



Travelport Galileo Document Production Course



TRAVELPORT

Travelport is a broad-based business services company and a leading provider of critical transaction processing solutions to companies operating in the global travel industry.

With a presence in 160 countries, approximately 3,500 employees and reported 2010 revenues of \$2.3 billion, Travelport is comprised of the global distribution system (GDS) business, which includes the Travelport Galileo and Travelport Worldspan brands and its Airline IT Solutions business, which hosts mission critical applications and provides business and data analysis solutions for major airlines.

TRAVELPORT GALILEO

Travelport Galileo was founded in 1971 as Chicago-based United Airlines introduced the Apollo® computer reservation system (CRS), for use in their own offices to automate seat reservation, booking and tracking. Five years later, United created the Apollo Travel Services (ATS) division, and the Apollo CRS was marketed to travel agencies in North America and Japan.

In 1986 Apollo Travel Services, was renamed Covia, and became an independent affiliate of United Airlines. In response to the growing need for CRS automation in Europe, The Galileo Company Ltd was incorporated by shareholders British Airways, Swissair, KLM Royal Dutch Airlines, Alitalia and Covia. In the U.S., United Airlines sold 50 percent of Covia to USAir, British Airways, Swissair, KLM Royal Dutch Airlines and Alitalia, creating the Covia Partnership. Three years later, Air Canada, Austrian Airlines, Aer Lingus, TAP Air Portugal, Sabena and Olympic Airways became Covia's final eleven airline owners.

Travelport Galileo, one of the world's leading providers of electronic global distribution services, connects to 350 airlines, 52 low cost carriers, 25 car rental companies, 89,000 hotel properties, and a wide array of tour operators and cruise lines throughout the world.

TRAVELPORT GALILEO IN INDIA

Travelport Galileo is officially distributed in India and Sri Lanka by InterGlobe Technology Quotient (ITQ) – a strategic business unit of InterGlobe Enterprises which is a leader in aviation and travel related services, contributing to the growth of the market through innovation and service leadership. With an extended network of over 500 cities with 23 dedicated offices InterGlobe Technology Quotient reaches out to over 12,000 agency locations, has a nationalised service centre and 13 training centres with state-of-the-art infrastructure and facilities matching international standards.

The Travelport Galileo GDS provides instant access to the widest range of travel vendors, automated pricing of the most complex flight itineraries, a variety of ticketing products, fully customized client documentation, technical solutions and tools designed for all types of agencies. Travelport Galileo in India has grown steadily over the number of years with a substantial increase in market share. The company is focused on building lasting relationships with its partners in the trade.

Travelport Galileo's innovative products are aimed at meeting all the needs of the travel agent, besides the basic booking and ticketing functions. These include Viewpoint - a graphical user interface booking solution, ClientFile Plus - a customer data management solution, Custom Check - a quality control tool, DYO - a customization tool, Scriptwriter Plus - an efficiency enhancement tool, and ITQ Financials - the back office accounting and reporting software.

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INTRODUCTION

Welcome to the Travelport Galileo Document Production course. This three day course will give you the ability to produce travel documents via the Travelport Galileo system.

You should have a working knowledge of the Travelport Galileo system and know how to create and Fare Quote a Booking File.

COURSE OBJECTIVES

At the end of this course you will be able to perform the following functions:

- Display printer linkage and define status
- Perform printer linkage
- Access TINS tables
- Read payment reports for BSP Electronic reporting
- Select and add appropriate ticket modifiers
- Issue new tickets and tickets in exchange
- Void tickets
- Amend and delete ticket modifiers
- Add manual fare elements using manual fare build
- Refund issued tickets via the Travelport Galileo system

Features and Benefits

The Travelport Galileo Document Production course offers you:

- ✓ Improved customer service through automated document production, increasing both accuracy and efficiency
- ✓ Automated electronic reporting, reducing costly agency overheads
- ✓ Simultaneous action of the booking and ticketing process, thus providing the potential for increased revenue

INTRODUCING TRAVELPORT GALILEO DOCUMENT PRODUCTION & BSP

This course provides you with hands-on experience of issuing tickets, itineraries and MIRs in a working environment. The support documentation provides examples and formats covered in the course.

The Travelport Galileo Document Production system offers the following:

- Automated ticket printing for all itineraries and fare types
- Itinerary printing
- Ticket and Itinerary stock records
- Electronic reporting to BSP
- The ability to hand off information to back office systems in your agency using the Travelport Galileo MIR (Machineable Interface Record)

Successful performance of these tasks is based on:

- The data contained in the Booking File at the time of ticketing
- The itinerary is in chronological order
- Name Field is present and in correct format
- Presence of a Filed Fare(s), either automatic or manual fares
- Presence of a Plating Carrier
- Presence of a Form of Payment Field
- A Received from Field has been entered

System checks

- Sufficient ticket and itinerary stock
- Workstation and document production printers are linked and ready for use

When all checks have been made successfully,

- An electronic ticket is issued and recorded in the airlines Electronic Ticket Server (ETS)
- A record of the e-Ticket is automatically noted in the Booking File
- The Galileo system amends the ticketing field and ends transaction on the Booking File
- Ticketing data will also be recorded on the TINS report which is subsequently reported to BSP

What is BSP (Billing and Settlement Plan)

BSP is a system designed to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, as well as improve financial control and cash flow for BSP Airlines. A truly worldwide system facilitating the settlement operations for airlines and agents, BSP operates in some 160 countries and territories. Over 80% of worldwide airline revenues are ticketed via IATA travel agencies in the BSP system.

How a BSP works

A BSP is the central point through which data and funds flow between travel agents and airlines. Instead of every agent having an individual relationship with each airline, all of the information is consolidated through the BSP. Agents make one single payment to the BSP (remittance), covering sales on all BSP Airlines. The BSP makes one consolidated payment to each airline, covering sales made by all agents in the country / region.

BSP provides the Electronic Ticket range to be used for sales on any participant airline.

The benefits of BSP

Simplification

- Agents issue one sales report and remit one amount to a central point
- Airlines receive one settlement covering all agents
- Neutral Standard Traffic Documents (STDs) replace dedicated airline ticket stocks
- Agents' sales are reported electronically

Savings

- Less resources required for billing and collection
- Reduced printing for both airlines and agents with the use of neutral STDs and standard administrative forms
- Electronic distribution of billing reports, and generation of debit/credit memos (ADMs/ACMs) via BSPlink

Control

- Increased financial control thanks to centralization and grouping
- Storage, distribution, issuance and reporting of STDs under BSP control
- Consolidated document flow, permitting accelerated quality controls
- Overall process monitoring by a neutral body

Automation Potential

- Automation of back office functions is rendered by a single accounting system
- BSP enables and encourages the use of the most modern automated ticket issuing devices, thereby economizing in time and money, whilst presenting the customer with an attractive and legible ticket

Participation

- Airlines
Participation in a BSP is open to all Airlines (IATA members and non- members) serving the country/ area concerned.
- IATA Accredited Agents
All IATA Accredited Agents in the BSP country of operation are automatically eligible for participation in a BSP. When a new BSP commences operations in a country, all Agents are notified by IATA and invited to participate.
- General Sales Agents (GSAs) and Airport Handling Agents (AHAs)
GSAs and AHAs may participate in a BSP (in the same way as Accredited Agents), on nomination by the airline they represent, and subject to the airline entering into a standard agreement.

E-TICKETING**Ans ID 3046****Help: H/ETKT**

The Paper ticket is now a thing of the past.

Travelport Galileo was the first GDS & United Airlines was the first airline to issue electronic tickets, back in 1994. A decade later however, only 20% of all airline tickets were electronic. The industry was missing out on an opportunity to save US\$ 3 billion a year. Aside from the substantial cost savings, electronic tickets are also more convenient for passengers - they would no longer have to worry about losing tickets and changes to itineraries could be processed more easily.

In June 2004, IATA set an industry target of 100% ET in four years. On 1 June 2008, the industry moved to 100% electronic ticketing. Together, IATA and airlines, travel agents, airports, system providers, and GDSs have moved an entire industry from the paper age into the full electronic era.

What is e-Ticketing ?

The term e-Ticket is an abbreviation of electronic ticket.

It is a paperless electronic document used for ticketing purposes.

When a traveller books his/her flight and the travel agent has given the command to issue the ticket, details of the customer's reservation and ticket number are transmitted directly to the airlines' electronic ticket server.

In some instances, the agent may wish to produce an e-ticket receipt or alternatively the passenger may print their own from the viewtrip.com website.

Although the airline check-in staff do not usually need a physical document, many passengers still want to carry a physical document to the airport.

What are the benefits of e-Ticketing

- The possibility of air tickets being lost or stolen is alleviated
- The passenger can save time by checking-in online as well as utilizing self service check-in machines
- Travel agents save money as there is no requirement to print, mail or courier tickets to passengers
- The airline also benefits due to reduced costs when compared to the administration costs involved when agents issued paper tickets

BSP ELECTRONIC TICKETING TABLE

A BSP Table is set up by Travelport Galileo for each BSP based on their requirements for the individual countries / markets.

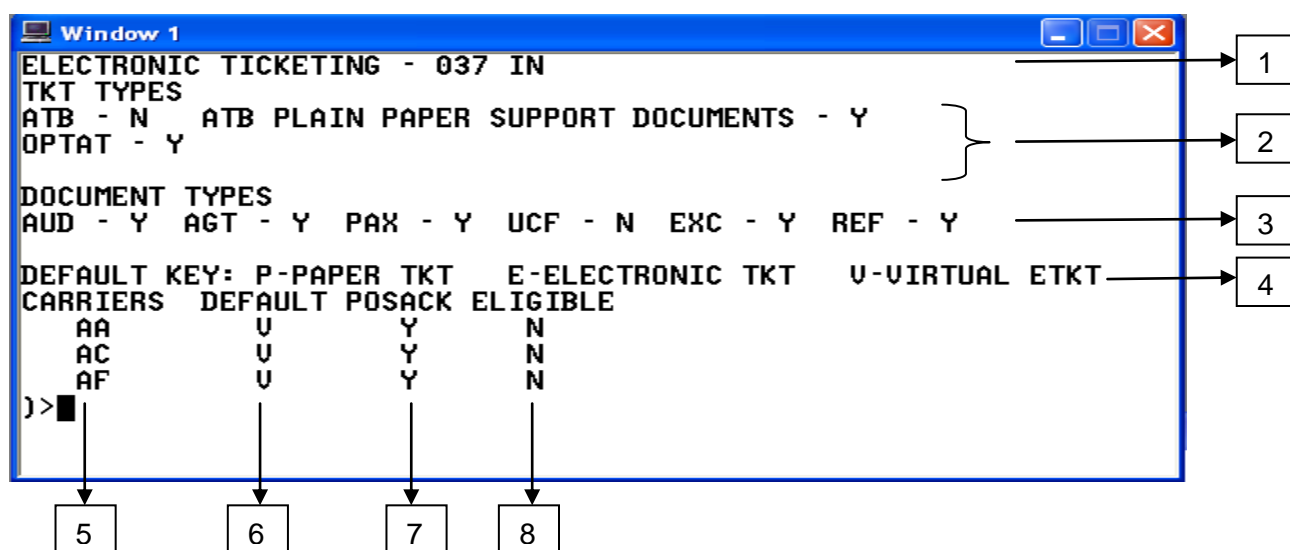
This determines

- the electronic ticket types supported by the BSP
- which electronic ticketing support documents are required by the BSP
- whether paper or electronic tickets will be the default ticket for participating carriers

How do I view the Electronic Ticketing Table for BSP IN?

CGET

Display BSP Electronic Ticketing Table



ELECTRONIC TICKETING - 037 IN			
TKT TYPES			
ATB - N	ATB PLAIN PAPER SUPPORT DOCUMENTS - Y		
OPTAT - Y			
DOCUMENT TYPES			
AUD - Y	AGT - Y	PAX - Y	UCF - N EXC - Y REF - Y
DEFAULT KEY: P-PAPER TKT E-ELECTRONIC TKT U-VIRTUAL ETKT			
CARRIERS	DEFAULT	POSACK	ELIGIBLE
AA	U	Y	N
AC	U	Y	N
AF	U	Y	N
J>			

- 1 BSP country code indicators (037 and IN)
- 2 Supported electronic ticket types
- 3 Electronic ticketing support documents required by the BSP
- 4 Ticketing default key
- 5 Participating carriers
- 6 Ticketing default set
- 7 Positive acknowledgement requirement
- 8 Eligibility for ticketing default

TICKETING QUOTA SYSTEM**Ans ID 4028****Help: H/HMTQ**

At the time of setting up an agency on automation, Travelport Galileo sets up a ticketing quota system which limits the number of airline tickets an agency may issue within a given quota period, both in total and on certain carriers.

BSP determines

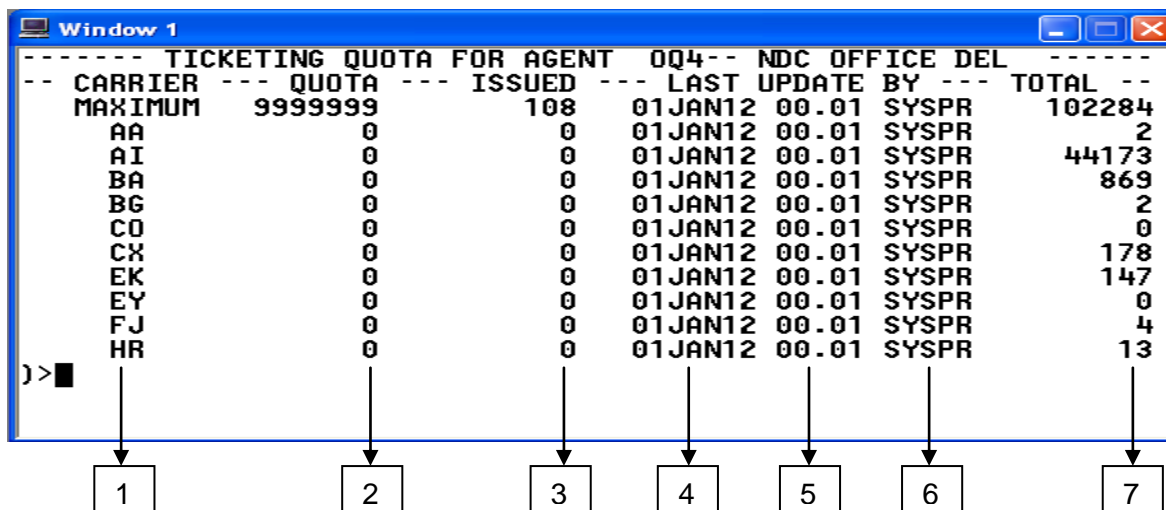
- The Quota period
- An agency's maximum quotas
- Which IATA agencies are included in the ticketing quota system

The IATA agency may only display their own agency ticketing quota, the NDC will build & maintain the tables, BSP & the respective airlines will set & maintain their respective quotas.

HMTQ/D

Display Ticketing Quota Table

Entry	Description
HMTQ	Ticket Quota function identifier (Help Me Ticket Quota)
/	Mandatory separator
D	Display



TICKETING QUOTA FOR AGENT									
CARRIER	QUOTA	ISSUED	LAST	NDC	UPDATE	OFFICE	BY	DEL	TOTAL
MAXIMUM	9999999	108	01JAN12	00.01	SYS	PR			102284
AA	0	0	01JAN12	00.01	SYS	PR			2
AI	0	0	01JAN12	00.01	SYS	PR			44173
BA	0	0	01JAN12	00.01	SYS	PR			869
BG	0	0	01JAN12	00.01	SYS	PR			2
CO	0	0	01JAN12	00.01	SYS	PR			0
CX	0	0	01JAN12	00.01	SYS	PR			178
EK	0	0	01JAN12	00.01	SYS	PR			147
EY	0	0	01JAN12	00.01	SYS	PR			0
FJ	0	0	01JAN12	00.01	SYS	PR			4
HR	0	0	01JAN12	00.01	SYS	PR			13

1

2

3

4

5

6

7

- 1 Carriers that have set quotas
- 2 Maximum number of tickets per carrier that may be issued during the quota period
- 3 Number of tickets issued during the current quota period
- 4 Date of the last update to the quota table
- 5 Time when the last update to the quota table has taken place
- 6 Sign-on and duty code that has carried out the last update to the quota table
- 7 Total number of tickets issued since the introduction of the ticketing quota system, at 9,999,999 the numbering will start again

When the carrier ticket quotas have been reached, the agent would need to contact the respective carrier to increase the quota, likewise when the maximum quota has been reached, the agent would need to contact the BSP to increase the same.

The maximum quota which is the Industry quota is given by the BSP based on the agency's bank guarantee.

PRINTER LINKAGE**Ans ID599/600/602/603****Help: H/HMLD**

In order to issue e-Tickets and other documents using the Travelport Galileo system, your workstation must be linked to the relevant document printers.

Although an e-ticket is paperless, there may still be requirements to issue a supporting document called the Passenger Itinerary Receipt (PIR), or you may wish to provide your customer with an itinerary.

To complete an automated refund you must be linked to an Itinerary printer at the time.

In most cases the linkage entries will only need to be done when the agency is initially enabled for Travelport Galileo Document Production.

In case an attempt is made to issue tickets without linkage to the document printers, the system response will be:



Every workstation and printer device has its own unique Galileo Terminal Identifier (GTID). The GTIDs of all workstations and printers in an agency are recorded in the Agency Account Table (AAT). If any GTID is not recorded in the AAT then access to the Travelport Galileo system is denied.

Linking Printers

A workstation may be linked to one of each of the following type of printers/devices

- An itinerary/invoice printer
- A printability printer
- A MIR (Machineable Interface Record)/ accounting device

A maximum of three (3) printers/devices can be linked in one input.

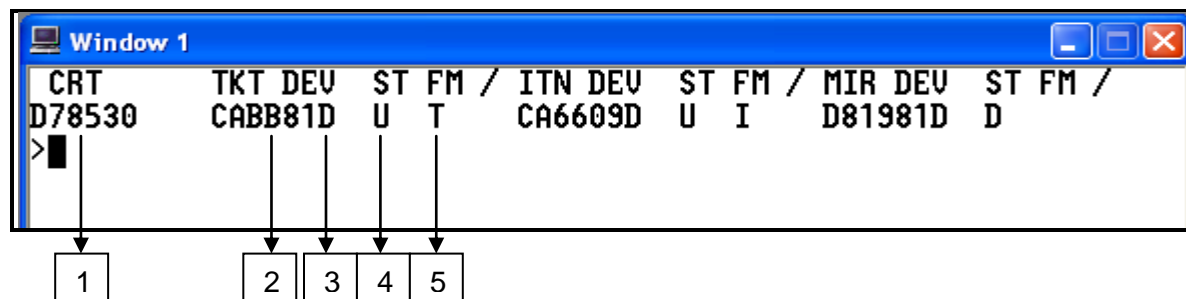
Individual Linkage :

HMLMC5F062DI Link to itinerary/invoice device
HMLMC5F57DDA Link to accounting device
HMLMC5F57CDX Link to printability device
HMLMC5F063DT Link to ticket device
HMLMC5F064DIE Link to itinerary/electronic ticket supporting document device

Entry	Description
HMLM	Linkage function identifier (Help Me Link Machine)
C5F062	GTID of device
D	Demand printing
I	Device type indicator
I	Itinerary / Invoice printer
A	Accounting device
X	Printability printer

Multiple Linkage :

HMLMCABB81DT/CA6609DI/D81981DA Link to ticket, itinerary/invoice & accounting devices



- 1 GTID of workstation
- 2 GTID of device & device type indicator

ITN DEV	itinerary device
MIR DEV	MIR device
TKT DEV	Ticket device
PRT DEV	printability device
- 3 'D' for Demand printing. It does not form part of the GTID itself.
- 4 Printer status indicator

U	Up
D	Down
B	Busy
- 5 Form type indicator

I	Itinerary
T	Ticket
B	Blank (for printability)
Blank	MIR

HMLD (How's My Link Doing?) Display terminal Linkage

HMOMC5F062-U Change Status of Printer to Up - "U"

Entry	Description
HMOM	Change Status (Help Me Operate Machine)
C5F062	GTID of Printer Device
-	Separator
U	UP status

HMOMC5F062-ITN Correctly set Form Type of printer as itinerary - ITN

Entry	Description
HMOM	Change Status (Help Me Operate Machine)
C5F062	GTID of Printer Device
-	Separator
ITN	Form type indicator as itinerary

SUPPORT DOCUMENT PRINT TABLE Ans ID 565

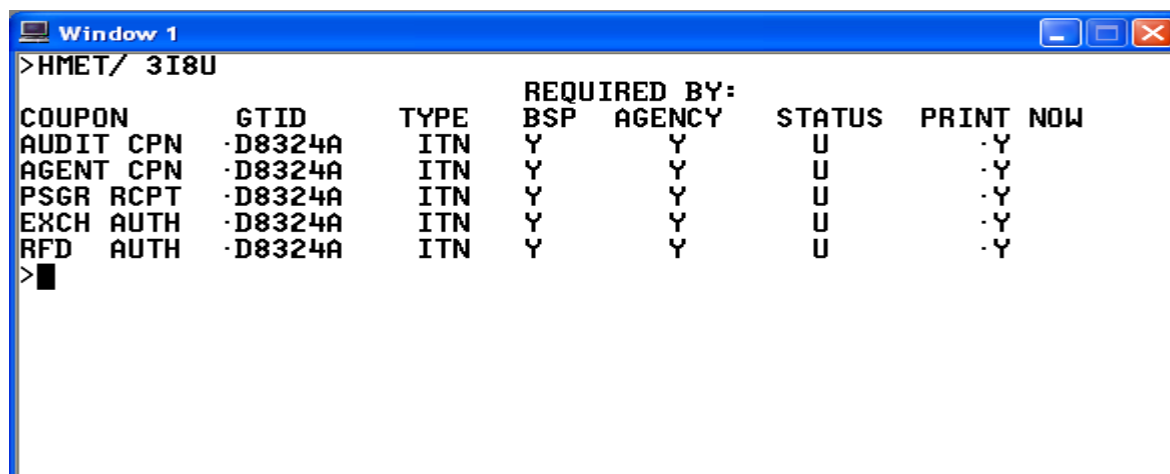
Although the concept of e-ticketing is paperless travel, there are still some needs for documents which will vary from country to country.

For some BSPs, it is a requirement for agents who are equipped with itinerary printers, to provide passengers travelling on an Electronic Ticket, with a supporting document called the Passenger Itinerary Receipt (PIR). In addition, some BSPs require that an audit coupon receipt be sent along with the Sales Report.

The printing of all of these documents needs to be set up in the agency & would need to be performed once for each Pseudo City Code (PCC).

HMET

Display Support Document Print Table



COUPON	GTID	TYPE	REQUIRED BY:		STATUS	PRINT NOW
			BSP	AGENCY		
AUDIT CPN	-D8324A	ITN	Y	Y	U	.Y
AGENT CPN	-D8324A	ITN	Y	Y	U	.Y
PSGR RCPT	-D8324A	ITN	Y	Y	U	.Y
EXCH AUTH	-D8324A	ITN	Y	Y	U	.Y
RFD AUTH	-D8324A	ITN	Y	Y	U	.Y

Note:

- You will see a list of the possible support documents which are designated by your BSP as mandatory (Y) or optional (O).
- Documents not required by BSP will not be shown.
- You may see AUDIT CPN; AGENT CPN; PSGR RCPT; CHG FORM; EXCH AUTH and/or RFD AUTH.
- Once completed, all e-Ticket documentation will print on the printer designated in this table

Reprint e-Ticket Support Documents Ans ID 2800

You can reprint the e-Ticket support documents issued by your office any time after the e-Ticket has been issued, as long as the ticket record is still available in the airline's database.

TSD12516001234561

Entry	Description
TSD	Ticket Support Document
12516001234561	Full Ticket number including airline code, ticket number & check digit

EXERCISE - Printer Linkage

1) The GTID of your workstation is : C5H43A

What entry will you use to link your workstation to an itinerary printer with the GTID, C8743A ?

2) What entry will you use to link your workstation to a MIR device with the GTID, C6G43A ?

3) What is the entry to display the status of the link between your workstation and printers ?

4) Here is the response to the above entry...

CRT	ITN DEV	ST	FM /	MIR DEV	ST	FM/
C5H43A	C5F43AD	D	I	C6G43AD	U	

Your itineraries are not printing. What entry would you use to change the status of the itinerary printer to 'UP'?

STOCK CONTROL

Ans ID 113 / 577

Help: H/HMTN

When issuing e-Tickets, the ticket numbers are assigned automatically by the Travelport Galileo system, usually in batches of 250. When all e-Ticket numbers have been utilized by the agency, the Travelport Galileo system will automatically assign a new range of ticket numbers.

It is possible, however, for travel agents to create an itinerary numbering table. This is managed by the travel agent and not by Travelport Galileo.

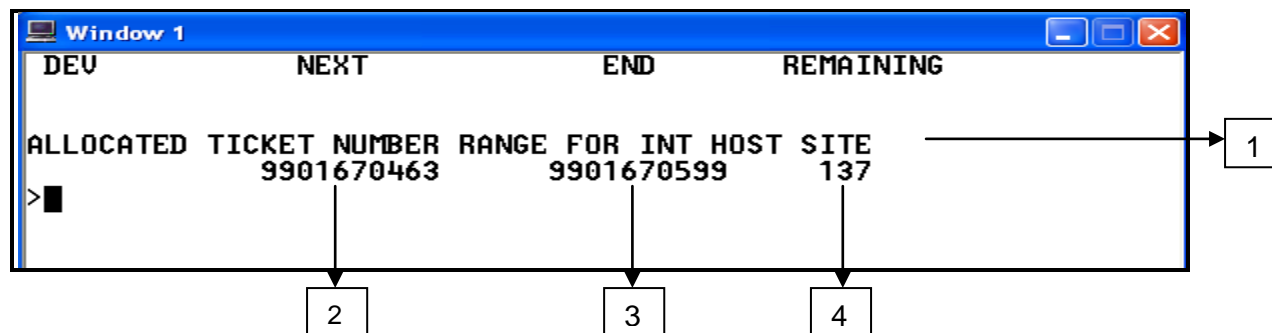
Ticket Stock table

Ans ID 113 / 577

Help: H/HMTN

Often referred to as CGNs (Computer Generated Numbers), it is possible to view how many ticket numbers your agency currently has left.

HMTN/D Display ticket number table
(Help Me Ticket Numbers / Display)



The screenshot shows a window titled "Window 1" with a blue header bar. Below the header, there are four columns: "DEV", "NEXT", "END", and "REMAINING". The "NEXT" column contains the text "ALLOCATED TICKET NUMBER RANGE FOR INT HOST SITE" followed by the value "9901670463". The "END" column contains the value "9901670599". The "REMAINING" column contains the value "137". There is a cursor in the "NEXT" column. Below the window, there are four numbered boxes: 1, 2, 3, and 4. Arrows point from these boxes to the corresponding parts of the window: box 1 points to the header text, box 2 points to the "NEXT" column, box 3 points to the "END" column, and box 4 points to the "REMAINING" column.

- 1 Header text
- 2 The next ticket number that will be issued prefixed with the airline's 3 digit ticket code
- 3 The last ticket number in the range
- 4 The number of e-Ticket numbers remaining

Itinerary Stock Control

Ans ID 3252 / 3268

Help: H/HMIN

It is not mandatory to create an itinerary table within the system, and in the absence of a table, the Travelport Galileo system assigns a default number. A maximum of 99999 numbers can be assigned at one time.

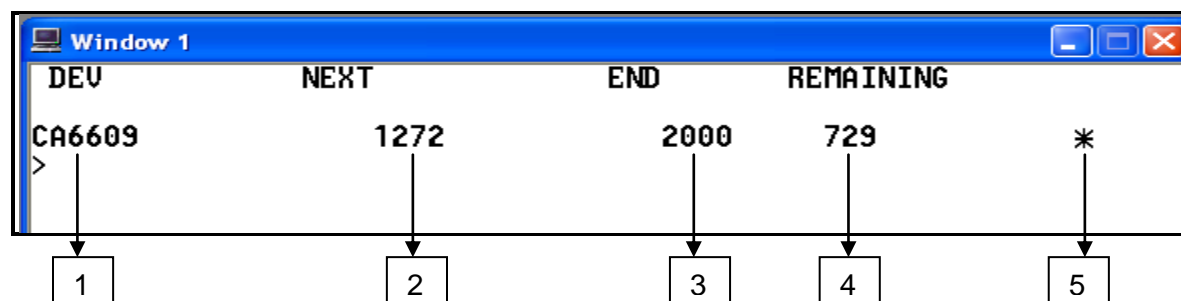
HMINC5F062-10000/19999/* Add a range to the Itinerary Table

Entry	Description
HMIN	Add Itinerary Numbers function identifier (Help Me Itinerary Numbers)
C5F062	Printer GTID
-	Separator
10000/19999	First and last itinerary numbers to be used
/	Separator
*	Restart at 10000 after 99999 has been reached

Any of the following options can also be used:

HMINC5F062-*	Number itineraries automatically from 1 to 99999 & restart from 1
HMINC5F062-14000/14999/1000	Number itineraries from 14000 to 14999
HMINC5F062-F14000/14999/*	Number itineraries from 14000 to 14999 & restart at 14000

HMIN/D Display Itinerary Table
(Help Me Itinerary Numbers Display)



DEV	NEXT	END	REMAINING	
CA6609	1272	2000	729	*

Below the table, arrows point from each column to a numbered box:

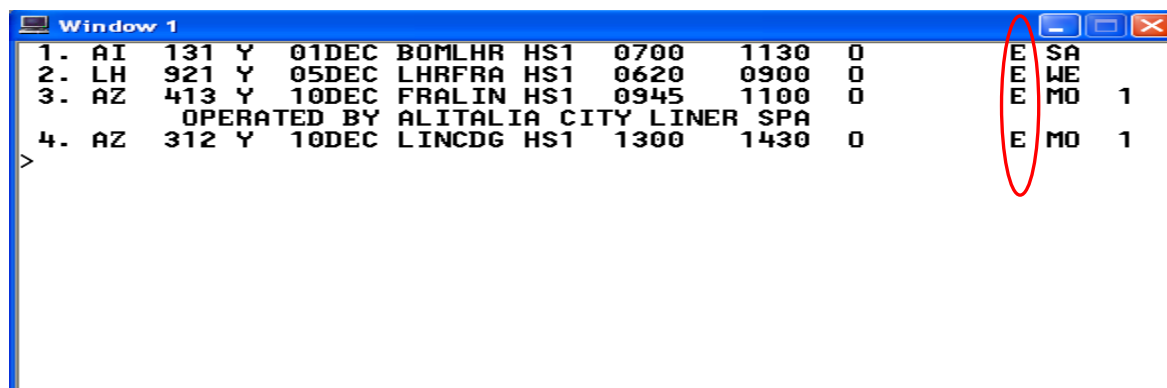
- 1: Itinerary printer GTID
- 2: The next itinerary number to be assigned
- 3: The last itinerary number in the range assigned
- 4: The number remaining to be assigned
- 5: Will restart from the first number assigned

- 1 Itinerary printer GTID
- 2 The next itinerary number to be assigned
- 3 The last itinerary number in the range assigned
- 4 The number remaining to be assigned
- 5 Will restart from the first number assigned

ELECTRONIC TICKETING INDICATORS

Upon selling air segments some carriers who participate in electronic ticketing will respond with an "E" indicator on the right hand side of the screen. This indicator shows that only these segments will allow the option to issue e-Tickets.

Other carriers may not provide an indicator and in these cases you will need to rely on information provided by the carrier as to which segments will be applicable for e-Ticketing.



Segment	Carrier	Flight	Class	Start Date	Origin	Destination	Class of Service	Time	Time	Time	Indicator	Remarks
1.	AI	131	Y	01DEC	BOM	LHR	HS1	0700	1130	0	E	SA
2.	LH	921	Y	05DEC	LHR	FRA	HS1	0620	0900	0	E	WE
3.	AZ	413	Y	10DEC	FR	ALIN	HS1	0945	1100	0	E	MO 1
OPERATED BY ALITALIA CITY LINER SPA												
4.	AZ	312	Y	10DEC	LINC	DG	HS1	1300	1430	0	E	MO 1

Check Airline Eligibility

All of the segments to be ticketed must carry the "E" indicator if an electronic ticket is to be issued. There are also other restrictions on routes, number of segments and passenger types which are distinctive to each airline. You may need to check the airline's pages in GIS, e.g. GC*LH alternatively it may be advisable to check the airlines webpage.

If there is more than one carrier on the itinerary, you must also check to see if the ticketing carrier will allow electronic tickets on the other carrier(s). (Electronic Interline Agreement table)

DT/IAT/DISLH

Special Procedures for Electronic Ticketing

<i>Name Field</i>	Should contain the passenger's full first name. Name remarks do not reflect on an e-ticket image
<i>Frequent Flyer</i>	The Name field must match the name on the card
<i>Credit Card Authorizations</i>	Any credit card approval codes must be manually recorded in the booking if required, as no accountable travel documents are produced on paper on issuing an e-ticket
<i>Ticket Issuance</i>	Please check that a vendor locator has been returned by the airline before e-ticket issuance
<i>A Passenger Itinerary Receipt (PIR) must be printed and forwarded to the passenger.</i>	
<i>Number of passengers</i>	It is recommended that separate booking files are created for each passenger although it is possible to issue e-tickets in a booking for many passengers
Some airlines restrict or inhibit the production of e tickets for infants	
<i>Adding FOID information</i>	The requirement of adding FOID information will differ from airline to airline, please check individual airline pages for the same

H/FOID will provide the entries to be used

TICKETING INTERLINE AGREEMENTS

There are two types of Ticketing Interline Agreements

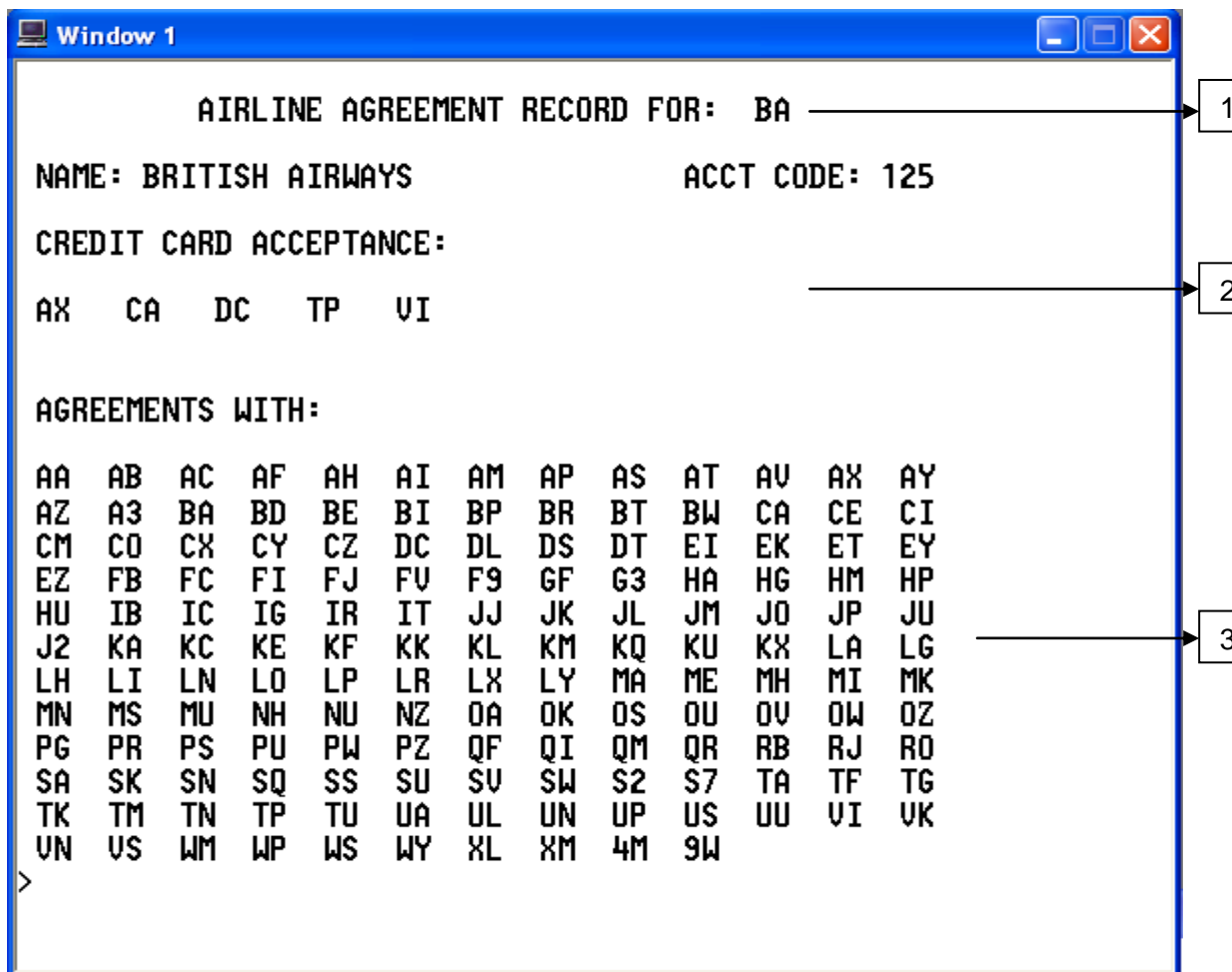
- 1) *Paper Ticket Interline Agreement*
- 2) *Electronic Ticketing Interline Agreement*

1) *Paper Ticket Interline Agreement*

Ans Id 2355

DT/AAR/DIS-XX

Display Ticketing Airline Agreement Record for specified plating carrier
(XX is the carrier code)



Window 1

AIRLINE AGREEMENT RECORD FOR: BA

NAME: BRITISH AIRWAYS ACCT CODE: 125

CREDIT CARD ACCEPTANCE:

AX CA DC TP VI

AGREEMENTS WITH:

AA	AB	AC	AF	AH	AI	AM	AP	AS	AT	AV	AX	AY
AZ	A3	BA	BD	BE	BI	BP	BR	BT	BW	CA	CE	CI
CM	CO	CX	CY	CZ	DC	DL	DS	DT	EI	EK	ET	EY
EZ	FB	FC	FI	FJ	FU	F9	GF	G3	HA	HG	HM	HP
HU	IB	IC	IG	IR	IT	JJ	JK	JL	JM	JO	JP	JU
J2	KA	KC	KE	KF	KK	KL	KM	KQ	KU	KX	LA	LG
LH	LI	LN	LO	LP	LR	LX	LY	MA	ME	MH	MI	MK
MN	MS	MU	NH	NU	NZ	OA	OK	OS	OU	OV	OW	OZ
PG	PR	PS	PU	PW	PZ	QF	QI	QM	QR	RB	RJ	RO
SA	SK	SN	SQ	SS	SU	SV	SW	S2	S7	TA	TF	TG
TK	TM	TN	TP	TU	UA	UL	UN	UP	US	UU	VI	VK
UN	VS	WM	WP	WS	WY	XL	XM	4M	9W			

1 Plating Carrier

2 Accepted Credit Cards

- The system will validate carrier's accepted credit cards from this list at the time of ticket issuance
- The system will not validate further restrictions that the carrier may have with applied eg. 50% of the ticket value must be on segments operated by the Plating Carrier

3 Airlines which accept the Plating Carrier's document

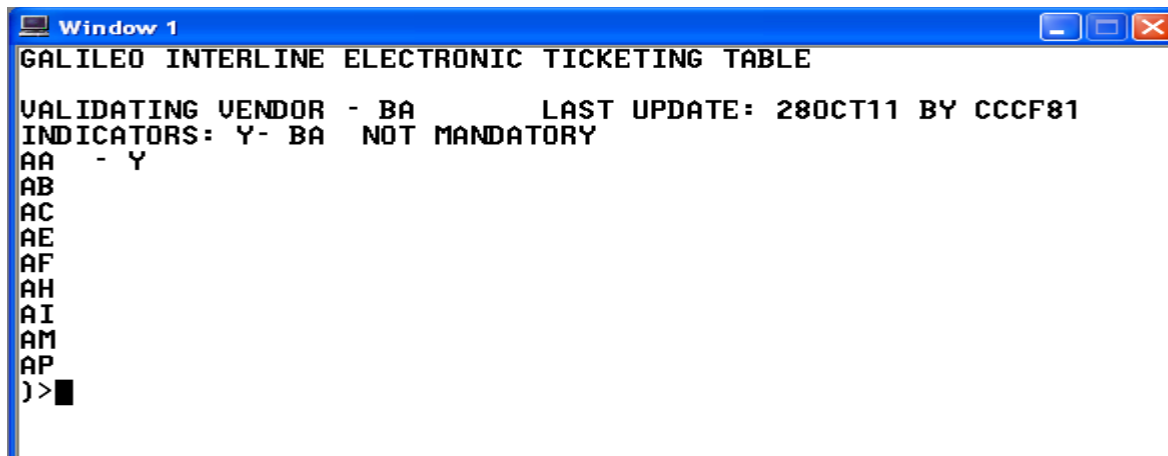
When you attempt to issue a ticket using a credit card as form of payment, the system will check the AAR table (Paper Ticket Interline Agreement Table). An error response is returned if a particular card is not accepted by the airline.

2) Electronic Ticketing Interline Agreement**Ans ID 2347**

Can be displayed in two ways

1. By specifying the validating carrier
2. By specifying the 'down-line' carrier

1. By specifying the validating carrier

DT/IAT/DISXXDisplay Ticketing Interline Agreement Table for specified plating carrier
(XX is the carrier code)


```

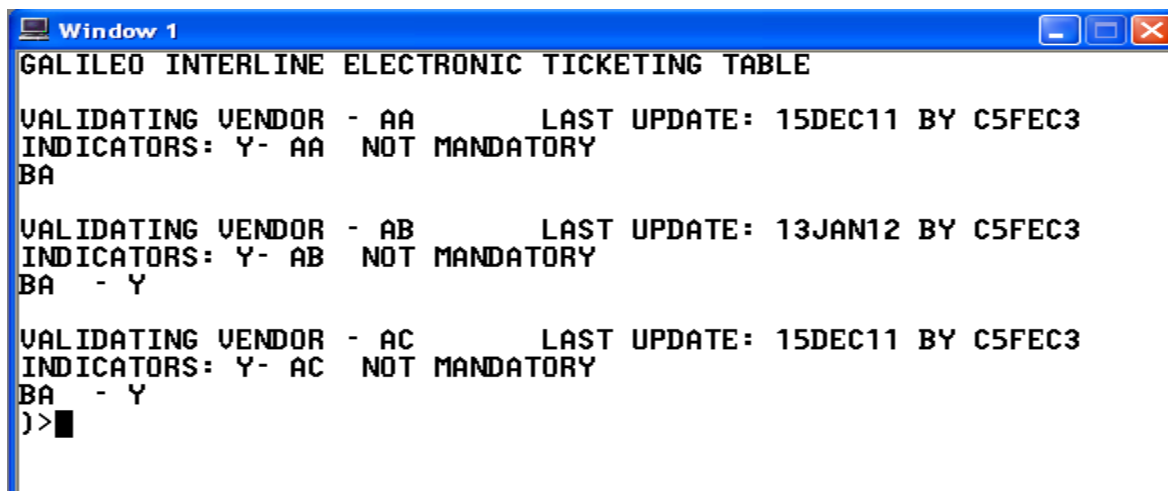
Window 1
GALILEO INTERLINE ELECTRONIC TICKETING TABLE
VALIDATING VENDOR - BA          LAST UPDATE: 28OCT11 BY CCCF81
INDICATORS: Y- BA  NOT MANDATORY
AA  - Y
AB
AC
AE
AF
AH
AI
AM
AP
)>

```

Note:

- 1) A Y indicator next to the interline carrier code denotes that the interline carrier may be e-Ticketed against the validating carrier, even if the validating carrier is *not* present in the itinerary
- 2) If no Y indicator is present next to the interline carrier code, that carrier can only be e-Ticketed if a validating carrier segment is included in the Filed Fare

2. By specifying the 'down-line' carrier

DT/IAT/DIS*XXDisplay Ticketing Interline Agreement Table for specified 'down-line'
carrier (XX is the carrier code)


```

Window 1
GALILEO INTERLINE ELECTRONIC TICKETING TABLE
VALIDATING VENDOR - AA          LAST UPDATE: 15DEC11 BY C5FEC3
INDICATORS: Y- AA  NOT MANDATORY
BA
VALIDATING VENDOR - AB          LAST UPDATE: 13JAN12 BY C5FEC3
INDICATORS: Y- AB  NOT MANDATORY
BA  - Y
VALIDATING VENDOR - AC          LAST UPDATE: 15DEC11 BY C5FEC3
INDICATORS: Y- AC  NOT MANDATORY
BA  - Y
)>

```

Note:

- If the Booking File only contains the 'Down-line' carrier's segments, you must select a carrier where the yes (Y) indicator is present.

VALIDATE PLATING CARRIER FOR A FILED FARE IN A BOOKING FILE**Ans ID 125**

The interline agreement for a Plating Carrier can be checked in an already existing Booking File for a Filed Fare.

- A ticket will not get issued
- A check is carried out whether all the carriers in the booking have an interline agreement to accept the specified plating carriers tickets
- A check is carried out whether your agency is permitted to issue tickets on behalf of the specified Plating Carrier
- The Plating Carrier Logic applies to e-Tickets by default

TKPVI/CBA

To check the interline agreements for the specified Plating Carrier

TKPVI1

To check the interline agreements for the specified Filed Fare number, the Filed Fare must already contain the Plating Carrier

TKPVI2/CAI

To check the Interline agreements for the specified Filed Fare number & for the specified Plating Carrier

Verifying an itinerary for e-Ticketing**Ans ID 26051**

The system will verify that a booked itinerary is valid for e-Ticketing.

DT/ETE

To verify the eligibility of the booked itinerary for an e-Ticket

TICKET PREPARATION**Ans ID 8684****Help: H/TKMO**

In all cases, before a ticket can be issued, certain elements called Ticket Modifiers must be present. These modifiers can be added in one of the two following ways:

- Prior to the ticket issuance when a Filed Fare is present
- At the time of ticket issuance whether a Filed Fare is present or not

There are Mandatory Ticket Modifiers and Optional Ticket Modifiers

MANDATORY TICKET MODIFIERS

Mandatory ticket modifiers are those that must be present in the Booking File before the Galileo system will allow tickets to be issued.

Note: Agencies using Plating Carrier Logic cannot enter or change the Plating Carrier using a ticketing modifier. To override the system added Plating Carrier you must make a new Fare Quote entry including the Plating Carrier you wish to use. (e.g.FQCSQ)

The following ticket modifiers are mandatory before a ticket can be issued.

- ❖ Plating Carrier
- ❖ Form of payment (FOP)
- ❖ Commission

OPTIONAL TICKET MODIFIERS

- ❖ Endorsements
- ❖ Tour Code
- ❖ Inclusive Tour & Bulk Inclusive Tour
- ❖ Net Remittance

MANDATORY TICKET MODIFIERS**Ans ID 2965****1) Plating Carrier****Ans ID 32739 / 39174 / 2347 / 40957 / 27491 / 8684**

- The Plating Carrier will automatically be determined by the system when Automated Plating Carrier Logic (APCL) is activated
- The Interline Agreement tables are checked prior to determining the Plating Carrier for multi-carrier routings
- The e-Ticket interline agreements are checked first followed by the paper ticket interline agreements
- The Plating Carrier selected by APCL cannot be modified
- The Plating Carrier would only need to be manually added when building a fare
- Use of the Plating Carrier when quoting a fare will override the interline agreement checks

Modifier : **CAI** - **C** is the plating carrier identifier
- **AI** is the plating carrier two letter code

2) Commission

Ans ID 16352 / 8684

- The agent needs to specify the applicable commission for the fare
- In case this is not specified, the system will then pick up the applicable commission from the Commission table
- Commission data will be shown on the payment report

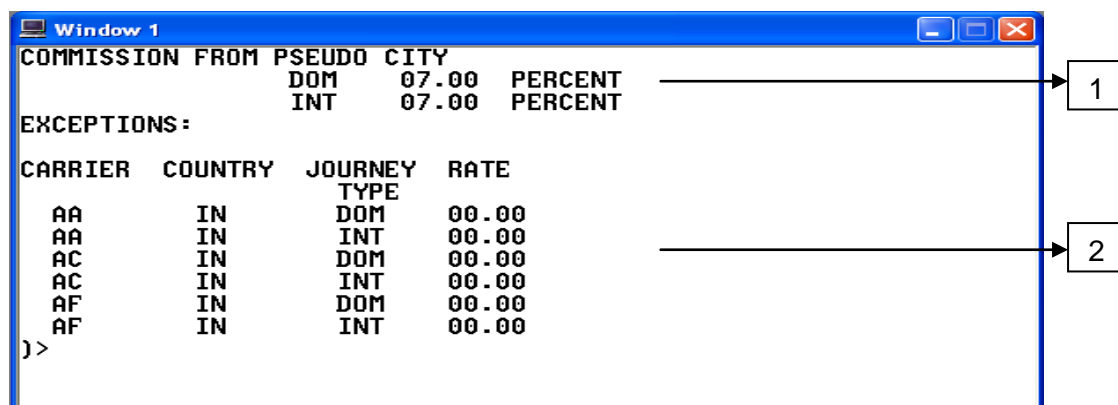
Modifier : **Z5** - **Z** is the commission identifier
- **5** is the commission percentage

It is also possible to view the commission data applicable in India for all airlines.

CGCTD
CGCTD/CAI

View Commission data table for all airlines
View Commission data table for specified airline

Ans ID 2941



COMMISSION FROM	PSEUDO	CITY	DOM	INT	PERCENT
			07.00		
			07.00		

EXCEPTIONS:

CARRIER	COUNTRY	JOURNEY TYPE	RATE
AA	IN	DOM	00.00
AA	IN	INT	00.00
AC	IN	DOM	00.00
AC	IN	INT	00.00
AF	IN	DOM	00.00
AF	IN	INT	00.00

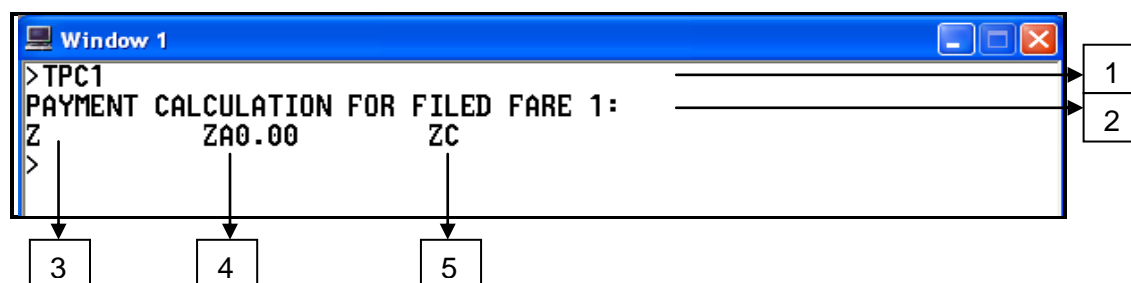
- Commission levels set in respective agency's PCC
- Commission data table for India for all airlines

The Commission applicable for an airline, once a fare is filed in the Travelport Galileo Booking File can also be viewed.

TPC1

Tell me Please my Commission for Filed Fare 1

Ans ID 50



Z	ZA0.00	ZC

- Redisplay of entry used
- Message indicating the Filed Fare for which the details are shown
- Commission percentage
- Commission amount in local currency if applicable
- Commission maximum capping if set by carrier

3) Form of Payment**Ans ID 2875 / 2876 / 16559 / 8684**

- The agent must specify the form of payment (FOP) being used by the customer
- This can be input in the Booking File either as an F. entry or a Ticket modifier
- When both are used, the FOP stored as a ticket modifier will take precedence
- The FOP can be passenger related

Modifier : **FFOP** - **F** is the Form of Payment identifier
 - **FOP** is the actual Form of Payment as listed below

Forms of payment

- | | | |
|--------------------------|---|--|
| i. Cash | - FS | |
| ii. Cheque / Check | - FCK | |
| iii. Invoice | - FINV | (Must be followed by 1 - 38 characters of free text) |
| iv. Non Ref | - FNONREF | (May be followed by upto 38 characters of free text) |
| v. Miscellaneous | - FMS | (Used when no other FOP is applicable, may be followed by upto 38 characters of free text) |
| vi. Free | - FREE | (Used when issuing a FREE ticket, fare Construction does not print) |
| vii. Multiple Receivable | - FMR | (Used when more than one FOP is applicable for a Passenger) |
| viii. Exchange / Reissue | - FEX0981234123123 | (Used when reissuing an e-ticket) |
| ix. Credit Card | - Galileo accepts most major Credit cards & has agreements with the companies to obtain automatic authorization at the time of ticketing. This authorization / approval code will get printed on the automated paper tickets. | |
- GC*7/1** lists the accepted credit card companies.

Cards accepted by Galileo**Ans ID 157 / 3130 / 6732 / 2355 / 1834**

- a) F487652221110028*D1208** - Card number with the date of expiry (Travelport Galileo will obtain the approval)
- b) FAX487652221110028*D1208*A231** - Credit Card company code, card number, date of expiry & approval code (Travelport Galileo will not obtain the approval)

Cards not accepted by Galileo**Ans ID 1834**

- a) FCCXY12345678901*D1209*A64739** - CC (Credit Card identifier) followed by the two (2) letter Credit Card company code, card number, date of expiry & approval code

Note: When using a credit card, **Ans ID 129 / 2397**

- Some carriers have implemented a Validating Carrier Ticketing fee for credit card issued tickets, see **Ans ID 37806**
- The vendor code is optional but if included, the system will check the code against the numeric identifier of the vendor (usually the first four (4) numeric). If a mismatch is found the system will respond with 'Check Credit Card Vendor'.
- The system will obtain an approval from the credit card company at the time of ticket issue.

-
- If credit card approval is obtained outside the system, e.g. by phone, then an inhibitor must be added to the entry to prevent duplicate authorization. **IMPORTANT - Check the number very carefully as the system does not validate any entry with an authority code inhibitor.**
 - It is vital to ascertain that the airline accepts payment from the credit card company as the system does not check if an agreement is in place
 - If a reject message is received - 'Contact Credit Card Vendor' it is essential that the credit card company is contacted because:
 - It could be a stolen card
 - There could be an error in the communications link between the Travelport Galileo system and the credit card company
 - Failure to do so may result in the requested approval amount being set against the customer's credit limit which could lead to embarrassment for the client on subsequent use of the card.
 - Credit card information can be found in GC*7

Note: When adding the Form of Payment as a ticket modifier

- The Form of Payment entered as a ticket modifier will override any existing Booking File FOP (F.) entries

OPTIONAL TICKET MODIFIERS

1) Endorsements

Ans ID 1631 / 23564 /8684

- The Endorsement/Restrictions Box information on the Galileo PIR and ETR display can display/print a maximum of 147 characters in 2 lines of 61 characters each plus 1 line of 25 characters for participating carriers
- The endorsements which get printed on the ticket are of 2 types
 - System Generated - These are filed by the airline along with the fare.
 - Manually Added - These are added on by the agent after obtaining a system fare
- Any System generated endorsement will print first

Note: The majority of carriers accept 147 characters in the endorsement field. However some text may be truncated when it is received by the carrier. Each carrier has its own restrictions on the maximum number of characters visible on an issued e-ticket.

Modifier : **EBFREE TEXT** - **EB** is the Endorsement identifier
- FREE TEXT
EBFREE TEXT*EBMORE TEXT - Enter 2 Endorsements

2) Tour Code

Ans ID 105 / 8684

- In order to identify the deal an agent has been given by an airline a tour code is required to print on the ticket in order that both the airline and the local BSP know where the agent got the fare from and that they have the authority to use it
- The deal will be settled directly by the airline with the agent concerned
- Maximum 14 characters can be input
- Symbols, spaces & '/' cannot be used

Modifier : **TC12345DF** - **TC** Tour Code identifier
- **12345DF** is the code

3) Inclusive Tour & Bulk Tour

Ans ID 105 / 8684

- Many agencies now have special arrangements with airlines whereby they have negotiated discounted airfares that they can sell to their passengers; these generally fall into the categories of Bulk and Inclusive tour tickets
- In order to sell these fares there are often rules that an agent needs to abide by such as selling the airfare in conjunction with accommodation
- When it comes to issuing Bulk or Inclusive Tour tickets, the money paid by the customer often includes items other than just the flights (such as hotel or tour excursions as mentioned earlier) so there are strict IATA regulations as to the information that should be printed on the air tickets and therefore available to the traveller if they look at their itinerary on ViewTrip.com

- European law states that for something to be sold and marketed as a package, the cost of the individual elements should not be identified to the client
- Because of these restrictions, the fare that is printed on the Passenger Receipt needs to be inhibited from printing
- IT will appear in the fare and total fare box regardless of the fare that was charged, taxes paid will print on the ticket
- BT signifies a "Bulk Tour" fare.
- BT is a very similar concept to that of an IT fare, however there is usually not the restriction of accommodation being sold in order to take advantage of the fare
- BT fares are usually given to agencies who book a high volume of seats, an example would be a consolidator or wholesaler
- BT will appear in the fare and total fare box regardless of the Filed Fare.
- The fare construction will not print on the Passenger Receipt, unless **IT * PC** or **BT*PC** is entered
- The taxes paid will print on Agent & Audit coupons & Passenger Receipt
- Fare amounts will print on the Agent & Audit coupons
- IT or BT will print on the Passenger Receipt

Modifier	: IT	- Inclusive Tour identifier (suppress fare construction)
	: BT	- Bulk Tour identifier (suppress fare construction)
	: IT*PC	- Inclusive Tour identifier, print fare construction
	: BT*PC	- Bulk Tour identifier, print fare construction

4) Nett Remittance

Ans ID 3535 / 8684

- It is mandatory to use the modifier every time a Nett Remit ticket is issued, to ensure accurate data is transmitted to the BSP
- The code to be input on the tickets will be advised by the respective airlines
- Supplementary commission will be settled via the BSP
- NR code will print on the Agent & Audit coupons
- The complete code will appear on the Agent & Audit coupons

Modifier	: AI-467879	- AI- Airline Information identifier
		- 467879 is the airline supplied deal code (467879 & NR will print on the Audit & Agent coupons & TC467879 will print on the Passenger Receipt
	: VC-C68	- VC- Value Code identifier
	: AI-BOMAI/VC-C70	- AI- & VC- combined (BOMAI/C70 & NR will print on the Agent & Audit coupons, & TCBOMAI will print on the Passenger receipt)
	: AI-BOMAI/VC-C70/TC10	- AI- , VC- & TC combined (BOMAI/C70/10 & NR will print on the Agent & Audit coupons, & TC10 will print on the Passenger Receipt)

Airline Information AI-

- This is often referred to as a “Deal Number”, or a 'Commercial Agreement Reference' (CAR)
- This may be free format of 2 to 14 alpha/numeric
- The airline advises the local BSP of the Deal Number
- BSP cross checks the deal number with the information supplied by the airline
- Whenever the **AI-** modifier is used, the CAR code (deal number) will show as a “Tour Code” on the e-ticket
- Can be used individually or in conjunction with **VC-**
- When used in conjunction with **VC-** the total number of characters including the slash will be not more than 14

Value Code VC-

- Used by some airlines for internal interpretation of the deals
- Always used in conjunction with **AI-**
- The entry code, **VC-**, is followed by one of two alpha characters, either K or C
- These identifiers indicate different types of arrangement.
- The airline will then advise additional numeric or alpha characters to a maximum of 4
- The Value Code does not show on the e-Ticket record but is transmitted to BSP

Note:

1. Remember that these codes are supplied by the airlines.
2. Additionally, procedures are sent to the issuing agent providing information as to what should appear on the ticket.
3. It is important that these instructions are followed carefully and if in any doubt, the airline is contacted for clarification.
4. Each airline in each country has different requirements.

ADDING TICKET MODIFIERS**Ans ID 8684****Help: H/TMU**

Ticketing modifiers may be used in the following way

- Stored with the Filed Fare prior to ticket issuance
- Added to the ticket print command at ticket issuance

1) Stored with the Filed Fare prior to ticket issuance

- The Filed Fare number must be included in the input even when there is only one (1) Filed Fare
- Modifiers can be input separately, or can be combined using an oblique (/) as the separator
- Modifiers can be entered in any order

TMU1FS

Entry	Description
TMU	Ticket Modifiers Update
1	Filed Fare 1
FS	F - Form of Payment, S - Cash

TMU1P1FS Ticket Modifiers Update for Filed Fare 1, Passenger 1, FOP Cash

TMU1P2FINVAGT Ticket Modifiers Update for Filed Fare 1, Passenger 2, FOP Invoice to agent

TMU1FS/EBVALID AI ONLY/AI-32142/VC-C07

Entry	Description
TMU	Ticket Modifiers Update
1	Filed Fare 1
FS	FOP Cash
EBVALID AI ONLY	EB Endorsement identifier, Valid AI only
AI-32142/VC-C07	AI-/VC- Nett Remittance identifier will print 32142/C07 (with NR)

2) Added to the ticket print command at ticket issuance

- Modifiers can be added to the ticket command with or without a Filed Fare present
- If no Filed Fare is present, the entry will quote the applicable fare and issue the ticket
- The Filed Fare number must be input when more than one (1) Filed Fare is present

TKP1FS/EBVALID AI ONLY/AI-32415/VC-C07

Entry	Description
TKP	Ticket Please
1	Filed Fare 1
FS	FOP Cash
EBVALID AI ONLY	EB Endorsement identifier, Valid AI only
AI-32415/VC-C07	AI-/VC- Nett Remittance identifier will print 32415/C07 (with NR)

TKP1P2FCK Ticket Please Filed Fare 1, passenger 2 FOP Cheque

AMENDING TICKET MODIFIERS**Ans ID 103 / 8684****Help: H/TMU**

- Stored ticket modifiers may be changed / amended at any time, either before or at ticket issuance.
- One or more than one modifier can be changed at the same time.

Before Ticket Issuance**TMU1EB@VALID FLTS DATES SHOWN**
TMU1F@CK/EB@VALID AI ONLY
TMU1P1F@CK

- Change Endorsements of Filed fare 1
- Change FOP & Endorsements of Filed fare 1
- Change FOP for passenger 1 of Filed Fare 1
(After adding a passenger related FOP)

At Ticket Issuance**TKP1EB@VALID AI ONLY**
TKP1F@CK/TC@2376

- Change Endorsements of Filed Fare 1 & issue ticket
- Change FOP & Tour Code of Filed Fare 1 & issue ticket

TKP1P1F@CK

- Change FOP for passenger 1 Filed Fare 1 & issue ticket

Note:

- ❖ If two endorsements are present, the system will change both to reflect the new entry. It is not possible to change just a part of an endorsement.
- ❖ If amending ticket modifiers at the time of ticket issuance, be aware that in case incorrect information is entered, the ticket will be issued & would then need to be voided / refunded.

DELETING TICKET MODIFIERS**Ans ID 8684****Help: H/TMU**

- One or more than one modifier can be deleted at the same time

Before Ticket Issuance**TMU1Z@** - Delete the Commission modifier of Filed Fare 1
TMU1F@/EB@ - Delete the FOP & Endorsements of Filed Fare 1
TMU1P1F@ - Delete the FOP for passenger 1 of Filed Fare 1**At Ticket Issuance****TKP1EB@** - Delete Endorsements of Filed Fare 1 & issue ticket
TKP1/TC@ - Delete Tour Code of Filed Fare 1 & issue ticket**Note:**

- It is not possible to delete just a part of an endorsement; the entire endorsement has to be amended. System Generated endorsements can only be amended / deleted on the Manual Fare Build screen.
- If deleting ticket modifiers at the time of ticket issuance, be aware that in case a modifier is deleted erroneously, the ticket will be issued & would then need to be voided / refunded.

ISSUING DOCUMENTS**Ans ID 8684****Help: H/TKPR**

- If a Booking File has not been previously ended and retrieved, the action of issuing documents will end the transaction and assign a record locator, in addition to issuing the documents
- Documents can be issued for all or only specified Filed Fares, for all passengers or specified passengers in a particular Filed Fare
- Whenever you request a ticket for a specific passenger, you **must** include the Filed Fare number even if there is only one in the Booking File
- In a multiple passenger Booking File, it is not possible to issue tickets for selected passengers for more than one Filed Fare in one entry
- You can issue tickets for all passengers and all fares (normal TKP) or all passengers for one Filed Fare (TKP2)

Entry	Description
TKP	Ticket Please all Filed Fares all passengers
TKP1	Ticket Please, Filed Fare 1, all passengers
TKP1P2	Ticket Please, Filed Fare 1, passenger 2 only
TKP2P1-3	Ticket Please, Filed Fare 2, passengers 1 till 3 only
TKP3P3.5	Ticket Please, Filed Fare 3, passengers 3 & 5 only
TKP2P3/FS	Ticket Please, Filed Fare 2, passenger 3 only, FOP Cash

Ticketing Commands / Qualifiers

- When the Booking File is ready, one entry can produce the ticket, itinerary/invoice and MIR, if applicable
- Ensure the Booking File has been completed with the mandatory items and a Filed Fare
- End and retrieve the Booking File before giving the ticketing command

Entry	Description
TKP	Ticket Please along with Itinerary/Invoice & MIR
TKPDID	Ticket Please Demand Itinerary Device only, all Filed Fares
TKPDTD	Ticket Please Demand Ticket Device only
TKPDAD	Ticket Please Demand Accounting Device
TKP1DTD	Ticket Please, Filed Fare 1, Demand Ticket Device only
TKPDTDID	Ticket Please Demand Ticket Device & Itinerary/Invoice Device
TKPDTDAD	Ticket Please Demand Ticket Device & Accounting Device
TKPDIDAD	Ticket Please Demand Itinerary/Invoice Device & Accounting Device

POST TICKETING UPDATES

On issuing an automated ticket, the following updates take place:

1. In the Booking File

- (a) Ticket Arrangement field ***TD**
This field reflects the date, time & sign-on of the issuing agent when an automated ticket has been issued.
- (b) History of Ticketing Data ***HTD**
This reflects the date, time & sign-on of issuing agent when the ticket has been issued.
- (c) Filed Fare ***FF**
This reflects the ticket numbers in place of the Filed Fare
- (d) Automatic transmission of ticket numbers ***SI**
Automated ticket numbers get transmitted to the airlines which are on automatic ticket notification. GC*200/5 lists the airlines.
- (e) TINS data field ***HTI**
This field records the ticket number, itinerary number & fare, each time a ticket is issued.
- (f) Electronic Ticket Image ***HTE**
This is the electronic ticket image created in the booking at the time of issuing an electronic ticket.

2. Outside of the Booking File

- a) TINS Report **HMPR**
The TINS report gets updated each time a ticket is issued, re-issued, voided or refunded.

EXERCISE - Ticket Modifiers

1) Give the entry to add a ticket modifier showing that the commission for Filed Fare 2 is 4%.

2) You had earlier added the Form of Payment for both the passengers as Cash for Filed Fare 1. The passengers have now informed you that FOP for passenger 1 will be Cash & passenger 2 will be against Amex Credit Card 373912345678901 expiry of the card is Dec 2009. Please give the entries to make the changes.

3) What is the entry to amend the Nett Remittance code of Filed Fare 2 to the new Nett Remittance code BOM37/AI?

4) What entry would print an "IT" in the fare and total fare column instead of a fare?

5) What entry would help to issue a ticket and Itinerary/Invoice at the same time?

6) What entry would help you to view commission data table applicable in India for all the airlines?

7) What entry would give you the data, time and sign on of the issuing agent when an automated ticket is issued?

8) What is the entry to add on the PTC for passenger 2 as a child aged 7 in the Name Field, to ensure that a child fare gets charged on Fare Quoting ?

TINS REPORT**Ans ID 578 / 17975 / 32775****Help: H/HMPR**

- A report of all ticketing transactions for the day
- Updated automatically as each ticket is issued
- Commonly referred to as the Payment Report or Daily Activity Report
- Records can be displayed for upto 180 historical days
- Detailed data transmitted to the BSP as per the requirement

HMPR

(Help Me Payment Report)

HMPR/12AUG

Display TINS Report

Display TINS report for specified date

Window 1

GALILEO TRAINING		TINS REPORT		20 JAN 12	
CURRENCY CODE	INR	IATA NUMBER	99999992		
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
			*FEES		
074 9901434225	GALILEOTEST/NIGA	118000	11578	7.00	CASH
		RFND -			
074 9901413465	GALILEO/DAVIDMR	118000	5256	0.00	CASH
		RFND -			
074 9901413435	GALILEOTEST/MANI	124000	17484	3.00	CASH
	KL	BOM			
		RFND -			
SUBTOTAL - CASH		0		0	
SUBTOTAL - CHECK		0		0	
SUBTOTAL - NONREF		0		0	
SUBTOTAL - MISC		0		0	
SUBTOTAL - INV		0		0	
TOTAL CASH SALES		0			
TOTAL CASH REFUNDS	(394318)			
TOTAL CREDIT SALES		0			
TOTAL CASH REFUNDS	(394318)			
TOTAL CREDIT SALES		0			
TOTAL FEES		0			
GRAND TOTAL		0			
TOTAL COMMISSION		0			
LESS CREDIT SALES		0			
NETT AMOUNT PAYABLE		0			
>					

Three types of reports are available:

- 1) *Daily Activity Report* (DAR)
- 2) *Period Activity Report* (PAR)
- 3) *Summary Activity Report* (SAR)

1) **Daily TINS Reports**

Ans ID 16210 / 17975

Help: H/HMPR

There are two daily TINS Reports:

- a) Current TINS Report
- b) Daily Activity report (DAR)

a) **Current TINS Report**

HMPR

Format	Explanation
HMPR	Display the TINS report for today for own office
HMPR/XX9	Display the TINS report for today for branch office XX9
HMPR/E12345	Print the TINS report for today on printer GTID E12345
HMPR/02JAN	Display the TINS report for a specific date
HMPR/ALL	Display the TINS report for all transactions
HMPR/TKT	Display the TINS report for ticket transactions only
HMPR/CU-EUR	Display the TINS report in an alternative currency
HMPR/D	Display the TINS report only for Domestic tickets
HMPR/I	Display the TINS report only for International tickets

b) **Daily Activity Report (DAR)**

HMPR*E

Format	Explanation
HMPR*E	Display the Daily Activity Report for today for own office
HMPR*E/XX9	Display the Daily Activity Report for branch office XX9
HMPR*E/02JAN	Display the Daily Activity Report for a specific date
HMPR*E/CU-EUR	Display the Daily Activity Report in an alternative currency
HMPR*E/T	Display totals only for the Daily Activity Report for today for own office
HMPR*E/E12345	Print the Daily Activity Report for today on printer GTID E12345
HMPR*E/E12345/T	Print totals only for the Daily Activity Report for today for own office printer GTID E12345
HMPR*E/D	Display the Daily Activity Report only for Domestic tickets
HMPR*E/I	Display the Daily Activity Report only for International tickets

2) **Period Activity Report (PAR)**

HMPP Ans ID 16214

Help: H/HMPP

There is one Period Activity Report which consolidates data for multiple days as specified in the entry, or for an entire BSP reporting period (as determined by the individual BSP reporting tables)

Format	Explanation
HMPP	Display the Period Activity Report for own office
HMPP/XX9	Display the Period Activity Report for branch office XX9
HMPP/E12345	Print the Period Activity Report on printer GTID E12345
HMPP/02JAN	Display the Period Activity Report for a specific date
HMPP/02JAN- 07JAN	Display the Period Activity Report for a specific date range
HMPP/CU-EUR	Display the Period Activity Report in an alternative currency
HMPP/T	Display totals only for the Period Activity Report for today for own office

3) Summary Activity Report (SAR) HMPS Ans ID 16215**Help: H/HMPR**

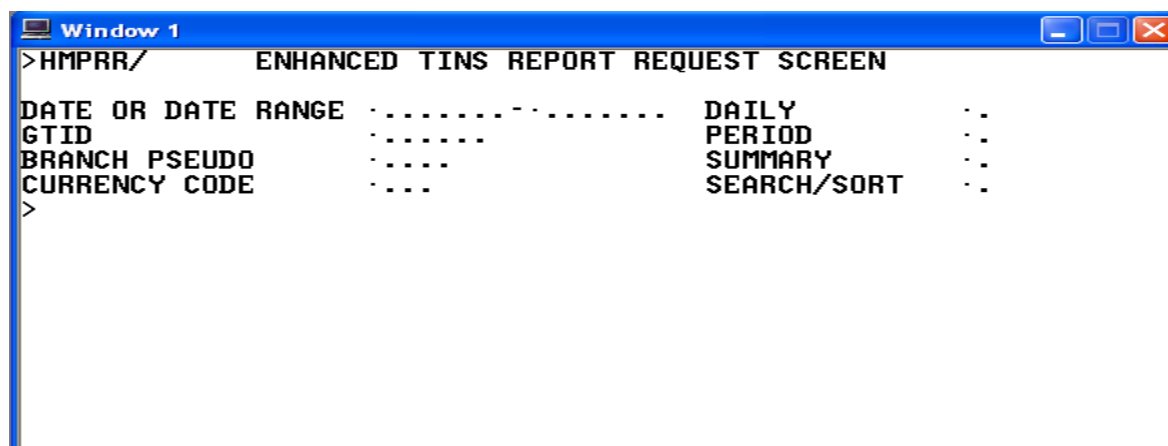
The Summary Activity Report provides a summary listing of ticket and stock control numbers that have been issued or voided during the reporting period.

Format	Explanation
HMP5	Display the Summary Activity Report for own office
HMP5/XX9	Display the Summary Activity Report for branch office XX9

TINS Report Search & Sort screen

In addition to the basic TINS Report command, there are commands available which allow you to retrieve specific information from the TINS reports.

HMPR*E/ A Fill-in-Format screen to combine search and sort features **Ans ID 225**



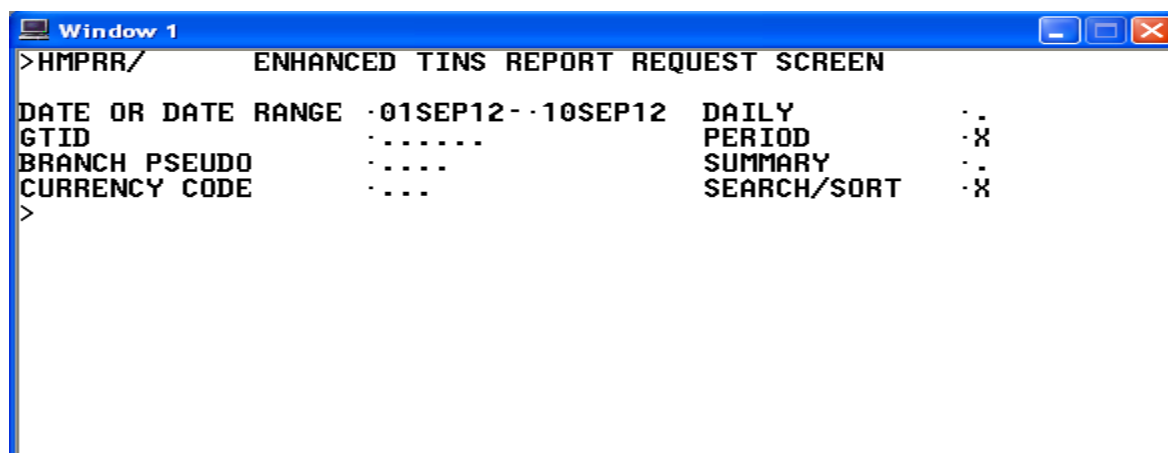
```

>HMPRR/      ENHANCED TINS REPORT REQUEST SCREEN

DATE OR DATE RANGE ..... DAILY .....
GTID ..... PERIOD .....
BRANCH PSEUDO ..... SUMMARY .....
CURRENCY CODE .... SEARCH/SORT .....
>

```

- Blank Fill in Format screen
- Tab & input the details as required for the date, GTID, branch PCC, Currency (where applicable)
- Tab & input X for the type of report, i.e Daily or Period or Summary
- Tab & input X to obtain the Search / Sort option screen



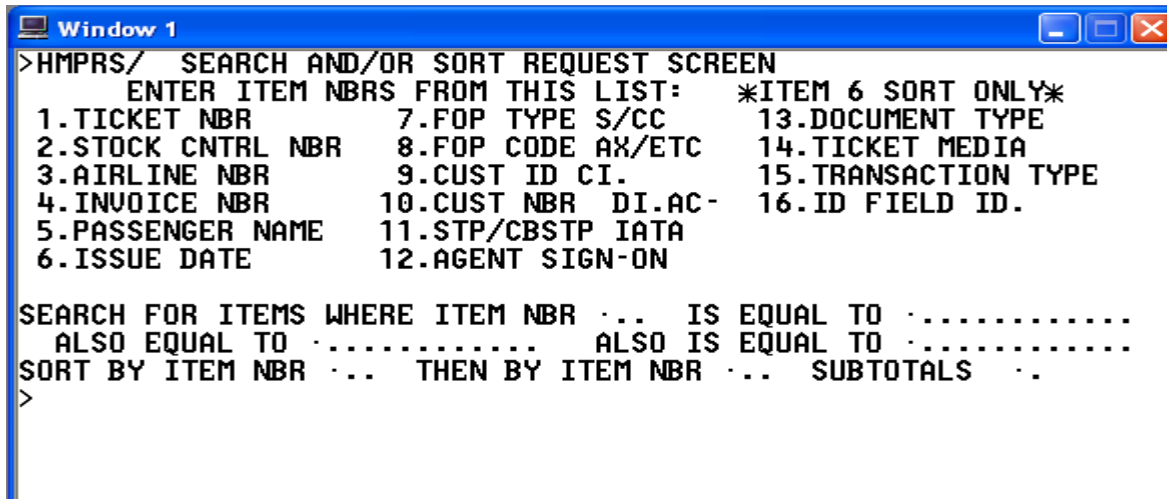
```

>HMPRR/      ENHANCED TINS REPORT REQUEST SCREEN

DATE OR DATE RANGE .01SEP12--10SEP12 DAILY .....
GTID ..... PERIOD .....X
BRANCH PSEUDO ..... SUMMARY .....
CURRENCY CODE .... SEARCH/SORT .....X
>

```

- Example of a completed screen



```

Window 1
>HMPRS/  SEARCH AND/OR SORT REQUEST SCREEN
      ENTER ITEM NBR'S FROM THIS LIST:      *ITEM 6 SORT ONLY*
1.TICKET NBR          7.FOP TYPE S/CC      13.DOCUMENT TYPE
2.STOCK CNTRL NBR     8.FOP CODE AX/ETC    14.TICKET MEDIA
3.AIRLINE NBR         9.CUST ID CI.       15.TRANSACTION TYPE
4.INVOICE NBR        10.CUST NBR DI.AC-    16.ID FIELD ID.
5.PASSENGER NAME     11.STP/CBSTP IATA
6.ISSUE DATE         12.AGENT SIGN-ON

SEARCH FOR ITEMS WHERE ITEM NBR ... IS EQUAL TO .....
ALSO EQUAL TO ..... ALSO IS EQUAL TO .....
SORT BY ITEM NBR ... THEN BY ITEM NBR ... SUBTOTALS ..
>

```

- Search allows you to report on specific items, such as all voided tickets or all e-tickets. You can also search the report for a specific ticket number or for tickets issued for a specific passenger.
- Sort allows you to determine the order in which data is displayed.

- 1 **Ticket Nbr** Search for a maximum of three complete ticket numbers, or incomplete ticket numbers. **Points to note:**
 - The ticket number excludes the 3-digit airline code.
 - The search acts on 1-10 digits. If fewer than 10 digits are entered, the search looks for a match reading from left to right.
- 2 **Stock Control Nbr** Search for a maximum of three stock control numbers.
- 3 **Airline Nbr** Search for a maximum of three 3-digit airline codes.
- 4 **Invoice Nbr** Search for a maximum of three invoice numbers, or incomplete invoice numbers.
- 5 **Passenger Name** Search for a maximum of three passenger names or parts of passenger names.
- 6 **Issue Date** The date the document was issued.
Note: This field may be used for sort *only*.
- 7 **FOP Type S/CC** Search for S or CC only.
S includes:
 - Cash (S)
 - Check (CK)
 - Invoice (IN)
 - Miscellaneous (MS and MS*AK)
 - Non-refundable (NONREF)
 - Pseudo Cash (PS)
 CC includes:
 - Credit card (CC)
 - Government request (GR)
 - Pay Late (PL)
 - Credit – Government Warrant (CREDIT)**Note:** Multiple Receivable (MR) is broken down into individual forms of payment.
- 8 **FOP Code Ax /Etc** Search for the following form of payment codes:
 - Cash (S)
 - Check (CK)
 - Miscellaneous (MS)
 - Invoice (IN)
 - Non refundable (NO)
 - Pseudo cash (PS)
 - Credit card (AX, DC, CA etc.)
 - Pay late (PL)
 - Government warrant (CR)

- 9 **Cust ID Cl.** Search for a maximum of three Cl. fields in the Booking File.
- 10 **Cust Nbr DI.AC-** Search for a maximum of three customer numbers in the DI.AC- field in the Booking File.
Note: If there is a period in the middle of the customer number in the Booking File, it must be entered as a change symbol @ in the fill-in format screen.
- 11 **STP/CBSTP IATA** Search for a maximum of three Satellite Ticketing IATA numbers or Cross-Boarding/ Satellite Ticketing IATA numbers.
- 12 **Agent Sign-On** Search for a maximum of three sign-ons of the agent who issued the documents.
- 13 **Document Type** Search for a maximum of three document types:
 - Bulk (BT)
 - Tour (IT)
 - MCO (MC)
 - Net Remit (NR)**Note:** Net Remit includes tickets issued with modifiers AI, ASF, IF, NF, NR and VC.
- 14 **Ticket Media** Search for either Electronic (E) or Paper (P) ticket.
- 15 **Transaction Type** Search for Void, Exchange or Refund.
Void includes:
 - Void by agent (VA)
 - Void by retransmission (VR)
 - Void by Electronic Ticket No Response from Vendor – e-ticket only (VN)
 - Void of a test ticket (VN)
 - Unvoid by Agent – specific BSPs only (VU)Exchange includes:
 - Exchange with additional collection (XA)
 - Exchange with refund (XR)
 - Exchange with even exchange (XE)Refund includes:
 - TRA refund (RA)
 - TRNE refund (RE)
 - TRN refund (RF)
 - TRNC cancel refund (RC)
- 16 **ID Field ID.** Search for a corporate identifier.
Note: A corporate identifier is a new field in the Booking File. It consists of three sections:
 - 6 alpha/numeric characters representing the corporate ID
 - 2 alpha characters identifying the country code
 - 3-5 alpha/numeric characters representing the agency ID in the marketExample: PNC001HKCWT

TICKET VOIDING**Ans ID 570 / 426 / 8430****H/TRV & H/VOID**

- Voiding is only possible for Issued Tickets
- In India, voiding can only be carried out on the day of issue

TRV/05799000354401	Ticket Reported now Void, entire ticket number including 3 digit airline code & check digit (optional)
TRV/12544400080012-003	Conjunction ticket void, entire first ticket number including 3 digit airline code & check digit (optional), & the last three digits of the last ticket number (all ticket numbers must be from the same Filed Fare)
TRVE/12599000482880	Void an e-Ticket exchange, entire ticket number including 3 digit airline code & check digit (optional)

Note:

- ❖ Only few airlines allow voiding of an e-Ticket exchange if it is performed on the same day of the exchange transaction
- ❖ Refer to **Ans ID 15293** for the list of carriers permitting voiding of an e-Ticket exchange
- ❖ Refer to **Ans ID 8430** for the e-Ticketing functionality for all carriers

TINS Report Void data**Ans ID 22986 / 225**

- Void ticket transactions feature on the daily TINS report
- Specific formats can be used to view only Void ticket information
- Data can be viewed for the past 180 days

HMPR/VOID/20OCT-20OCT	Display Void ticket information for specified date only
HMPR/VOID/12APR-15APR	Display Void ticket information for specified date range
HMPR/CSQ/VOID/10APR-14APR	Display Void ticket information for carrier SQ for specified date range

EXERCISE - Ticket & Itinerary Invoice Recording

1) How does one check the allocated E-Ticket number range in the system?

2) Give the entry to VOID ticket number 125 8888 888 888 which has been issued today.

3) Give the entry to display the report of all tickets issued today.

4) Give the entry to display all the ticketing transactions from 1Jun till 15Jun

5) Give the entry to display the summary of the activity report for your branch office XYZ?

6) Give the entry to display the Void ticket information for airline BA from 16Sep till 30Sep.

7) You have a routing involving airlines AF, AZ, BA & LX. What is the entry to check whether an Electronic Ticket can be plated on AF for the same?

8) What is the entry to get a Fill in format screen to combine search and sort features?

DISPLAY E-TICKET RECORDS**Ans ID 80 / 8601 / 8684****Help: H/*TE & ETKT**

All airlines allowing issue of electronic tickets provide access to their electronic ticket database. It is possible to display records for any electronic ticket which has been generated by your agency or another branch office.

From a retrieved Booking File

Entry:	Description:
*HTE	Display Electronic Ticketing Data
*TE002	Display record 2 from the list of Electronic Tickets
*TEL	Redisplay the Electronic Ticketing record list

Outside a Booking File

Entry:	Description:
*TE/125960000078	Display Electronic Ticketing Data by ticket number (check digit omitted)
*TE/AA/FF10087654	Display Electronic Ticketing record of American Airlines by Mileage Membership number specified
*TE/LH/CC1234567890123	Display electronic ticketing record held by Lufthansa by credit card number specified
*TE/SQ/10APR07BOMSIN-LEE	Display electronic ticketing record held by Singapore Airlines by date/board/off point/name record specified

```

Window 1
TKT: 257 9901 650850      NAME: GALILEOTEST/SONALIMS
FF: 789654
ISSUED: 12JUL12          FOP:CASH
PSEUDO: 00Q4 PLATING CARRIER: OS ISO: IN IATA: 99999992
  USE CR FLT CLS DATE BRDOFF TIME ST F/B      FARE    CPN
  USED OS OPEN Y 12DEC DELVIE 0000 RQ YIF      NUA12MAR  1
  EXCH OS OPEN Y 22DEC VIEDEL 0000 RQ YIF      NUB18DEC NUA12MAR  2
FARE INR 128655 TAX 1300 IN TAX 515 JN TAX 10431 XT
TOTAL INR 140901
DEL OS VIE1160.99YIF OS DEL1160.99YIF NUC2321.99END
ROE55.40 XT 229W0492AT1090ZY8620YQ
RLOC 1G LN7S7A
>

```

Coupon status

Sample Audit Coupon

ETKT	**AUDIT COUPON**	99999992	**ITINERARY**
AUSTRIAN	1 OF 1	ZCLP9E/1G	OSOPENY BOMVIE
GALILEO/TESTMR			YIF
		06SEP12	OSOPENY VIEBOM
			YIF
BOM OS VIE 1223.94 OS BOM 1223.94 NUC2447.88END R			
OE55.407 XT 675YM543AT1410QD1262ZY15034YQ			
INR	135630		
	7449JN CASH		
	233WO		
	18924XT		
INR	162236	257	135630 0 26606
	257 9901670473 2	FFVV	
7733/			

Sample Agent Coupon

ETKT	**AGENT COUPON**	N29211	99999992	**ITINERARY**
AUSTRIAN		1 OF 1	ZCLP9E/1G	OSOPENY BOMVIE
GALILEO/TESTMR				YIF
			06SEP12	OSOPENY VIEBOM
				YIF
BOM OS VIE 1223.94 OS BOM 1223.94 NUC2447.88END R				
OE55.407 XT 675YM543AT1410QD1262ZY15034YQ				
INR	135630			
	7449JN CASH			
	233WO FCIG			
	18924XT			
INR	162236	257	135630	0 26606
	257 9901670473 2	FFVV		
7733/				

Sample Passenger Receipt

**THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE
PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED**

NAME: GALILEO/TESTMR
GALILEO TRAINING 06SEP12 IATA: 99999992 1G-ZCLP9E
TICKET NO. 257 9901670473 PLACE OF ISSUE: NOIDA /IN FCIG
ISSUED BY: AUSTRIAN AGENT N29211
FARE TAX TAX TAX TOTAL
INR 135630 7449JN 233WO 18924XT INR 162236
FORM OF PAYMENT: CASH

BOM OS VIE 1223.94 OS BOM 1223.94 NUC2447.88END ROE55.407 XT 675YM543AT1
410QD1262ZY15034YQ

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO
CONDITIONS OF CARRIAGE- WHICH ARE HEREBY INCORPORATED BY REFERENCE.
THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.
PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP
IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT
INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION- OR ITS
PREDECESSOR- THE WARSAW CONVENTION- INCLUDING ITS AMENDMENTS (THE
WARSAW CONVENTION SYSTEM)- MAY APPLY TO THE ENTIRE JOURNEY- INCLUDING
ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS- THE
APPLICABLE TREATY- INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN
ANY APPLICABLE TARIFFS- GOVERNS AND MAY LIMIT THE LIABILITY OF THE
CARRIER. CHECK WITH YOUR CARRIER FOR MORE INFORMATION.

OS OPEN MUMBAI/ BOM VIENNA/ VIE RQ Y 1PC
OS OPEN VIENNA/ VIE MUMBAI/ BOM RQ Y 1PC

Important:

IATA Conditions of Contract and Other Important Notices.

<http://www.iatatravelcentre.com/e-ticket-notice/General/English/>

E-TICKET STATUS CODES**Ans ID 420 / 8684****Help: H/ETST**

The e-Ticket record as displayed on your Travelport Galileo screen contains mostly the same information as held by the carrier, this is due to the fact that the electronic ticket actually resides in the airline database and not within the Travelport Galileo system. Therefore, what you see on the screen is very similar to what the carrier can see, although the layout may differ slightly.

The status of each coupon of the electronic ticket is indicated in the USE column:

OPEN	Coupon is "live", still to be used & eligible for all status updates
ARPT	Coupon secured by airline prior to scheduled departure
CKIN	Passenger has checked in for the flight.
CLSD	Coupon status has been Closed for use by the carrier
EXCH	Coupon has been exchanged.
FLWN	Coupon has been used for the associated flight
IREG	Coupon control extended beyond normal 48 hour period for airport control
LFTD	Passenger has boarded the aircraft
REMV	Coupon data has been removed for the carrier's system after ticket has been fully used
RFND	Coupon has been refunded to the passenger
SUSP	Coupon has been suspended for use by the carrier
USED	Travel has been completed for this coupon.
UNVL	Coupon is no longer available for use, it may only be exchanged
VOID	Coupon has been voided

E-TICKET HISTORY**Ans ID 10895****Help: H/*TEH**

Once an electronic ticket has been created, a history is kept of changes made to it. This history is different and separate from Booking File history.

***TEH** Display e-Ticket history of displayed e-ticket

E-TICKET FUNCTIONALITY**Ans ID 8430**

Refer to ASK Travelport ANS ID 8430 for the e-Ticketing functionality information for all carriers participating in the Travelport Galileo GDS

This file is constantly updated with the amendments / enhancements as advised by the individual carriers.

E-TICKET REVALIDATION**Ans ID 401 / 7212 / 23459 / 19628 / 415 / 418 / 402 / 404**

When a passenger makes a change in his/her flight arrangements it is sometimes possible to alter the ticket he is holding rather than re-issue it completely, this is called revalidation.

- Ensure that the IATA rules and the fare rules have been followed
- IATA states that travel agents may only revalidate a ticket to the same carrier, fare, class and routing
- It is not possible to revalidate any past date segments or to revalidate a closed flight to an open segment
- Revalidation of tickets is governed by strict IATA rulings

Steps to Revalidate an e-ticket

- 1) Amend the itinerary as appropriate, and end and retrieve the BF
- 2) Display the appropriate e-Ticket record
- 3) Revalidate the coupon of the changed sector with the new booked segment

TKRETS2/TN1259900281382/C2

Entry	Description
TKR	Ticket Revalidate entry code
ET	Electronic Ticket
S2	Segment 2
/	Separator
TN125...	Ticket Number Identifier and ticket number
/	Separator
C2	Coupon 2

TKRETS2/TN1251234567890/C2/NVB21MAY/NVA21MAY

Entry:	Description:
TKRETS2	Revalidate Electronic Ticket Segment 2
/	Separator
TN125...	Ticket Number Identifier and ticket number
/	Separator
C2	Coupon 2
/	Separator
NVB21....	Amended Not Valid Before and Not Valid After dates

E-TICKET ERROR MESSAGES**Ans ID 39518**

Refer to ASK Travelport answer ID 39518 for the list of e-Ticketing error messages generated by the Travelport Galileo system together with the possible solutions.

MANUAL FARE BUILD**Ans ID 332 / 384 / 350****Help: H/*FB & FBC**

The Travelport Galileo system is capable of quoting most fares automatically. However, there are occasions when this is not possible or when you may elect to use a non-system fare such as a market fare. In these situations it is possible to enter the fare manually, in order that automatic ticketing can take place. The booking should be End Transacted before the Manual Fare Build screen can be obtained.

Manual Fare Build can be used in 2 ways

- 1) Building Fares
- 2) Modifying a Fare Quote

1) **Building Fares**

This is used when a Fare cannot be automatically quoted by the system in case of:

- Consolidated fares
- Fares marked with an X in a Fare Display, e.g. round the world
- Re-routing fares
- Fares obtained from airline GIS pages, e.g. air passes, market fares

There are three basic steps in the process:-

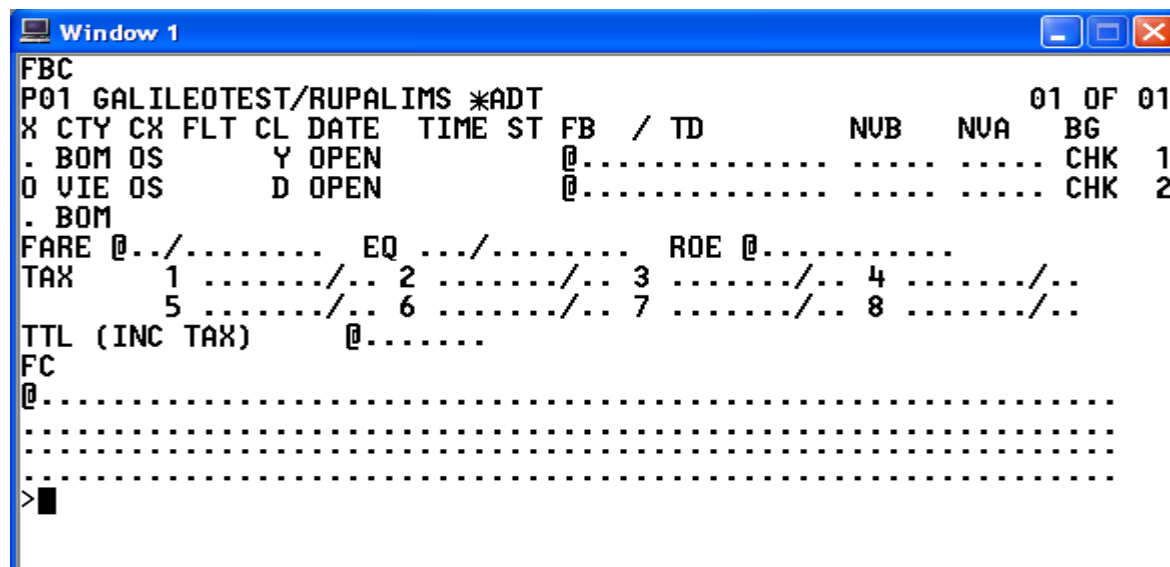
- | | |
|---------------------------------|------------|
| 1) Create the Manual Fare Build | FBC |
| 2) Update / Amend the data | FBU |
| 3) File the Manual Fare | FBF |

1) **FBC**

FBCCAI

Fare Build Create

Fare Build Create & specify plating carrier



```

Window 1
FBC
P01 GALILEOTEST/RUPALIMS *ADT                                01 OF 01
X CTY CX FLT CL DATE TIME ST FB / TD          NUB  NUA  BG
. BOM OS      Y OPEN      @.....          .....  CHK  1
O VIE OS      D OPEN      @.....          .....  CHK  2
. BOM
FARE @..../..... EQ ..../..... ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
      5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX)  @.....
FC
@.....
.....
.....
.....
>
  
```

Note :

- a) This is not a Fill In Format screen.
- b) All the entries are made at the bottom of the screen and are then placed automatically by the Travelport Galileo system into the appropriate place on the Fare Build Screen.
- c) The “@” symbol on the manual fare build screen shows which fields are the mandatory ones to be completed. If any of these fields are omitted, you will not be able to end the Booking File.
 - FB Fare basis
 - BG Baggage
 - FARE Fare (local currency)
 - ROE IATA Rate of Exchange(non mandatory for domestic fares)
 - TTL Total (Fare plus taxes)
 - FC Fare construction (NUCs)
- d) All other fields are optional and may be completed as required by the IATA ticketing standards

2) FBU Updating the Fare Build Screen

The Fare Build Screen must be completed using Fare Build Update entries, which can be done one at a time or strung together by the + key.

FBUFB/YAHPX Fare Build Update Fare Basis code

Entry:	Description:
FBU	Fare Build Update
FB	Code for item to be updated (Fare Basis)
/	Separator
YAHPX	Information to be entered (the fare basis code)

*FB	Redisplay Fare Build Screen
FBUBG/2PC +FARE/INR20000	Update Baggage & Base Fare
FBUROE/40.704 +FC/BOM LHR BOM	Update IATA rate of exchange & Fare Construction
FBUNVB2/20JUL08	Update Not valid before only for segment 2
FBUNVA/26JUL08	Update Not Valid after
FBUTAX1/225WO+TAX2/3274GB+TAX3/1171UB+TAX4/6506YQ+TAX5/300YR	Update taxes
FBUTTTL/	Update the TTL fare (Galileo will automatically generate the total by adding the base fare & taxes)
FBUEB/VALID AI ONLY	Update the Endorsements

3) FBF	File the Manual Fare Build screen for current passenger
FBFALL	File the Manual Fare Build screen for all passengers
FBFCUA	File the Manual Fare Build screen for current passenger with plating carrier UA
FBFALL/CQF	File the Manual Fare Build screen for all passengers with plating carrier QF

Note :

1) Just like a normal Fare Quote, the creation of a Manual Fare Build Screen assumes all passengers and all segments are to be associated to the same fare. If there are different passenger types, or if the fare is only required for certain segments, the Manual Fare Build screen can be created by passenger and/or segment relating.

Entry:	Description:
FBC	Fare Build Screen for all passengers in the booking
FBCP5	Fare Build Screen for passenger 5 only
FBCP3-5	Fare Build Screen for passengers 3 till 5
FBCS2-3	Fare Build Screen for segments 2 till 3
FBCP2/S2-4	Fare Build Screen for passenger 2, segments 2 till 4
FBCP5*C08	Fare Build Screen for passenger 5, description as child aged 8 years
FBCP4*C08.1-3	Fare Build Screen for passenger 4, description as child aged 8 years, and for passengers 1 till 3 as adults

If no passenger description codes are used the system will default to adult or infant if specified in the Name Field.

- 2) The line number used in the segment related entries is the number shown on the far right of the Fare Build Screen, which is not necessarily the segment number in the itinerary. The Fare Build Screen ignores any ARNK segments for numbering purposes.
- 3) FBUBG/NIL allows you to add nil value for baggage allowance
- 4) Passenger Facility Charge
When completing the Fare Build Screen, you will need to pay particular attention to the Passenger Facility Charge. The PFC was introduced by the USA Government in 1992 and allows some airports to collect a user fee from the passenger to fund airport development. In addition to the tax entry for the PFC amount (code XF), it is necessary to tell the system to which airports it applies. The entry to add this information is in the same format, but it must be made on its own, it cannot be made as part of an FBU string.

FBUPFC/JFK3

Entry:	Description:
FBU	Fare Build Update
PFC	Code for item to be updated (Passenger facility Charge)
/	Separator
JFK3	Information to be entered (airport code to which tax applies JFK, and amount in USD, 3).

Check **FTAX*PFC-XXX** (where XXX= three letter airport code) for the current amount to be charged for each airport.

- A maximum of 4 PFCs are allowed
- When more than one PFC is to be added to the ticket, all PFCs must be input as a single entry with the USD amount to be specified
- The PFC entry will appear on the Fare Build Screen in the Fare Construction line, but can only be entered after completion of the fare construction and ROE entries

- Delete : **FBUPFC/** Delete the XF tax from the Fare Construction
FBUTAX2/ Delete the XF tax from the tax breakup section
- Add : **FBUPFC/JFK3BUF3** Add the XF tax to the Fare Construction
FBUTAX2/245XF Add the total XF tax amount in the Tax breakup section
- 5) Up to 20 taxes can be entered on the Manual fare build screen, *FBTAX will show the Tax Breakdown Screen.
- 6) Multiple Passengers / Different Passenger Descriptions
An effective way to work with different passenger types is to start the entry with the smallest group of passengers eg. Booking of 3 passengers 1 & 2 Adults, 3 - Child
- FBCP3*C09.1.2** Create the screen for the child first & then for the adults
FBCP1.2 Create a for both adults (filed fare 1)
FBCP3*C09 Create a screen for the child (filed fare 2)
- 7) US Flight Segment Tax Domestic (ZP TAX)
- Delete : **FBUTB1/** Delete the ZP tax breakup from Fare Construction
FBUTAX4/ Delete the ZP tax from the Tax break up section
- Add : **FBUTB1/ZPLGA3.40IAD3.40** Add the ZP tax breakup to the Fare Construction
FBUTAX4/276ZP Add the total ZP tax amount in the Tax break up section

2) Modifying a Fare Quote

This is used to amend the various fields of a system quoted fare or a manually built fare.

There are three basic steps in the process :-

- 1) Convert the Filed Fare to a Manual Fare screen ***FB1**
 - 2) Update / Amend the data **FBU**
 - 3) File the Fare Build Screen **FBF**
- 1) Display the Filed Fare
- *FB1** Display Filed Fare 1 in Fare Build Format
 - *FB1P2** Display Filed Fare 1 for passenger 2 in Fare Build Format
 - *FB2P3*C09** Display Filed Fare 2 for passenger 3 description child aged 9 years in Fare Build Format
- 2) Update / Amend the data
- FBUBG/20K** Update the baggage data to 20 kgs
The entry will just 'overtyp' whatever is currently in the fare field.
 - FBUEB/** Delete the Endorsement data by re-entering the first part of the Fare Build Update entry and omitting any data after the oblique (/)
- 3) File the Fare Build Screen
- FBF** File the Manual Fare Build screen for current passenger
 - FBFALL** File the Manual Fare Build screen for all passengers

FBFCUA	File the Manual Fare Build screen for current passenger with plating carrier UA
FBFALL/CQF	File the Manual Fare Build screen for all passengers with plating carrier QF

Note:

- 1) Amending an Auto-quote fare through the Fare Build Update will change the fare guarantee from either G or C or A to B.
- 2) The following can be amended without losing the guarantee **Ans ID 1084**

- Ticket Designator – FBUTD/ (New format)
- Tax Amount – FBUTAX/
- Endorsement Message – FBUEB/
- Free baggage allowance - FBUBG/

FARE BUILD IGNORE

This is used when during a Fare Build amendment, it may be that changes are no longer required, or you have made an error and want to start again.

FBI	Ignore the current Fare Build and cancel the transaction
------------	--

RESTORE FILED FARES**Ans ID 327****Help: H/FF**

At times a ticket may need to be issued again.

If an attempt is made to issue another ticket for the same passenger and journey, on the ticketed Filed Fare, the system will not permit it.

To issue the ticket again (after the original has been voided), the fare needs to be restored to the Booking File.

Restored Filed Fares are not guaranteed. Once restored, you can make the normal ticketing entries.

FF1@R	Filed Fare 1 Change to a Restored Status
FF1P2@R	Filed Fare 1 for passenger 2 change to a Restored Status

EXERCISE - Manual Fare Build

1) What is the entry to create a Manual Fare Build screen with plating carrier BA, for passenger 3 of a Booking File ?

2) What would be the best entry to create Fare Build Screens for four passengers, of which number 4 is a child who is 8 years old?

3) Create a Booking as follows:

Itinerary Details

0 AI OPEN Y 10 FEB BOM LHR NO 2
0 AI OPEN Y 10 MAR LHR BOM NO 2

Passenger Details

2 GALILEOTEST/Your Name / REEMA MS

Complete the Booking with the mandatory fields & End & Retrieve the Booking.

Build a Manual Fare with the following information & issue the tickets:

Fare Basis : YSP45
Baggage : 20 K
Validity Min : 7 days
Max : 45 days
Base Fare : INR 20000
Taxes : 225 WO 3346 GB 1196 UB 6496 YQ 300 YR
Fare Construction : BOM AI LON M245.67 YSP45 AI BOM M245.67 YSP45 NUC491.35
Nett Remittance code : LON45/20
FOP : INV AGT 1431234
Endorsements : NON ENDO NON REF / VALID AI ONLY

4) Create a Booking as follows:

Itinerary Details

0 LH OPEN Y 10 FEB DEL FRA NO 3

0 LH OPEN Y 10 MAR FRA DEL NO 3

Passenger Details

3 GALILEOTEST/Your Name / REEMA MS/UMANGMSTR*P-C07 and an Infant DOB 31JAN13

Complete the Booking with the mandatory fields & End & Retrieve the Booking.

Modify the Fare with the following information & issue the tickets :

Adult Fare Details

Fare Basis : YLH60
Baggage : 20 K
Validity Min : 7 days
Max : 60 days
Base Fare : INR 18000

Child Fare Details

Fare Basis : YLH60CH
Baggage : 20 K
Validity Min : 7 days
Max : 60 days
Base Fare : INR 12000

Child Fare Details

Fare Basic : YLH60IN
Baggage : 20 K
Validity Min : 7 days
Max : 60 days
Base Fare : INR5000

Common Details

Taxes : As applicable
Fare Construction : As per IATA requirements
Nett Remittance code : LHDEL60
FOP : INV AGT 1431234
Endorsements : NON ENDO NON REF / VALID LH ONLY

EXCHANGE TICKETS**Ans ID 436 / 27718**

- Sometimes a passenger's plans change after their ticket has been issued; this could be either a date change or an itinerary change.
- Depending on the rules of the fare that was originally booked, it may be permissible to reissue a ticket for a customer and give them a new one in exchange for the original one.
- Prior to the re issuance of a ticket, it is essential to refer to the fare rules or check with airlines directly, if such changes are possible (incase of a voluntary change) in order that you complete the ticket exchange correctly.
- There are strict IATA rules governing this procedure.

Ticket Exchange V Revalidation

The terms Exchange and Revalidation often get confused.

- Revalidation** - If a passenger changes their dates of travel after ticket issuance but the fare, airline and routing stays the same as that on the original ticket, it is permissible to **revalidate** the ticket.
- Exchange** - If the change the passenger makes involves a change to the airline, routing or fare, you must go through the process of **exchanging** the ticket.
In order to exchange a ticket it must have a flexible fare.
If the original fare was not changeable and non refundable, the passenger would have no choice other than to cancel the original itinerary, forfeit the fare and pay for the new itinerary again.

Reissue / Exchange

Reissuance is the issuance of a new ticket document in exchange of the original ticket document. All the rules from the original document apply. For example, the date of the applicable exchange rate is determined by the original date and place of issue.

Updating reissue charges on a ticket

Some airlines require the reissuance charge to be shown as a tax code (example XP, YR, OA) and others require it to be added to the new base fare as a Q surcharge.

Note: Remember to recalculate the Q surcharge to NUC amount before END, and convert to local currency in FARE.

Some airlines may require the charge to be collected on an MCO, and the MCO number added as an endorsement on the ticket exchange. Call the airline to determine the preferred method.

Important Note on Exchanging Credit Card Issued Tickets**Ans ID 1083**

When a ticket is issued with the form of payment as credit card, the card number is included on the ticket. If the ticket is subsequently reissued the credit card number is *not* carried forward to the new ticket, and there is only an indicator advising that the original form of payment was credit.

When refunding a ticket paid for by a credit card there are potential issues due to the document

showing an indicator and not the complete card number, so you must store the "Original Form of Payment/OFP" as part of the Filed Fare before reissuing the ticket.

Note: The OFP details are stored in the TINS database for later use as part of the Automated Refund process.

Use the OFP modifier. Example formats:

TMU1OFPAX3739000000000000*D1208

TMU1OFPCTW200000000000001*D1208

Note: You must make the entry *before* the ticket is exchanged in order to record the original form of payment, otherwise the transaction must be processed as a cash refund.

Reissue Process

A Re-issue could be of two (2) types

- 1) *Re-issue of an Unused document*
- 2) *Re-issue of a Partially used document*

Both of the above could result in one of the following three (3):

- a) The same value as the exchanged ticket (An Equivalent Exchange)
- b) More than the value of the exchanged ticket (An Additional Collection -ADC)
- c) Less than the value of the exchanged ticket (A Refund due)

The procedure for carrying out a Re-issue will always be as follows:

- 1) Book the new itinerary
- 2) Fare Quote or Build the fare (FQ or FBC)
- 3) Convert the Filed Fare to a manual screen (*FB1 or * FB Filed Fare no.)
 - a. Delete the Paid taxes, retain new taxes (FBUTAX1/ +TAX2/ etc.)
 - b. Verify the Total (FBUTTTL/)
 - c. File the Manual Fare screen (FBF or FBFALL)
 - d. End the transaction
- 4) Enter Ticket modifier FOP as EX
- 5) Re-issue the ticket with the help of the Fill in format screen

TMU1FEX0981234123123

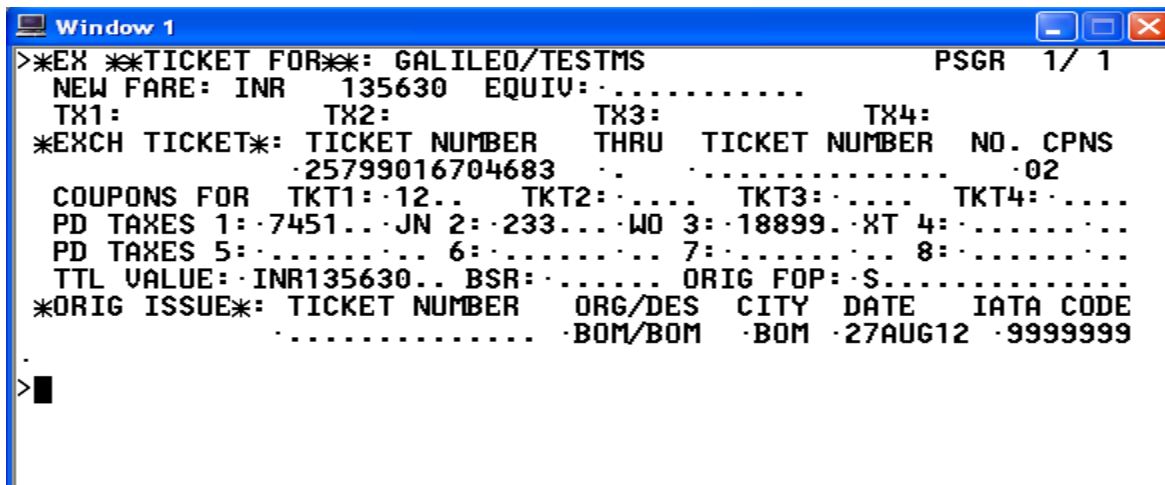
For e-Tickets

Entry:	Description:
TMU1	Ticket Modifier Update for filed fare 1
F	Form of Payment identifier
EX	Exchange Document
0981234123123	Electronic Ticket number to be exchanged

Note:

- For an e-Ticket most of the fields will get automatically populated from the Filed Fare as well as from the original e-Ticket
- As this is a Fill in Format screen, ensure that the INSERT key is switched off before entering the data
- Use the Tab key to move between fields & enter the relevant data

- Do not press ENTER until all required fields are completed
- When there is a new tax to be collected, even if there is a Refund due on the Total fare, the system will still display the ADC screen
- It is only possible to reissue one ticket per transaction
- When the Booking File contains more than one passenger, it is necessary to deal with each ticket as a separate transaction, there are two ways to process the same:
 - Storing separate Filed Fares for each passenger and adding the FOP EX as a ticket modifier (TMU1FEX..., TMU2FEX..., etc) – Recommended, as the details can be verified prior to ticket issuance
 - Adding on the FOP EX at the time of ticket issuance (TKP1P1/FEX..., TKP1P2/FEX..., etc) – To be used with caution, as the ticket will issue as soon as the details are entered
- When the Booking File contains more than one passenger and the FOP EX is added at the time of ticket issuance, the entry **TKP1P1/FEX1234567890123/NAME.surname.firstname** can be used to avoid passenger name & ticket number mismatch



```

Window 1
>*EX *TICKET FOR*: GALILEO/TESTMS PSGR 1/ 1
NEW FARE: INR 135630 EQUIV: .....
TX1: TX2: TX3: TX4:
*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
.25799016704683 .. ..... 02
COUPONS FOR TKT1: 12.. TKT2: .. TKT3: .. TKT4: ..
PD TAXES 1: 7451.. JN 2: 233.. WO 3: 18899.. XT 4: .....
PD TAXES 5: ..... 6: ..... 7: ..... 8: .....
TTL VALUE: INR135630.. BSR: ..... ORIG FOP: S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
..... BOM/BOM BOM 27AUG12 999999
.
>|
  
```

**TICKET FOR
NEW FARE
TX1 to TX4
EQUIV**

Passenger's name automatically placed here from Filed Fare

Automatically placed here from the Filed Fare

All taxes from the Filed Fare will be displayed here

If applicable, the currency code (not the amount) of the original currency and of the additional collection currency should be shown here from the manually updated Filed Fare, up to three currency codes may be entered, leaving a space between each

TKT NO

Enter the ticket number, including the check digit. If part of a conjunction ticket, enter the first ticket number

THRU

If exchanging a conjunction ticket type X here, otherwise leave blank

TKT NO

Enter the last conjunction ticket number of the sequence. If not applicable, leave blank

NO. CPNS

Enter the number of flight coupons to be exchanged e.g. 02

COUPONS FOR

If exchanging coupons 1 and 2 from the original ticket type 12 here

PD TAXES

Enter all paid taxes which are still applicable as per the new itinerary on the new ticket, including the tax code but not the currency code. All taxes must be shown individually, it is not permissible to show a combination of taxes using the XT tax code when there is lack of space. In such cases, please include the breakup of taxes in the FC line

TTL VALUE

The original fare excluding taxes should be reflected here along with the currency code e.g. INR 30000

BSR	If dealing with different currencies, enter the Bank Selling Rate according to the FZS entry. Prefix the BSR with an oblique (/) to indicate divide. If the BSR contains more than 4 numbers, ignore the last one(s)
ORIG FOP	Enter the Form of Payment used on the original ticket, for example NONREF. If it was a credit card, do not include card details, just enter CC (ensure the CC number is entered with the OFP modifier prior to starting the reissue)
ORIG ISSUE	Line of information relating to original ticket
TICKET NUMBER	If the ticket being exchanged has previously been reissued, the original ticket number must be shown here
ORG/DES	Enter the origin/destination of the whole journey, using the city, not airport, codes. Origin of the old ticket, Destination of the new ticket
CITY	Enter the city code where the original ticket was issued
DATE	Enter the date the original ticket was issued in DDMMYY format
IATA CODE	Enter the IATA number of original issue office

Here is an example of a completed Exchange Screen FIF

```

Window 1
>*EX *TICKET FOR*: GALILEO/TESTMS                PSGR 1/ 1
NEW FARE: INR 135630 EQUIV: .....
TX1:          TX2:          TX3:          TX4:
*EXCH TICKET*: TICKET NUMBER THRU  TICKET NUMBER NO. CPNS
                25799016704683  ..          ..... 02
COUPONS FOR  TKT1: 12..  TKT2: ..  TKT3: ..  TKT4: ..
PD TAXES 1: 7451.. JN 2: 233.. WQ 3: 675.. YM 4: 534.. AT
PD TAXES 5: 138.. QD 6: 1241.. ZY 7: 15062.. YQ 8: .....
TTL VALUE: INR135630.. BSR: ..... ORIG FOP: S.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .....  BOM/BOM  BOM  27AUG12  9999999
.
>

```

Upon successful completion of the Exchange screen, press ENTER.

The resulting response could be one of the following 3:

1. The same value as the exchanged ticket (An Equivalent Exchange)

If it is an even exchange (i.e. NEW FARE is same as TTL VALUE and there is no additional collection) you will receive this response:

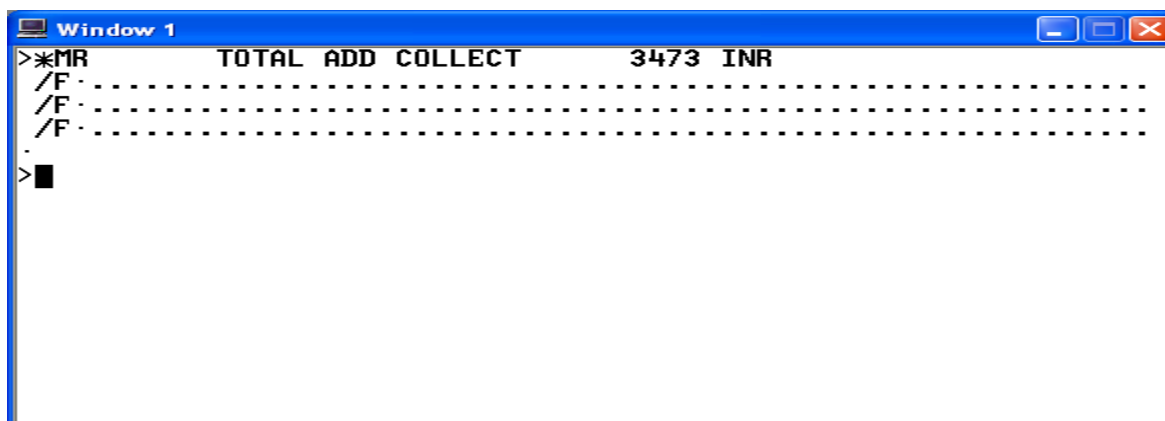
```

Window 1
>*EX *TICKET FOR*: GALILEO/TESTMS                PSGR 1/ 1
NEW FARE: INR 135630 EQUIV: .....
TX1:          TX2:          TX3:          TX4:
*EXCH TICKET*: TICKET NUMBER THRU  TICKET NUMBER NO. CPNS
                25799016704683  ..          ..... 02
COUPONS FOR  TKT1: 12..  TKT2: ..  TKT3: ..  TKT4: ..
PD TAXES 1: 7451.. JN 2: 233.. WQ 3: 675.. YM 4: 534.. AT
PD TAXES 5: 138.. QD 6: 1241.. ZY 7: 15062.. YQ 8: .....
TTL VALUE: INR135630.. BSR: ..... ORIG FOP: S.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .....  BOM/BOM  BOM  27AUG12  9999999
.
TICKET MODIFIERS UPDATED
>

```

2. More than the value of the exchanged ticket (An Additional Collection -ADC)

- A Multiple Receivable (MR) screen, with the value of the additional collection, will be displayed
- The additional amount is calculated automatically by the Galileo system comparing the NEW FARE and the TTL VALUE amount and dividing the same by the BSR entered
- Up to three payment types can be specified to collect any additional amount
- If the whole amount is to be paid using one FOP, tab to the first Tab stop and enter the appropriate FOP code without the amount



Window 1

```

>*MR      TOTAL ADD COLLECT      3473 INR
/F.....
/F.....
/F.....
.
>

```



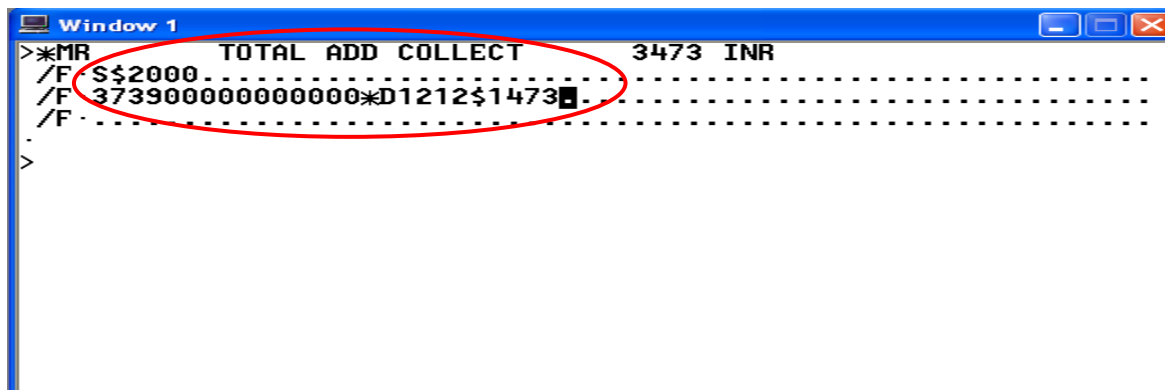
Window 1

```

>*MR      TOTAL ADD COLLECT      3473 INR
/F.S.....
TICKET MODIFIERS UPDATED
>

```

- If the additional collection is to be paid using multiple FOPs, the exact amount, preceded by the \$ sign, must be given for each type of payment INR 2000 will be paid in cash and INR 1473 will be paid by credit card



Window 1

```

>*MR      TOTAL ADD COLLECT      3473 INR
/F $2000.....
/F 3739000000000000*01212$1473.....
/F.....
.
>

```

When the *MR screen is completed, press ENTER



```
Window 1
>*MR          TOTAL ADD COLLECT          3473 INR
/F:S$2000.....
/F:3739000000000000*D1212$1473.....
TICKET MODIFIERS UPDATED
>■
```

Note: If you need to redisplay the exchange screen at any time prior to completion, use the entry: *EX

3. Less than the value of the exchanged ticket (A Refund due)
 - If it is an exchange where a Refund is due (i.e. NEW FARE is less than TTL VALUE) you will receive a REFUND fill in format screen



```
Window 1
>*ER REFUND DUE      5630 INR
RFND TYPE
CASH RF/-
.
REFUND CARD NUMBER RN/F.....
.
>
```

- The system calculates the amount to be refunded & shows it on the header line.
- If the refund is by Cash, cheque or MCO, tab to CASH RF/ and ENTER. Do not enter any amount.

- Note:**
- 1) This Refund FIF screen does nothing at all in the system, any Cash, Cheque and MCO refunds must be processed manually
 - 2) Confirm with the airline before processing a Refund Due exchange, as some may not permit the same

Changeable Exchange Screen

A completed Exchange screen can be redisplayed & amended before ticket issuance.

*EX1/1 Display the Exchange screen for Filed Fare 1 passenger 1

*EX3/1 Display the Exchange screen for Filed Fare 3, passenger 1

Displayable Amount Receivable Screen

A completed Amount Receivable screen can be redisplayed before ticket issuance, however this is not editable. These entries are only applicable on exchanges made with the TMUnFEX... entries

- *MR1/2 Display the total amount receivable information for Filed Fare 1, passenger 2
- *MR3/1 Display the total amount receivable information for Filed Fare 3, passenger 1

Partial Reissues

Ans ID 11514 / 11511 / 11513 / 30756

When exchanging a partially used e-Ticket, you must re-work the fare from the point of origin of the original ticket, including the revised routing, similar to the process followed if this ticket were being purchased for the first time (refer to the **Important Note** below).

Important note:

- If the journey on the original ticket was **to/from/via the USA**, when exchanging a partially used e-Ticket, you must re-work the fare from the point of origin on the original ticket, including the revised routing, as though that ticket had been purchased in the first place.
- If the journey on the original ticket was **not** to/from or via the USA, you must calculate the new fare using the same breakpoints up to the one prior to the location where the reissue is taking place.

Note: Many airlines specify their own exchange procedures, so be sure to check with the airline for the correct process to follow.

Historical Fare Quote

The Historical Fare Quote request will quote the fare based on the 'date' input (the date input, is the date of the original ticket issue) and apply the current day taxes.

FQ.H10MAY12

- Returns the fare applicable as per the date mentioned in the input
- Applies the taxes based on the current day or date of quote – not the date input
- Stores the fare in the Filed Fare (*FF)
- Stores the fare with a status code of M for modified / manual
- No guarantee will be given to the fare returned or stored in the Filed Fare, even if ticketed
- This Filed Fare should **NOT** be ticketed, rather should be used to build the fare

Steps for Partial reissue

1. Change the Booking File to reflect the new journey
2. Calculate the fare from the point of origin for the whole journey, including the flown sector (refer to the Important Note above, regarding journeys 'To/From/Via US' & 'NOT To/From/Via US')
Note: The taxes already paid for on the original ticket, must be shown as paid taxes (which are still applicable) on the exchange fill-in format. They must be *excluded* on the fare build, but the new taxes must be collected
3. End and retrieve the Booking File and build the new fare in the Booking File using Manual Fare Build, details can be obtained by using the Historical Fare Quote entry
Note: The fare calculation is shown from the point of origin of the journey

Ticket validity

- You must show a NOT VALID AFTER date on a ticket when it is issued in exchange and travel has commenced
 - The NVA box must be completed to reflect the validity of the original ticket
 - For a normal fare, if a reservation has been made, the ticket is valid for one year from the date of commencement of travel
 - If the ticket was issued as an open ticket, it is valid for one year from the date of issue
4. End and retrieve the Booking File
 5. Add the Form of Payment as exchange
Enter: **TMU1FEX1259900638253**
 6. Update the PD tax field to show the paid taxes, and enter the original Form of Payment
Note: Ensure that your insert key off
 7. Tab to the end and enter after the IATA number.
 8. The resulting response could be any of the three listed detailed above, i.e. Ticket Modifiers Updated, Total Add Collect or Refund Due
 9. Complete the screen as required & Enter and the ticket will issue

Reissued ticket – points to note

- Coupons on the new ticket are issued from current off point, but the fare & the fare calculation are shown for the complete journey originating from journey origin
- The new fare is printed in the FARE box, and the additional collection is printed in the TOTAL box followed by A
- The form of payment shows EX and both the original and new form of payment are printed on the ticket
- The additional collection is detailed on the TINS report, HMPR
- When you exchange a partially used e-Ticket issued in a currency other than that of your agency location
 - you must re-work the fare in the currency of the country of origin
 - any additional collection must be collected in your own currency and converted at the Bank Selling Rate at the time of reissue
 - the fare is shown in the currency of the country of origin (e.g. AED), the original currency of payment and the currency of reissue are shown in the EQ field (e.g. AED INR)
 - if the exchange rate is *less* than 1 to the issuing currency then you must multiply on the exchange screen by using an asterisk * (e.g. JPY = 0.577 is shown as ***.577**)
 - if the exchange rate is *more* than 1 to the issuing currency then you must multiply on the exchange screen using a slash / (e.g. AED = 12.35 is shown as **/12.35**)

Voiding an Exchanged e-Ticket**Ans ID 426**

- This can only be performed on the same day as the exchange transaction
- All airlines do NOT permit the same, refer to ASK Travelport answer ID 15293 for the list of carriers permitting the same
- Entire e-Ticket number must be entered, check digit is optional
- The status of the original e-Ticket will change back to OPEN from EXCH

TRVE/2579901670468

EXERCISE - Reissue

- 1) a) Issue a ticket MAA HKG MAA on MH Y class OPEN dated for one passenger named GALILEOREISSUE/Yourname. FOP is CASH
b) Reissue this ticket to MAA KUL HKG PEK MAA on MH Y class OPEN dated.

When reissuing the ticket ensure that all paid taxes are deleted & only new taxes are collected.

Note down the taxes :

MAA HKG MAA

MAA KUL HKG PEK KUL MAA

- 2) a) Issue a ticket DEL VIE DEL on OS Y class OPEN dated for two passengers, surname GALILEOREISSUE, first name of your choice. FOP is CASH
b) Reissue these tickets to DEL VIE DEL on OS business class, OPEN dated.

A reissue penalty of INR 2000/- needs to be collected & included in the base fare

- 3) a) Issue a ticket DEL AMS DEL on KL Y class OPEN dated for one passenger named GALILEOREISSUE/Yourname. FOP is CASH
b) Reissue this ticket to DEL AMS DEL on KL Y class OPEN dated for 1 month later.

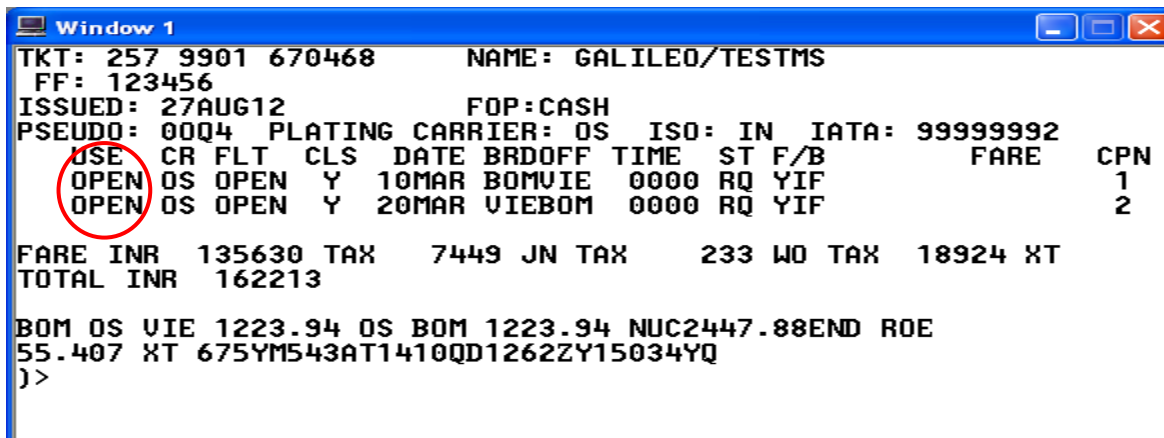
A reissue penalty of INR1500/- needs to be collected & shown as OC tax.

AUTOMATED REFUNDS**Ans ID 502 / 7208 / 455 / 498 / 33714 / 445 / 447 / 446 / 454**

- Process electronic refunds for IATA documents - including system electronic tickets for published fares, Tour & Nett Remittance tickets
- A mandatory refund notice is printed in support of the transaction, therefore it is necessary for the agency location to be equipped with either an itinerary or printability printer
- The default is to print the refund notice on the itinerary printer
- In situations when the printer is not linked or has a status of 'down', an error response will be generated and the transaction will not be processed
- Ensure you follow the local BSP guidelines on how the refund notice is to be forwarded to them
- An e-ticket can be refunded within 13 months as per the date of the last sector, as long as the e-Ticket image can be displayed on the GDS
- An e-Ticket where the image cannot be displayed, must be refunded via the BSP Link

Points to note:

- Automated refunds must be processed in Focalpoint/Galileo Desktop. They cannot be processed in Viewpoint
- Contact the airline for assistance to re-work the fare and tax amount for refund
- Before initiating the refund, check whether any cancellation or service fees are applicable
- Check that the e-Ticket coupon status is OPEN



```

Window 1
TKT: 257 9901 670468      NAME: GALILEO/TESTMS
FF: 123456
ISSUED: 27AUG12          FOP: CASH
PSEUDO: 00Q4  PLATING CARRIER: OS  ISO: IN  IATA: 99999992
USE CR FLT CLS  DATE BRDOFF TIME  ST F/B      FARE    CPN
OPEN OS OPEN  Y  10MAR BOMVIE  0000 RQ YIF      1
OPEN OS OPEN  Y  20MAR VIEBOM  0000 RQ YIF      2

FARE INR  135630 TAX    7449 JN TAX    233 WD TAX  18924 XT
TOTAL INR  162213

BOM OS VIE 1223.94 OS BOM 1223.94 NUC2447.88END ROE
55.407 XT 675YM543AT1410QD1262ZY15034YQ
]>

```

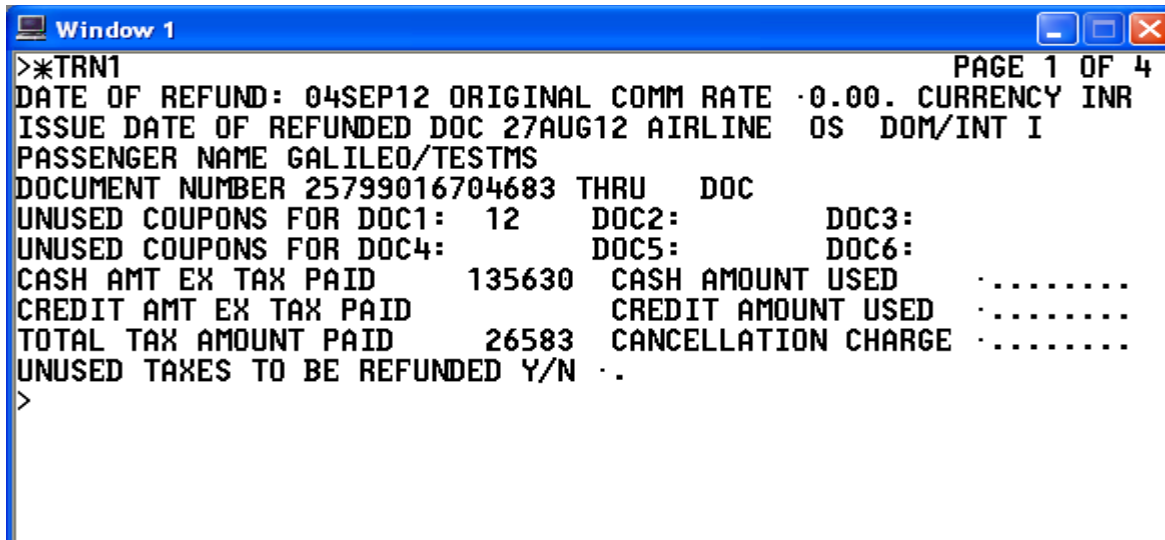
There are 2 types of Refund scenarios, however the steps to process a refund would be the same

- 1) *Full Refunds* For a totally unused ticket
- 2) *Partial Refunds* For a partly used tickets

To proceed with the refund, make the following entry:

TRNE25799016704683/27AUG12

Entry:	Description:
TRNE	Ticket RefuNd Electronic
25799016704683	Ticket number including airline code and check digit
/	Separator
02MAY08	Date of ticket issue



```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 04SEP12 ORIGINAL COMM RATE -0.00. CURRENCY INR
ISSUE DATE OF REFUNDED DOC 27AUG12 AIRLINE OS DOM/INT I
PASSENGER NAME GALILEO/TESTMS
DOCUMENT NUMBER 25799016704683 THRU DOC
UNUSED COUPONS FOR DOC1: 12   DOC2:       DOC3:
UNUSED COUPONS FOR DOC4:     DOC5:       DOC6:
CASH AMT EX TAX PAID      135630  CASH AMOUNT USED      . . . . .
CREDIT AMT EX TAX PAID    CREDIT AMOUNT USED    . . . . .
TOTAL TAX AMOUNT PAID      26583  CANCELLATION CHARGE  . . . . .
UNUSED TAXES TO BE REFUNDED Y/N .
>

```

- This is the 1st screen of the refund process, PAGE 1 OF 4, to the top right hand corner
- The fare & ticket information is captured from the e-Ticket details
- All the required fields must be completed before moving to the next screen

Cash Amount Used

(this amount is from the fare not the taxes)

When ticket payment was made by cash or cheque, tab to this field to enter the total value *used* on the ticket, excluding taxes, i.e. the value of the journey actually travelled. If no sectors were flown, the value will be 0.00

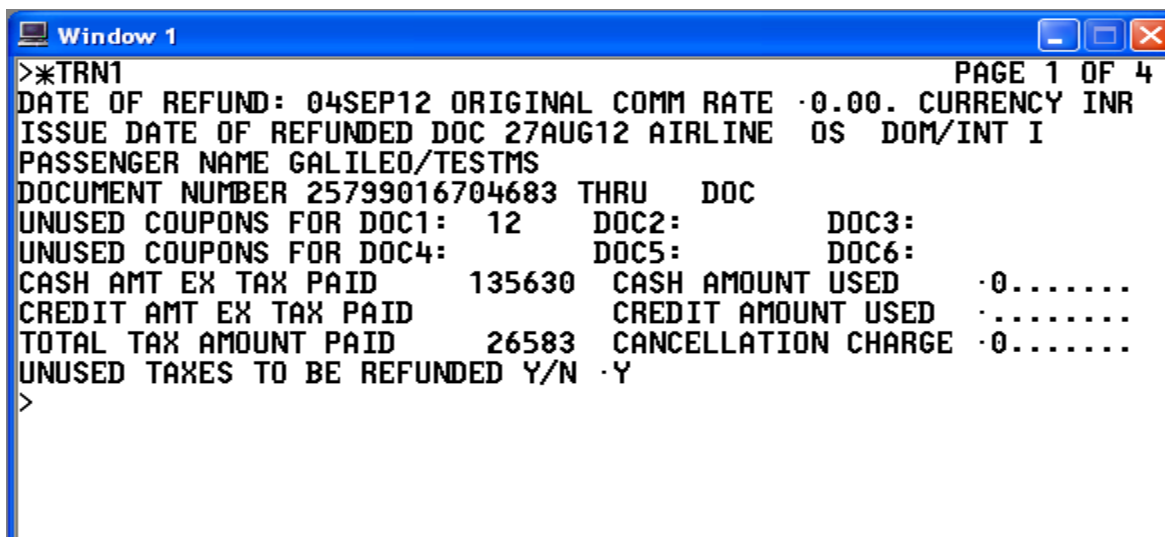
Credit Amount Used

(this amount is from the fare not the taxes)

When payment for the ticket was made by Credit Card, tab to this field to enter the total value *used* on the ticket, excluding taxes. If no sectors were flown, the value will be 0.00

Cancellation Charge

When a cancellation charge is to be applied to the transaction tab to this field to enter the appropriate amount. If no cancellation charges apply, leave blank.



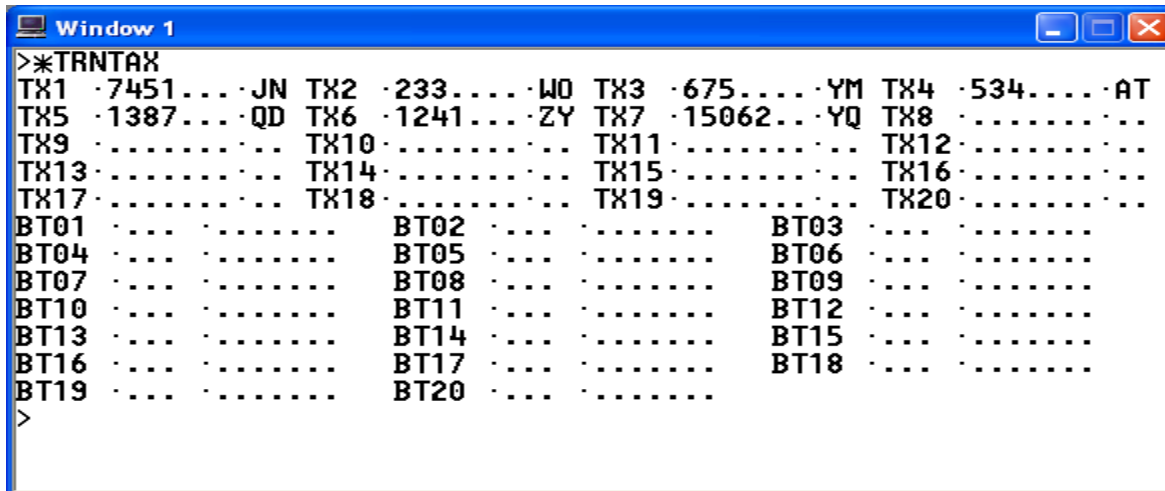
```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 04SEP12 ORIGINAL COMM RATE -0.00. CURRENCY INR
ISSUE DATE OF REFUNDED DOC 27AUG12 AIRLINE OS DOM/INT I
PASSENGER NAME GALILEO/TESTMS
DOCUMENT NUMBER 25799016704683 THRU DOC
UNUSED COUPONS FOR DOC1: 12   DOC2:       DOC3:
UNUSED COUPONS FOR DOC4:     DOC5:       DOC6:
CASH AMT EX TAX PAID      135630  CASH AMOUNT USED      -0. . . . .
CREDIT AMT EX TAX PAID    CREDIT AMOUNT USED    . . . . .
TOTAL TAX AMOUNT PAID      26583  CANCELLATION CHARGE  -0. . . . .
UNUSED TAXES TO BE REFUNDED Y/N -Y
>

```

Unused taxes to be refunded Y/N

Enter Y if any or all taxes are to be refunded.
Hit **ENTER** and the tax screen appears if required.

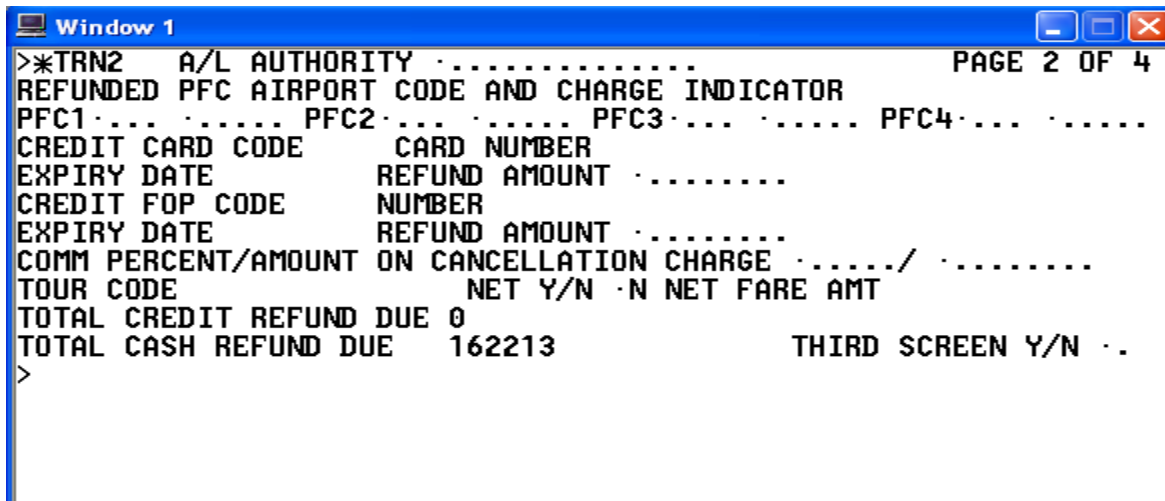


```

>*TRNTAX
TX1 7451...JN TX2 233...WO TX3 675...YM TX4 534...AT
TX5 1387...QD TX6 1241...ZY TX7 15062...YQ TX8 .....
TX9 ..... TX10 ..... TX11 ..... TX12 .....
TX13 ..... TX14 ..... TX15 ..... TX16 .....
TX17 ..... TX18 ..... TX19 ..... TX20 .....
BT01 ..... BT02 ..... BT03 .....
BT04 ..... BT05 ..... BT06 .....
BT07 ..... BT08 ..... BT09 .....
BT10 ..... BT11 ..... BT12 .....
BT13 ..... BT14 ..... BT15 .....
BT16 ..... BT17 ..... BT18 .....
BT19 ..... BT20 .....
>

```

- This is the tax breakdown screen
- Tax data is automatically populated in the TX fields
- A warning message will display at the bottom of this screen when the breakdown of the ZP & XT taxes cannot be automatically populated on this screen
- For a ZP tax to be refunded (US domestic journeys only), the tax amount & tax code ZP should be entered using the tax boxes at the top (TX), the three (3) letter code of the airport that it is being charged by, and the amount in USD should be detailed in the section BT
- When the tax item on the *TRNTAX screen is incomplete, it will be necessary to manually update the missing data to the appropriate field
- Hit the **ENTER** key



```

>*TRN2 A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1... PFC2... PFC3... PFC4...
CREDIT CARD CODE CARD NUMBER
EXPIRY DATE REFUND AMOUNT .....
CREDIT FOP CODE NUMBER
EXPIRY DATE REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE NET Y/N N NET FARE AMT
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE 162213 THIRD SCREEN Y/N ..
>

```

- This is the 2nd screen of the refund process, PAGE 2 OF 4
- The Refund Due calculated from the details input on the 1st screen, is shown at the bottom of this page
- An Airline Authority waiver code, if provided, can be input on this screen, maximum size is 14 alpha-numeric characters, this code will get reported to the BSP & will print on the Refund Notice & Refund Authorization
- PFCs will be automatically populated on this screen
- Amounts to be refunded when the ticket was issued against a Credit Card will be input here

PFC	To be used when PFCs (Passenger Facility Charges) are to be refunded. When applicable enter the three (3) letter PFC airport code and then tab to enter the appropriate USD amount, i.e. 2, 3 or 4. If no PFC is to be refunded, leave blank.
Refund Amount	The amount to be refunded to a credit card if one was used as the Form of Payment. If no amount is refundable to a credit card, leave blank.
Comm Percentage/Amount on Cancellation Charge	When appropriate, enter either a commission percentage or the amount that is due to your agency from any cancellation charge. If no amount is due to your agency, leave blank.

Window 1

```

>*TRN2  A/L AUTHORITY -WAIVER01230S..          PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1..... PFC2..... PFC3..... PFC4.....
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE          REFUND AMOUNT .....
CREDIT FOP CODE      NUMBER
EXPIRY DATE          REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE              NET Y/N -N NET FARE AMT
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE  162213                THIRD SCREEN Y/N -Y
>

```

Window 1

```

>*TRN3                                     PAGE 3 OF 4
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE          REFUND AMOUNT .....
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE  162213
REMARKS .....
. ....
. ....
. ....

FOURTH MIR FREETEXT SCREEN Y/N .
>

```

- This is the 3rd screen of the Refund process, PAGE 3 OF 4
- When payment of the ticket was made by more than one Credit Card, the details of the 2nd Credit Card will be input here
- Up to three (3) lines of free flow data can be input in the Remarks tab, this will print on the Refund Notice only & not be sent to the BSP or the airline

```

Window 1
>*TRN3
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE  .....  REFUND AMOUNT .....
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE  162213
REMARKS  DETAILS FOR AGENCY REFERENCE.....
·WILL PRINT ON THE REFUND NOTICE.....
·WILL NOT BE SENT TO THE BSP NOR THE AIRLINE.....

FOURTH MIR FREETEXT SCREEN Y/N .
>

```

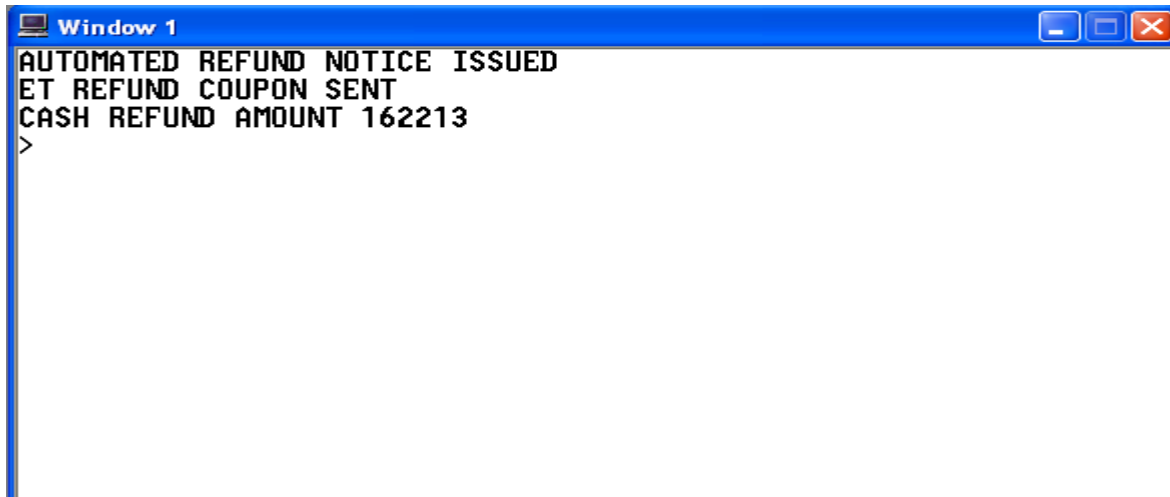
[illegible]

- This is the 4th screen of the Refund process, PAGE 4 OF 4
- Up to 12 lines of information can be entered here
- This information gets transmitted to the back office (accounts package) via the MIR
- This information does not print on the Refund Notice, nor does it get sent to the BSP or the airline

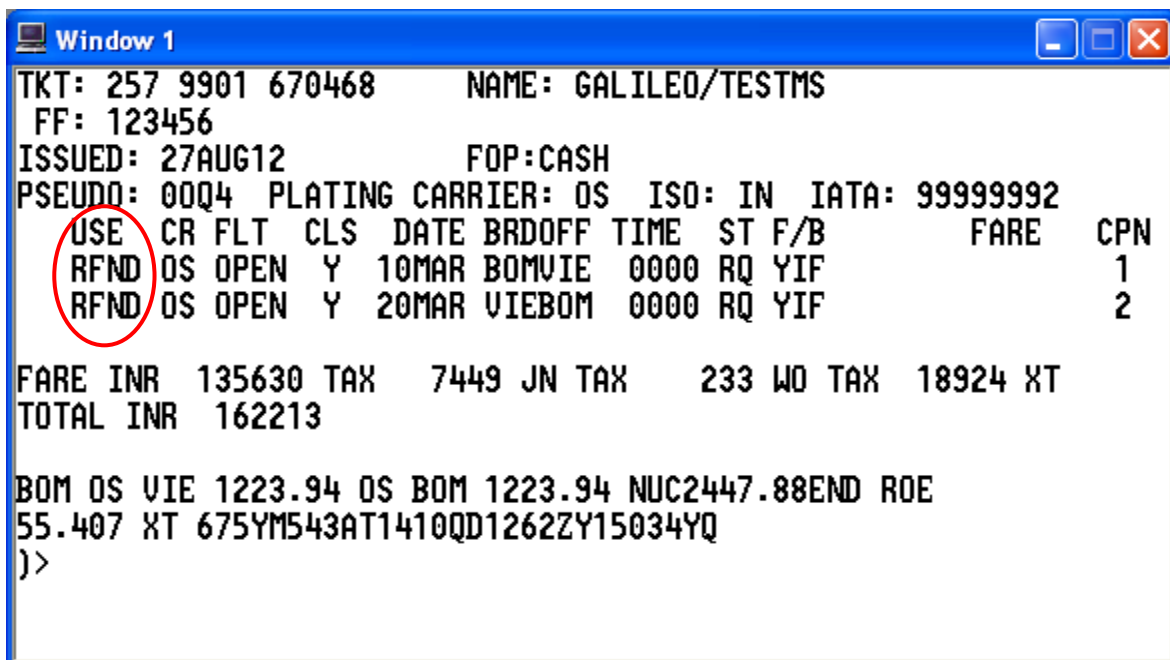
```

Window 1
>*TRN4      MIR FREEFORM DATA                                PAGE 4 OF 4
DI-  DETAILS FOR ACCOUNTING .....
DI-  ACCOUNTS TEAM WILL PROVIDE INPUTS.....
DI-  INFORMATION HERE WILL GET TRANSMITTED IN THE MIR.....
DI-  THESE DETAILS DO NOT GET SENT TO THE BSP NOR THE AIRLINE.
DI-  .....
DI-  .....
DI-  .....
DI-  .....
DI-  .....
DI-  .....
DI-  .....
DI-  .....
DI-  .....
>

```

- Above is the refund completed screen
- Simultaneously a Refund Notice is generated
- The e-Ticket status is changed to RFND (refunded)



Reprinting Refund Notices**Ans ID 446**

Refund Notices may be required to be reprinted in case the itinerary printer jammed, or the Refund Notice has been lost.

- This can be carried out for up to seven days from the date for processing the Refund
- The entire ticket number including airline 3 digit code, without the check digit

TSDR0981234123132/6SEP12

Reprint Refund notice for specified ticket number (without check digit) / the date of Refund

Refund data on TINS report**Ans ID 505**

- Refund transactions feature on the daily TINS report
- Specific formats can be used to view only refund information

HMPR/REF/20OCT-20OCT

Entry:	Description:
HMPR	Display TINS report function identifier
/	Separator
REF	Show Refunds only
/	Separator
20OCT-20OCT	Today's date

A similar entry can be used to display only refund information for any specific date within the last 180 days.

Note :

The characters RFND, for refund, along with the refund notice number is printed below the ticket details

HMPR/REF/12APR-15APR

Display refund information for specified date range

HMPR/CSQ/REF/10APR-14APR

Display airline SQ refund information for specified date range

Cancelling a Refund**Ans ID 467 / 15293**

- A refund can only be cancelled on the same day when the refund was performed
- All carriers do not permit a cancellation of a refund, refer to ASK Travelport answer ID 15293 for the list of carriers permitting the same
- The status of the refunded e-Ticket will change to OPEN from RFND

TRNC12553086956005

Entry:	Description:
TRNC	Ticket Refund Cancel entry code
12553086956005	Ticket number including airline code and check digit

Sample Refund Notice

REFUND NOTICE	DATE OF ISSUE	INTERGLOBE TECHNOLOGY QUOTIENT P		
PASSENGER NAME	12SEP12			
KHOSLA/AKANKSHAMS				IN
INTERNATIONAL TOUR CODE			99999992	
		REFUNDED DOCUMENTS	CPNS	NET
		232 9901686500 3	12	N
FARE PAID	69855			
FARE USED	0			
FARE RFND	69855			
CANX FEE	0			
TAX RFND	20817	COMM	0.00	
TAX1 1736 IN	TAX2 4060 JN			
TAX3 147 WO	TAX4 1461 YM	ORIGINAL TICKET NUMBER EXCHANGE		
TAX5 1158 MY	TAX6 11696 YQ			
TAX7 559 YR	TAX8			
		CARD NUMBER		
CASH	90672			
CREDIT	0			
TOTAL	90672	AIRLINE AUTHORITY		
		2329C999997P5		
		WAIVER CODE		
		WAIVER0123OS		
REMARKS DETAILS FOR AGENCY REFERENCE				
WILL PRINT ON REFUND NOTICE				
WILL NOT BE SENT TO BSP NOR THE AIRLINE				

Sample Refund Authorization

INTERGLOBE TECHNOLOGY QUOTIENT P	NOIDA	12SEP12	AUTH:2329C999997P5
KHOSLA/AKANKSHAMS			DEL KUL
REFUND AUTHORIZATION		99999992	YIF
MALAYSIAN AIRLINE SYSTEM	7733/ FCI		KUL DEL
	REFUNDED TICKETS		YIF
	1 232 99016865003 20		

REVIEW ETKT FOR ENDORSE/RESTRICT/PENALTY
FPCASH FCDEL MH KUL 630.38 MH DEL 630.38 NUC1260.76
END ROE55.407 XT 147WO 1461YM 1158MY 11696YQ 559YR

INR	69855	
	1736IN	
	4060JN	AUTH:2329C999997P5
	15021XT	WAIVER CODE:WAIVER0123OS
INR	90672	

TICKETING FOR AIRLINE PRIVATE FARES (CAT 35) & AGENCY PRIVATE FARES Ans ID 11491

Ticketing for Private Net Fares will incorporate Net Ticketing Data in Fare Quotes which will enable users of private net fares to enjoy automated ticketing with minimal or no manual intervention.

Features

- The Ticketing Data of a Cat 35 fare is automatically incorporated in Fare Quotes to enable automated ticketing including Net Remit, IT or BT data
- Enhanced Fare Display helps identify if the travel agency has the requesting Pseudo City Code (sell) authority or the ticketing Pseudo City Code authority
- Fare Quote response enhancements:
 - The baggage allowance and NVB/NVA will move to a separate line in the Filed Fare detailed display
 - The Fare Basis codes and Ticket Designators will be removed from the linear fare calculation in the Filed Fare detailed display
- The Net Ticket Data display for authorized agencies (*NTD) contains the following detailed information of the fare type:
 1. Net Fare or Base fare, taxes and total
 2. Ticket Fare – Audit Data
 3. Ticket Fare – Passenger Data
- Suppression of fares on Passenger coupon for IT / BT Tickets
- Manual Fare Build with Cat 35 fare with associated ticketing data. Only taxes can be modified
- Net Ticketing Data History

Validation of Cat 35 fare data

- ✓ Only agencies authorized to ticket these fares will be able to view and ticket the same
- ✓ Only agencies with Selling authority MUST reference a valid Ticketing agency when making a fare request

When an Airline or Agency Private Fare is quoted in the Booking File, all the ticket modifiers will automatically get appended based on the details filed by the airline. Only the Commission can be amended if not already added by the airline. The FOP has to be added on manually.

FARE QUOTE**Ans ID 8598 / 18108 / 2960 / 1066 / 2961 / 28152 / 7763**

There are 5 Basic Fare Quoting entries as below:

Input:	Explanation:
FQ	The Galileo system quotes the lowest applicable fare for the booked itinerary. The fare is automatically filed in the Booking File.
FQA	The Galileo system quotes alternative fares for the booked itinerary. The required fare must be manually filed in the Booking File using the FF1 (Filed Fare number) entry.
FQBB	Best Buy quotes the lowest available fare for the itinerary, disregarding the class in which the itinerary is booked. The fare is automatically filed in the Booking File, unless rebooking is first required.
FQBC	Best Buy Comparison compares the Best Buy quote with the fare for the itinerary as booked. The fare is automatically filed in the Booking File, unless rebooking is first required.
FQBA	Best Buy Regardless offer the lowest applicable fare for the itinerary regardless of seat availability. The fare is not filed in the Booking File.

Format:	Explanation:
FQP1.4	Quote for passengers 1 and 4.
FQP2-3	Quote for passengers 2 through 4.
FQP2.4-7	Quote for passengers 2, 4, 5, 6 and 7.

Example format:	Explanation:
FQP1.2**SCC	Fare quote passenger 1 (adult) and passenger 2 (senior discounted companion), even if higher
FQP1.3**SPS	Fare quote passenger 1 (adult) and passenger 3 (spouse), even if higher
FQP1.4**CNN	Fare quote passenger 1 (adult) and passenger 4 (child), even if higher
FQP1.2**INS	Fare quote passenger 1 (adult) and passenger 2 (infant occupying a seat)
FQP2*SCC@Y	Passenger 2 senior discounted companion
FQP3*SPS@Y	Passenger 3 spouse
FQP3*INS@Y	Passenger 3 infant occupying a seat

Format:	Explanation:
FQS1-2.4	Quote for segments 1, 2 and 4.
FQAS1.4	Quote alternative fares for segments 1 and 4.
FQBBS1.4.5-6	Fare quote best buy for segments 1, 4, 5 and 6.

Format:	Explanation:
FQAS1.4/P3*CNN	Quote alternative fares for segments 1 and 4, for passenger 3 (child).
FQP2/S2	Fare quote passenger 2 (adult) for segment 2.
FQS3/P1.4/TE	Fare quote segment 3 for passenger 1 (adult) and passenger 4 (infant), exempt from all taxes.
FQP1.3*CNN/S1.2.BKK	Fare quote for passenger 1 (adult) and passenger 3 (child) for segments 1 and 2, sold and ticketed in Bangkok.
FQP1/S1@Y	Fare quote passenger 1 (adult) for segment 1 fare basis Y.

Example Format:	Explanation:
FQ*C05/ACC	Quote for a child accompanied by an adult on a separate PNR
FQBB*C05/ACC	Fare Quote best buy for a child accompanied by an adult on a separate PNR
FQ*SRC65LIN	Quote for a passenger applicable to senior citizen and location India
FQP1*YTH14	Quote for a passenger applicable to a youth

Format:	Explanation:
FQX2	Quote fare considering segment 2 as a no-stopover
FQO2	Quote fare considering segment 2 as a stopover

Format:	Explanation:
FQ:P	Quote private fare only
FQ:P-ACCT	Quote private fares with & without specified account code
FQ-:ACCT	Quote private fares only with account code specified
FQ-:ACCT:A	Quote airline private fares only with account code specified
FQ-:ACCT:G	Quote agency private fares only with account code specified

Format:	Explanation:
F*Q	Display the construction of a fare without filing the fare
*FF1	Display fare construction in linear format for filed fare 1
*FF1P1	Display fare construction in linear format for filed fare 1 and passenger 1 only

Format:	Explanation:
FQ*IPnn	Quote fare with a percentage increase
FQ*RPnn	Discount Pricing with a percentage override

Refer to ASK Travelport for more formats.

BEST BUY (BB) BY CABIN**Ans ID 9955**

Fare Quote Best Buy by Cabin, has been introduced to enable a Best Buy request to return fares 'by cabin' or class, as specified by the requester. This is available for all itinerary types, International & North American.

This Best Buy process includes fares for the cabin specified and fares that are filed allowing free upgrade to a higher cabin & is available for all Best Buy transactions.

Galileo 360° Fares will

- 1) Process the best buy request per normal Best Buy processing, returning the best available fare for the cabin requested.
- 2) Only return a fare associated with the requested cabin, if fares for the requested cabin are not available, an error message will be returned, fares in a different cabin will not be returned.

Double plus signs (end item) followed by a hyphen (-) will be used to indicate that a cabin type is being requested, followed by the cabin identifier.

FQBB++-FIRST

Entry:	Description:
FQBB	Best Buy Processing
++	Availability Processing
-	Cabin Modifier
FIRST	Required Cabin

Entry:	Explanation:
FQBB++-ECON	Best Buy Available lowest Economy class fare
FQBA++-BUSNS	Best Buy Regardless of Availability, lowest Business class fare
FQBC++-FIRST	Best Buy Compare, lowest First class cabin Available

The 5 cabin modifiers are:

-PREMF	Premium First Class
-FIRST	First Class
-BUSNS	Business Class
-PREME	Premium Economy
-ECON	Economy (includes economy fare type such as Excursion, special, promotional etc.)

Pricing modifiers can be used in combination with the cabin modifier.

FQBB++-BUSNS/PE50**FQBBP1.2*C7/++-FIRST**

EMD – ELECTRONIC MISCELLANEOUS DOCUMENT

Introduction

Ans ID 38621

The IATA board has set a mandate for 100% Industry capability to issue Electronic Miscellaneous Documents (EMDs) by the end of 2013.

Electronic Miscellaneous Document (EMD) functionality is the IATA industry standard method for the issuance, management and fulfilment for ancillary services, such as seats, baggage fees, lounge access etc.

Efficiencies and cost savings will be gained by the replacement of paper documents such as MCOs, Special Service Tickets, Tour Orders and Excess Baggage Tickets.

EMD functionality allows airlines to process payments more efficiently and more cost effectively for ancillaries. As airlines make these available to sell via a GDS, travel agents will be able to accept payment directly and issue EMDs for settlement through BSP.

EMD will be the electronic replacement for all standard traffic miscellaneous documents, including:

- Miscellaneous Charge Orders (MCO) or virtual MCO (vMCO)
- Multi-Purpose Documents (MPD) or virtual
- Excess baggage tickets.

EMDs can also be issued for fees such as group deposits, reservations change fees and refundable balances.

Types of EMDs

Ans ID 38621

- **EMD-S** (Stand Alone) - can be used for any service or fee, i.e. lounge access, change fees, group deposits; - items that are not tied or directly related to a specific flight segment
- **EMD-A** (Associated) - will be used for flight related services i.e. seats, bags, meals - associated directly with a specific flight segment

EMD-S may be issued for non-flight related services. Airlines may also opt to fulfil flight related services on an EMD-S initially.

RFICs (Reason for Issuance Code) Ans ID 39248

A Reason for Issuance Code (RFIC) defines which group of services an EMD belongs to. These are compliant with the IATA standard. Some RFICs have been defined by IATA (International Air Transport Association), others can be used and defined by the airlines.

RFIC	Description
A	Air transportation
B	Surface Transportation /Non Air Services
C	Baggage
D	Financial Impact
E	Airport Services
F	Merchandise
G	In-flight Services
I	Individual Airline Use

RFISC (Reason for Issuance Sub Code) Ans ID 39248

An RFIC can have multiple Reasons for Issuance Sub Codes (RFISCs). RFISCs are airline specific.

For example an EMD could be issued for additional baggage for a passenger to take golf equipment. The Reason for Issuance Code on the EMD would represent “baggage” whereas the Reason for issuance Sub Code would then indicate further that this was specifically for “golfing equipment”.

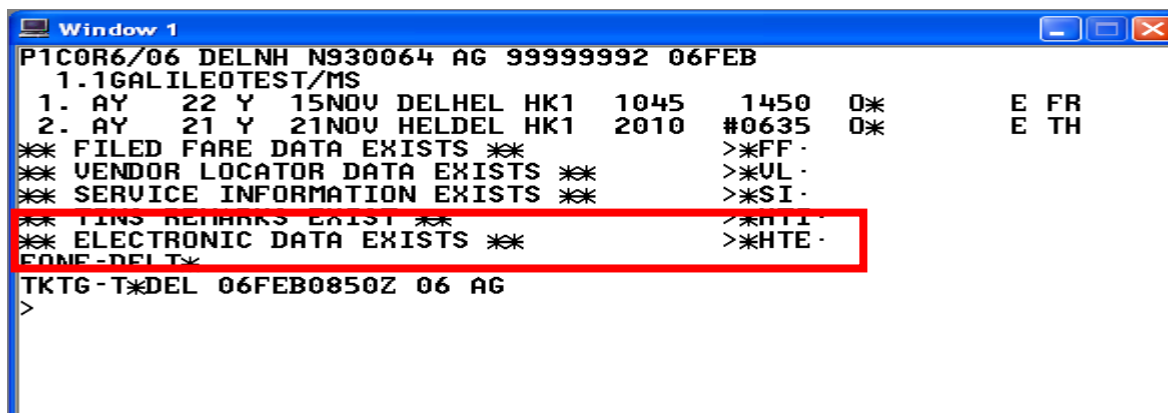
Sub Code (RFISC)	Definition	RFIC
992		
993	TICKET AMENDMENT FEE	D
997	DEPOSITS DOWN PAYMENTS	D
991	TICKET FEE	D
990	BOOKING FEE	D
115	NAME CHANGE FEE	D
225	NAME CORRECTION FEE	D

EMD-S Issuance – Step by Step Process**Ans ID 38623**

To issue, void and refund (where applicable) an Electronic Miscellaneous Document (EMD-S) is a very simple process through the Travelport Galileo GDS.

The following must be present before issuing an EMD-S

- Basic PNR must be completed (shown below)
- Request for additional services has been completed via SVC segment within itinerary
- e-Ticket has been issued (not applicable to group deposits)

1) Basic PNR must be completed & e-Ticket issued


```

Window 1
P1COR6/06 DELNH N930064 AG 99999992 06FEB
1.1GALILEOTEST/MS
1. AY 22 Y 15NOV DELHEL HK1 1045 1450 0* E FR
2. AY 21 Y 21NOV HELDEL HK1 2010 #0635 0* E TH
** FILED FARE DATA EXISTS ** >*FF·
** VENDOR LOCATOR DATA EXISTS ** >*UL·
** SERVICE INFORMATION EXISTS ** >*SI·
** TINS REMARKS EXIST ** >*HTI·
** ELECTRONIC DATA EXISTS ** >*HTE·
EONE-DEL T*
TKTG-T*DEL 06FEB0850Z 06 AG
>

```

2) Service Segment

Before you can proceed with the issuance of an EMD-S (Electronic Miscellaneous Document – Stand Alone), an SVC segment must be manually added in the PNR.

Change fees are initially being introduced by airlines such as Finnair (AY) & British Airways (BA), however more airlines are expected to come on board in the future. The actual services that will be charged to an EMD will be dependent on each airline's own requirements.

An example on how to enter the SVC segment is outlined below

0SVC AY EK1 HEL 23MAY-N1/D/992/CHANGE FEE/500

Entry	Description
0	Direct sell entry identifier
SVC	Indicator to add the Manual Service Segment
AY	Airline two letter code
EK1	EMD status code, followed by the number of services required
HEL	Departure Airport code
23MAY	Date when EMD is issued or date of travel
N1	Name field with associated passenger number
D	RFIC (Reason For Issuance Code)
992	RFISC (Reason For Issuance Sub Code)
Change Fee	Name of EMD item
500	Amount being collected (in local currency)

Note:

- 1) The date selection is flexible, some agencies decide to enter the date of when the EMD was issued, and some alternatively enter the date for which the passenger is travelling. You can enter either within the SVC segment.
- 2) Once the EMD has been issued within the PNR, the SVC segment will show within the ViewTrip itinerary, even if the segment is removed.
- 3) Airport codes must be inserted if Airport and city codes are not the same.

```

Window 1
P1C0R6/06 DELNH N930064 AG 99999992 06FEB
1.1GALILEOTEST/MS
1. AY 22 Y 15NOV DELHEL HK1 1045 1450 0* E FR
2. SVC AY EK1 HEL 21NOV-D/992/CHANGE FEE/NM-1GALILEOTEST/MS//1
   000/INR
3. AY 21 Y 21NOV HELDEL HK1 2010 #0635 0* E TH
** FILED FARE DATA EXISTS ** >*FF.
** VENDOR LOCATOR DATA EXISTS ** >*UL.
** SERVICE INFORMATION EXISTS ** >*SI.
** TINS REMARKS EXIST ** >*HTI.
** ELECTRONIC DATA EXISTS ** >*HTE.
FONE-DELT*
TKTG-T*DEL 06FEB0850Z 06 AG
>

```

Once the SVC segment has been entered into the PNR, the EMD is ready for issuance.

3) Issuance of EMD

To issue the actual EMD use the following command (repeat if required for additional passengers)

EMDI/SM1/IC1059900530280/FS

Entry	Description
EMDI	Electronic Miscellaneous Document Issue
SM1	SVC Manual Segment & the segment number
IC	In Connection with
1059900530280	The e-Ticket number the EMD is connected to
FS	Form of Payment Cash (FOP modifier to be added if not already entered in the F. field in the Booking File)

```

Window 1
P1C0R6/06 DELNH N930064 AG 99999992 06FEB
1.1GALILEOTEST/MS
1. AY 22 Y 15NOV DELHEL HK1 1045 1450 0* E FR
2. SVC AY EK1 HEL 21NOV-D/992/CHANGE FEE/NM-1GALILEOTEST/MS//1
   000/INR
3. AY 21 Y 21NOV HELDEL HK1 2010 #0635 0* E TH
** FILED FARE DATA EXISTS ** >*FF.
** VENDOR LOCATOR DATA EXISTS ** >*UL.
** SERVICE INFORMATION EXISTS ** >*SI.
** TINS REMARKS EXIST ** >*HTI.
** ELECTRONIC DATA EXISTS ** >*HTE.
FONE-DELT*
TKTG-T*DEL 06FEB0850Z 06 AG
>EMDI/SM2/IC1059900530280/FS

```

```

Window 1
EMD GENERATED      TOTAL      1000
1059991001337      1000      GALILEOTEST/MS

TAB AND ENTER TO REDISPLAY PNR >*P1C0R6 -
>

```

Note: An OSI element may be required to be added to the booking post the issuance of an EMD.

Booking File updates post EMD Issuance Ans IDs 38634 /

On issuing an EMD, the following updates take place:

1. In the Booking File

(a) Manual SVC segment

***IN**

i. Status

- The SVC segment status changes from EK to HI
- HI indicates that a message has been sent to the concerned airline with the SVC segment details

ii. EMD number

The EMD number gets updated in the segment

```

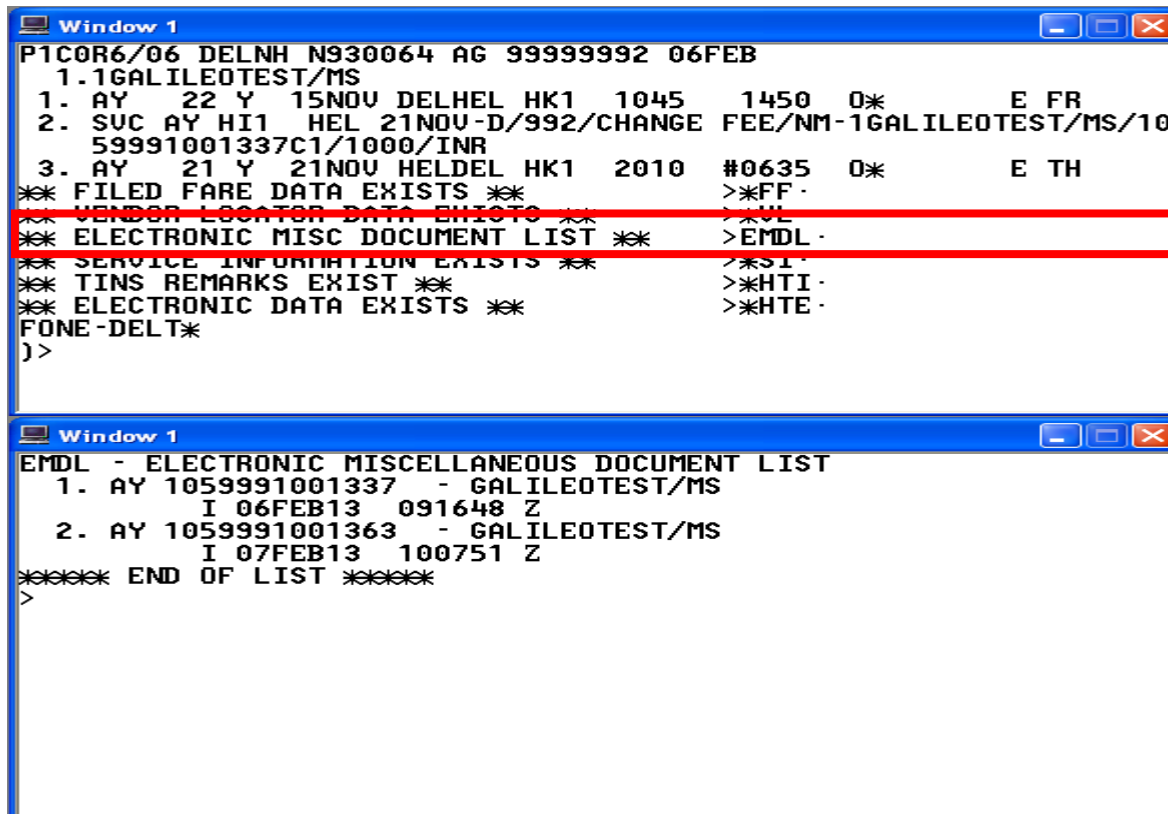
Window 1
P1C0R6/06 DELNH N930064 AG 99999992 06FEB
1.1GALILEOTEST/MS
1. AY 22 Y 15NOV DELHEL HK1 1045 1450 0* E FR
2. SVC AY HI1 HEL 21NOV-D/992/CHANGE FEE/NM-1GALILEOTEST/MS/10
   59991001337C1/1000/INR
3. AY 21 Y 21NOV HELDEL HK1 2010 #0635 0* E TH
** FILED FARE DATA EXISTS ** >*FF·
** VENDOR LOCATOR DATA EXISTS ** >*UL·
** ELECTRONIC MISC DOCUMENT LIST ** >EMDL·
** SERVICE INFORMATION EXISTS ** >*SI·
** TINS REMARKS EXIST ** >*HTI·
** ELECTRONIC DATA EXISTS ** >*HTE·
FONE-DELT*
)>

```

(b) Electronic Miscellaneous Document List

EMDL

This reflects the EMD number, passenger's name, EMD update, date, & GMT time when the EMD has been issued



```

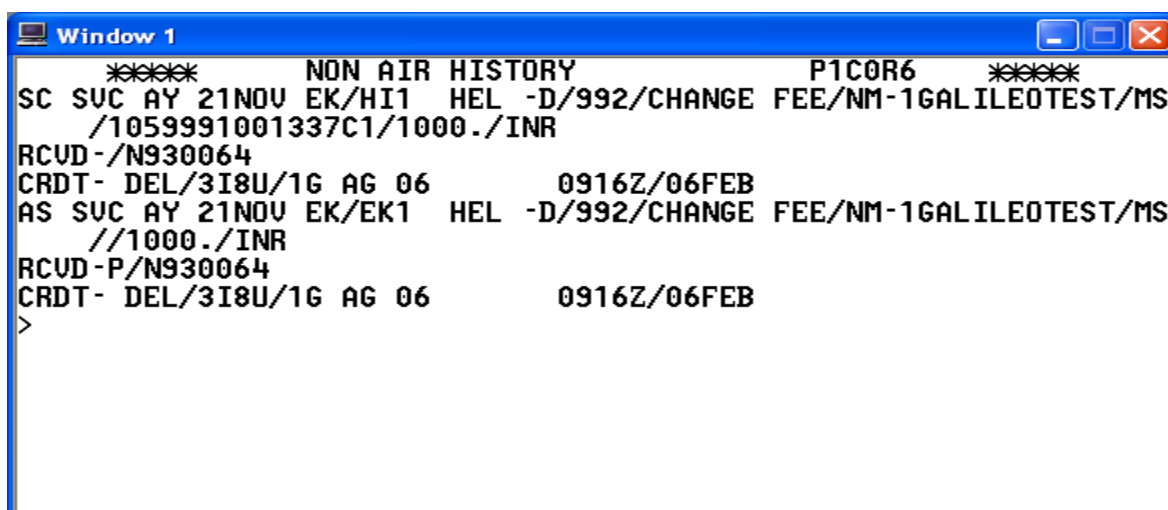
Window 1
P1C0R6/06 DELNH N930064 AG 99999992 06FEB
1.1GALILEOTEST/MS
1. AY 22 Y 15NOV DELHEL HK1 1045 1450 0* E FR
2. SUC AY HI1 HEL 21NOV-D/992/CHANGE FEE/NM-1GALILEOTEST/MS/10
59991001337C1/1000/INR
3. AY 21 Y 21NOV HELDEL HK1 2010 #0635 0* E TH
** FILED FARE DATA EXISTS ** >*FF-
** VENDOR LOCATOR DATA EXISTS ** >*VL-
** ELECTRONIC MISC DOCUMENT LIST ** >EMDL-
** SERVICE INFORMATION EXISTS ** >*SI-
** TINS REMARKS EXIST ** >*HTI-
** ELECTRONIC DATA EXISTS ** >*HTE-
FONE-DELT*
)>

Window 1
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AY 1059991001337 - GALILEOTEST/MS
I 06FEB13 091648 Z
2. AY 1059991001363 - GALILEOTEST/MS
I 07FEB13 100751 Z
***** END OF LIST *****
>
  
```

(c) Booking File History

*H & *HIN

The history will be updated after EMD issuance with changes to the SVC segment including both the change in status code and EMD number.



```

Window 1
***** NON AIR HISTORY P1C0R6 *****
SC SUC AY 21NOV EK/HI1 HEL -D/992/CHANGE FEE/NM-1GALILEOTEST/MS
/1059991001337C1/1000./INR
RCVD-/N930064
CRDT- DEL/3I8U/1G AG 06 0916Z/06FEB
AS SUC AY 21NOV EK/EK1 HEL -D/992/CHANGE FEE/NM-1GALILEOTEST/MS
//1000./INR
RCVD-P/N930064
CRDT- DEL/3I8U/1G AG 06 0916Z/06FEB
>
  
```

2. Outside of the Booking File

a) TINS Report

HMPR

- The TINS report gets updated each time an EMD is issued, voided or refunded
- The letter 'D' after the airline three digit code identifies the EMD number on the Basic TINS report
- The letter 'ED' appears in the DT (Document Type) column

Window 1						
GALILEO INDIA C O PRODUC			TINS REPORT		06 FEB 13	
CURRENCY CODE INR			IATA NUMBER 99999992			
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP	
105 9900530280	GALILEOTEST/MS	87005	*FEES 24965	0.00	CASH	
105 D9991001337	GALILEOTEST/MS	1000	0	0.00	CASH	
SUBTOTAL - CASH		88005	24965			
SUBTOTAL - CHECK		0	0			
SUBTOTAL - NONREF		0	0			
SUBTOTAL - MISC		0	0			
)>						

Window 1						
GALILEO INDIA C O PRODUC			PERIOD ACTIVITY REPORT			
NO. 89/2 DICKENSON ROAD			06 FEB 13 - 06 FEB 13			
BANGALORE INDIA						
CURRENCY CODE INR			IATA-99999992		TOTAL 00002	
TICKET NBR	CONJ	DATE	AGENT	STOCK NBR	STP/CB	STP
AL M DT FP TT MR				HOST SCN		
BASE/EQU			PASSENGER	BFRLOC		INUNBR
TAX 1			TOTAL	TAX		COM AMT
			TAX 2	TAX 3		*FEES
				NF		
105 9900530280		06FEB N93006				
AY E S		GALILEOTEST/MS		P1C0R6		
87005		111970		24965		0
	2320IN	5079JN		17566XT		
105 9991001337		06FEB N93006				
AY E ED		GALILEOTEST/MS		P1C0R6		
1000.		1000		0		0
	0	0		0		
SUBTOTAL - CASH		112970				
SUBTOTAL - CHEQUE		0				
SUBTOTAL - NONREF		0				
SUBTOTAL - MISC		0				
SUBTOTAL - INU		0				
)>						

Displaying an EMD**Ans ID 38634**

After an EMD has been issued, details can be viewed either from the Booking File or with the EMD number. Changes to an issued EMD, like Void or Refund will be updated here.

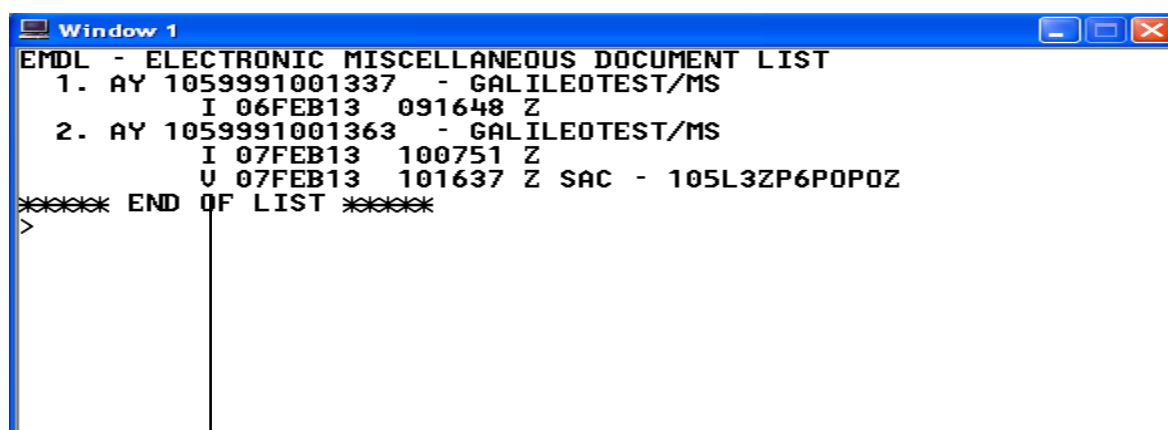
1) With the EMD Number

EMDD1059991001337

EMD Display & the number

2) From the Booking File

a. On the face of the retrieved Booking File, tab to the prompt

***** ELECTRONIC MISC DOCUMENT LIST*******EMDL**


```

Window 1
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AY 1059991001337 - GALILEOTEST/MS
   I 06FEB13 091648 Z
2. AY 1059991001363 - GALILEOTEST/MS
   I 07FEB13 100751 Z
   U 07FEB13 101637 Z SAC - 105L3ZP6P0P0Z
***** END OF LIST *****
>

```

EMD Update

I

Original Issue

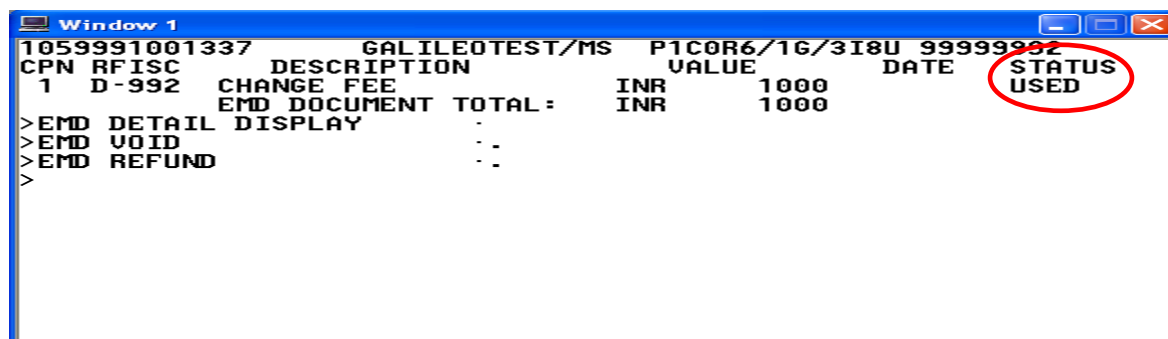
V

Void

RF

Refund

b. Display the required EMD from the list

EMDD1


```

Window 1
1059991001337 GALILEOTEST/MS P1C0R6/1G/3I8U 99999992
CPN RFISC DESCRIPTION VALUE DATE STATUS
1 D-992 CHANGE FEE INR 1000 1000 USED
EMD DOCUMENT TOTAL: INR 1000
>EMD DETAIL DISPLAY
>EMD VOID
>EMD REFUND
>

```

- The status of the EMD can be checked here
- Tab options appear for
 - EMD details display
 - EMD voiding
 - EMD Refunding

c. EMD Detail Display

Window 1

1059991001337 GALILEOTEST/MS P1C0R6/1G/3I8U 99999992

***** EMD 1059991001337 COUPON 1 DETAILS *****

RFI: D-992 CHANGE FEE
DATE OF SERVICE: QUANTITY OF SERVICES/FEES: 1
CPN AMT CPN STATUS ESAC
INR 1000 FLOWN/USED 105L3MT75RI0P

PRESENT TO: FINNAIR
PRESENT AT: HELSINKI/HEL

***** EMD DOCUMENT DETAILS *****

EMD FARE DATA
BASE: INR 1000
EQUIV:
TOTAL: INR 1000

FOP: CA AMT:1000

NAME: GALILEOTEST/MS
GDS PNR: 1G/P1C0R6
CARRIER PNR: 1A/8ERFW7
AGENCY: 3I8U TICKETING AGT ID:64 IATA NBR:99999992
NAME/PLACE OF ISSUE: GALILEO INDIA C O PRO
DATE OF ISSUE:06FEB13
RELATED TO TKT: 1059900530280

>EMD REDISPLAY SUMMARY .
>EMD VOID ..
>EMD REFUND ..
>

- Complete details of the EMD are shown
- RFIC information
- EMD amount, status
- Airline & airport where it is applicable
- Issuing agent details

Void an EMD**Ans ID 38635**

An EMD can be voided only on the day of issue. An EMD can be voided directly with the EMD number or from the EMD Summary or Detail Display.

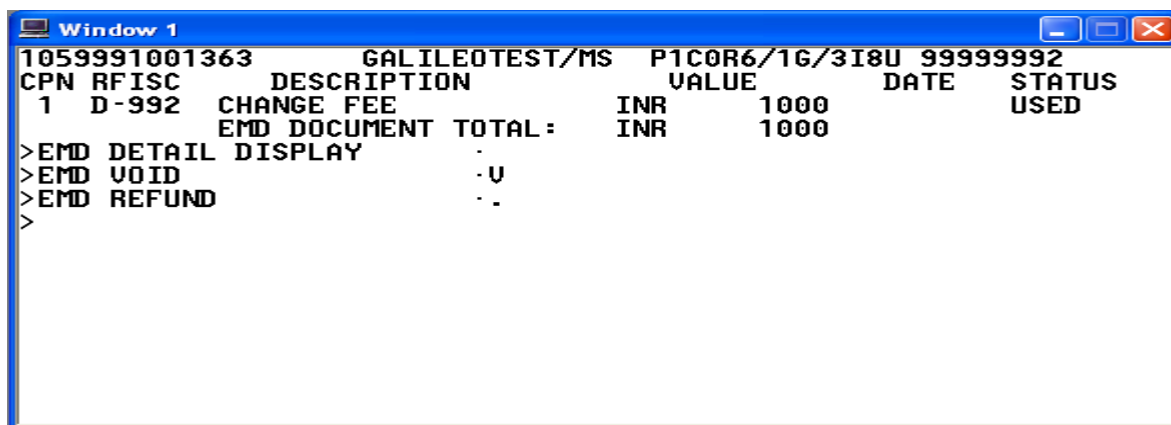
1) Directly with the EMD number

EMDV1059991001337

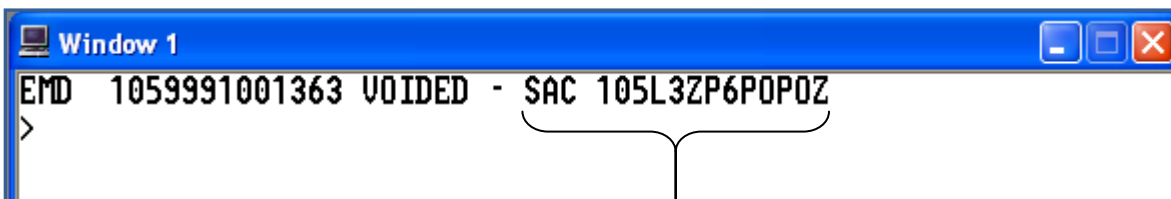
EMD Void & the EMD number

2) From the EMD Summary or Detail Display

- a. Display the Booking File
- b. Tab to EMDL
- c. Display the required EMD with EMDDn (where n is the EMD list number)
- d. Tab to the EMD Void prompt, type V & enter



```
Window 1
1059991001363 GALILEOTEST/MS P1C0R6/1G/3I8U 99999992
CPN RFISC DESCRIPTION VALUE DATE STATUS
1 D-992 CHANGE FEE INR 1000 USED
EMD DOCUMENT TOTAL: INR 1000
>EMD DETAIL DISPLAY .
>EMD VOID -U
>EMD REFUND .
>
```



```
Window 1
EMD 1059991001363 VOIDED - SAC 105L3ZP6POP0Z
>
```

SAC – Settlement Authority Code from the airline

Note : The Settlement Authority Code (SAC) may or may not be received.

Refund an EMD**Ans ID 38633**

An EMD can be refunded in full if the carrier supports EMD Refunds. An EMD can be refunded from the EMD Summary or Detail Display.

- Display the Booking File
- Tab to EMDL
- Display the required EMD with EMDDn (where n is the EMD list number)
- Tab to the EMD Refund prompt, type F for Full Refund & enter

```
Window 1
1059991001337      GALILEOTEST/MS  P1C0R6/1G/3I8U 99999992
CPN RFISC      DESCRIPTION      VALUE      DATE      STATUS
1  D-992      CHANGE FEE          INR      1000      USED
EMD DOCUMENT TOTAL:  INR      1000
>EMD DETAIL DISPLAY      .
>EMD VOID      .
>EMD REFUND      -F
>
```

```
Window 1
EMD 1051810100223 REFUNDED - SAC 105000197UXHB
>
```

Note : All OPEN coupons of the EMD will get Refunded
If the service that the EMD number is for was filed as a non-refundable service and it cannot be refunded you will receive the following response:

```
Window 1
>
ERB-EMD CANNOT BE REFUNDED
>
```

History of an EMD**Ans ID 38770**

History of an EMD can be viewed directly with the EMD number of from the EMDL display

- 1) Directly with the EMD number

EMDH1059991001337

EMD History & the EMD number

- 2) From the EMDL display

- a. Display the Booking File
- b. Tab to EMDL
- c. Type EMDHn (where n is the required EMD number from the list)

```

Window 1
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AY 1059991001337 - GALILEOTEST/MS
   I 06FEB13 091648 Z
2. AY 1059991001363 - GALILEOTEST/MS
   I 07FEB13 100751 Z
   U 07FEB13 101637 Z SAC - 105L3ZP6POP0Z
***** END OF LIST *****
>EMDH2

```

```

Window 1
>EMDH2
EMD HISTORY
1059991001363 - GALILEOTEST/MS
PTC/ADT

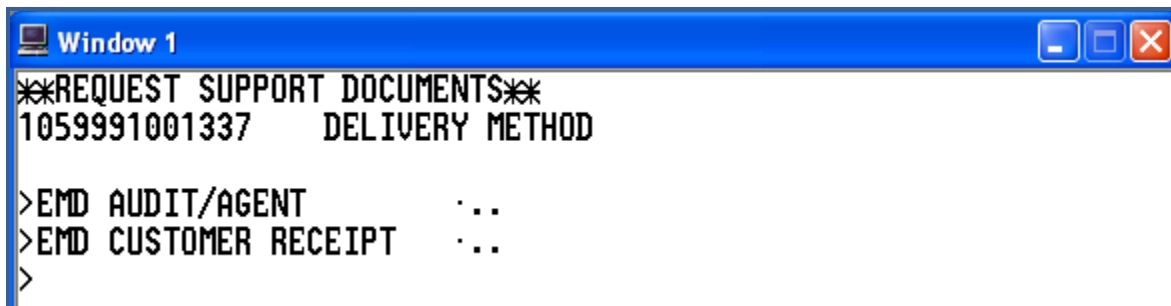
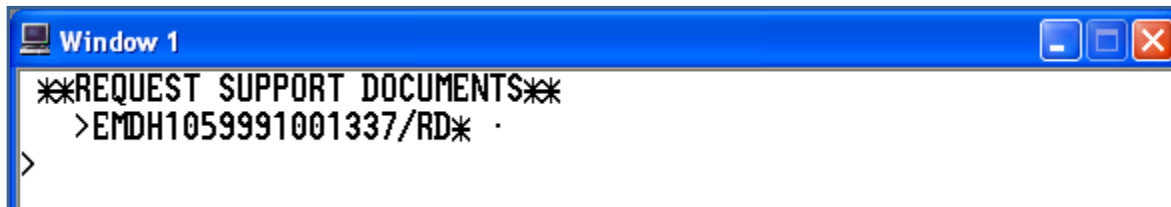
**ISSUE ENTRY**
AGENT EMDI/SM1/IC1059900530280/FS
**ISSUE DATA**
VOIDED 07FEB13 101637 Z 1G/3I8U/64 - SAC 105L3ZP6POP0Z
ISSUED 07FEB13 100751 Z 1G/3I8U/64
ISSUING RECORD LOCATOR 1G-P1C0R6
RFIC FINANCIAL IMPACT
FOP CA
AMT INR1000
ISSUED 07FEB13 100751 Z 1G/3I8U/64
ISSUING RECORD LOCATOR 1G-P1C0R6
RFIC FINANCIAL IMPACT
FOP CA
AMT INR1000
COMMISSION AMT
FCMI 1 - SVC MANUAL
ENDORSEMENT
RELATED TKT 1059900530280
**SUPPORT DOCUMENTS**

**REQUEST SUPPORT DOCUMENTS**
>EMDH1059991001363/RD*
>

```

EMD Support Documents**Ans ID 38755**

- Supporting EMD document do not get printed when an EMD is issued
- If required, they can be requested for at the time of issuance of the EMD or from the history display of the EMD
- There are three (3) different Support Documents
 - Credit Card Charge Form - can be printed or displayed on screen
 - Customer Receipt - can be emailed, printed or displayed on screen
 - Audit/agent document - can be displayed on screen



Options available to be used in the above screen for both Travelport Galileo and Worldspan are as below

EMD Audit/Agent – **PI**

EMD Customer Receipt – **PP, PI, DI, DE**

- PP = to print the EMD support document to the plain paper credit card charge form printer.
- PI = to print the EMD support document to the itinerary/invoice printer.
- DI = to display the plain paper document to the screen.
- PE = only for the EMD CUSTOMER RECEIPT to email the Additional Services/Fees Receipt support document to the same email address that the original support document was sent to

HOST EMAILING FUNCTIONALITY**Ans ID 4000 / 29532 / 28270**Help : **H/EMAIL**

Emails can be generated through the host using 'EM'. Regardless of whether the email address is entered into the phone field or into email specific remarks (MT, MF, and MC), the email is generated through the same functionality. The email sent is a text version of the itinerary with an attached HTML version of the Viewtrip itinerary page.

Phone Field Email Format**P.BOME*SUE--LI//GALILEO.COM**

Email address

(Use -- for underscore "_" and // for @)

Note: Email addresses having "_" (underscore), must be added in the Phone Field only.

Email Itinerary Format**Email TO Field****MT.TOM-HILL@ACME.COM**

Add an email TO address

Email FROM Field**MF.TONY.EAST@AGENT.COM**

Add email FROM address

Email COMMENT Field**MC.1@HAVE A HAPPY HOLIDAY**

Add or Change email

COMMENT for 1st email TO field (Only one COMMENT permitted for attaching to each Email TO Field)

Change / Insert / Delete**MT.2@AMY.MOSS@YAHOO.COM**

Change 2nd email TO address

MT./2@JOSE.RUIZ@HOME.COM

Insert after 2nd email TO address

MT.ALL@

Delete all email TO items

MF.ALL@

Delete all email FROM items

MC.2@

Delete 2nd email COMMENT item

MC.ALL@

Delete all email COMMENT items

Send Email Itinerary**EM**

Send email to default (1st email address found)

EMALL

Send email to all email addresses

EM2

Send email to email address 2

EM1.3.5

Send email to email address 1,3 & 5

EM3-5.8

Send email to email addresses 3 till 5 & 8

ERM

Send email to default 1st & retrieve Booking File

ERMALL

Send email to all email addresses & retrieve Booking File

EM*HTM

Send email with HTML formatted body for email

EM*TXT*PDF

Send email with TEXT formatted body for email. A PDF attachment is included with the email

EM*LANG-FR

Send email in French

Steps to send an Email Itinerary

- 1) Enter Email address as required
- 2) Add a Received From Field
- 3) EM To End Transact the Booking File

Important Note :

If entering **ERM** please complete the Booking File as soon as possible, as the email cannot be sent while the Booking File is in use.

Sample Travelport ViewTrip e-Ticket Receipt

TravelportViewTrip™

Itinerary

e-Ticket

Expense

Travel Tools

Travel Information

Travelport ViewTrip

[Print e-Ticket Receipt](#) | [E-mail e-Ticket Receipt](#) | [Log Off](#)

Traveler

Passenger Name
GALILEO, TESTMR

Billing Address:
No Address On Record

Delivery Address:
No Address On Record

Agency Information

GALILEO TRAINING
Nsez D-5 lind Focr Phase-II
Noida 201301
INDIA
Agency Phone: GALILEO TRNG 12345678 REF PETER
Agency IATA Number: 99999992

e-Ticket Receipt - 2579901689624- OS Open Flight Number - 10 Mar 2013 -BOM

Today's Date: 12 Sep 2012

e-Ticket Number : 2579901689624

Galileo Reservation Number: ZWRQ3I

Ticket Issue Date: 12 Sep 2012

Frequent Traveller Number
123456 OS

Passenger
GALILEO, TESTMR

Flight Information

10 Mar 2013
Austrian Airlines (OS)
(Open Flight Number)

Economy (Y)

Depart:
Chhatrapati Shivaji (BOM)
Mumbai

Arrive:
Vienna Intl Arpt (VIE)

Fare Basis: YIF

[Baggage Allowance Information](#)

Status: Not Available

20 Mar 2013
Austrian Airlines (OS)
(Open Flight Number)

Economy (Y)

Depart:
Vienna Intl Arpt (VIE)

Arrive:
Chhatrapati Shivaji (BOM)
Mumbai

Fare Basis: YIF

[Baggage Allowance Information](#)

Status: Not Available

Fare Information

Fare Calculation:
BOM OS VIE1223.94 OS BOM 1223.94 NUC2447.88ENR ROE55.407 XT 675YM550AT1
429QD12792/16002YQ

Fare: INR 136630

Taxes and Carrier-imposed fees: INR 7448.00 JN
INR 233.00 WO
INR 18935.00 XT

Total: INR 162246

Form of Payment: Cash

+ BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.

IMPORTANT INFORMATION FOR TRAVELERS WITH ELECTRONIC TICKETS - PLEASE READ.
Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.


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Release Version: 12.3.0.6
Server: 27

Sample Travelport ViewTrip e-Ticket Expense Receipt

Travelport ViewTrip™

Rinerary	e-Ticket	Expense	Travel Tools	Travel Information	Travelport ViewTrip
Print Expense Receipt E-mail Expense Receipt Log Off					
Galileo Reservation Number: ZWRQ3I		Agency Name: GALILEO TRAINING			
Traveler: GALILEO, TESTMR		Agency IATA Number: 99999992			
Total Agency Charges to Date: 162246.00 INR		Frequent Flyer Number(s): 123456 OS			
Wednesday, September 12, 2012 Validating Carrier: Austrian Airlines					
Date 9/12/2012	Form of Payment: Cash	Document e-Ticket: 2573901689624	Airfare: 135630 Taxes and Carrier-imposed fees: 26616.00 Total Airfare: 162246.00 Total Amount Charged: 162246.00 INR		
Click here for Rinerary Summary Information 					
Open Flight - Austrian Airlines (OS) Sunday, March 10, 2013					
Depart:		Chhatrapati Shivaji (BOM)			
Arrive		Vienna Intl Arpt (VIE)			
Open Flight Number					
Class of Service:		Economy (Y)			
Status: No action (NO)					
Open Flight - Austrian Airlines (OS) Wednesday, March 20, 2013					
Depart:		Vienna Intl Arpt (VIE)			
Arrive		Chhatrapati Shivaji (BOM)			
Open Flight Number					
Class of Service:		Economy (Y)			
Status: No action (NO)					
Electronic Expense Receipt available until Friday, March 22, 2013					
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<small>Help & FAQs Advertise With Us About ViewTrip Airline Notice Terms of Use Privacy Policy</small>					

Release Version: 12.3.0.
Server: 18

ITINERARY REMARKS FIELDHelp : **H/RI.**

- RI.** Function Identifier to add on an Itinerary Remark
***RI** Display all the Itinerary Remarks
***RIU** Display all Unassociated Itinerary Remarks only
***RIA** Display all Associated Itinerary Remarks only

This field allows an agent to add free text information, which may be relevant to the client's itinerary, information contained here does not get generated to the airline. It is a multiple item field, each item can contain a maximum of 70 characters. There are two (2) types of Itinerary Remarks as below.

UNASSOCIATED ITINERARY REMARKS

Information that applies to the entire Booking is entered as Unassociated Remarks

- RI.TEXT** Create an Unassociated Remark
RI.TEXT – TEXT Create multiple unassociated Remarks

ASSOCIATED ITINERARY REMARKS

Information that is relevant to a particular segment is entered as an Associated Remark

- RI.S2*TEXT** Add an Associated Remark to segment 2
RI.S3*TEXT – TEXT Add 2 lines of Associated Remarks for segment 3

Change / Delete

- RI.2@** Delete Itinerary Remark 2
RI.3-5@ Delete Itinerary Remarks 3, 4, & 5
RI.2@NEW TEXT Change the 2nd Itinerary Remark to New text

TRAVELPORT GALILEO FARE GUARANTEE POLICY**Ans ID 9617****Effective: 09 June 2011****Nature of *Guarantee***

This document describes the *Fare Guarantee Policy* (the "*Policy*") which Travelport Galileo applies to review claims for the reimbursement of debit memos issued by airlines ("ADM(s)" or "debit memo(s)"). Although under no obligation, Travelport Galileo will cover the cost of debit memos issued by airlines that meet the standards identified in this *Policy*. Travelport Galileo will review such claims on a case-by-case basis and will take the criteria outlined in this *Policy* into consideration as it determines whether to reimburse the cost of such debit memos. This *Policy* supersedes and replaces the Travelport Galileo *Fare Guarantee Policy*, dated May 1, 2006.

In no event should this *Policy* be construed to, or relied upon, to *guarantee* the lowest *fare*. Rather, this *Policy* represents a good-faith effort on the part of Travelport Galileo to promote *fare* accuracy at the time of ticketing.

This *Policy* is not intended to be legally binding or create any contractual relationships between Travelport Galileo and any third party. This *Policy* is a *policy* only and the word "*Guarantee*" is not to be construed under any law as having any legally binding effect. This *Policy* is a stand-alone document and does not form any amendment or addendum to any existing agreement between Travelport Galileo and any of its Subscriber travel agencies ("Subscribers"), sales and marketing offices ("SMOs"), national distribution companies ("NDCs") or their clients or customers.

This *Policy* may be amended from time to time or withdrawn by Travelport Galileo at its sole discretion and without prior notice by or any liability to Travelport Galileo.

Payment of Claims

All ADMs will be reviewed and considered according to the provisions of this *Policy* for validation. Approval by Travelport Galileo is required before payment will be released (assuming an ADM is approved). Provided that ADMs submitted to Travelport Galileo qualify for review under this *Policy*, Travelport Galileo will use its reasonable commercial efforts to process an ADM within 45 days of receiving documentation supporting the submission. If the SMO/NDC chooses to pay any ADMs before receiving approval from Travelport Galileo, the SMO/NDC accepts the risk of not being reimbursed if the ADM is subsequently not approved by Galileo. ADMs submitted without the specified supporting documentation or outside the scope of this *Policy* will not be considered for payment.

General Provisions - Eligibility and requirements for investigation and reimbursement

This *Policy* covers ticketed *fare* quotes that are automatically produced by the Travelport Galileo 360 *Fares*™ system on both the Travelport Galileo® (1G) and Apollo® (1V) reservation systems. The *Fare* Code Indicators (on Apollo) and *Fare* Status Indicators (on Travelport Galileo) used on tickets are the source of reference for determining if the ticketed *fare* might qualify under this *Policy*. A debit memo will be considered for reimbursement only if it meets all of the following *guarantee* criteria:

1. The ADM is issued against a ticket that was automatically priced and ticketed on the Travelport Galileo or Apollo reservations systems;

2. The ADM has been (i) submitted either by a Subscriber and logged by the SMO/NDC via the ADM GUI or directly to Travelport Galileo by an air carrier (through Travelport Galileo's Direct Submission program); and (ii) received by Travelport Galileo no later than one (1) year from the date of ticket issuance.
3. The following information must be submitted for a debit memo to receive consideration for reimbursement. The absence of any of the following may disqualify or delay resolution of a debit memo:
 - a. A copy of the original debit memo (or electronic equivalent), and backup sheets (stating the debit memo reason);
 - b. A copy of the Apollo/Travelport Galileo issued ticket;
 - c. The "ticketing" agency Apollo/Travelport Galileo Pseudo City Code;
 - d. The agency contact (Name/Address/ Pseudo City Code/email address for correspondence); and
 - e. Such other information as Travelport Galileo may reasonably require.

General Exclusions - What is not covered by this *Policy*:

Travelport Galileo will not consider reimbursement for any debit memos arising from, or related to, any of the following situations (including, but not limited to):

1. Errors in the data received from filing suppliers.
2. Airline *fare* filing or other airline initiated *fare* errors
3. Misuse by the carrier of surcharge fields
4. Shopping results
5. Any queries related to *fare* displays
6. A result that is not the lowest available *fare*
7. Future travel (i.e., travel that is not yet completed), itineraries that are not flown or that are cancelled
8. Airline issued tickets (including those issued as a result of manual TODs, PTAs and Automated MCOs).
9. Changes to the itinerary en route or exchanged tickets (in such cases debit memos will only be covered if they are claimed against the new ticket).
10. Non *fares* charges & surcharges (e.g. paper ticket charges, baggage charges, commissions, debit memo processing fees and other airline service fees.). YQ & YR service fees will not be considered unless filed through the ATPCO automated YQ/YR facility.
11. Debit memos caused by limitations in the Travelport Galileo or Apollo systems or disagreements on interpretation of *fare* rules
12. Manually constructed *fares*:

Manually created *fare* quotes - use of fill-in-formats, *Fare* Identification Codes (where the rules are overwritten), pricing modifiers (such as stopover, connections, break points, and discount modifiers) or any override or manipulation of the itinerary and pricing applications will not be covered.

13. Altered tickets:

Any ticket field or document altered or modified by erasure, handwriting, correction fluid, typing, or by the use of software or any other means will not be covered. Use of revalidation stickers is not considered a ticket alteration as long as the revalidation was done prior to the start of travel and in accordance with the rules applicable to the *fare*.

14. Eligibility of Passenger Types:

While certain *fares* obtained by the use of Passenger Identification Codes (PICs, PTCs or PDs) are covered by this *Policy*, the eligibility of the passenger for such a *fare* cannot be *guaranteed*.

15. Non validated rules or conditions

Rules or restrictions that cannot be validated during the *fare* quote are not covered, such as charges related to itinerary changes, refunds and penalties, minimum group size and tour payments.

16. Tariff, Rules, Text and Supplemental Displays

This *Policy* applies only to automatic *fare* quotes at the time of ticketing. Information on *fare* quote displays (including Tax and PFCs) are not covered.

17. Negotiated *Fares*

Ticketed *fare* quotes related to negotiated/private *fare* structures such as net, bulk, non-public, consolidator, contract/corporate or negotiated rates are not covered. Ticketed *fare* quotes related to negotiated *fare* structures used in net remit and net report (Bulk and Inclusive Tour) tickets are not covered.

18. Reservations made in bad faith

Where a Subscriber has intentionally made a reservation for *fares*, where reasonable inquiry by that Subscriber would show that such *fares* had been incorrectly quoted through the Travelport Galileo or Apollo systems, it is, in Travelport Galileo's opinion, a reservation made by the Subscriber in bad faith, including any abuse of the plating carrier function.

The foregoing list of ineligible debit memo submissions is representative rather than an exhaustive explanation of grounds for denial of reimbursement under this *Policy*. Travelport Galileo reserves the right to amend this list at its sole discretion and without prior notice by or liability to Travelport Galileo.

Any decision to honor a debit memo shall be entirely at the discretion of Travelport Galileo.

Please only send ADMs that are covered by this *Policy*, and forward all requested ADM documentation to: adm@travelport.com

CORRECT BOOKING PRACTICES

Travelport Galileo is focused on creating awareness about Correct Booking Practices, to ensure error-free bookings. These practices help save time and efforts for agencies and airlines, besides avoiding unnecessary costs.

To ensure that there is free flow of communication between your GDS and the airline system, Travelport Galileo recommends that you pay special attention to the following Do's and Don'ts to help you minimise booking errors, and enhance your efficiency.

Do's

- Ensure passenger's name in the BF (Booking File) matches the name as in the passport
- Keep in mind the maximum name length restriction for individual carriers when issuing e-tickets
- Ensure the agency details and the passenger contact is entered in the first Phone field
- Sell segments using carrier specific display for accurate availability information
- Use the entry @ALL to correctly update the status code of all the segments
- Use the entry XI to cancel the active PNR (X1 to cancel active segment 1)
- Use XK to remove HX, UC, UN, and passive segments like AK (Do @1XK to cancel segment 1 which is a passive segment)

Don'ts

- Avoid creating a booking in a cancelled BF (Booking File)
- Do not add / cancel the same flight / sector in one transaction
- Avoid making direct changes in a BF (Booking File) with the airline
- Ensure there is an * and a Vendor Locator returned against the segments before making any amendments
- Do not create duplicate / multiple bookings for the same passenger
- Do not break marriage logic segments
- Do not force a waitlist segment on a closed flight
- Avoid issuing an e-ticket that does not have an E indicator next to the segment

TRAVEL INDUSTRY PHONETICS

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKEY
K	KILO	X	XRAY
L	LINA	Y	YANKEE
M	MIKE	Z	ZULU

USEFUL WEBSITES**www.travelport.com**

Official website of Travelport

www.itq.in

Official website of ITQ

www.viewtrip.com

Access to passenger's Galileo Booking online

travelport-english.custhelp.com

ASK Travelport (Online help for all your Galileo queries)

etracker.galileo.com

Online tracking facility for e tickets

gdia.galileo.com

Access to Focalpoint Online

www.interglobe.com

Information on InterGlobe Enterprises

www.travelportopinions.com

Travelport Opinion