl B / F8
Ctrl Z / F8 Opt.1
Ctrl L / F9
Ctrl L / F4
Ctrl L / F6
Shift Alt R or Ctrl B / F1
Alt A

Manual Boarding

- Manual board "ON" pax
- Manual off load "XON" pax
- Display BX List
- Unseat pax on BX list

Simply type Seat #
Simply type -Seat #
Ctrl L / F1 or Alt R
Simply type XSeat #

Departure / Flight Finalize

- Add Bag Tag (Manual/Gate checked)
- Add / Delete SSR
- Reprint Boarding Pass
- Restrict/Reopen Flight
- Release Held seats
- Release Blocked seats (Seating Options)
- Clear Priority/Standby list
- Display inbound connections
- Print final flight paperwork

Ctrl B / F4
Ctrl B / F7
Ctrl B / F6
Ctrl Z / F1
Ctrl Z / F2
Ctrl B / F5
Ctrl Z / F3
Ctrl L / F2
Ctrl Z / F8 Op.2

Post Departure

- Close flight
- Send Plan Update message
- n/a
- n/a
- Sign Out Gate Reader

Ctrl Z / F6
Ctrl Z / F5
Ctrl M / F10

Miscellaneous

- Oversales/DB keypad
- No DOCS/UNAP list
- AC Swap Reaccom lists

Ctrl O
Ctrl L / F5
Ctrl L / F10