



Travelport Galileo GDS Basic 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, DY0 - a customization tool, Scriptwriter Plus - an efficiency enhancement tool, and ITQ Financials - the back-office accounting and reporting software.

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COURSE OBJECTIVES

Key topics covered in this course:

- Access the Galileo System conforming to security procedures.
- Overview of the Galileo Desktop and an explanation of the navigation options and tools within Viewpoint and Focalpoint.
- Investigate the various methods of searching and quoting fares.
- Interpret the Galileo Fare Quote status indicators.
- Request and interpret flight Availability and Timetable displays.
- Sell, amend and cancel flight reservations.
- Input mandatory and optional booking file fields.
- Add, amend and cancel passenger servicing information and booking file servicing requests.
- Work with the Galileo Queuing System.
- Deliver booking file itineraries in print, email and web formats.
- Complete and pass a course assessment to obtain a sign-on authority to use Galileo.

INTRODUCTION

The Galileo Basic Central System Course has been planned to give you a basic overview of the Galileo Reservation System. At the end of this course you would be able to Access the Galileo System, Request and Interpret flight Availability and Timetable displays, Search for and Quote Fares, Work with the Galileo Queuing System. You would also be able to understand travel terminology & obtain useful & valuable information for efficient servicing of your clients.

COURSE CONTENT

Recognize the PC Hardware &
Terminology Focalpoint Security
Encoding & Decoding of cities, countries, airlines, aircraft types
Request flight Timetables & Availabilities
Identify airline Sell Agreements
Create booking files with the mandatory fields
Edit Mandatory elements of the booking file
Adding Optional fields of the booking file
Editing Optional fields of the booking file
Action / Advice codes
Dividing Booking
Files Queues
History
Printing
Galileo 360° Fares
Fare Display
Fare Quote a Booking File
Focalpoint Shopping
Stand Alone Entries
Overview of Viewpoint
Evaluation

FOCALPOINT

With Focalpoint®, your agency will be able to maximize productivity and efficiency. Focalpoint combines the advanced technology of Microsoft Windows based PC software with the power of the Galileo Central System. It uses the state-of-the-art Internet technology for connecting to the Galileo Host.

Features

- Focalpoint provides unlimited windows with five work areas for different functions.
- Allows customization of your workstation to the way you work.
- Screen colours can be edited and personalized.
- Many applications can be 'set default' to your personalization.
- Programmable Keys to program frequently used Focalpoint entries.
- Configurable Toolbar.
- Provides on-line help.
- Focalpoint companions provide assistance with your daily business needs.
- Replay - enables you to capture and store Galileo central system commands and is an indispensable feature for repetitive bookings.
- It has the facility to "type ahead" while the system is processing your previous request.

INTRODUCTION TO PC HARDWARE & TERMINOLOGY

Hardware

The physical units that make up a computer

Software

The program or applications loaded on the hardware, which instructs the hardware how it should perform.

CPU (Central Processing Unit)

It is here that programs are executed and all data processed. The system unit contains the permanent storage space or memory.

Monitor

This is also known as Visual Display Unit (VDU).

Keyboard & Mouse

It has standard typewriter keys as well as additional keys to facilitate various functions of the software in use. The mouse is a device, which helps accessing of icons on the program. Both keyboard and mouse are connected to the system unit by a cable.

Modem

It is a device, which modulates. It converts analogue signals to digital and vice versa.

Printer

It is an output device where the hard copies of the required programmes or applications are printed.

IMPORTANT KEYS / SYMBOLS

The Keys / symbols you will use most frequently while working on Focalpoint.

>	SOM (Start Of Message) Key
@	Change/delete symbol
#	Viewing more information
*	Asterisk or star is basically to display. (Retrieve information)
-	Hyphen or dash denotes a range. E.g. P1-5
.	DOT means And. It is used for various other functions
/	Slash is used as a mandatory field separator
+	Plus is used as an end item for combining different entries or fields. Also used for various other functions.

USES OF CONTROL KEYS

CTRL 1 or 2 or 3	to switch between different windows
CTRL Z	zoom-in or zoom-out on the active window
CTRL W	to clear active window
CTRL S	to clear all available windows
CTRL B	print screen for active window
CTRL X	print screen for all available windows
CTRL R	to reset your keyboard
CTRL M	for the Calendar view (In Desktop)
CTRL Y	Focalpoint Replay (To get a list of upto 150 previously used entries)

GALILEO TERMINAL IDENTIFIER

+J	To Display the GTID (Galileo Terminal Identifier)
----	---

FUNCTION KEYS

F1	Help key
F2 – F12	Can be programmed with frequently used commands as required

SIGN ON**Ans ID 2844 / 6080****Help: H/SON**

As a part of the system security it is necessary to identify yourself as an authorized user to the system. This is done by signing on to the system. Each agency location using Galileo is assigned a unique 3 or 4 Character code, called a Pseudo City Code (PCC).

The entry to sign on is:

SON/Z71T6/AB or
SON/ZAB or
SON/12345

Where Z indicates travel agent, 71T6 is the pseudo city code or PCC and AB is the user id, basically initials of the person using the system.
12345 is a numeric sign on.

PASSWORD

- 1) Passwords have to be minimum 7 characters & maximum 10 characters.
- 2) Passwords have to contain at least 1 alpha & 1 numeric character.
- 3) Passwords are valid for a maximum of 90 days.
- 4) Password changes are limited to one per day.
- 5) The user's 5 previous passwords will be stored & may not be reused.
- 6) Passwords cannot be from the list of 'Restricted' words like months of the year, days of the week, Galileo, Apollo, United, etc.
- 7) Passwords cannot contain the user's first name, last name or userid.
- 8) Passwords cannot have consecutive alphabets or numbers i.e ABC or 123.

Change Password

You can change the password before it expires by using the following entry

STD/ZAB

Where

S T D / is to display sign on profile
Z is a mandatory character advising you are a travel agent
A B is your two-character sign on or initials.

SIGN OFF

To sign off or exit system the entry is:

SOF

If Focalpoint is not used, the system would automatically sign off after sometime, this depends upon the Sign on Security Profile.

Default being 30 minutes, where all incomplete transactions of a booking file would be ignored automatically.

EMULATION**Ans ID 1677**

This is a functionality applicable to agencies working on dual PCCs. Emulation allows the user to view the Queues, Booking Files, ticketing reports, etc. of the PCC emulated into.

SEM/PCC/AG

Where PCC is the pseudo city code, and AG is for agent mode

WORK AREAS**Ans ID 1563****Help : H/OP**

There are five different work areas in the Galileo system - A, B, C, D, and E. When you sign on, you are automatically placed into area A, but you can move to an alternative area if you wish to do so. The five work areas enable access to five different Bookings at the same time.

SC - Shift into work Area C

OP/W* - Displays all the work areas

OP/W*

OP/W*

DELOU/7A2	Z7A2MN	AG	A	ACTIVE
DELOU/7A2	Z7A2MN	AVAIL	B	
DELOU/7A2	Z7A2MN	AVAIL	C	
DELOU/7A2	Z7A2MN	AVAIL	D	
DELOU/7A2	Z7A2MN	AVAIL	E	

>

ENCODE / DECODE (._E / ._D)**Ans ID 1995**Help : **H/ENCODE****H/DECODE**

Galileo has the ability to encode / decode the following:

Airlines

Cities / Airports

Countries & States

Aircraft / Equipment Types

	ENCODE	DECODE	DETAILED RECORDS
CITY / AIRPORTS	.CEDUBAI .CEMUMBAI/GENOA	.CDLHR .CDAMS/CDG/FCO/ZRH	.CRLHR
Help : H/AIRP COUNTRY	.LEINDIA .LEITALY/France	.LDUS .LDTH/SA/AE	.RD .RDUS .RDUSCA .EUD .ARLH
Help : H/AIRR AIRLINES	.AEAIR CANADA .AEAIR INDIA/CATHAY PACIFIC	.ADLH .ADUS/TG/AF/LX .AD*098 .AD**SIA	
Help : H/AIRL EQUIPMENT	.EEBOEING .EEBOEING/AIRBUS	.ED747 .ED330/747/777	
Help : H/AIRC			

You can encode / decode multiple cities / airports, countries, airlines or equipment types by entering a slash between each of the names or codes.

You can decode an airline by the 2 character IATA designator, 3 character ICAO designator or 3 digit numeric IATA code.

Codes you might come across on the encode / decode displays

Airline encode / decode

- A** Indicates the carrier is an ARINC (Aeronautical Radio Incorporated) member
- C** Indicates the carrier in a non SITA member
- D** Indicates the carrier shares the code with another carrier (controlled duplicate)
- G** Indicates the carrier is a Galileo Participant (Galileo can send messages to the carrier)
- S** Indicates the carrier is a scheduled passenger airline

City / Airport encode / decode

- M** Indicates city has multiple airports
A Indicates code is an airport location

Country encode / decode

- A** Country is in the European Civil Aviation Conference (ECAC) region
R Indicates that the country is split into regions

Equipment encode / decode

- A** Amphibian type of aircraft
H Helicopter
J Jet Engine
P Propeller
S Surface Transport
T Turbofan Engine

SCROLLING COMMANDSHelp : **H/SCRO**

- MB** Move to the Bottom of the display
MT Move to the Top of the display
MD Move Down
MR Move Down & only display the lines not displayed previously
MU Move Up
MD4 Move Down 4 Lines (Maximum 99)
MU21 Move Up 21 Lines (Maximum 99)
MD0 Redisplay Current Screen

EXERCISE - Encode & Decode**Encode Cities**

ACCRA		LIS	
DENVER		PNQ	
BERLIN		LAX	
HYDERABAD (INDIA)		VIE	
LAHORE		AMS	

Decode Cities**Encode Airlines**

JET AIRWAYS		BD	
SINGAPORE AIRLINES		AZ	
AIRASIA		LX	
VIRGIN ATLANTIC		217	
UNITED AIRLINES		AXM	

Decode Airlines**Encode Countries**

FINLAND		CN	
BELGIUM		VE	
IRELAND		DE	
KENYA		BH	
ZIMBABWE		PK	

Decode Countries**Encode Equipment**

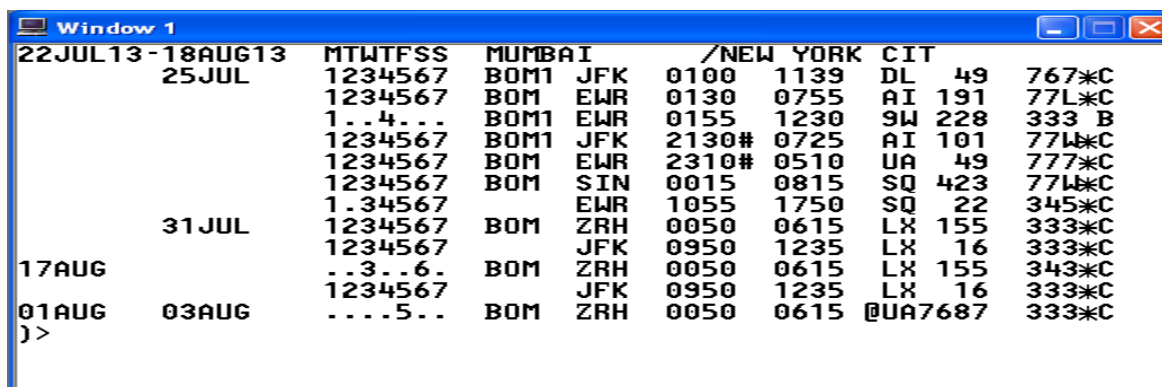
MCDONNELL DOUGLAS		37F	
BOEING		CN1	
AIRBUS		AB3	
CESSNA		ARJ	
AVRO		D8A	

Decode Equipment

TIMETABLE (TT)**Ans ID 8595 / 47130**

Help : H/TT

The Timetable function allows you to view the schedules or frequencies of direct & connecting flights for specified city pairs.

TT 1MAR BOM NYC .C


DATE	MTWTFSS	CITY	CARRIER	FLIGHT	TIME	CARRIER	FLIGHT	TIME	STATUS
22JUL13 - 18AUG13	1234567	BOM1	JFK	0100	1139	DL	49	767	*C
25JUL	1234567	BOM	EWR	0130	0755	AI	191	77L	*C
	1..4...	BOM1	EWR	0155	1230	9W	228	333	B
	1234567	BOM1	JFK	2130#	0725	AI	101	77L	*C
	1234567	BOM	EWR	2310#	0510	UA	49	777	*C
	1234567	BOM	SIN	0015	0815	SQ	423	77L	*C
	1..34567		EWR	1055	1750	SQ	22	345	*C
31JUL	1234567	BOM	ZRH	0050	0615	LX	155	333	*C
	1234567		JFK	0950	1235	LX	16	333	*C
17AUG	..3..6.	BOM	ZRH	0050	0615	LX	155	343	*C
	1234567		JFK	0950	1235	LX	16	333	*C
01AUG 03AUG5..	BOM	ZRH	0050	0615	@UA7687		333	*C

The system will default to today's date if no date is included in the input & will show the schedule for the next 28 days.

TIMETABLE QUALIFIERS

TT 12MAY BOM SIN	Displays timetable for direct flights only
TT 12MAY BOM SIN / AI	Displays timetable for a specific carrier
TT BOM LHR @ 4 .C	Displays timetable for flights on day 4 (Thursday)
TT .FR BOM CDG .C	Displays timetable from the coming Friday
TT #10 DEL LHR .C	Displays timetable 10 days from today
TT 10FEB BLR DXB *75 .C	Displays timetable for 75 days from 10Feb
TT 1APR BOM LHR / AI-	Displays timetable excluding specified carrier
TT 10JUN MAA DEL .E .C	Displays timetable for Evening flights only

FOLLOW UP ENTRIES

TT B BOM	Displays the timetable with a new Boardpoint
TT O FRA	Displays the timetable with a new Offpoint
A	Converts the timetable display to Availability
FDA	Converts the timetable display to Fare Display
TT R	Displays a return timetable
TT *O	Displays the Original timetable displayed
TT *P	Displays the previous timetable displayed
TT AI111 / 1JAN	Displays complete flight information for specified flight
TT	Redisplay last timetable display
TT.D	Converts the timetable display to include only direct flights
TT.C	Converts the display to include direct & connecting flights

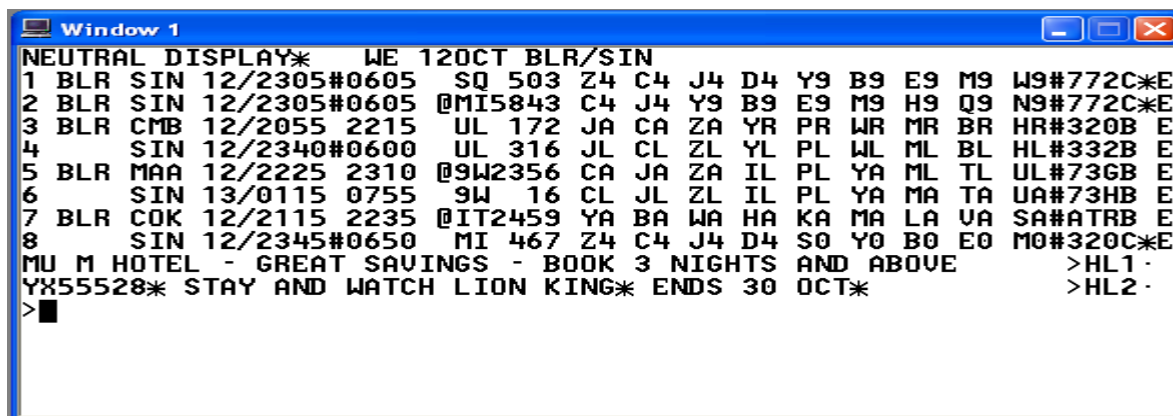
AVAILABILITY (A)**Ans ID 8595**Help : **H/AVAIL**

This function allows you to view the availabilities of flights worldwide.

You can view the Galileo Availability, which is a neutral display, as well as the Carrier Specific Availability.

System Defaults:

- 1) If no date specified, will display availabilities for today
- 2) Displays direct flights with no stopovers first
- 3) Displays direct flights with stopovers
- 4) Displays connecting flights
- 5) Orders the display as per departure timings
- 6) If no flights operate for the requested date, the system is programmed to search for flights in the following order -
 the day following the original requested date,
 the day prior to the original requested date,
 two days after the original requested date, two
 days prior to the original requested date.
- 7) Displays 8 lines of availability per screen

A BLR SIN


```

Window 1
NEUTRAL DISPLAY* WE 12OCT BLR/SIN
1 BLR SIN 12/2305#0605 SQ 503 Z4 C4 J4 D4 Y9 B9 E9 M9 W9#772C*E
2 BLR SIN 12/2305#0605 @MI5843 C4 J4 Y9 B9 E9 M9 H9 Q9 N9#772C*E
3 BLR CMB 12/2055 2215 UL 172 JA CA ZA YR PR WR MR BR HR#320B E
4 SIN 12/2340#0600 UL 316 JL CL ZL YL PL WL ML BL HL#332B E
5 BLR MAA 12/2225 2310 @9W2356 CA JA ZA IL PL YA ML TL UL#736B E
6 SIN 13/0115 0755 9W 16 CL JL ZL IL PL YA MA TA UA#73HB E
7 BLR COK 12/2115 2235 @IT2459 YA BA WA HA KA MA LA VA SA#ATR B E
8 SIN 12/2345#0650 MI 467 Z4 C4 J4 D4 SO YO BO EO MO#320C*E
MU M HOTEL - GREAT SAVINGS - BOOK 3 NIGHTS AND ABOVE >HL1·
YX55528* STAY AND WATCH LION KING* ENDS 30 OCT* >HL2·
>■
  
```

Availability Status

Carriers have contracted to display their flight availability using Alpha Availability Status (AVS) or Numeric Availability Status (NAVS).

	AVS		NAVS
A	Available	1 - 9	Seats available this transaction
R	On Request	R	On Request
L	Waitlist only	0	Waitlist only
C	Waitlist Closed	C	Waitlist Closed
X	Cancelled (flight or class)	X	Cancelled (flight or class)
G	Airline sellable through GFI	G	Airline sellable through GFI
Blank	Schedule Level only	Blank	Schedule level only

Availability QualifiersHelp : **H/AVFU**

A 1JAN BOM CDG	Displays availability for specified date
A * AF	Displays Carrier Specific Availability
A @ # 3	Displays more classes for flight on line 3
A # * AI	Displays Carrier Specific Availability for the next day
A # 5 * AF	Displays Carrier Specific Availability for 5 days later
A - * AI	Displays Carrier Specific Availability for the previous day
A - 4 * AF	Displays Carrier Specific Availability for 4 days prior
A . MO * LH	Displays Carrier Specific Availability for the coming Monday
AR#10*AI	Displays Carrier Specific Return availability for 10 days later
AN1DECSYD*SQ	Displays Carrier Specific availability to the next point from the off point of the previous entry
ABDEL	Displays new Board point as DEL
AOLAX	Displays new off point as LAX
A*	Displays more availability
A*-	Displays previous screen
A/*O	Displays flights for specified Alliance only (GC*200/52 for Preferred availability codes)
TTL1	Display details of flight on line 1 of the availability
TTB3	Display details of flight on segment 3 in a Booking File

Codes you might come across on the Availability & Timetable displays

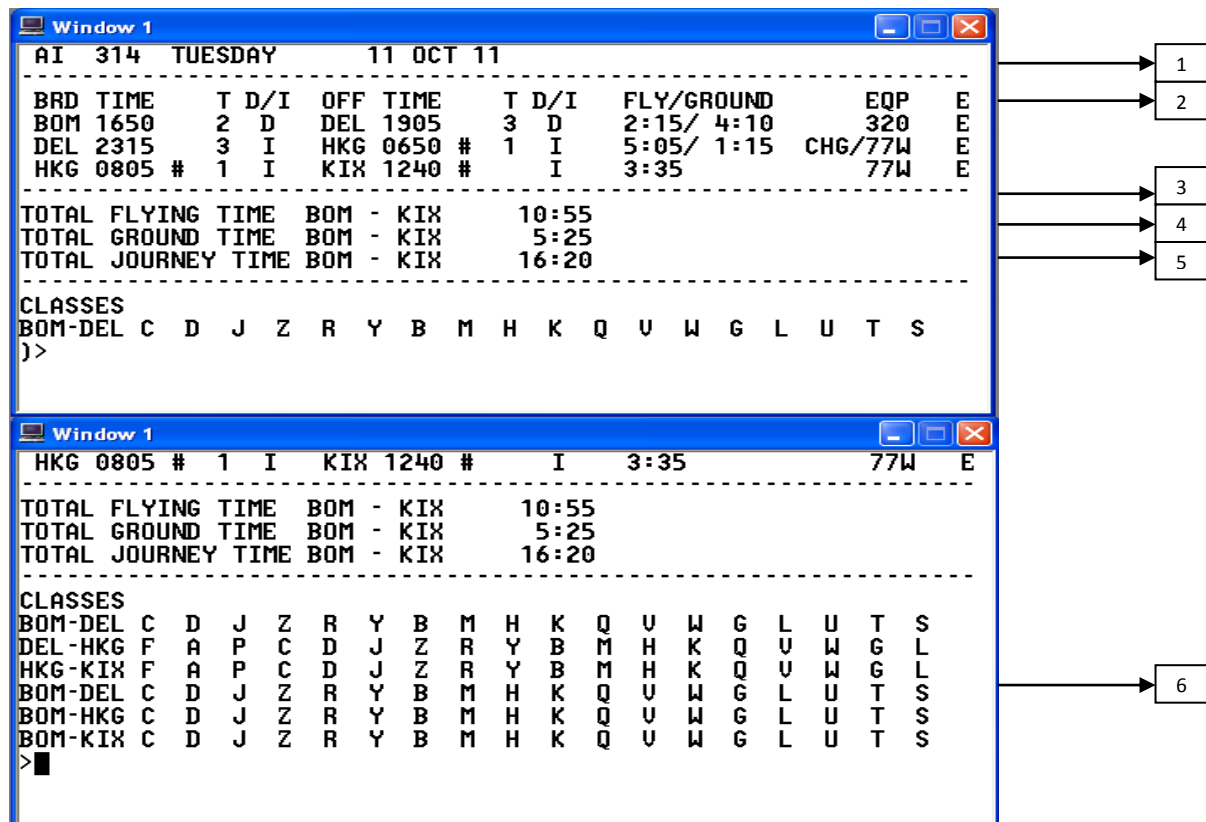
- before the departure airport	Denotes a change of airport, for connection points
A numeric between the departure & arrival airport codes	Denotes the number of stops
# between the departure & arrival times	Denotes that arrival is the next day to the departure date
* between the departure & arrival times	Denotes that arrival is two days later to the departure date
- between the departure & arrival times	Denotes that arrival is the day prior to the departure date
@ before the airline code	Denotes a code shared flight
# after the booking classes	Denotes more classes available
C after the equipment code	Denotes carrier has Carrier Specific Display function
B after the equipment code	Denotes carrier has Carrier Specific Display as well as Last Seat Availability function
* in the second last column of the line	Denotes carrier has Inside Availability function
E at the end of the line	Denotes flight is e-ticketable
X at the end of the line	Denotes flight not e-ticketable

FLIGHT DETAILS

TTL3

TTB1

TTAI314/11OCT



Window 1

AI 314 TUESDAY 11 OCT 11

BRD TIME	T	D/I	OFF TIME	T	D/I	FLY/GROUND	EQP	E
BOM 1650	2	D	DEL 1905	3	D	2:15/ 4:10	320	E
DEL 2315	3	I	HKG 0650 #	1	I	5:05/ 1:15	CHG/77W	E
HKG 0805 #	1	I	KIX 1240 #			3:35	77W	E

TOTAL FLYING TIME BOM - KIX 10:55
 TOTAL GROUND TIME BOM - KIX 5:25
 TOTAL JOURNEY TIME BOM - KIX 16:20

CLASSES
 BOM-DEL C D J Z R Y B M H K Q U W G L U T S
)>

Window 1

HKG 0805 # 1 I KIX 1240 # I 3:35 77W E

TOTAL FLYING TIME BOM - KIX 10:55
 TOTAL GROUND TIME BOM - KIX 5:25
 TOTAL JOURNEY TIME BOM - KIX 16:20

CLASSES
 BOM-DEL C D J Z R Y B M H K Q U W G L U T S
 DEL-HKG F A P C D J Z R Y B M H K Q U W G L
 HKG-KIX F A P C D J Z R Y B M H K Q U W G L
 BOM-DEL C D J Z R Y B M H K Q U W G L U T S
 BOM-HKG C D J Z R Y B M H K Q U W G L U T S
 BOM-KIX C D J Z R Y B M H K Q U W G L U T S
 >■

Screen Explanation

- | | | |
|---|---|---|
| 1 | AI | - Airline code |
| | 314 | - Flight number |
| | Tuesday | - Day of the week |
| | 11 OCT 11 | - Date, month & year |
| 2 | BRD | - Boarding point |
| | TIME | - Departure time |
| | T | - Terminal number / code if applicable |
| | D/I | - Domestic / International leg / sector |
| | OFF | - Arrival point |
| | TIME | - Arrival time |
| | T | - Terminal number / code if applicable |
| | D/I | - Domestic / International leg / sector |
| | FLY / GROUND | - Flying time / Ground time |
| | EQP | - Equipment / type of aircraft |
| | E | - e-Ticketable flight |
| 3 | Total Flying Time from origin to destination | |
| 4 | Total Ground Time from origin to destination | |
| 5 | Total Journey Time from origin to destination | |
| 6 | Classes bookable per sector / leg | |

EXERCISE - Availability & Time Table

- 1) What is the entry to obtain a carrier specific availability from MUMBAI to SINGAPORE on Singapore Airlines?

- 2a) What is the entry to check the availability only for direct flights from MUMBAI to PARIS?

- 2b) What is the follow up entry to check the availability for the same sector for next FRIDAY?

- 3) How would you check the flight information for EK505 operating on 20 Sep?

- 4) How would you convert a timetable display into carrier specific availability?

- 5) What is the total journey time for a journey from MUMBAI to SINGAPORE on Singapore Airlines?

- 6) Using any date how would you display the frequency of AI flights from MUMBAI to LONDON?

- 7) How will you convert the above Time table display, to display the return schedule?

- 8) How will you convert the Galileo Neutral availability to a carrier specific one?

- 9) How will you change the off point to Frankfurt?

- 10) What is the entry to view more classes for the flight on line 4 of the availability?

BOOKING FILE**Ans ID 8601**

A Booking File contains the record of any bookings made through the Galileo system & can contain Air, Hotel, Car reservations. In the airline reservation systems it is referred to as a PNR (Passenger Name Record), in Galileo the same is referred to as a Booking File.

Booking Files can contain Mandatory information as well as Optional information.

Mandatory Fields

The 5 Mandatory fields of the Booking File are as follows & can be entered in any order:

- P** - Phone Field
- R** - Received from field
- I** - Itinerary
- N** - Name Field
- T** - Ticketing / Time limit Field

Once the above information has been added it is required to save the booking file & then add on the optional fields.

NAME FIELD**Ans ID 8601**Help : **H/N.**

- N.** Function Identifier to enter names
- *N** Display all names

The Name field contains the passenger's surname, first name, title & name remarks. Each Name field Item can have a minimum 2 & a maximum 55 characters. No numeric characters are permitted in the name.

A Booking File may contain a single passenger, multiple passengers having the same surname and/or different surnames.

There are 5 IATA approved titles, Mr, Mrs, Ms, Miss & Mstr, any other titles apart from these should be fed in as a name remark.

N.SHAH/AMITMR

Single passenger

N.2PATEL/BHARATMR/AMITAMRS

Multiple passengers with same surname

N.KUMAR/SANJAYMR+N.2SHETTY/SUMITMR/SUJATAMS

Multiple passengers with different surnames

N.3SETH/ASHOKMR/BHAVINIMS/ASHWINMSTR*P-C07

Two adults & 1 child with the same surname (Child SSR details will be auto generated)

The Passenger Type Code (PTC) can be input in the name remark field; this will then be used during Fare Quote processing.

N.3MEHTA/VIVEKMR/NISHAMISS*P-C08/NIKHILMSTR*P-C05

One adult & two children with the ages specified for Fare Quoting

Infant Name

N.I/PATEL/BHUMIKAMISS*10DEC09

(date of birth to be input in DDMMYY format e.g. 10DEC09)

- ❖ An Infant name cannot be the first name in the booking file
- ❖ An Infant name cannot be the only name in a booking file
- ❖ Number of Infants cannot exceed the number of adults in the booking file
- ❖ Infant names can be added or deleted even after end transact
- ❖ An SSR is automatically generated to all airlines containing the infant details

Add Group Name

When creating a Group booking the Group name is entered first & the individual names are entered only after ending the booking, using the normal entries to add names. Maximum names per group are 98.

N.G/30REDONDOTOUR

- Group Name

Name Change / Delete

Before end transact, the Name items can be amended any number of times. In cases when a name change is to be carried out after end transact, the same needs to be verified with the airline. (**GC*200/3** – Name Change Restriction details)

N.P2@SHAH/VASANTMR

N.P2@*P-C10

N.P1@

N.P2-4@

N.G/@

N.G/@30LAGUNATOUR

- Change name of passenger 2
- Change name remark to CHD10YRS
- Delete name of passenger 1
- Delete names of passengers 2, 3 & 4
- Delete Group name
- Change Group name

PHONE FIELD**Ans ID 8601**Help : **H/P.**

- P.** Function Identifier to enter Phone items
***P** Display all Phone items

The Phone field is a multiple item field which contains contact information. At least one Phone item must be included in the booking File. Each Phone item can contain a maximum of 69 characters.

First Phone Item

P.BOMT*ABC TRAVELS 22872918 REF APARNA/DELB 28701923 BOMM 9811011100

At End Transact, the first Phone Item is sent to the airline as an OSI. Please ensure that the first phone item contains the city of location of the Travel Agency, the Agency name, contact number, name of the person in the agency who has created the booking, as well as at least one passenger contact.

Phone Field Codes

- T*** TRAVEL AGENT
H* HOME
B* BUSINESS
A* ACCOMMODATION/HOTEL
N* NO CONTACT
P* TELEPHONE NUMBER NOT KNOWN
E* EMAIL ADDRESS

Help : **H/EMAIL**

P.BOMM*9831010310

Add mobile number for PNR SMS

P.BOMM*9831010310/9810110101

Add more than one mobile number for PNR SMS
(use a slash to separate add upto four numbers)

P.DELE*JOHN--GEORGE//GALILEO.COM

Add Email address (use – in _, // in place of @)

Change / Delete

- P.3@** - Delete phone item 3
P.3.5@ - Delete phone items 3 & 5
P.2@BOMH*23021234 - Change phone item 2

TICKETING ARRANGEMENT FIELD**Ans ID 8601**

Help : H/T.

T. Function Identifier to enter Ticket / Time limit details
***TD** Display ticketing data

The Ticketing Arrangement Field is a single item field, i.e. it can contain only one T. field at a time. This field can have a maximum of 69 characters.

Information contained in this field does not get transmitted to the airlines, an OSI message needs to be sent to the airlines, with the time limit information. (SI.ZZ*TKTL DATE TIME)

T.TAU/1JAN Place booking on Queue 10 on 1Jan for ticketing

T.T*0981234123123 Indicates booking ticketed

Change / Delete

T.@TAU/5JAN Change date when booking will be placed on Queue 10 for ticketing

T.@T*098123456456 Change time limit date to ticketed information

T.@ Delete time limit / ticket information

RECEIVED FROM FIELD**Ans ID 8601**

Help : H/R.

R. Function Identifier to enter received from information
***RV** Display received from field (before ending the Booking File)

This is a single item field per transaction & contains a minimum of 1 character & maximum 61 characters.

R.P Booking received from passenger

R.SMITA / SECRETARY Booking received from passenger's secretary

Change / Delete

R.@SONAL Change the received from information

R.@ Delete the received from item

SELL ENTRIES

Ans ID 8595

Reference Sell

Help : H/SWAD

After obtaining the desired availability, sell the required flights if seats available.

N2Y1		Need 2 seats in Y class from line 1 of the availability
N2M3*	or	Need 2 seats in M class from line 3 & line 4
N2M3M4		
N3M1Y2H3		Need 3 seats in M class from line 1, Y class from line 2, H class from line 3

If required class is open for Waitlisting

N2Y1LL	Need 2 seats in Y class from line 1 to be waitlisted
N2M3M4LL	Need 2 seats in M class from lines 3 & 4 as waitlisted

Direct Sell

Help : H/SWDS

Instead of checking the availability & then selling, a direct sell entry can be used, when the flight details are already known.

0 AI 111 K 1 MAY BOM LHR NN3	Need 3 seats for AI 111 in K class for travel on the 1 st May from BOM to LHR (airport codes to be used).
-------------------------------------	--

In case the flight is only open for Waitlisting

0 AI 11 K 1 MAY BOM LHR LL2

Open Segment

Help : H/SOS

Open dated and/or Open carrier segments can be input in the booking file in the following format

0 AI OPEN Y BOM FRA NO1	Open dated & closed on a particular carrier
0 YY OPEN Y BOM FRA NO1	Open dated & open carrier
0 YY OPEN Y 1 MAR FRA BOM NO1	Close dated & open carrier

Surface Segment (ARNK – Arrival Unknown)

Help : H/ARNK

0A	or
Y	

Segment Change

@ 1 / 2	Change segment 1 to 2 passengers on the same flight as already booked
@ A / 2	Change entire itinerary to 2 passengers on the same flights as already booked
@ 2 / Y	Rebook segment 2 to Y class & cancel original segment
@ A / Y	Rebook the entire air itinerary to Y class & cancel original segments

All the segment change entries to rebook the Flight, Dates, Class & Number of passengers, should be done only BEFORE end transact.

Cancel Segments

X1	Cancel segment 1
X3-5	Cancel segments 3, 4 & 5
X1-3.5	Cancel segments 1, 2, 3 & 5
XI	Cancel entire Itinerary

END TRANSACT**Ans ID 8601**Help : **H/ET**

E	or	End Transact & save booking file
ET		
ER		End Transact & redisplay the same booking file
EM		End Transact & Email to 1 st email address
ERM		End Transact, redisplay the same booking file & email the booking to the first email address
EMALL		End Transact & Email to all email addresses

IGNORE**Ans ID 8601**Help : **H/ET**

I	Ignore transaction
IR	Ignore transaction & retrieve Booking in original state

RETRIEVAL OF BOOKING FILES**Ans ID 8601**

*GALPNR	Retrieve Booking file with the Galileo record locator
*-SHAH	Retrieve Booking file by surname
-S	Retrieve all Booking files in which the surname begins with "S"
**A1P-PATEL	Retrieve the Booking for passenger Patel created in branch pseudo city A1P
**B-JOSHI	Retrieve Booking with same name for all branch locations
*L	Redisplay name list
*10	Display listed Booking number 10

REPEAT BOOKING FILE & END TRANSACT

REALLSALL	Repeat all Customer data, all segments
REALL	Repeat all Customer data only
RESALL	Repeat all segments only
REALLS1-3.5	Repeat all Customer data, segments 1, 2, 3 & 5 only
REN.P.SALL	Repeat Name & Phone field & all segments

(A Received From field must be entered into the Booking File before the Repeat Booking File entries are used.)

SELL AGREEMENTS

Agreements that the airlines have with Galileo, which determine the access the airlines give Galileo. The higher the level of agreement the more access to the airline inventory from the Galileo system. The agreements also determine whether the airline will return a vendor locator (airline PNR) or not.

AGREEMENT	SECURED SELL	SUPER GUARANTEED SELL	GUARANTEED SELL	STANDARD SELL
INDICATOR	O / O* & W / W* (for waitlist on certain carriers)	S / S*	G	BLANK
CODES	HS / HK	SS / HK	SS / HK	NN / PN
	LL / HL	LL / HL	LL / HL	
VENDOR LOCATOR	YES (Airline PNR returned)	YES (Airline PNR returned)	NO (Airline PNR not returned)	NO (Airline PNR not returned)
DESCRIPTION	Highest level, direct link into carrier system, inventory depleted instantly.	Link to airline inventory on End	Link to airline inventory on End	No link. Teletype message generated to airline on End. Segment status to be changed to NN before End. Reply from airline system could take up to 12 hours.

An O, S, or G indicator would display at the end of the line for confirmed flights. In case the O, S or G indicator does not display for the confirmed flight, it is important that the user changes the status of the segment to NN before Ending the booking file, by making the entry @(Line Number)NN eg., @1NN for segment one.

EXERCISE - Basic Booking File

Create a Booking as follows:

Itinerary Details

Date	- Outbound	6 months from today
	- Inbound	10 days after outbound date
Sector		FQA FQB & return
Class		Y
Carrier		LX

Agency Details

Agency Name	KBC Travels
City	Your own city
Telephone	56561234

Passenger Details

Number of passengers	1
Surname	Galileotest
Firstname & Title	Your own
Mobile contact	9820098200
Office contact	28505011

Ticketing Details

Tickets to be issued 1 month prior to departure.

Received Reference

Gita, the passenger's secretary is making the booking with you.

Please complete the booking ensuring that the time limit information is sent to the airline.

BOOKING FILE LISTING**Ans ID 8601**Help : **H/LIST**

LD Function Identifier to list Booking Files
LD* Redisplays last list displayed on screen

A list of Booking Files created by the specific agency or by an associated agency may be displayed, queued or printed.

Booking Files may be listed by their ticketed status & the segment type i.e. Air, Hotel, Car & Auxiliary.

Basic minimum entries, one of ALL, TKT or UTK must be present.

LD/ALL/20DEC-D

LD/TKT/10JAN-Q/70

Lists all Booking Files with a travel date of 20Dec

LD/UTK/28DEC-D

Places on Q 70 all Ticketed Booking Files with a travel date of 10Jan

LD/UTK/TL-28DEC*31DEC-D

Lists all Unticketed Booking Files with a travel date of 28Dec
Lists all Unticketed Booking Files with a Time Limit date range between 28Dec & 31Dec (based on T.TAU date)

LD/ALL/1MAR*28MAR-D

LD/ALL/C10JAN*31JAN/1MAR*28MAR-D

Lists all Booking Files with travel dates between 1Mar – 28Mar

Lists all Booking Files which were created between 10Jan – 31Jan, with travel dates between 1Mar - 28Mar

LD/SC-HX/01JAN*31JAN-D

Lists all Booking Files with a Status Code HX, for travel between 1Jan & 31Jan

Maximum travel date range is 331 days.

SERVICE INFORMATION**Ans ID 8601**

***SVC** Display Service Information for all segments in the Booking File
***SVC3** Display Service Information for segment 3 in the Booking File

OPTIONAL FIELDS**Ans ID 8601**

In addition to the Mandatory fields of the booking file there are also other fields which are used to send information to the airlines, request services from the airlines or enter information for the travel agency only.

The various Optional Fields are as follows:

OSI - Other Supplementary Information**Ans ID 8601**Help : **H/OSI**

SI. Function Identifier for OSI followed by the 2 letter airline code
***SO** Display all OSI items
***SI** Display all Service Information

This field is used to send Time limit & ticketing information as well as any other information like contact details to the airline with regards to the booking.

SI.YY*TKTL 1JAN 1200 HRS

Advise all airlines (YY) in Booking of the Time limit

SI.AI*PAX DELH 25671234

Advise airline AI of the passenger's Home contact

SI.ZZ*TKNM 12356561231230Advise Ticket number in OSI format, check digit included
(ZZ is the 2 letter carrier code)**SI.ZZ*TKNM 12356561231230-125**

Advise conjunction ticket numbers

SI.ZZ*TKNO 1235656123123Advise ticket numbers to IC, HM, MK in OSI TKNO format
also**Change / Delete****SI.2@AI*NEW TEXT**

- Change OSI item 2 to New text

SI.3@

- Delete OSI item 3

SSR - Special Service Requirement**Ans ID 8601**

SI. Function identifier for SSR followed by the specified codes
***SR** Displays all Programmatic SSRs only
***SI** Displays all SSRs & OSIs

This field is used to request special services from the airlines, to advise ticket numbers, Passport details, Form of Identification information and any other details to be conveyed to the airline.

The SSR field contains Programmatic SSRs & Manual SSRs. Programmatic SSRs can be requested for with the AIRIMP codes, Manual SSRs will have free text in a fixed format after the AIRIMP codes.

**PROGRAMMATIC SSRs
TICKET NOTIFICATION****Ans ID 8601****Ans ID 8601**Help : **H/SSR**

Ticket Notification takes place when an automated ticket is issued. Ticket numbers are automatically transmitted to the carriers in either the SSR or OSI format as required.

In case Galileo is unable to send the ticket notification at the time of auto ticketing, an unsolicited message will be received advising of the same. In this case the ticket numbers should be advised manually to the carriers concerned using the required format. i.e. OSI or SSR.

Please see **GC*200/5/XX** for the format to be used (XX is the 2 letter carrier code)

SI.TKNM*09856561231230

Advise ticket numbers where booking contains only 1 passenger

SI.P2/TKNM*12556561231230-124

Advise conjunction ticket numbers for passenger 2

SI.S2-3P1/TKNM*22056561231230

Advise ticket numbers for segments 2 & 3 for passenger 1 only

MEAL REQUEST**Ans ID 8601**Help : **H/MEAL**

Please see **GC*200/9** for meal codes & descriptions for specific meals

SI.AVML

Request AVML for all passengers, all segments

SI.SPML*NO ONIONS

Request SPML with details for all passengers, all segments

SI.P2/DBML

Request DBML for passenger 2, all segments

SI.S2/KSML

Request KSML for all passengers, for segment 2

SI.P3S1/FPML

Request FPML for passenger 3, segment 1

SI.P1-3.5S3-5/SFML

Request SFML for passengers 1, 2, 3 & 5, for segments 3, 4 & 5

ASSORTED PROGRAMMATIC SSRs**Ans ID 8601**Help : **H/ASSC**

Please see **GC*605/32** for AIRIMP codes & descriptions

SI.P3/BSCT

Request BSCT for passenger 3, all segments

SI.P2S1-2/WCHR*ELDERLY

Request WCHR with details for passenger 2, segments 1 & 2

SSR CHLD

- It will be associated with a passenger and may contain a date of birth
- If there is more than one passenger in the booking, it will require a single name selection.
- The child date of birth is detailed in optional freeform text at the end of the entry

SI.P2/CHLD*21JUN00

Advise airlines of the presence of a child passenger, along with the date of birth

Delete

SSR items cannot be changed directly, they would need to be deleted & then the new code requested.

SI.P1 @	Delete SSR items for passenger 1, all segments
SI.S3 @	Delete SSR items for all passengers, segment 3 only
SI.P2/AVML @	Delete AVML request for passenger 2, all segments
SI.S4-6/KSML @	Delete KSML request for all passengers, segments 4, 5 & 6
SI.ALL @	Delete all SSR items

MANUAL SSRs**Ans ID 8601 / 30904****FOID** - Form of Identification to be used at check inHelp : **H/FOID****SI.SSRFOIDZZHK1/PP-1PATEL/ASHWINMR**

Passenger will use passport for airport identification (more FOID entries in H/SSR)

FQTV - Frequent Traveler informationHelp : **H/SSR**

(if membership number exceeds 27 characters)

SI.SSRFQTVZZHK1/ZZ1256547656565568576-SHAH/ASHOKMR**GRPF** - Group Fare detailsHelp : **H/SSR****SI.SSRGRPFZZ FREE TEXT****PCTC** - Passenger Emergency ContactHelp : **H/SSR****SI.SSRPCTCZZHK1/SHETTY JYOTI/US1 510 5557821-1SHETTY/HARSH.WIFE**

Passenger's emergency contact in the US is Jyoti Shetty

APIS & SFPD - Advanced Passenger Information SSRs & Secure Flight Passenger Data(used to generate passenger data to airlines & immigration authorities) Help : **H/APIS****SI.P2/SSRDOCSZZHK1/P/IN/B12345678/IN/21JUN66/M/23OCT09/PATEL/ASHOK**Passenger 2 / SSR DOCS (passport data) ZZ (airline as per the booking) action code
HK1 (one passenger) / Document type Passport / issued in IN / Passport number /
Indian Passport / Date of Birth / Gender / Passport expiry date / Passenger's full name**SI.P1/SSRDOCSZZHK1/////12JUL66/M//SMITH/JOHN/RICHARD**

Add SSR DOCS with Secure Flight Data only with mandatory slash for omitted data

SI.P1/SSRDOCOZZHK1/PARIS FR/V/12345123/LONDON GB/14MAR05/USPassenger 1 / SSR DOCO (visa information) ZZ (airline as per the booking) action
code HK1 (one passenger) / Born in Paris France / Holds Visa / Visa number / Issued
in London United Kingdom / Issued date/ Valid for travel to USA**SI.P1/SSRDOCAZZHK1/D/DE/234B STRAVINER STRASSE/HANOVER//11718**Passenger 1 / SSR DOCA (address information) ZZ (airline as per the booking) action
code HK1 (one passenger) / Destination address / Country / Street address / Town /
State unknown / Postal Code**Delete**

Manual SSR items cannot be changed, they would need to be deleted & then added.

SI.2@

Delete Manual SSR item 2

SSR REINSTATE**Ans ID 16597**

SIR Function Identifier
***SIR** Display all deleted SSRs

This functionality will provide you with a quick & easy method to Reinstate programmatic associated SSRs which get cancelled when an air segment is cancelled.

A tab stop will appear when a segment is cancelled, advising the user of the deleted SSRs & that the same can be reinstated.

The user would, after displaying the deleted SSRs, tab to the end of the SSR to be reinstated, add the appropriate passenger or segment number & transmit the information.

VENDOR REMARKS FIELD**Ans ID 8601**Help : **H/V.**

V. Function Identifier to add a Vendor Remark
***VR** Display all Vendor Remarks
***VO** Display all outgoing Vendor Remarks
***VI** Display all Incoming Vendor Remarks

The Vendor Remarks field is used to send requests to the vendors on which immediate replies are required. This is a multiple item field & can contain a maximum of 99 items. Each item can contain a maximum 180 characters. Vendor remarks are also used by the various vendors to reply back to the agent. Vendor remarks can be sent to Airline, Hotel & Car Vendors.

There are two types of Vendor Remarks

VO	(Vendor Outgoing Remarks)	Sent by the agent to the vendors
VI	(Vendor Incoming Remarks)	Sent by the vendors to the agent

V.AAI*PLEASE ADVISE COST OF KENNEL**Delete**

V.2@ Deletes vendor remark item 2
V.3-5@ Deletes vendor remarks 3, 4 & 5

MILEAGE MEMBERSHIP FIELD**Ans ID 8601**Help : **H/M.**

M.	Function Identifier to add Mileage membership data
*MM	Display Mileage membership data
M*ALL	Displays a list of all airlines who have a Mileage membership agreement table
M*AI	Displays the Mileage membership table for AI & lists those airlines that have an agreement to accept AI mileage card numbers for Cross Accrual

This field is used to advise the airlines of the Mileage membership details. It is a multiple item field, each item can contain a minimum of 6 characters & a maximum of 27 characters including the 2 character airline code.

M.AI546372890	Add AI Mileage membership details in a booking with 1 passenger
M.BA87490237653/QF	Add BA Mileage membership details with Cross Accrual for QF (Minimum 1, maximum 10 additional Airlines)
M.P3/AF35975989/KL/DL	Add AF Mileage membership details with Cross Accrual for KL & DL, for passenger 3
M.P2*BA/AA/CX/QF	Add Cross Accrual participants AA, CX & QF to a BA Mileage membership card that has already been added for passenger 2

Delete

Mileage membership data cannot be changed, it has to be deleted & a new item created.

M.@	Delete all Mileage membership data for all passengers
M.P2@	Delete all Mileage membership data for passenger 2
M.LH@	Delete all LH Mileage membership data for all passengers
M.P3*KL@	Delete all KL Mileage membership data for passenger 3 only

EXERCISE - To be used for Seat Request

Create a Booking as follows:

Itinerary Details

Date	- Outbound	7 months from today
	- Inbound	10 days after outbound date
Sector		BOM ZRH & return
Class		Y
Carrier		LX

Agency Details

Agency Name	XYZ Travels
City	Your own city
Telephone	24504545

Passenger Details

Number of passengers	2 Adults
Surname	Galileotest
Firstname & Titles	Your choice
Mobile contact	9920011232
Office contact	22021451

Ticketing Details

Tickets to be issued 1 month prior to departure.

Received Reference

The passenger is making the booking with you.

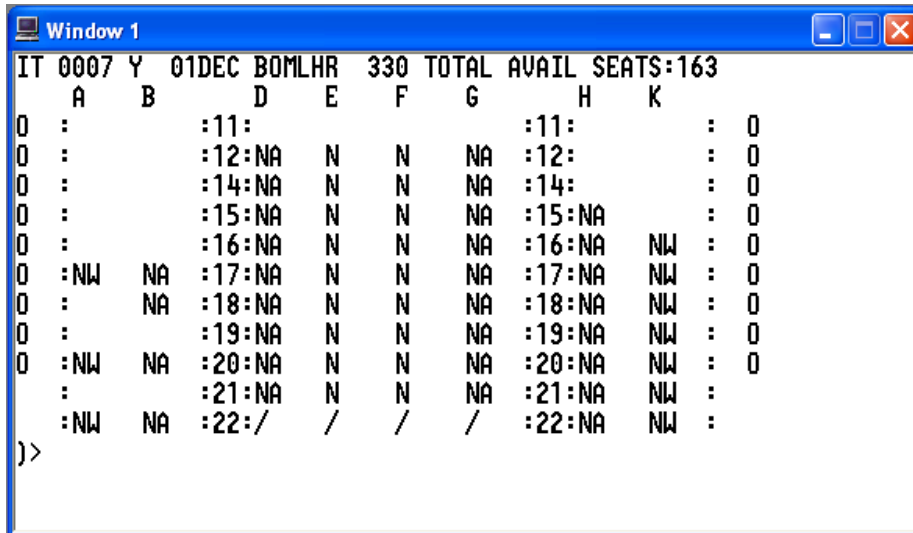
Complete the booking ensuring that the time limit information is sent to the airline.

Please add an OSI message that this is a training booking to be cancelled soon.

SEAT REQUEST

Ans ID 8595

S.	Function Identifier to request for a specific or generic seat
*SD	Display Seats reserved
SA*S2	Display Seat Availability Map for segment 2
SA*A1C	Display Seat Availability Map for the flight on line 1 from the availability in C class
SC*	Display the list of all seat characteristics
SC*NWEL	Display the description for seat characteristics N, W, E & L
SC*14A	Display the description of seat characteristics for seat 14A from the seat map displayed



```

Window 1
IT 0007 Y 01DEC BOMLHR 330 TOTAL AVAIL SEATS:163
  A   B   D   E   F   G   H   K
0 :   :11:   :11:   : 0
0 :   :12:NA  N   NA :12:   : 0
0 :   :14:NA  N   NA :14:   : 0
0 :   :15:NA  N   NA :15:NA  : 0
0 :   :16:NA  N   NA :16:NA  NW : 0
0 :NW  NA :17:NA  N   NA :17:NA  NW : 0
0 :   NA :18:NA  N   NA :18:NA  NW : 0
0 :   :19:NA  N   NA :19:NA  NW : 0
0 :NW  NA :20:NA  N   NA :20:NA  NW : 0
  :   :21:NA  N   NA :21:NA  NW :
  :NW  NA :22:/  /   /   / :22:NA  NW :
}>

```

Specific Seat Request

S.20K	Reserve Seat 20K for all segments in a booking of 1 passenger
S.10A-C	Reserve Seats 10A, B & C for all segments for all 3 passengers
S.S1/10A	Reserve Seat 10A for segment 1 in a booking of 1 passenger
S.P3/20C	Reserve Seat 20C for all segments only for passenger 3
S.P1S2-3/10K	Reserve Seat 10K for Passenger 1, Segments 2 & 3
S.P1.3S1.3/10A.C	Reserve Seats 10A & 10C for passengers 1 & 3 for segments 1 & 3

Generic Seat Request

A Generic seat Request is made when an airline does not permit a specific seat to be requested. A type of seat is requested based on the seat characteristics.

S.NW	Request a Non-smoking Window seat for all passengers, all segments
S.P1/NA	Request a Non-smoking Aisle seat for passenger 1, all segments
S.S2/NA	Request a Non-smoking Aisle seat for all passengers, segment 2
S.P1-3.5/NW	Request a Non-smoking Window seat for passengers 1, 2, 3 & 5, all segments
S.P2-3S1-4/NW	Request a Non-smoking Window seat for passengers 2 & 3, for segments 1, 2, 3 & 4

Delete

S.@	Delete all seats reserved for all passengers, all segments
S.P1@	Delete all seats reserved for passenger 1, all segments
S.S2@	Delete all seats reserved for all passengers, for segment 2
S.P2S3@	Delete all seats reserved for passenger 2, for segment 3
S.P1-3.5S2-4.6@	Delete all seats reserved for passengers 1, 2, 3 & 5, for segments 2, 3, 4 & 6

NOTEPAD FIELD**Ans ID 8601**Help : **H/NP.**

NP.	Function Identifier to add on a Notepad Item
*NP	Displays all the Notepad items stored
NPC	Displays all Confidential Notepad items
NPH	Displays all Historical Notepad items only
*NPHA	Displays all Historical notepad items with secondary qualifier A

This is a multiple item field that is used to store information for the Travel Agent only. Information contained here does not get transmitted to the airlines. This field can contain 999 Notepad items, each item can contain a maximum of 87 characters.

NP.FREE TEXT	Create a Notepad Item
NP.C**FREE TEXT	Create a Confidential Notepad item, which will only be displayed to the creating agency
NP.H**FREE TEXT	Create a Historical Notepad item, this Notepad would display in the booking History when deleted/amended
NP.HA**FREE TEXT	Create a Historical Notepad item with a secondary qualifier A

Change / Delete

NP.1@	Delete Notepad item 1
NP.1.3@	Delete Notepad items 1 & 3
NP.1@NEW TEXT	Change the first Notepad item

REVIEW BOOKING FILE FIELD**Ans ID 8601**Help : **H/RB.**

RB. Function Identifier to add on a Review Booking File item
***RB** Display all the Review Booking File items

The Review Booking File field works as a reminder for the agent, this does not get transmitted to the airline. On the date mentioned, the booking will automatically fall onto Queue 12 for reviewing.

This is a multiple item field it can contain a maximum of 10 items, each item can have a maximum of 255 characters of free text.

RB.1DEC*FREE TEXT Create a Review Booking File item to be placed on Queue 12 on the
 date specified

Change / Delete

RB.1 @ Delete Review Booking File item 1
RB.2@2DEC Change the review date for Review Booking File item 2
RB.@3/1DEC Change the review date of Review Booking File item 3,
 with all other fields unchanged

ADDRESS FIELD**Ans ID 8601**Help : **H/ADDR**

The address field is used by the agent to record the client's address for delivering documentation such as tickets and itinerary/invoices. The address field does not get transmitted to the airline. There are three different address fields as detailed below.

WRITTEN ADDRESS FIELD**Ans ID 8601**

W. Function Identifier to add on a Written Address
***AW** Display the Written Address

This is a single item field, i.e. only 1 Written Address is permitted to be contained in the Booking File at a time. This field has a maximum of 5 subfields, each subfield with a maximum of 37 characters. The Postal code is mandatory & is entered with P/ followed by the postal code.

W.MR ASHWIN KAPOOR*505 GALAXY APARTMENTS*PARLIAMENT STREET*MUMBAI*P/ 400 020

Change / Delete

W.@MR ASHOK KAPOOR*30 A OASIS APARTMENTS*MARINE
DRIVE*MUMBAI*P/400 021 Change the Written Address Field
W.@1*MR AMIT KAPUR Change the first subfield of the Written Address Field
W.@ Delete the Written Address Field

DELIVERY ADDRESS FIELD Ans ID 8601

D. Function Identifier to add on a Delivery Address
***AD** **Display the Delivery Address**

This is a single item field, i.e. only 1 Delivery Address is permitted to be contained in the Booking File at a time. This field has a maximum of 6 subfields, each subfield with a maximum of 37 characters. The Postal code is optional.

D.MEETA SECRETARY*RECEPTION ACMO CORPORATION*MAKER BHAVAN*PARLIAMENT STREET*CHURCHGATE MUMBAI

Change / Delete

D.@MRS A. KAPOOR*30 A OASIS APARTMENTS*MARINE DRIVE*MUMBAI

Change the Delivery Address Field

D.@1*MR AMIT KAPUR Change the first subfield of the Delivery Address Field

D.@ Delete the Delivery Address Field

RELATED ADDRESS FIELD Ans ID 8601

RA. Function Identifier to add on a Related Address
***AA** Display all the Addresses

This is a multiple item field, & can contain upto 10 Related Addresses in the Booking File at a time. This field has a maximum of 5 subfields, each subfield with a maximum of 37 characters. The Postal code is mandatory & is entered with P/ followed by the postal code.

RA.SHILPA MATHUR*155 / 5 GARDEN VIEW*EMBASSY DRIVE*DELHI*P/100 020

Change / Delete

RA.1 @MR ASHOK KAPOOR*30 A OASIS APARTMENTS*MARINE

DRIVE*MUMBAI*P/400 021

Change the 1st Related Address Item

RA.2 @

Delete the 2nd Related Address Item

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 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 2 nd Itinerary Remark to New text |

EBFS - Enhanced Booking File Servicing**Ans ID 8601**Help : **H/EBFS**

RQ. Function Identifier to add an EBFS Request
***RQ** Display EBFS Field in the Booking File
RQ*ZZ Display accepted EBFS Keywords for carrier ZZ

EBFS is used when additional Servicing is required from the airline on a particular Booking File. This is possible only for airlines that provide this facility. On End Transact, in addition to the request being generated to the airline, the passengers names, full itinerary, agency details, first phone contact also get generated.

If the request is for a flight segment that is due to depart within the next 24 hours, the request will automatically be promoted to an Urgent request.

Replies from the airline will get recorded in the Booking & the Booking will be placed on Queue 1 at the agency.

The Free text space in each EBFS request can contain a maximum of 180 characters.

RQ.GENR/ZZ*FREE TEXT Add a General Request to carrier ZZ

Change / Delete

It is not possible to change an EBFS Request. Deleting an EBFS Request will only delete the same from the Galileo Booking File & not from the airline PNR.

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

(Only one COMMENT permitted for attaching to each Email TO Field)

MC.1@HAVE A HAPPY HOLIDAY

Add or Change email COMMENT for 1st 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
EM*NL	Send email with no link to Viewtrip
EM*ADR-FOWLERCATHRYN@GMAIL.COM	Send email to Cathryn Fowler when entered and also add the email address to the 'mail to' field of the Booking File

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.

PAST DATE QUICK BOOKING FILE RETRIEVAL**Ans ID 8601**Help : **H/PQ**

The Past Date Quick (PDQ) product provides access to Booking Files which have been purged from the system (purging takes place 4 days after the last segment is completed).

Booking Files which have been purged within the last 60 days, can be immediately retrieved & displayed.

Booking Files which have been purged 61 days to 13 months prior will be retrieved & placed on a default agency queue (Q1, category CPD) within 24 hours.

PQ/R-3S71JL

Retrieve BF by record locator

PQ/24JAN07-SHARP/RICHARD

Retrieve BF by departure date and name

PQ/01JAN07-31JAN07-PALIN

Retrieval by date range (max. 31 days) & name, own Branch

PQ/UA230/13MAR06DEN-BARTH/THOMMR

Retrieve BF by Flight number, departure date, origin (optional) and name

PQ/B/20JAN06-HUNTLEY/DMR

Retrieve BF by departure date and name for all branch locations

Q/1*CPD

To open queue number 1 – category CPD to display purged Booking files

Note:

- Once on queue, PDQ Booking Files are available for 7 days after retrieval, or until removed (QR)
- A displayed PDQ Booking File will not remain in the system if it is ignored (I) before being placed on queue. It must be requested again.
- Retrieval entries always yield a Similar/duplicate Name List. One or more names may appear on the list even when an exact match exists.
- To retrieve a Booking File from a list, tab to the required name and press [Enter]

RETENTION SEGMENT**Ans ID 41879**

- All Booking Files become past dated 24 hours after the last travel date
- To keep the Booking File active for up to 338 days in the future, a retention segment may be added in the reservation, either by using a passive TUR segment (0TUR) or a text remark (RT)
- Once the Booking File has a retention segment, even if the flights are cancelled or flown, the reservation will still stay active
- The Booking File will stay active till the date mentioned in the TUR segment or in the text remark
- This booking can be easily accessed to check on the Booking File history, the unused tickets or any other travel details

Passive TUR segment**0TURZZBK1YYYddmmm-RETENTION LINE**

Entry	Description
0TUR	designates a tour segment sell
ZZ	generic vendor code
BK1	passive sell for one passenger
YYY	generic city code
ddmmm	date and month until you want to keep the BF live
-RETENTION LINE	Freeform text

Note: For the freeform text from the TUR segment to be visible in Viewtrip, add a double asterisk before the text

0TURZZBK1YYYddmmm- RETENTION LINE****Text Remarks****RT.T/ddmmm*RETENTION LINE**

Entry	Description
RT.	Function identifier for Text Remarks
T/	Tour segment remark
/ddmmm	date and month until you want to keep the BF live
*RETENTION LINE	Freeform text

Note: T/ can be replaced by A/, C/, H/ for Air, Car or Hotel text respectively.

PRINTING OPTIONS**Ans ID 8601**

To be able to obtain printouts from the system, the Terminal needs to be Linked to the printer.

PRINTER LINKAGE

HMLD	Display linkage of Terminal
HMLMEC7123DI	Link terminal to Itinerary printer GTID EC7123
HMOME7123-U	Change printer Status to UP mode
HMOME7123-ITN	Assign printer for Itinerary prints
HMLMEC7124DA	Link terminal to MIR device GTID EC7124

There are three types of Prints that can be obtained from the system.

PRINTABILITY**Ans ID 8595**

P-	Function Identifier followed by the Booking File field to be printed
P-*ALL	Print all the fields of the Booking File with the exception of history
P-*H	Print the history of the retrieved Booking File
P-*GALPNR	Print un-retrieved Booking File

SCREEN PRINTS

Ctrl + B	Print active Focalpoint Screen
Ctrl + X	Print all Focalpoint Screens

ITINERARY INVOICE PRINTS

TKPDID	Print Itinerary of retrieved Booking File (The Itinerary Print decodes the information before printing)
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PRINTING PROBLEMS**Ans ID 581**

There may be times when an Itinerary does not get printed, the following steps need to be followed to then obtain the printouts.

HMLD	Check Printer Linkage
HMOMDAD123-U	Change printer status to UP mode on printer DAD123 (when status is "D")
HQCDAD123	Check items pending to print on printer DAD123
HQXDAD123	Delete the pending items if not required from printer DAD123
HQSDAD123	Quick start the printer DAD123

EXERCISE - Optional Fields & Printing

Create a Booking as follows:

Itinerary Details

Date	- Outbound	7 months from today
	- Inbound	10 days after outbound date
Sector		FQA FQB & return
Class		Y
Carrier		LX

Agency Details

Agency Name	Best Travels
City	Your own city
Telephone	66210013

Passenger Details

Number of passengers	4 – 2 Adults, 1 Child & 1 Infant
Surname	Galileotest
Firstname & Titles	Your own
Mobile contact	9810010011
Office contact	27546499

Ticketing Details

Tickets to be issued 1 month prior to departure.

Received Reference

The passenger is making the booking with you.

Please end & retrieve the booking ensuring that the time limit information is sent to the airline.

Additional Details

Meals	- Passenger 1 Diabetic Meal - Passenger 2 Kosher Meal - Passenger 3 Child Meal (Hamburger) - Passenger 4 Infant Meal
Seats	Nonsmoking, Window, Suitable for a Baby Cradle (Ensure BSCT requested in the SSR field)
Notepad	Passengers to pay by cheque Passenger requires Foreign Exchange to be arranged
Mileage - Passenger 1	LX56787987812
- Passenger 2	SQ85212459034
Review Booking	2 months before departure to check status of visa

Printing

Take a print of all the fields as well as an itinerary print.

ITINERARY MODIFIERSHelp : **H/IMU**

An Itinerary Print, by default will produce 1 print for all the passengers for the entire itinerary. If so desired, individual itineraries can be obtained, for specific segments, for certain passengers only, by the use of the Itinerary Modifiers.

IMU Function Identifier
IMUD* Display stored Itinerary Modifiers

I Individual Itineraries per passenger
P Passenger Select
S Segment Select
N Number of Itinerary prints

IMUI Print separate itinerary per passenger
IMUP1.3 Print the names of passengers 1 & 3 only (all other passenger details will print)
IMUI/P2 Print Individual itinerary only for passenger 2
IMUS2.4-6 Print segments 2, 4, 5 & 6 only
IMUN3 Print 3 copies of the itinerary

Delete / Change

IMU@ Delete all Itinerary modifiers
IMUI@ Delete Individual Itinerary modifier
IMUP@ Delete Passenger Select modifier
IMUS@ Delete Segment Select modifier
IMUN@ Delete Number of copies modifier
IMUP@2 Change Passenger select modifier to print itinerary of passenger 2
IMUS@2.4 Change Segment select modifier to print itinerary for segment 2 & 4

EXERCISE – To be used for Divide Function

Create a Booking as follows:

Itinerary Details

Date	- Outbound	7 months from today
	- Inbound	10 days after outbound date
Sector		FQA FQB & return
Class		Y
Carrier		LX

Agency Details

Agency Name	Fast Track Travels
City	Your own city
Telephone	6120411

Passenger Details

Number of passengers	2 Adults
Surname	Galileotest
Firstname & Titles	DivideoneMr & DividetwoMrs
Mobile contact	9210255566
Office contact	66874535

Ticketing Details

Tickets to be issued 1 month prior to departure.

Received Reference

The passenger is making the booking with you.

Please end & retrieve the booking ensuring that the time limit information is sent to the airline.

DIVIDE FUNCTION**Ans ID 118 / 244**Help : **H/DIVIDE**

The Divide Function is used to split a multi-passenger Booking File, when itinerary changes are required for only some of the passengers.

The Divide function is not restricted on Galileo, but there are some carriers that have opted not to receive the Divide message, hence a Vendor Remark **MUST** be sent informing the airline of the Divide.

- No changes can be made to the Booking File until the Divide procedure is completed. An Infant cannot be singled out for the Division
- Once the Divide is completed, the Booking Files Cannot be merged
- A new Booking File Field that contains a list of all the related Bookings gets added – Divided Bookings Field
- The history of the Parent Booking File gets copied into the Child Booking File
- A cross reference of the 2 Booking files is recorded in the Notepad field as well as in the Divided Bookings Field
- It is not possible to Divide a Booking File with Open segments
- e-Tickets will also be divided & attached to the respective passenger's Booking File

With reference to Divided Bookings, the following terms are used:

PARENT	Parent booking from which all others have been divided.
CHILD	Booking which has been divided from the parent.
GRANDCHILD	Booking which has been subsequently divided from a child booking.

Divide Procedure

1. **DP2-3** Divide the specified passengers from the Booking File, who require changes
2. **R.MINA** Enter the received from field with the name of the person who has asked for the divide
3. **F** To File the divided Booking
4. **R.MINA** Enter the received from field with the name of the person who has asked for the divide
5. **E or ER** End the Transaction

Retrieve the Child Booking File & check if a Vendor Locator has been returned. ***It is important that the Booking File has a Vendor Locator before making any changes***

6. **Retrieve the Child Booking File & add the following Vendor Remark**
End the transaction.

V.AYY*DVD PNR PLSE CFM AND ADVZ NEW PNR

7. **Retrieve the Child Booking File & make any applicable modifications** (Ensure that the Booking File has a Vendor Locator before making any changes)

BOOKING FILE HISTORY**Ans ID 867**Help : **H/HISTORY**

As soon as an agent has End Transacted a new Booking File, a history of that Booking File is created. Each subsequent change to the Booking File is recorded in the history. The history of the entire Booking File can be displayed or specific fields only can be displayed.

History can be divided into 3 parts

- Itinerary History
- Customer Data History
- Booking File Function History

***H** Display Entire History
***HI** Display History of Itinerary
***HCD** Display History of Customer Data fields
***HSI** Display History of Service Information

H/*H For more history display entries

GC*605/48

QUEUES**Ans ID 8453**Help : **H/Q**

Queues are an electronic storage area for Booking Files & Messages, which need to be processed. Booking Files & Messages wait in the Queues until someone looks at them & carries out the required servicing.

Queues are broadly of 2 types, Message Queues & Booking File Queues.

MESSAGE QUEUES**Ans ID 8453**

There are 2 Message Queues, Supervisory – SPV & General Messages – GEN

A Supervisory sign on only can view messages on the SPV Queue, whereas all levels of sign ons can view the messages on the GEN Queue.

Creating & Sending MessagesHelp : **H/BFSG**

Messages can be sent by any Galileo user either to their own agency, branch offices or even to another Galileo agency.

1. Type the message in the Notepad field

Eg.

NP.ATTN STAFF ON DUTY**NP.PLEASE VIEW GC*13/51 FOR THE BSP CARRIERS**

2. Send the message to the GEN Queue

QEM

Place message on GEN Queue in own agency

QEM/OQ4

Place message on GEN Queue of agency OQ4

Send the message to the SPV Queue

QES

Place message on SPV Queue in own agency

QES/OQ4

Place message on SPV Queue of agency OQ4

Working Message QueuesHelp : **H/QM**

QM	Sign into the General Message Queue
QS	Sign into the Supervisory Message Queue
QEMI	Place General Message back on Queue & view the next
QESI	Place Supervisory Message back on Queue
QRM	Remove current message from GEN Queue & view the next
QRS	Remove current message from SPV Queue & view the next
QX	Sign out of Queue
QX + QRM	Sign out of Queue & remove current message from GEN Queue
QX + QRS	Sign out of Queue & remove current message from SPV Queue
QX + QEMI	Sign out of Queue & retain current message in GEN Queue
QX + QESI	Sign out of Queue & retain current message in SPV Queue

BOOKING FILE QUEUES**Ans ID 8453**

There are 100 Booking File Queues (Queue numbering from 0 –99), out of this the first 26 are Preassigned or Programmatic Queues on which replies from airlines/vendors would reflect. It works like a mailing system from the airlines. The remaining 74 queues are for use by the agency & can be assigned by the agency. The Queues are numbered from 0 –99.

QPB*	Displays the list of functions of all the queues & the number of bookings on the queues	Help : H/QPB
QPB*10	Displays the function of queue 10 & the number of bookings on it	
QCA	Count the bookings & messages on queues	Help : H/BFQC
QCB	Count the bookings only on queues 0 & 1	
QCM	Count the messages on GEN queue	
QCS	Count the messages on SPV queue	
QLD/7	List all names of bookings on Queue 7	Help : H/QLD
QLD/10/T	List all names of bookings on Queue 10 with the date & time stamp when queued	
Q/99+*RL-GALPNR	Sign in to queue 99 & display specified record locator	

Placing a Booking File on QueueHelp : **H/QEB**

QEB	Place current Booking File on own queue 1
QEB/77	Place current Booking File on own queue 77
QEB/OQ4	Place current Booking File on queue 1 of agency OQ4
QEB/OQ4/80	Place current Booking File on queue 80 of agency OQ4

Working Booking File QueuesHelp : **H/BFQ**

Q/20	Sign into queue 20 of own agency
I	Place current Booking File back on queue & view the next
QR	Remove current Booking File from queue & view the next
QX	Sign out of Queue
QX + I or QXI	Sign out of Queue & place current Booking File back on queue
QX + QR	Sign out of Queue & remove current Booking File from queue

Queue Sort
QSORT90/95Help : **H/QSOR**

Sort all bookings from queue 90 to queue 95 in own PCC in date order of the first active segment

ACTION ADVICE CODES**Ans ID 2087****Help : H/STATUS**

ADVICE CODES	EXPLANATION	ACTION REQUIRED
HS	Have Sold in real time, airline inventory adjusted	Will change to HK on End
SS	Sold within this transaction	Will change to HK on End
NN	Need request	Will change to PN on End
PN	Pending need, awaiting confirmation	Will change based on reply from airline
LL	Waitlist requested	Will change based on reply from airline
KK	Booking confirmed from PN	@1HK
KL	Booking confirmed from HL	@1HK
TK	Time change for a confirmed flight	@1HK
TL	Time change for a waitlisted flight	@1HL
TN	Time change for a requested flight	@1HN
NO	No action taken, no inventory held	@1XK
HX	Have Cancelled (by airline)	@1XK
UC	Unable to confirm, flight closed	@1XK
UN	Unable to confirm, no operation	@1XK
US	Unable to confirm, have waitlisted	@1HL
UU	Unable to confirm, have waitlisted	@1HL
HS	Have Sold, airline has sold a segment in a Galileo Booking	@1HK
HA	Have Requested, airline has requested their own segment in a Galileo Booking	@1HN
HW	Have Waitlisted, airline has waitlisted their own segment in a Galileo Booking	@1HL

Passive segments **AK / AL / AN / BK / BL / BN** have to be removed from the Booking with the entry **@1XK**

CHANGE SEGMENT STATUS**Ans ID 1534**Help : **H/CSS**

@ALL Change status of all segments as required.
 (Based on their current status codes, air itinerary segments, seat requests, and SSRs are updated, or cancelled & removed from a Galileo Booking File as per existing rules for Status Code changes as follows)

Segment Type	Change Segment Status	
	From	To
Air	TK / KL	HK
	UU / US	HL
	NO / UC / UN / HX	Are cancelled
Seats	TK / KL	HK
	UU	HL
	NO / UN	Are cancelled
SSR	TK / KL	HK
	UU	HL
	NO / UN	Are cancelled

@1HK Change status of segment 1 to HK
@1.3-5HK Change status of segment 1, 3, 4 & 5 to HK
@3XK Change status to XK (flight segment removed from booking)

GALILEO 360° FARES

- G** - Guaranteed preferred content from airline partners
- A** - ATPCO fare rules fully validated
- L** - Leading the industry in automated Fares & Rules uploading
- I** - Improved processing of surcharges, enhanced rules text and automated routing information
- L** - Latest information available from a comprehensive database of millions of fares
- E** - Ensures fares quoted exactly as filed by carriers
- O** - On going commitment to setting higher Industry standards

- 3** - 3 parts - Airline Public Fares, Agency Private Fares, Airline Private Fares
- 6** - 6 basic ways to use
- 0** - 0 Manual intervention in Fares uploading

- F** - Fully automated solution
- A** - Ability to work out most complex routings with ease & accuracy
- R** - Records all the rule data updated by the airlines
- E** - Enhancements like passenger type age modifiers, Passenger Type Code (PTC) lookups, more concise route displays to name a few
- S** - Sum up – GALILEO 360° FARES LEADS THE WAY

Fares are divided into 3 main sections

Fare Display

Fare Quote

Focalpoint Shopping

FARE DISPLAY**Ans ID 8598**

Help : H/FD

FD Function Identifier

Fare Display provides

- Point to point fares (city pairs)
- Upto 249 fares per display
- Display in low to high order & v.v.
- North American Fare Display (Fares within USA, Canada, Puerto Rico & US Virgin Islands) International Fare Display (for fares throughout the rest of the world)

FDBOMLHR	Fare display from Mumbai to London
FD1MAYDELFR	Fare display from Delhi to Frankfurt for 1May
FDV1MAYDELFR/LH	Fare display Validated against rule restrictions for the outbound date specified
FDV1MAY20MAYBLRDXB/EK	Fare display Validated against rule restrictions for the outbound & inbound dates specified
FD10DEC10BOMFRA/LH	Fare Display for Historical date (carrier & year must be included, displays up to 1 year prior)
FDBOMBOM-RTW	Fare Display for RTW fares (Round The World)
FDBOMBOM-CTF	Fare Display for CTF fares (Circle Trip Fares)

Search Qualifiers

These search qualifiers can be used at the end of the above FD entries or as a follow up entry.

FD/EK	Update active Fare Display for a particular carrier, upto 3 carriers
FD/2	Update active Fare Display to show the ½ RT NUCs
FD/X	Updates active Fare Display to High to Low order
FD-OW	Update active Fare Display to show only the specified type of journey fares
FD@SPCLS	Update active Fare Display to show the Special fares
FD*PTC	Update active Fare Display to show fares filed for all passenger types other than Adults
FD/BA-B	Update active Fare Display for the specified booking class (Carrier has to be specified)
FD:NUC	Update active Fare Display to show the fares in NUCs
FD:USD	Update active Fare Display to convert fares into an alternate currency using BSR
FD::USD	Update active Fare Display to show fares filed in an alternate currency
FD:LOC	Convert the NUC or Alternate currency display back into Local currency
FD.T1MAR11	Update active Fare Display to show fares that meet with the Ticketing date mentioned
FDDLHR	Update active Fare Display to show fares with a new destination as London
FDOBOM	Update active Fare Display to show fares with a new Origin as Mumbai
FD/A	Update active Fare Display to include the approximate taxes
FD/Q	Update active Fare Display to include the Q surcharges

Follow up entries

FN*2	Display Fare Notes by paragraph header for the fare on line 2
FN*2/P5.7-10	Display Fare Notes text of paragraphs 5, 7, 8, 9 & 10

FN*2/5.7-10	Display Fare Notes text of paragraphs 5, 7, 8, 9 &10
FN*3/ALL	Display all Fare Notes text for the fare on line 3
FN*3/S	Display Fare Rules Summary for the fare on line 3
FN*3/DATE	Display Fare Rules text of the DATE category for the fare on line 3
FN*3/DISC	Display Fare Rules text of the DISC category for the fare on line 3
FR*1	Display the Permitted Routings for the Routing based fare on line 1
FM*3	Display Mileage Surcharge table for the Mileage based fare on line 3
FDC*5	Display booking classes applicable for the fare on line 5
FDC*5//KL	Display booking classes applicable for Interlining carrier KL
FH*5	Display Foot note details & add-on fare construction details as filed by the carrier
FU*	Display Unsaleable fares
AV	Converts current Fare Display into Availability Display
FDA	Converts Availability Display into Fare Display

Indian Domestic Fare Display

In addition to the above entries to display Indian Domestic fares, the below entries are also available.

FDBOMDEL::USD	Display Indian Domestic fares filed in alternate currency USD
FDBOMGOI/B	Display Indian Domestic Base fares without the tax inclusion

North American Fare Display

In addition to most of the above entries that can be used to access North American Fares, the following entries are also available.

FDJFKYYZ*VAC	Display VUSA fares	Help : H/FTAD
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Passenger Type Codes	Help : H/PTC
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New Industry 3 character PTCs & descriptions as defined by ATPCo & which are used on Fare Display & Fare Quote can be obtained from the system as detailed below.

PTC	List of all 3 letter PTC codes with descriptions
PTC/E	Display list of codes starting with the letter E
PTD/VISIT	Search for code by description

Infolink Fares	Help : H/L@
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Infolink Fares is a procedure to link into an airlines fares system & display the fares as they would appear in that airline's system.

L@AF/FDBOMCDG/AF	Link into AF & display fares from BOM to CDG
L@AF/MD	Move down to next screen on AF's Fare display

Air Pass

FDQMXQMY	Display Star Alliance AirPass fares (QMX QMY is the city pair which must be used, carriers, dates will differ)
FDPARVIE*SKY::USD	Display Skyteam Europe Pass fares (*SKY & ::USD must be used, carriers, dates, sectors will differ)

EXERCISE - Fare Display

- 1) What is the entry to display a fare from BLR to FRA on LH?

- 2) Write the follow up entry to check the return fare.

- 3) Please mention if the fare is Mileage based or Routing based.

- 4) If it is a routing based fare, mention any one permitted routing.

- 5) How would you check a return fare display from BOM to SIN on SQ for a child in business class?

- 6) What is the entry to see a round the world fare on AC?

- 7) How would you check a code for an infant with a seat (please mention the code)?

- 8) How would you redisplay the fare list?

- 9) What is the entry to display the GBP fare for BOM LON on BA ?

- 10) What is the entry to access the paragraph for stopover rules for the fare on line 4?

- 11) Display all fare notes/rules for fare on line 4.

- 12) Change the boarding point/origin to MAA.

EXERCISE - To Obtain Fare Quote

Create a Booking as follows:

Itinerary Details

Date	- Outbound	7 months from today
	- Onward	7 days after outbound date
	- Return	5 days later
Sector		BOM VIE VIE LON LON BOM
Class		Y
Carrier		OS

Agency Details

Agency Name	Reynolds Travels
City	Your own city
Telephone	37520411

Passenger Details

Number of passengers	2 Adults
Surname	Galileotest
Firstname & Titles	Your choice
Mobile contact	9811002101
Office contact	23365610
Residence contact	27163678

Ticketing Details

Tickets to be issued 15 days prior to departure.

Received Reference

The passenger is making the booking with you.

Please ensure that the time limit information is sent to the airline.

Additional Details

Meals	- Passenger 1 Seafood Meal
	- Passenger 2 Diabetic Meal
Seats	- Passenger 1 Nonsmoking, Window
	- Passenger 2 Nonsmoking, Aisle
Passport Details	
- Passenger 1	Passport Number : A136456
	Date of Birth : 09 May 71
	Date of Passport Expiry : 15 Oct 20
Notepad	Passengers to pay by credit card
Review Booking	2 months before departure to check status of visa
Itinerary Remarks	Enter the Total Flying Time

FARE QUOTE**Ans ID 8598 / 28152**

Help : H/FQ

FQ Function Identifier

Fare Quote calculates

- The price for a booked itinerary
- The appropriate fare taking into account all fare rules & fare construction principles
- Maximum 16 segments
- Maximum 8 Fare Components
- Maximum 99 passengers in a single entry
- Maximum 6 PTCs per entry
- A stopover where connections are 24 hours or more for International Fare Quote & 4 hours or more for North American Fare Quote

FQ	Quote lowest possible fare for the booked itinerary	Ans ID 2960
FQA	Quote Alternate fares for the booked itinerary	Ans ID 1066
FQBB	Quote Best Buy fare available	Ans ID 2961

Fare Quote Qualifiers

FQ	Quote all segments, all passengers as either Adults or Infants (as specified)
FQP1-2.3*C07.4	Quote Passengers 1 & 2 as Adults, 3 as a Child of 7 years, 4 as an Infant (Adults & Infants are identified by the system), all segments
FQS1-4.6	Quote Segments 1, 2, 3, 4 & 6, all passengers
FQ*C05/ACC	Quote for a child accompanied by an adult in a separate Booking File
FQ@BLXAP	Fare Quote all segments with Fare Basis BLXAP
FQ**PTC	Quote ONLY the specified PTC fare, even if higher
FQ.H1OCT11	Quote Historical fare as per ticketing date specified, with current day taxes (used for partial reissues)
FQ.T1OCT11	Quote Historical fare and taxes as per date specified (used for partial reissues)

Follow up Entries

*FF	Display a summary of all Filed Fares
FQL1	Display fare construction in ladder format (only fare quoted in current transaction)
*FF2	Display fare construction in linear format of the 2 nd Filed Fare
FQN	Display fare components of the fare quote before ending
FN2	Display Fare Notes by paragraph header for fare component 2 before ending
FN2/P7-8.10	Display Fare Notes text of paragraphs 7, 8 & 10 before ending
FN2/ALL	Display all Fare Notes text before ending
*NTD1	Display Net Ticket Data of Filed Fare 1, which is a CAT35 fare
*NTD1/D	Display the Detailed Net Ticket Data of Filed Fare 1
F*Q	Display Fare Quote field in linear format when fare cannot be filed, or from Alternate Fare Quote response

Cancel Filed Fares

FX1	Cancel Filed Fare 1
FX1.3	Cancel Filed Fares 1 & 3
FXALL	Cancel all Filed Fares

Fare Quote Status Codes

A	Auto Priced Airline Private Fare	Guaranteed
B	Built Fare, manually input by the agent	Not Guaranteed
C	System generated Fare (Agent's responsibility to ensure advance purchase, reservations & ticketing restrictions are met)	
G	Guaranteed Fare	
I	Invalid Fare (due to itinerary change)	
M	Manual Fare (Fare amendment inputs or Fare Quote Qualifiers used)	Not Guaranteed
N	Non Guaranteed Fare (When quoted outside IATA Europe & not ticketed in the same transaction)	
P	Private Fare	Not Guaranteed
R	Fare Restored by agent for re-ticketing	Not Guaranteed

Fare Calculation Mode Indicator

0	Guaranteed
1	Built / Manual
2	Guaranteed but modified
4	Private fares

AUTOMATED PLATING CARRIER LOGIC (APCL)

Galileo has implemented Automated Plating Carrier Logic to assist the carrier selection at the time of fare quote, to ensure applicable YQ/ YR taxes and PFC charges (if applicable) are quoted for a Booking File.

Plating Carrier selection is a vital component of any fare quote request, and determines how the Galileo system applies carrier specific YQ/ YR taxes and North American Passenger Facility Charges (PFCs).

Benefits of APCL

- ✓ 1) Eliminates the need to input a Plating Carrier in FQ & FS entries

Accurate fare quotes to be returned to the user without the need for manually entering plating carrier details. This enhancement applies to all Fare Quote and Fares Shopping commands, including Fare Quote SuperBB™.

- ✓ Automatically selects the Plating Carrier as filed in the fare rules

Booking File Validation Process & Reduction of Plating Carrier violation. A single ticket can be used to travel on the services of more than one airline; not all airlines, however, are in a position to accept tickets issued on behalf of another carrier. Interline Agreements are signed between carriers and determine which other airline tickets will be accepted for passenger travel. Failure to validate interline ticket acceptance between carriers can result in denied passenger carriage.

- ✓ Greater accuracy in Fare pricing, thus reducing the chances of ADMs

Reduction of ADMs due to incorrect YQ / YR quotation.

The selection of carrier plating can be overridden at the time of fare quote, if so required, however it can result in ADMs or denied passenger carriage.

Plating Carrier Selection Rules

When determining the plating carrier, the Galileo system will analyse the itinerary and make the required selection based on the following rules:

A) If the journey is:

- Wholly within a country (or)
- Wholly between Canada and the USA (or)
- Wholly within the area comprising Denmark, Norway and Sweden

The validating carrier selected will be the carrier supplying the first sector (first coupon) for transportation

B) If the journey is not one of the above and:

- Involves transportation between Area 1 and Area 3 via Area 2

The validating carrier selected will be the carrier performing transatlantic transportation

- Involves transportation between IATA traffic conference (TC) areas

The validating carrier selected will be the carrier performing the first transportation between TC areas

- Involves transportation wholly within a TC area

The validating carrier selected will be the carrier that performs the first transportation between IATA sub-areas

- Involves transportation wholly within a single IATA sub-area

The validating carrier selected will be the carrier that performs the first international transportation

C) If the sector that determines plating carrier is a surface sector, use the first carrier on the ticket

At time of validation, the Galileo system will

- 1) Also ensure that the chosen carrier is present in the authorized plating carrier fields of the requesting agency or ticketing agency, if designated.
- 2) Ensure that the chosen carrier has active interline agreements with all other carriers present in the itinerary as booked.

Note :

- ❖ Plating carrier cannot be changed once stored in a Filed Fare using APCL
- ❖ Ticketing agency cannot be changed once stored in a Filed Fare using APCL
- ❖ Fare will not be quoted if agency not authorized to ticket on applicable carrier
- ❖ Fare will not be quoted if interline agreement fails

For the correct plating carrier to be selected, 360° Fares needs to know the ticketing agency. If the ticketing agency is different from the faring agency, the faring agency has the option of specifying the ticketing agency by using the ticketing agency modifier (TAXxxx)

Using APCL

FQ - Ticketing Agency (Own PCC or pre-defined in HMCT or TKAG fields)
FQTA3I8U - Ticketing Agency is 3I8U

APCL enhancements

All Fares and Shopping requests for all agency customers and Plating Carrier Logic will default to Electronic Ticket when no ticketing modifier is input.

- ✓ Electronic Ticketing is the default assumption for all fares request, shopping entries and Plating Carrier Logic
- ✓ Fare quotes that default to ET will be returned with the “E-TKT REQUIRED” message
- ✓ Allow a GSA to be selected as plating carrier for an approved carrier in its GSA alliance when down-line interline air segments exist in the itinerary that meet all interline agreements between the GSA and its alliance, but would otherwise require a segment of the plating carrier to be part of the itinerary.

Ans ID 32739

BEST BUY (BB) BY CABIN**Ans ID 2961**

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.)
-AB	'By Cabin' As Booked

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

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

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

EXERCISE - To Obtain Fare Quote

Create a Booking as follows:

Itinerary Details

Date	- Outbound	7 months from today
	- Return	7 days after outbound date
Sector		DEL FRA & return
Class		Y
Carrier		OS

Agency Details

Agency Name	Highway Travels
City	Your own city
Telephone	33774098

Passenger Details

Number of passengers	4 - 2 Adults, 1 Child aged 4 yrs & 1 Infant aged 3 months
Surname	Galileotest
Firstname & Titles	Your choice
Mobile contact	9811021101
Office contact	23987878
Residence contact	23546547

Ticketing Details

Tickets to be issued 15 days prior to departure.

Received Reference

The passenger is making the booking with you.

Please ensure that the time limit information is sent to the airline.

Additional Details

Meals	- Passenger 1 & 2	Vegetarian Meals
	- Passenger 3	Child Meal
	- Passenger 4	Baby Meal
Seats		Bassinet Seats
Notepad		Passengers require a hotel booking
Review Booking		4 days before departure to remind the passengers of the departure time
Mileage - Passenger 1		LH5434326987
Written Address		A-404, Paradise Apartment, Plot no. 4, 40 I.P. Extension, New Delhi-110040
Fare Quote		Take a Fare Quote for all the passengers as per their passenger descriptions

FOCALPOINT SHOPPING**Ans ID 8598****Help : H/FS**

Focalpoint Shopping provides the ability to search and book scheduled air fares within the cryptic environment by providing a new method of accessing the Galileo Low Fare Shopping Tool.

The new functionality merges the manual comparison of tariff data and seat availability into a single request giving faster access to lower fares, and enables more complex and tailored searches with the use of modifiers.

- Focalpoint® Shopping is able to interrogate all public, private and net fare content housed within the Galileo 360° Fares database
- Up to 8 flight segments are handled by a single request
- Up to 9 passengers can be included in each transaction
- One-way, round-trip, single and double open-jaw itineraries supported
- Low Fare Searches can be performed without the need for booked itinerary
- Pricing and Availability Modifiers can be used to influence the search process and provide customized results
- Rebooking the desired pricing option is performed using FSKn
- Fare details (fare construction) can be displayed using *FSn
- Fare rules can be obtained by using FQNn
- Additional itinerary options are retrieved using MORE*n
- Return to the first (or parent) pricing option screen FS*
- Return to the previous (where applicable) screen FS-

Commands**Focalpoint Shopping Without Booked Itinerary**

As with booked itinerary requests, the shopping command is prefixed with the transaction code **FS**, followed by a minimum of an origin city/airport code, date of travel and a destination city/airport code:

Input Format:	Description:
FSLON10JANDXB	One-way journey
FSLON10JANDXB20JANLON	Round trip journey
FSLON10JANDXB--AUH20JANLON	Surface sector
FSROM1JUNX-JFKCVG20JUNX-JFKROM	Connecting points
FS2LON20DECJKT	Two passengers
FS2HKG10JUNTYO20JUNSIN+P1.2*C04	Two passengers – adult and child aged 4 years
FSAJNB10JULLON20JUNJNB	Round trip journey regardless of availability
FSABKK1JUNHKG7JUNSIN10JUNTYO15JUNBKK	Circle trip journey regardless of availability
FSSYD1JUNTYO/QF10JUNHKG/CX	Round trip journey with preferred carriers indicated
FSSIN1JUNHKG-BUSNS10JUNPAR-FIRST	Preferred cabin classes indicated for each sector
FSLAX1JUNLON10JUNLAX++//A	Round trip journey with preferred alliance
FSSYD1JUNAKL10JUNSYD++/QF/NZ	Round trip journey with preferred carriers
FSSYD1JUNAKL10JUNSYD++QF#/NZ#	Round trip journey with preferred carriers ONLY

Focalpoint Shopping With Booked Itinerary

Input Format:	Description:
FSA	Shop regardless of availability
FSALL	Shop all segments, including waitlist & unconfirmed
FSP1.2*STU	Shop for two passengers, 1 adult and 1 student
FSS1-3	Shop for segments 1 through 3
FS:P	Shop for private fares only
FS++I	Shop for itinerary routing as booked
FS++/TG#/SK#/BA#	Shop for preferred carriers only
FSP1.2*C09++MLHR/BA#	Shop for 2 passengers, 1 adult & 1 child with multi-airport processing for carrier BA

POINT AND CLICK**Ans IDs 12056 / 13254 / 3012**

Point and Click is a new feature for Galileo users. This feature is an interactive version of the cryptic environment. It is not a full replacement of Focalpoint. It enables the user to click on the Air, Car, Hotel, Fare Display, Shopping, and Booking File screens instead of having to type out cryptic commands.

To initiate Point and Click air, car or hotel availability display, preface most of the existing cryptic commands with a colon (:) or semi-colon (;).

The screen is color coded as follows:

White : Non-clickable – display only.

Blue : Clickable – a link that provides further information

The Air, Car, or Hotel screens are colour coded as follows:

White : Non-clickable – class / type is closed

Yellow : Clickable – class / type available

Orange : Clickable – class / type is witlist only / alternate options available

Tabs

Each time a new point & click request is entered, a new tab is created. Tabs display the format requested. These tabs allow a user to go back to a display to review or action as required.

In case a format is used that does not have interactive capability; the tab will show “Terminal” indicating that a standard terminal window display is being returned. There will be no interaction available on this screen.

Users can choose not to create new tabs with a single entry or for all entries by un-checking the New Tab option in the bottom right hand corner of the screen.

Hide

If users want to return to Focalpoint, they may do so by clicking on the “Hide” button in the bottom right hand corner.

By choosing “Hide” this allows a user to return to the point and click functionality and have all previous tabs viewable.

If a user closes Point & Click, it will completely close the application and all tabs will be lost. Users can instead minimize and maximize the Point & Click window.

Command Line

Once a user is in the Point & Click environment, they can continue to type in host commands by using the command line at the bottom of the page. There is no need to use the colon (:) or semi-colon (;) in the command line.

Supported Fields

The following air availability format types will return an interactive display:

A15JANLONPAR	Availability London to Paris for 15Jan
AA15JANLONPAR	Availability London to Paris ordered by arrival time
AD15JANLONPAR	Availability London to Paris ordered by departure time
AF15JANLONPAR	First available flight on or after the 15Jan from London to Paris
AJ15JANLONPAR	Availability London to Paris order by journey time
A15JANLONPAR/BA	Availability with specific carrier
A15JANLONPAR/BA/AF	Availability with 2 specific carriers
A15JANLONPAR/AF-	Availability excluding a specific carrier
A15JANLONPAR/AF-/BA-	Availability excluding 2 specific carriers
A15JANLONSYD/YY#	Availability for direct flights of any carrier and only on-line connections
A15JANLONSYD/BA#	Availability with specific carrier for the entire journey, including connecting flights
A15JANLONPAR*BA	Direct link into carrier specific display
A15JANLONPAR15	Availability specifying departure time
A15JANLONPAR.1500	
A15JANLONPAR.3P	
A15JANLONPAR.15	
A15JANLONPAR.1400#	Availability specifying flights from an onward time
A15JANLONPAR.D	Availability for direct flights only
A15JANLONSIN.D0	Availability for Direct non-stop flights
A15JANLONSIN.C1	Availability with 1 midpoint connection
A15JANLONPAR.M	Availability for morning flights (0001-1000) with time overlap if no flights available during time band
A15JANLONPAR.N	Availability for noon flights (1001-1600) with time overlap if no flights available during time period
A15JANLONPAR.E	Availability for evening flights (1601-2359) with time overlap if no flights available during time band
A15JANLONPAR@Y	Availability for flights with Y class, which have a minimum of 1 seat available
A15JANPAR	Availability for flights assuming outbound city
AR	Availability for return. AR can be appended with any of the existing modifiers for return dates
A#15	Availability for return based on number of days (example indicates 15 days)
AA22JUNDUBROM	Availability ordered by arrival time
AJ22JUNDUBROM	Availability ordered by journey time
AF22JUNSYDHKG	First available flight on or after 22 June

A22OCTPARLHR#	Flights to specific airport (LHR) of a multi-airport city
A22OCTLHRSYD.SIN A22OCTLHRSYD.SINBKKMNL	Single connection flights via Singapore (and/or multiple options)
AA	Display availability ordered by arrival time
AD	Display availability ordered by departure time
AJ	Display availability ordered by journey time
A*BA	Obtain availability display from BA system
A/BA	Display showing BA flights
A/BA-	Display excluding Ba flights
AF@2H.D	Display the first available direct flight with a minimum of 2 seats in H class
Direct Segment sell 0BA123Y20APRLHRPARNN1	Sell flight number, class, date, city pair, booking action code and number of seats
Insert Segments /3	Insert after segment number
Change Segment Status @1HK	Change status of segment 1 to HK
Cancel Segment X2	Cancel segment 2

Outbound and return availability request

Point & Click has the option of selecting availabilities for the outbound and inbound flights in one entry. Return flights can be obtained up to 31 days from departure. Single & Double Open Jaw flights can also be displayed.

The + symbol is used to break up the entry. Everything before the + will be used to return the outbound leg flights, the inbound flights will be returned with the information in the entry after the +. When a sell is done, a dialog will be displayed for each sold segment.

Supported Fields

The following request can be added to the outbound/return request after the + and return an interactive display:

+nn/BA	Return leg with specific carrier
+nn/BA/AF	Return leg with 2 specific carriers
+nn/BA-	Return leg excluding specific carrier
+nn/BA-/AF-	Return leg excluding 2 specific carriers
+nn/YY#	Return leg for direct flights of any carrier and only on-line connections
+nn/CX#	Return leg with specific carrier for the entire journey, including connecting flights
+nn*AF	Return leg searched with direct link into carrier specific display
+nn.15	Return leg availability specifying departure time
+nn.1500	
+nn.3P	
+nn.17	

+nn.1400#	Return leg specifying flights from an onward time
+nn.D	Return leg for direct flights only
+nn.D0	Return leg for direct non-stop flights
+nn.C1	Return leg with 1 midpoint connection
+nn.M	Return leg for morning flights (0001-1000) with time overlap if no flights available during time band
+nn.N	Return leg for noon flight (1001-1600) with time overlap if no flights available during time band
+nn.E	Return leg for evening flights (1601-2359) with time overlap if no flights available during time band
+nn@Y	Return leg for flights with Y class, which have a minimum of 1 seat available
+nn@2	Return leg for flights with a minimum of 2 seats available
+nn@1Y	Return leg for flights with a minimum of 1 seat in Y class available
+nn@Y#	Return leg for flights with classes available equivalent to Y class
+nn.FRA	Return leg with single connection flights via Frankfurt
+nn.SINBKKMNL	Return leg for flights via Singapore or Bangkok or Manila (max3)
+nn.SIN.FRA	Return leg with double connection flights via Singapore & Frankfurt
+nn.SIN/BA	Return leg with a single connection flight via Singapore with Onward BA flight
+nn.TYOSIN.BKKMNL	Return leg with a double connection flight via Tokyo or Singapore & Bangkok or Manila
+nn.SIN.BKK/BA	Return leg with a double connection flights via Singapore and Bangkok with an onward flight to the destination
+nn.SIN.BKK/AZ.MNL	Return leg with a triple connection flight via Singapore & Bangkok and Manila with an AZ flight between Bangkok and Manila
+nn/BA.SIN	Return leg with a single connection flights via Singapore with arriving BA flight

Hotel Availability

Hotel availability request will return an interactive display for all hotels in the RoomMaster (HOA) display.

Users can use the buttons on each side of the command line to change the pick up date to one day earlier or one day later. Users can also utilize the drop down box to indicate rental days needed up to 9 nights and click "Update".

Users can indicate that they want to see more available cars by clicking on the More Hotels option

Fare Display

Fare Display request will return an interactive display.

Supported Fare/Pricing fields

FDLHR	Fare display for specific city defaulting to current date
FD20APRSYD	Fare display for specific date with a default to local city
FD20APRLHRSYD	Fare display between two specific cities
FD20APRLHRLHR@RTW	Round the world fares
FD20APRLHRSYD/BA	Fare display for specific carrier(s)
FD20APRLHRSYD/2	Fare display with half round trip in NUC's for all round trip fares
FD20APRLHRSYD/PE25	Fares display with a 25% penalty or less
FD20APRLHRSYD:AP	Fares display using a restriction qualifier
FD20APRLHRSYD-OW OR -RT	Fares display specifying journey type
FD20APRLHRSYD@YLE3M	Fare display for exact fare basis code
FD20APRLHRSYD@APEX	Fare display with fare abbreviation
FD20APRLHRSYD:USD	Display fare in different currency
FD20APRLHRSYD.T12MAR07	Display fares based on specific ticketing date
FDLHRSYDV12MAR	Validate fare restrictions and displays applicable one way fares for specific date
FDLHRSYDV12MAR15MAR	Validates fare restrictions and displays applicable return fares for Specific dates
FN*	Display fare notes
FZS1	Display fare converted to own currency at bank selling rate.
FR*2	Display route information line 2
FD*1	Display other passenger type fares requested
FH*4	Display add on fare construction for fare on line 4
FM*4	Display MPM and surcharge bands, line 4
FL5APRAMS/ROM/ATH/BOM	Ticketed Point mileage entries- no interaction
FMTYO	MPM Surcharge Entries-no interaction
FTAX	Tax Entries

STAND ALONE ENTRIES**Ans ID 8598****1) Ticketed Point Mileage – TPM****FL****FL BOM LHR JFK**

Flown Mileage specify upto 22 cities

FL/BOM/LHR/JFK

Flown Mileage displaying accumulated Mileage table

FLS1-3.5

Flown Mileage for Segments 1, 2, 3 & 5 from Booking File

FL/S1-3.5

Flown Mileage for specified segments displaying accumulated Mileage table

2) Maximum Permitted Mileage – MPM**FM****FMDEL YYZ**

Display Mileage Surcharge table for specified city pair

3) Tax Information**FTAX****FTAX**

Display list of countries with Tax information

FTAX-IN

Display tax information for ISO country code IN

FTAX*PFC-NYC

Display US Passenger Facility Charges for New York

FTAX*PFC-DL

Display US Passenger Facility Charges for carrier DL

4) Currency Table**FBT*****FBT***

Display Currency table for all countries

FBT*GB

Display Currency table for country GB

FBT*AUD

Display Currency table for currency AUD

5) Ticketing Date Calculator***TAA*****TAA/1FEB/30**

Display the date 30 days prior to 1FEB

***TAA/10MAR/+45**

Display the date 45 days after 10MAR

***TAA/330**

Display 330 days from today

6) IATA ROE (Rate of Exchange)**FZI****FZISGD**

Display IATA ROE for SGD

FZIUSD.10DEC06

Display IATA ROE for USD for date specified (upto 3 months prior)

FZIINR25000NUC

Convert specified currency to NUCs

FZI/ALL

Display ROE for all countries

7) Bank Selling Rate (BSR)**FZS****FZSHKD**

Display BSR for HKD against own currency

FZSEUR1000INR

Convert EUR 1000 into INR

FZS*IN

Display all BSRs for India

8) Bank Buying Rate (BBR) FZBGBP	FZB Display BBR for GBP
9) Booking File Count ORC/TAU/1MAY ORB/TAU/15MAY-Q/40	ORC /ORB Count Booking Files with TAU field for 1MAY Place Booking Files with a TAU of 15MAY on Queue 40
10) Connecting Point Display DCPDELYYZ	DCP Display applicable connecting points for specified city pair
11) Flight Frequency DC*BLR/I DC*DEL/O	DC* Display frequency of flights into BLR Display frequency of flights out of DEL
12) Minimum Connecting Time DCT DCTLHR DCTLGWLHR @MT	DCT Display Fill in format screen for Minimum Connecting Time Display all connection times for LHR Display cross town connections between airports in the same city Check Minimum Connecting Time for all segments in a Booking File
13) Galileo Information System (GIS) GG* GC*436 GP*10 GC*200/5 GC*BA	GG* Display Chapter Index of GIS Display Chapter by number Display Page 10 of current Chapter Display Chapter 200, page 5 Display Chapter for specified carrier
14) Timatic TI- TI-RGL TIPN TIPB TIPL TIPF	TI- Display Timatic Menu Display List of Groups Request Next page of current Timatic display Request Previous page of current Timatic display Request Last page of current Timatic display Request First page of current Timatic display
15) Focalpoint Maps C*MAP/ C*MAP/GERMANY C*MAP/CALIFORNIA-AAAA.NL C*MAP/INDEX C*MAP/ASIA	C*MAP/ Display Maps Information Display Map of Germany Locate nearest airport to Alamo in California Display Index of Maps available Display Map of Geographical Area

16) Help Pages**HELP or H/****HELP A** or **H/A**

Display help pages on entries starting with the letter A

17) IVS – International Visa Service**C*IVS/****C*IVS/**

Display IVS data pages

C*IVS/AUSTRALIA

Display categories for IVS Information for Australia

(IVS is a chargeable product – for subscription of IVS, please send a Queue message to PCC – S58)

18) FLIFO – Specific Flight Information**L@ZZ****L@BA/LFBA138/1MAR**

Display specified flight information via the infolink with carrier BA for flight BA 138 of the 1MAR

Ans ID 23182 / 3084**19) Local Time****@LT****@LTSYD**

Display current local time in SYD

@GMT

Display current Greenwich Mean Time (GMT)

20) Interline Agreement Table**DT****DT/AAR/DIS-AI**

Display Paper Ticket Interline agreement table for Plating carrier AI

DT/IAT/DISBA

Display E ticket Interline agreement table for Plating carrier BA

21) Credit Card Verification**JV****JV3739000000000000/V1**

Verify whether specified credit card is valid

22) Calculator**XX****XX35008 + 1000**

Addition

XX23000 – 11200

Subtraction

XX3739123123/7

Division

XX379 * 450

Multiplication

XX11:45 + 5:30

Addition of time

23) ViewPNR Facility – SQ, etc.**Ans ID 9718 / 9719**

This facility allows the agent to access the airline PNR from the airline system directly, for viewing only. The following steps are to be followed for the same.

- a) Enter the airline system
- b) Display the PNR using airline's PNR
- c) Return to the Galileo system after viewing

Eg. SQ ViewPNR

- 1) **@@SQ/VIEWPNR**
- 2) ***SQVLOC**
- 3) **@@1G**

The scrolling commands, MD, MU are to be used to move through the PNR.

24) Claim PNR**Ans ID 248**

This facility allows an agent the ability to take ownership of a reservation residing in an airline system. This is achieved by transferring the reservation (PNR) data from the airline system into a Galileo Booking File.

Two entries are required to claim the PNR,

- 1) To confirm **C/ZZ*AIRPNR** (ZZ – Carrier code, AIRPNR – airline PNR)
- 2) To acknowledge **C/ZZ/OK**

25) List Airline Alliance Partnerships**Ans ID 1064**

This facility allows the agent to list airlines belonging to the various airline Alliances or Partnerships.

DCA/KL	KLM NWA Alliance
DCA/*O	One World Partnership
DCA/*A	Star Alliance
DCA/*S	Skyteam Alliance

Practice Exercise 1***Itinerary Details***

Date - Outbound	7 months from today
- Return	6 days after outbound date
Sector	DEL BKK & return
Class	Y
Carrier	TG

Agency Details

Agency Name	Bluemoon Travels
City	Your own city
Telephone	23235656

Passenger Details

Number of Passengers	2 Adults
Surname	Galileotest
Firstname & Titles	Your Choice
Mobile contact	9811001010
Office contact	23238989
Residence contact	23234545
E-mail contact	Your own email id

Ticketing Details

Tickets to be issued 15 days prior to departure.

Please end & retrieve the booking.

Additional Details

Meals -	Passenger 1	Asian Vegetarian Meal
	Passenger 2	Seafood Meal
Seats -	Passenger 1	Aisle Seat
	Passenger 2	Window Seat (Side by Side)
Notepad	Passengers require a hotel booking Car pickup to be arranged from Airport to Hotel	
Review booking	2 days before departure to call passengers and reconfirm the flight timings	
Mileage-Passenger 1	TG8956895689	
	Passenger 2	UA6598659865
DOCS - Passenger 1	Passport number:A123123 DOB:15OCT75 Passport expiry date:12DEC15	
Fare Quote	Take a Fare Quote for both passengers and store the fare.	
Queue	Queue the booking to Q90	

Practice Exercise 2***Itinerary Details***

Date – Outbound	7 months from today
- Return	6 days after outbound date
Sector	DEL IAD & return
Class	Y
Carrier	OS

Agency Details

Agency Name	Reynold Travels
City	Your own city
Telephone	65659898

Passenger Details

Number of Passengers	2 Adults, 1 Child of 9 yrs & 1 Infant aged 8 months.
Surname	Galileotest
Firstname & Titles	Your Choice
Mobile contact	9959812345 and 9898656556
E-mail contact	Your own email id

Ticketing Details

Tickets to be issued 10 days prior to departure.

Please end & retrieve the booking.

Additional Details

Meals - Passenger 1 & 2	Asian Vegetarian Meal
- Passenger 3	Child Meal
- Passenger 4	Baby Meal
Seats -	Bassinet Seats
Mileage-Passenger 1	OS4545454545
Passenger 2	UA6548776433
Notepad	Passenger to pay by Amex credit card
Fare Quote	Take a Fare Quote for all passengers and store the fare.

Please add an OSI message that this is a training booking to be cancelled soon.

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

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