

Travelport MyLearning

Galileo for Travel Professionals

Using Travelport Smartpoint 6.0

Course Book v1.0

Revision History

Date	Version	Authors	Reason / Description of Change
Dec 14	V5.0	Learning Solutions	Modularized for download speed / Customer navigation ease.
Dec 14	V5.0	Learning Solutions	5.0 Enhancements to include Rich Content and Branding, Ancillary services, paid seats.
May 15	V6.0	Learning Solutions	6.0 Enhancements to include: Branded fares and ancillaries accessible from Availability and Fare Quote Bringing the availability and shopping flows together for Direct Payment Carriers Ability to use debit cards and agency form of payment in the Lowcost Selling Screen

Acknowledgements:

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Module 1: Getting Started

Welcome to Galileo for Travel Professionals using the Travelport Smartpoint course book. This is designed for both Learning Galileo and Moving to Galileo students.

Throughout this course book, there are references to HELP and ASK Travelport where you can find more information on each topic.

HELP provides a list of formats. ASK Travelport provides more extensive answers to questions about Galileo products and services.

As both resources are constantly updated, some references may occasionally change.

Introduction

Travelport Smartpoint has been created as an add-on application for Galileo Desktop that combines the cryptic environment with point and click navigation.

Graphical user interfaces (GUIs) reduce keystrokes, speed up the booking process and reduce call-handling time.

Learning Galileo Class Objectives

Upon completion of this course, you will be able to:

- Locate and display information from Galileo online resources
- Create, change, and retrieve Booking Files
- Quote and store air fares based on customers' needs
- Issue tickets and itineraries to meet customers' needs
- Sell, modify, and cancel rental cars and hotel rooms

Moving to Galileo Class Objectives

Upon completion of this course you will be able to:

- Create, change, and retrieve Booking Files
- Quote and store air fares based on customers' needs
- Locate and display information from Galileo online resources
- Issue tickets and itineraries to meet customers' needs
- Sell, modify, and cancel rental cars and hotel rooms
- Use queues to manage Booking Files for reservation follow-up
- Process exchanges, service fees and MCOs
- Troubleshoot Booking Files and get help using Galileo tools
- Identify Focalpoint platform products and advanced Galileo products that enhance job performance

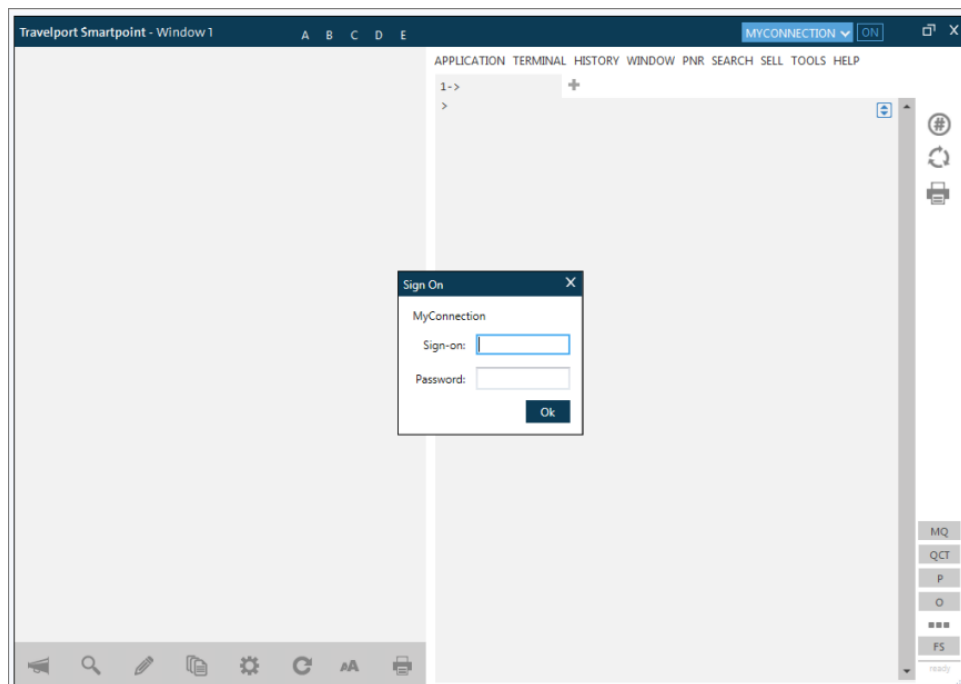
Module Objectives

On completion of this module, you will be able to:

- Launch Travelport Smartpoint and Sign-on to Galileo
- Use Command Shortcuts
- Work in the Terminal Window
- Identify Elements in the Menu Bar
- Use the PNR Viewer Window
- Access Online Help
- Access ASK Travelport
- Sign-off from Galileo

Launching Travelport Smartpoint and Signing-on to Galileo

Travelport Smartpoint is automatically launched when you open Galileo Desktop.

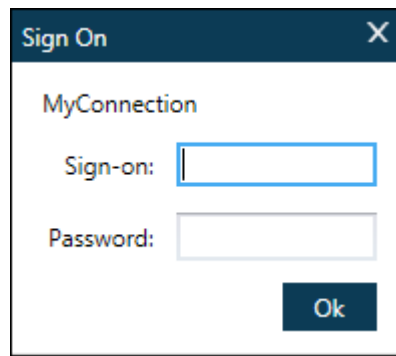


Travelport Smartpoint provides:

The Terminal window to enter formats and obtain general responses to the right

The PNR Viewer window that automatically refreshes the Booking File to the left

When you sign into Traveport Smartpoint you will also sign into Galileo Desktop.

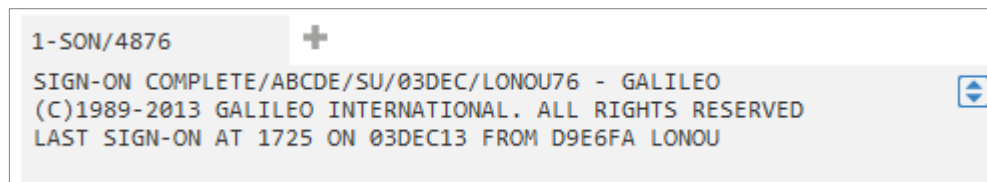


Enter your agent sign-on and password.

Note: Do not include the SON format in the Sign-on box.

Your agency manager or secondary authorizer assigns your agent sign-on.

Example screen response:



Note: The response may include “Front Page News” which can contain new Galileo information, vendor promotions, or important industry or government news.

Front Page News usually directs you to where you can find more information about the news item.

Creating your Password

Passwords must be:

- Seven to ten characters in length.
- Alpha numeric (at least one letter and one number)
- Changed every 90 days

The Galileo system prompts you when you need to assign yourself a new password. You *cannot* use the same password for five consecutive changes and you *cannot* use the following as your password:

- Agent sign-on
- Agent name
- Days of week
- Names of months.

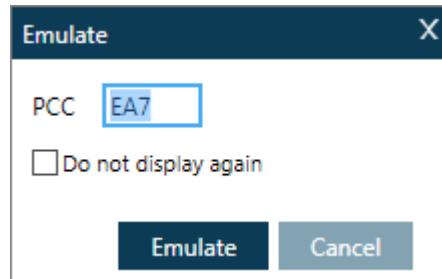
When you sign on for the first time, you use a temporary password. You are then prompted to change it to a permanent one and to set a keyword.

You are now live in Galileo and ready to work.

Service Bureau

If you have a Service Bureau sign on, you must emulate the Pseudo City Code (PCC) in which you need to work.

The following dialog box will be automatically displayed if you have a Service Bureau sign on.



Note: The cryptic format to emulate another pseudo city is: **SEM/XXXX/AG** (XXXX is the PCC).

Note: If you do *not* use your Galileo workstation for a period of 120 minutes, Galileo automatically signs you out and you lose any unfinished transactions.

Re-launching Travelport Smartpoint

To re-launch Travelport Smartpoint in the event you close the application, click the



Travelport Smartpoint icon shown on the Galileo Desktop Custom Toolbar.

Note: On successful installation, the Travelport Smartpoint icon automatically installs onto the toolbar.

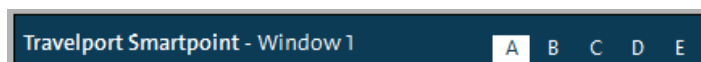
Switching between Travelport Smartpoint and Galileo Desktop

To move between the two applications use the keyboard shortcut **Ctrl+F12**.

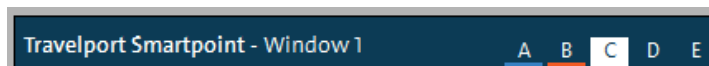
Moving between Terminal Work Areas

Just like in other computer reservation systems, Galileo gives you multiple areas so you can work on more than one Booking File simultaneously.

These work areas are called Terminal work Areas. There are five areas - A, B, C, D, and E.



Work area A is the default and is highlighted at the top of your Window 1 or PNR Viewer Window. You can click back and forth within the five work areas.



The active work area is highlighted in white (area C).

A work area that contains an active PNR/Booking File is underlined in orange (area B). A work area that does not contain an active PNR/Booking File, but where you have emulated, is underlined in light blue (area A).

If you hover your mouse over the work area a thumbnail will appear to show the content of the PNR/Booking File.

Note: The manual entry **SA, SB, SC, SD, SE** will access work areas A, B, C, D, and E.

Using Command Shortcuts in the Terminal Window

HELP MD

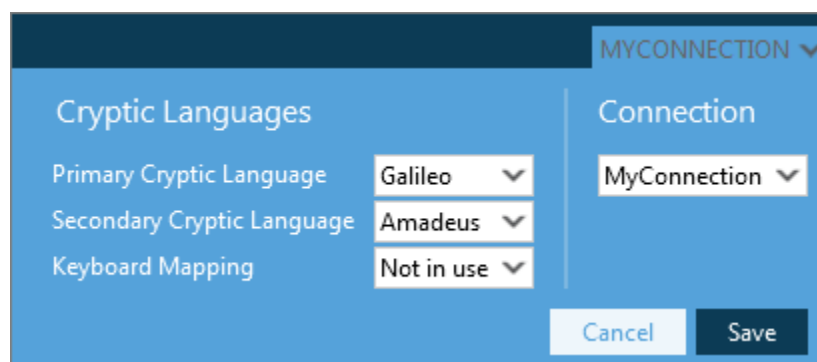
The following table lists some command shortcuts that you may use when working in the Terminal window.

To:	Press:
Move up (MU)	Page Up
Move down (MD)	Page Down
Move forward between tab stops	Tab
Move backward between tab stops	Shift + Tab
Scroll through commands in reverse order	Ctrl + up arrow
Scroll through commands in order entered	Ctrl + down arrow

Language Translations, Keyboard Mapping and GDS Connection

Travelport Smartpoint has a valuable feature that can be used to help transition you from one GDS system to another.

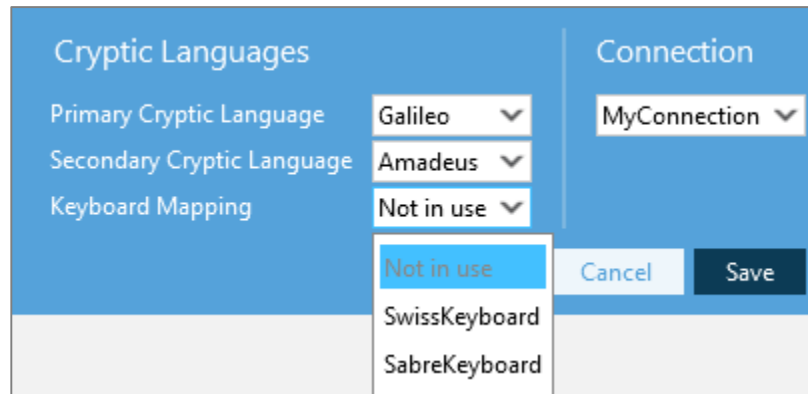
It allows you to mix and operate with multiple system languages in the same record. This translation feature supports a Primary and Secondary Language and can be configured by clicking on the MYCONNECTION drop down menu above the terminal window.



Travelport Galileo and Apollo systems are the choices available as the primary languages.

Galileo, Apollo, Worldspan, Amadeus, Sabre and Abacus are available as the Secondary Cryptic Language options.

There is also the option to map the keyboard to include keystrokes relevant to the reservation system.



Finally each terminal window can use a different Client ID or connect to a different host GDS if required. Use the Connection Switcher to select available connections in Galileo Desktop (if applicable).

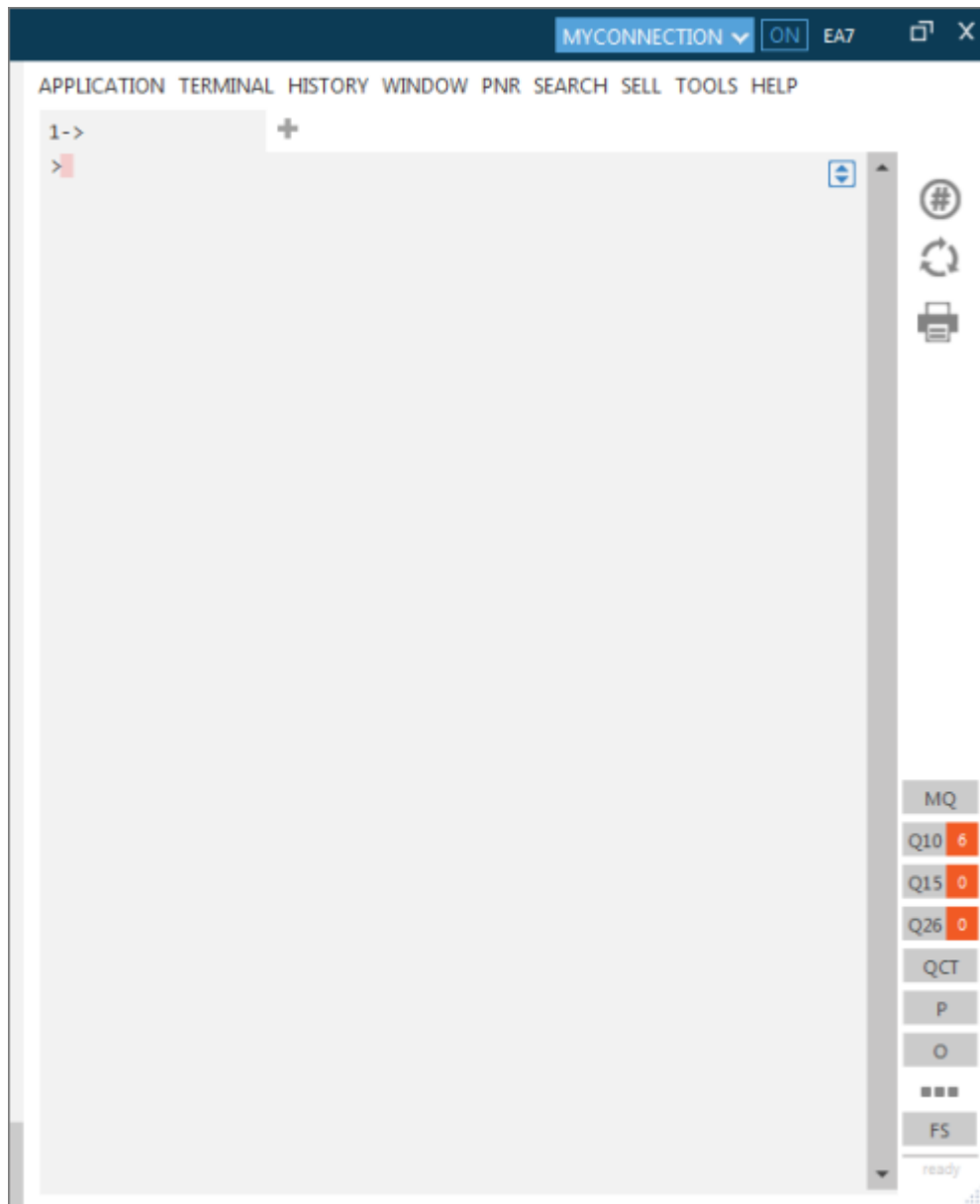
You can then use the Application Menu, select Application settings to configure individual window connections.

Working in the Terminal Window

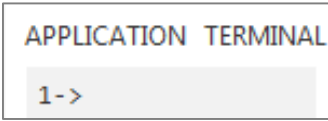





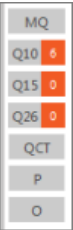




Travelport Smartpoint supports multiple terminal windows that can be configured independently. For example, a Terminal window can have its own font settings or use a different connection to a different host if needed.

The layout defined can be saved so that Travelport Smartpoint uses it each time upon start up.

The following screenshot and subsequent explanation shows how the Terminal Window is structured.

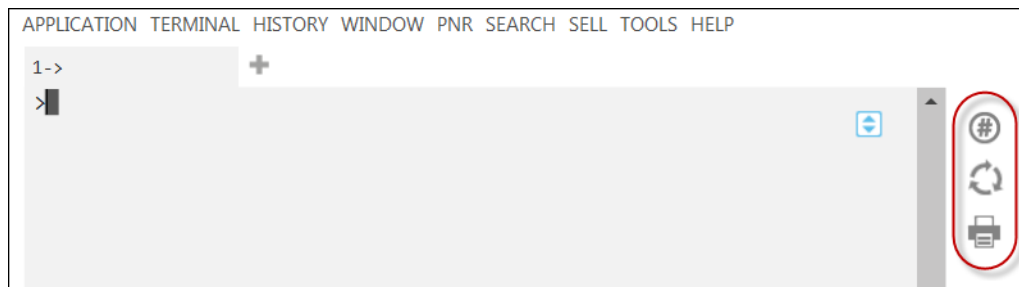


Screen explanation:


Item:	Explanation:
Application Menu 	Provides access to terminal and window configuration options.
Terminal window tabs 	Support for multiple tabs
View Switch 	Divides the terminal window into one or two terminal partitions (belonging to the same work area)
Quick Commands toolbar 	Tool bar for quick commands
Replay icon 	Terminal entries are captured and can be replayed by simply selecting the entry and sending it
Print icon 	This controls print and copy functions: -Take a window snapshot - Copy content as image - Copy content as text - Print this window
Queue Functions 	Click on an icon to initiate a function
Smartpanel 	Opens up the Shopping Panel
Status area 	Activity indicator. Status include: Ready or Processing
Window control buttons 	
Close 	Close Smartpoint

Screen Icons in the Terminal Window

The following icons are available in the Terminal Window.



QuickCommands 

Replay entries 

Print 

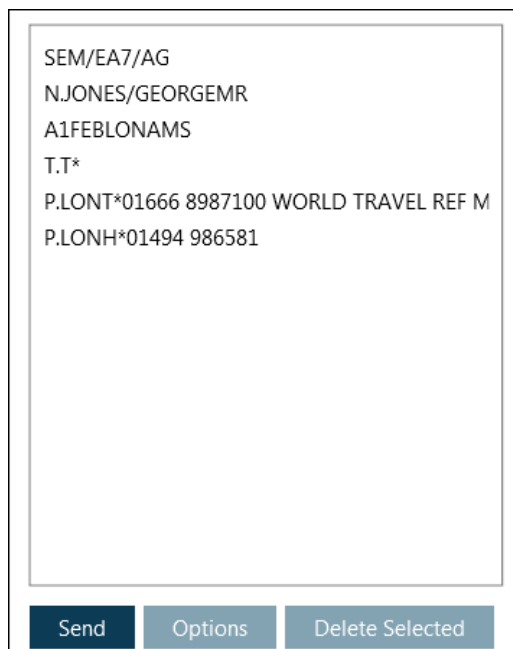
QuickCommands

This icon launches the QuickCommands search panel to enable you to search for a specific topic.

Note: QuickCommands are explained in the Menu items section.

Replay

This icon initiates replay functionality.



Terminal entries are captured and you can replay them by simply selecting the entry and clicking 'Send'.

SEM/EA7/AG
N.JONES/GEORGEMR
A1FEBLONAMS
T.T*
P.LONT*01666 8987100 WORLD TRAVEL REF M
P.LONH*01494 986581

Send Options Delete Selected

Note: To remove an entry from the list, select the item and click 'Delete Selected'.

Replay Options

Click 'Options' to locate the file location. You can export the entry to list and save to a file location if required.

Replay entries settings

Replay Entries XML file location
C:\Users\keith.reynolds\AppData\Roaming\Tra Browse...

Export Replay Entries

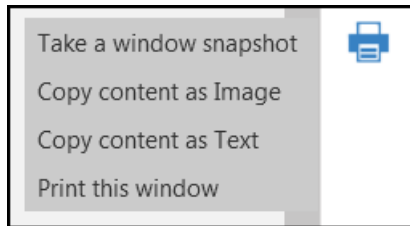
Clear Replay Entries when Smartpoint starts up
50 Entries Recording Limit

Save Cancel

Note: You are permitted to capture a maximum of 999 entries. Check the box if you wish the list to be cleared each time you start up Travelport Smartpoint. Be sure to click 'Save' to save your settings.

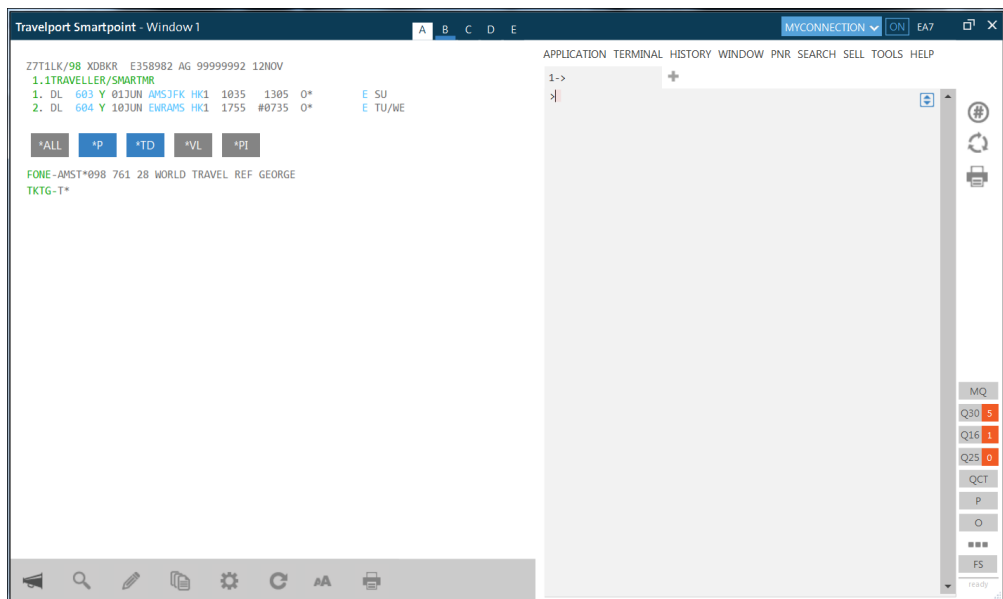
Print

This icon enables a variety of print options.



Refer to the following examples:

Take a window snapshot



Copy content as Image



Copy content as Text

```

SAT 01FEB14  LONDON/AMSTERDAM  01/0000 01/2359
1 LGW AMS 0620 0835  U28869 WA BA YA          319  E 2 LHR AMS 0635 0905 @CI9362 J4 C4 M7 V4 K7 R4 N7 L7 X7
737 C E 3 LHR AMS 0635 0905  KL1000 J2 CC DC IC ZC Y9 B9 M9 U9 K9 73J C*E
          H9 L5 Q5 TC EC NC RC VC GC  4 LTN AMS 0645 0900  U22151 WA BA YA          320  E 5 LHR AMS
0655 0915  BA 428 J9 C9 D9 R9 IC Y9 B9 H9 K9 M9 767 C E
          L9 V9 N9 Q9 O9 S9 G9  6 LHR AMS 0655 0915 @AA6726 J7 D7 R0 I7 Y7 B7 H7 K7 M7 L7 767 C*E
          V7 G7 S7 N7 Q7 O7  7 STN AMS 0700 0910  U23001 WA BA YA          319  E 8 SEN AMS 0730
0930 U27401 WA BA YA          319  E 9 LGW AMS 0740 0955  BA2758 J9 C9 D9 R9 I5 Y9 B9 H9 K9 M9 734 C E
          L9 V9 N9 Q9 O9 S9 G9  10 LHR AMS 0825 1045  BA 430 J9 C9 D9 R9 IC Y9 B9 H9 K9 M9 320 C E
          L9 V9 N9 Q9 O9 S9 G9  11 LHR AMS 0825 1045 @AA6502 J7 D7 R0 I7 Y7 B7 H7 K7 M7 L7 320 C*E
          V7 G7 S7 N7 Q7 O7  12 LHR AMS 0840 1110  KL1002 J5 C1 D1 IC Z1 Y9 B9 M9 U9 K9 73H C*E
          H9 L9 Q9 T9 E9 N9 R6 VC GC  13 LCY AMS 0925 1135 @AF5183 J2 CC DC IC ZC OC W9 S9 A9 Y9 AR8 C*E
B9 M9 U9 K9 H9 L9 Q9 T9 E9 N9
          R9 X2 GR  14 LCY AMS 0925 1135 @KL2454 J2 CC DC ZC W9 S9 A9 Y9 B9 M9 AR8 C*E
U9 K9 H9 L9 Q9 T9 E9 N9 R9 G2  15 LCY AMS 1135 1350 @AF5185 J2 CC DC IC ZC OC W9 S9 A9 Y9 AR8 C*E
B9 M9 U9 K9 H9 L9 Q9 T9 E9 N9
          R9 X4 GR  16 LCY AMS 1135 1350 @KL2456 J2 CC DC ZC W9 S9 A9 Y9 B9 M9 AR8 C*E
U9 K9 H9 L9 Q9 T9 E9 N9 R9 G4
«More Flights»

```





Print this window

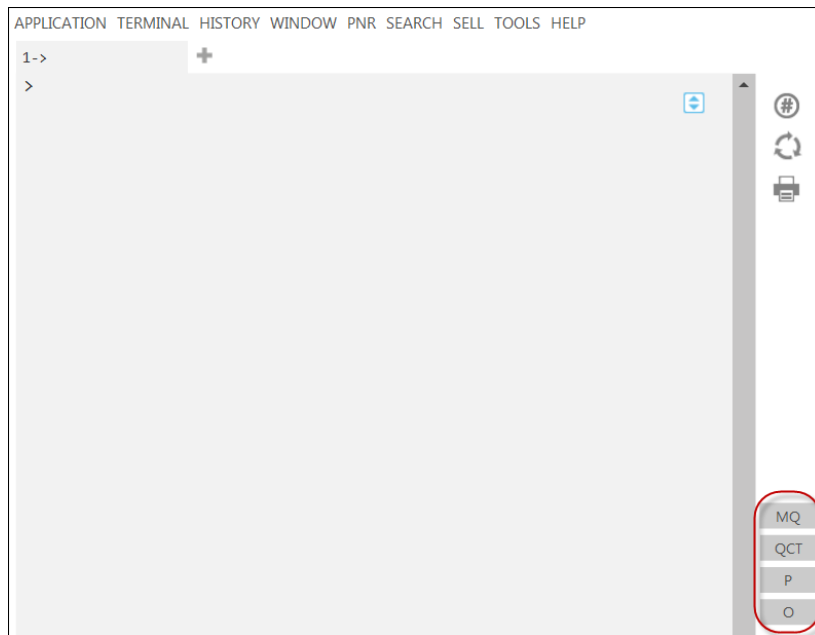
This option allows you to send the window content to an appropriate printer.

Queues

You can manage work to be done on PNRs/Booking Files by performing various queue counts. In addition, you may view a list of PNRs/Booking Files in a queue. These functions are important factors in increasing office productivity.


The following icons are available in the Terminal Window to allow you to work with, and manage queues.

- Options 
- Poll queue count 
- Display count for all queues 
- Display more queues 



Queue Options

To help you manage your queues, you can set up a maximum of 10 Quick View queues or queue categories.

Select the Options icon: 

PCC	Queue	Visible	Category
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

Queue Count Polling

Display queue change notifications

Enable queue count polling

Poll QuickView queue totals every minutes

Note: You can also select Queue Count Options from the Tools menu if required.

Refer to the following completed example, specifying pseudo EA7 and queues 10, 16, 26, 22, 40, 35 and 36 with queue category JU.

PCC	Queue	Visible	Category
EA7	10	<input type="checkbox"/>	
EA7	16	<input checked="" type="checkbox"/>	
EA7	26	<input type="checkbox"/>	
EA7	22	<input checked="" type="checkbox"/>	
EA7	40	<input type="checkbox"/>	
EA7	35	<input checked="" type="checkbox"/>	
EA7	36	<input type="checkbox"/>	JU
		<input type="checkbox"/>	
		<input type="checkbox"/>	
		<input type="checkbox"/>	

Queue Count Polling

Display queue change notifications

Enable queue count polling

Poll QuickView queue totals every minutes

Check the Visible box so that queues 16, 22 and 35 are visible at the bottom of the Travelport Smartpoint Terminal Window.

If you check 'Display queue change notifications', Travelport Smartpoint will automatically advise you when PNRs/Booking Files are added to a queue.

Check the box to 'Enable queue count polling' and specify that you wish your queues to be polled every 30 minutes.

Points to note:

The minimum polling time is 15 minutes

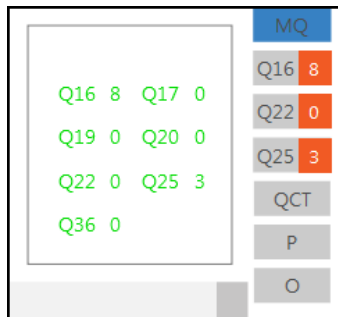
You can select a maximum of five visible queues

When you click 'Save', the **MQ** button at the bottom of the screen is activated:



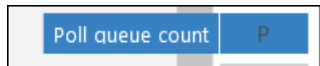
The three queues that you made 'visible' (16, 22 and 25) show the numbers of PNRs/Booking Files that are currently on those queues highlighted in an orange box.

Click on the **MQ** icon to display the numbers of PNRs/Booking Files on your selected queues.



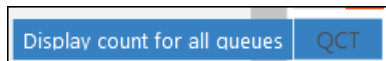
Poll queue count

You can click the **P** icon if you wish to poll your queues at any time.

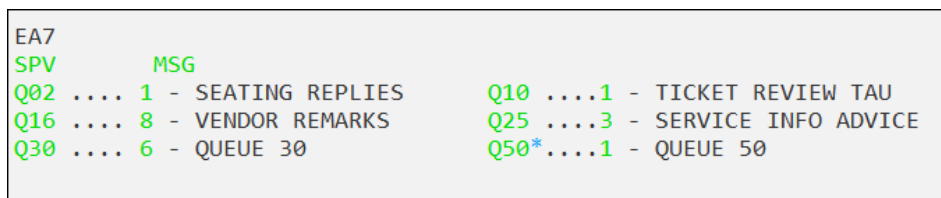


Counting all Queues

You can click on the **QCT** icon to display the queue count for *all* queues.



Example screen response:



A queue number with an asterisk identifies a queue with categories.

Screen example:

```

Q10 ....4 - TICKET REVIEW TAU
Q38*....5 - SPECIAL SERVICES
Q41 ....1 - CUSTOMER SERVICE
Q50*....9 - SEATS AND SI RMKS
Q60*....3 - HOTEL DESK
Q65*....6 - CITI MANAGERS
Q71 ....1 - QUEUE 71
Q75 ....9 - MSC ETKT REFUNDS

```

Click on the blue asterisk to display the categories and the Booking File count.

```

Q56*... 16 - CITI CENTRAL
CC....3 - CCD DECLINED
HO....5 - ON HOLD
WL....8 - WAITLISTS

```

Note: Click on the asterisk again to close the display.

Listing Booking Files in a Specific Queue

Click on one of the queue numbers to display the PNRs/Booking Files on that queue in a separate window.

Example screen response:

```

EA7
QUEUE 25 - 003 BFS SERVICE INFO ADVICE

SURNAME                RECORD   TRAVEL
                       LOCATOR  DATE
1DEFREITAS/JULIEMISS   VD94CC  20MAY
1PEIRCE/SALLYMRS       6N9DGI  -
1CHOLA/ABRAHAMMR       32PZDW  20NOV

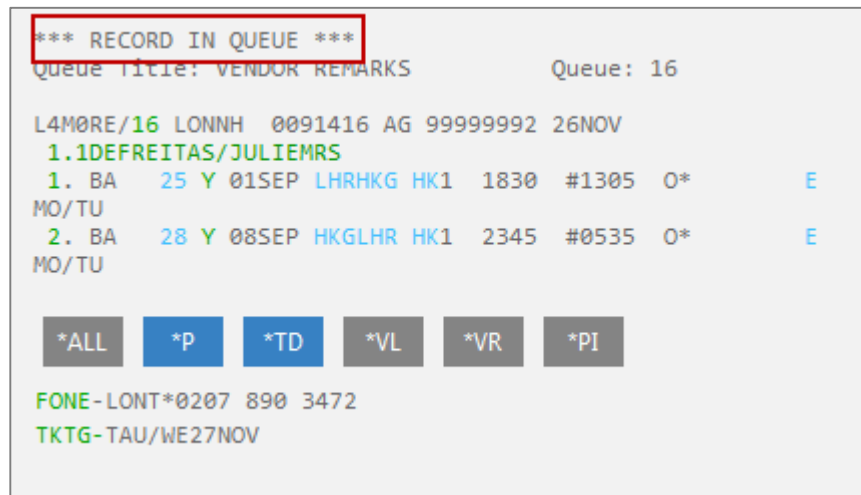
```

Enter Refresh Show in Terminal

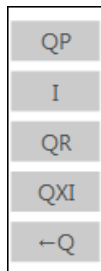
Note: Click 'Show in Terminal' to display the list in the Terminal Window.

Click on a Booking File record locator to take you into the queue and open the booking in the PNR Viewer Window.

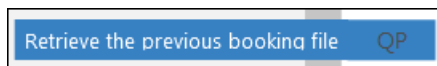
Example screen response:



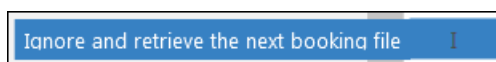
When you access a Booking File on queue, new buttons become available at the bottom of the active window. These enable you to work the queue quickly and easily.



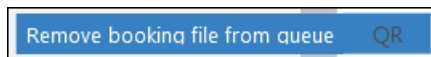
Click the **QP** button to retrieve the previous Booking File on queue.



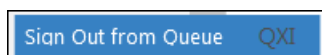
Click the **I** button to ignore the current Booking File and retrieve the next one.



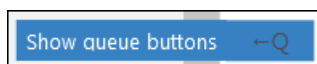
Click the **QR** button to remove the booking from queue.



Click the **QXI** button to ignore the booking and sign out of the queue.




Click the **←Q** button to take you back to the queue buttons.



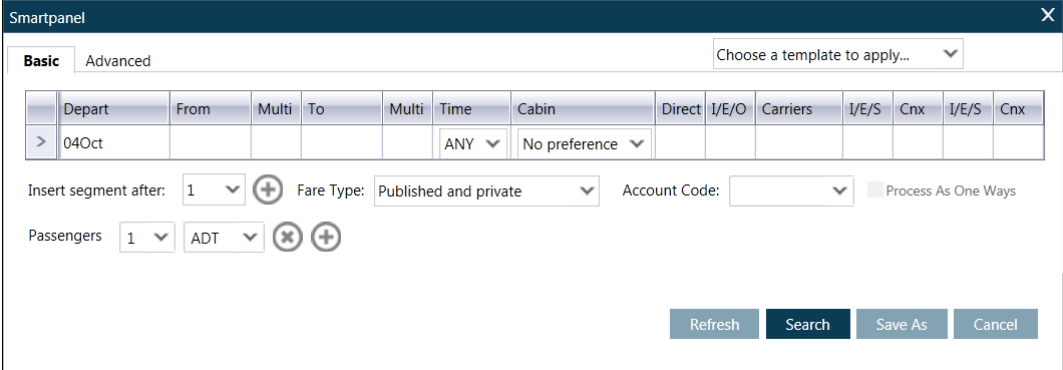
Smartpanel

Smartpanel is a component of Travelport Smartpoint. Smartpanel applies pre-set parameters, such as classes of service, departure time windows or account code, via a fill in-format to perform a fares-led search.

Launching Smartpanel

Click on the  button located at the bottom of the active Window, and the following pop up box will launch.

Note: Alternatively, you can launch Smartpanel via the Search menu or by entering the quick command **#FS**



The screenshot shows the Smartpanel window with the following details:

- Window title: Smartpanel
- Tabs: Basic (selected), Advanced
- Dropdown: Choose a template to apply...
- Table with columns: Depart, From, Multi, To, Multi, Time, Cabin, Direct, I/E/O, Carriers, I/E/S, Cnx, I/E/S, Cnx.

Depart	From	Multi	To	Multi	Time	Cabin	Direct	I/E/O	Carriers	I/E/S	Cnx	I/E/S	Cnx
>	04Oct					ANY	No preference						
- Insert segment after: 1 (dropdown) + (+) icon
- Fare Type: Published and private (dropdown)
- Account Code: (dropdown)
- Process As One Ways (checkbox)
- Passengers: 1 (dropdown) ADT (dropdown) + (-) icon + (+) icon
- Buttons: Refresh, Search, Save As, Cancel

Smartpanel contains a Basic and Advanced tab.

More information is contained in Section 6.

Identifying Elements in the Menu Bar

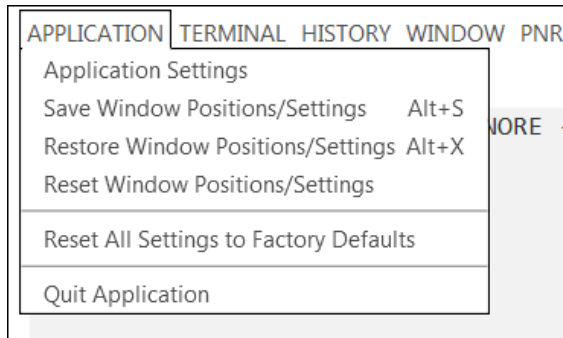
The Main Menu Bar drop down is composed of eight elements:

- Application
- Terminal
- History
- Window
- PNR
- Search
- Tools
- Help

Note: Some menu items show a keyboard shortcut that can be used. This provides an alternative to using the mouse.

Application Menu

The Application Menu provides access to terminal and window configuration options.



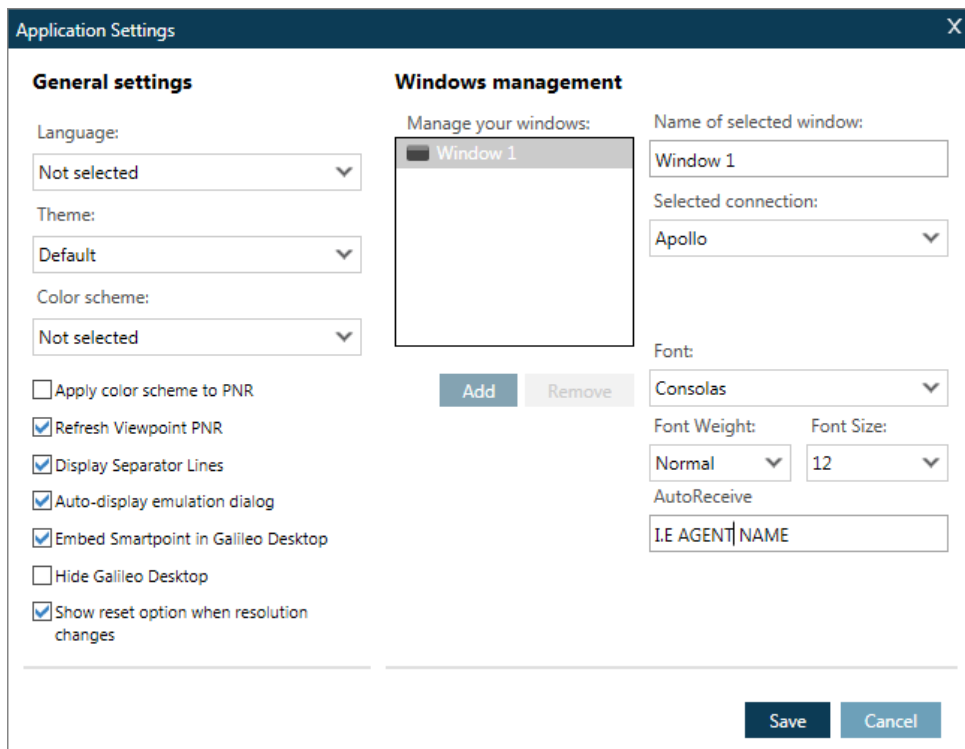
From this drop-down menu, you can customize the appearance of the Terminal Window.

Application Settings

Travelport Smartpoint supports multiple terminal windows that can be configured independently. For example, a terminal window can have its own font settings.

The Application Settings drop-down menu enables you to customize display options including language, theme and color scheme. In addition, you can create additional windows and change font type and font size, and select a GDS connection.

There is an auto receive field which will automatically enter on end transaction.



Note: You must select 'Save' for any changes to take effect.

General Settings

Click the drop-down menus to select your required settings for language, theme and color scheme.

General settings	General settings
Language: English	Language: English
Arabic	Theme: Default
Bulgarian	Color scheme: WhiteBackground
Catalan	BlackBackground
Chinese (Simplified)	BlueBackground
Chinese (Traditional)	GreyBackground
English	WhiteBackground
French	Embed Smartpoint in Galileo Desktop
French (Canada)	
German	
Embed Smartpoint in Galileo Desktop	

Click 'Save' at the bottom of the screen for changes to take effect.

Other Options

The following features are also available.

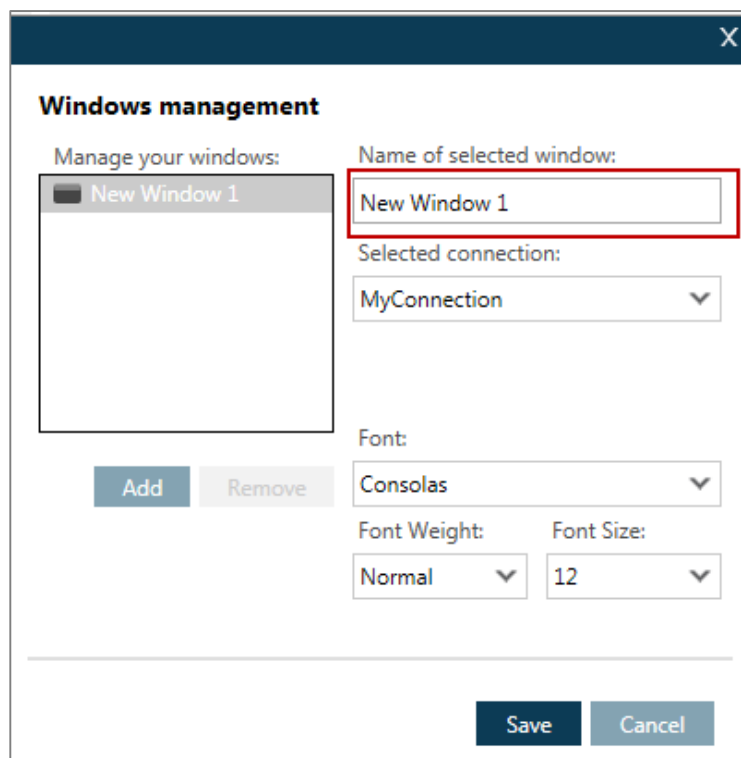
<input type="checkbox"/> Apply color scheme to PNR
<input checked="" type="checkbox"/> Refresh Viewpoint PNR
<input checked="" type="checkbox"/> Display Separator Lines
<input checked="" type="checkbox"/> Auto-display emulation dialog
<input checked="" type="checkbox"/> Embed Smartpoint in Galileo Desktop
<input type="checkbox"/> Hide Galileo Desktop
<input checked="" type="checkbox"/> Show reset option when resolution changes

Explanation:

Menu Item:	Explanation:
Apply color scheme to PNR	Applies color scheme to PNR Viewer
Refresh Viewpoint PNR	Check this box if you want the Viewpoint PNR to refresh automatically when PNR/Booking File content changes
Display Separator Lines	Check this box if you wish to see separator lines in the host results such as flight availability
Embed Smartpoint in Galileo Desktop	Galileo Desktop windows and menu items will not be visible if this option is checked
Hide Galileo Desktop	Galileo Desktop will be hidden when launched on start up.
Auto-display emulation dialog	Check this box if you wish to see the emulation dialog box displayed when you are not emulating a PCC.

Windows Management

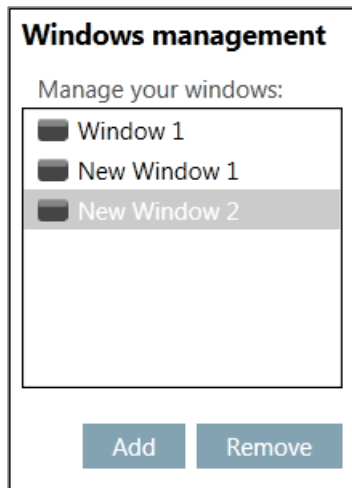
You can easily create additional windows if required. Click 'Add' and specify a unique name if required in the 'Name of selected window' box.



Click 'Save' at the bottom of the screen for changes to take effect.

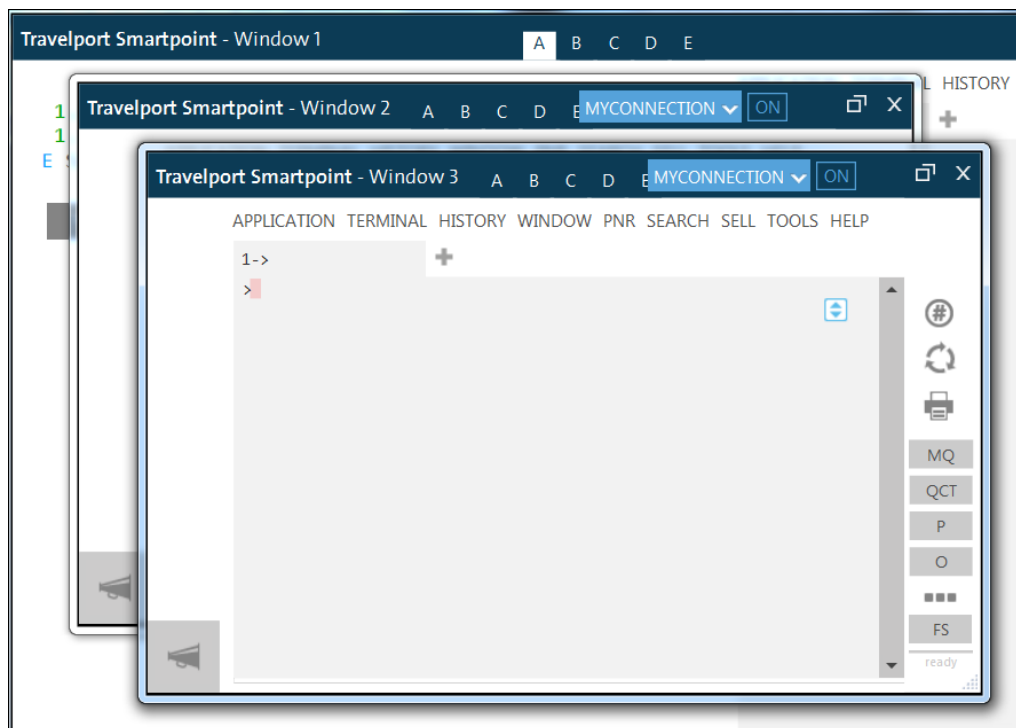
Removing a Window

To remove a window, simply highlight it and click 'Remove'.

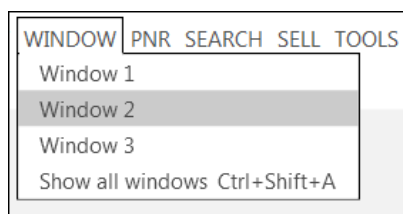


Click 'Save' at the bottom of the screen for changes to take effect.

Example display of three windows:

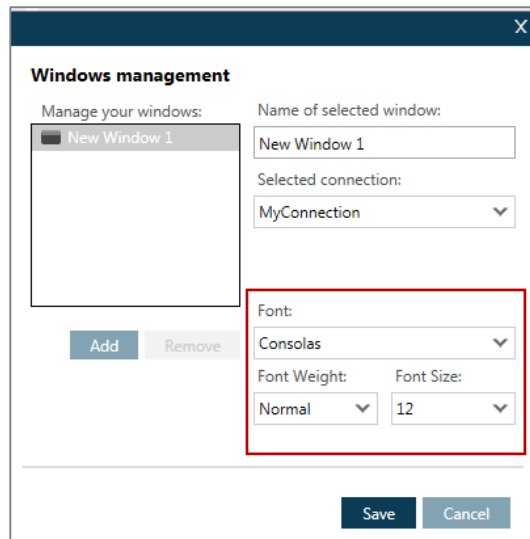


Click on WINDOW on the Toolbar and select the window in which you wish to work.



Changing the Font and Font Size

Select the required Font, Font Weight and Font Size.



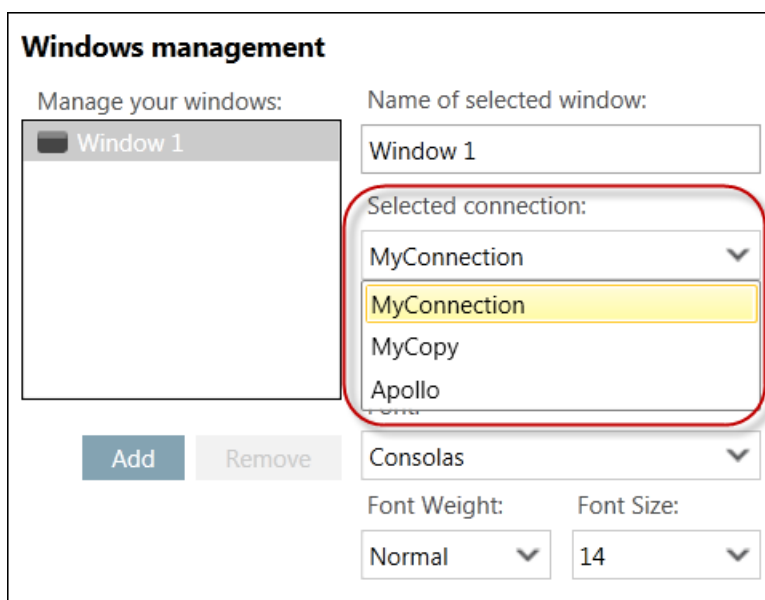
Click 'Save' to save your required settings.

Note: You can select the Font icon at the bottom of the PNR Viewer Window to amend the font size in the PNR Viewer Window.



Selecting your Connection

Each terminal window can use a different Client ID or connect to a different host GDS if required. You can use the Connection Switcher to select available connections in Galileo Desktop (if applicable).



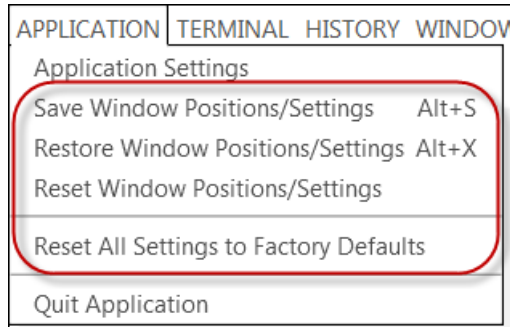
Click on the drop-down to make the appropriate selection and click 'Save' to save your selection.

Other Features

The Application menu also allows you to:

- Save Window Positions/Settings
- Restore Window Positions/Settings
- Reset Window Positions/Settings
- Reset All Settings to Factory Defaults

Menu display



Note: Select 'Reset All Settings to Factory Defaults' if Travelport Smartpoint does not open up correctly. The configuration files may have become corrupted in some way.

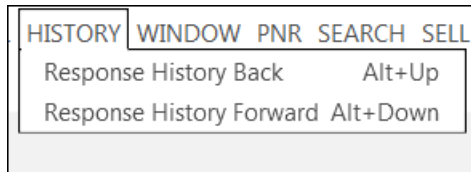
Terminal Menu

This menu option allows you to manipulate the Terminal Window Tab functionality as detailed in the menu items below:

TERMINAL	HISTORY WINDOW	PNR	SEARCH	SELL
Print...				Ctrl+B
New Terminal in Tab				Alt+N
Remove Current Terminal Tab				Alt+R
Copy Terminal Content as Text				Alt+C
Go To Current Terminal				Alt+H
Go to Next Tab				Ctrl+Tab
More results...				Alt+M
Go Back...				Alt+B
Show/Hide PNRViewer				Alt+V
Swap Terminal/PNRViewer				Alt+L
Change to top terminal (split screen)				Alt+U
Change to bottom terminal (split screen)				Alt+D
Full screen mode				Alt+F11
Grid View Mode				Ctrl+Alt+F11
Native/Interactive Mode				Ctrl+N

History Menu

This menu option allows you to review the terminal responses that have been displayed. Response history can be retrieved for the previous five responses.



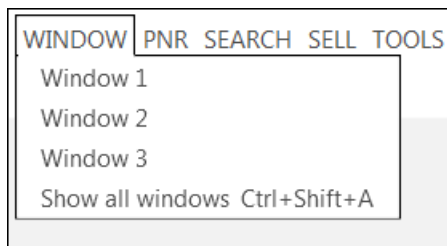
Use Alt + Up arrow to go back to previous interactive response from the response history

Use Alt + Down arrow to go the next interactive response from the response history.

Windows

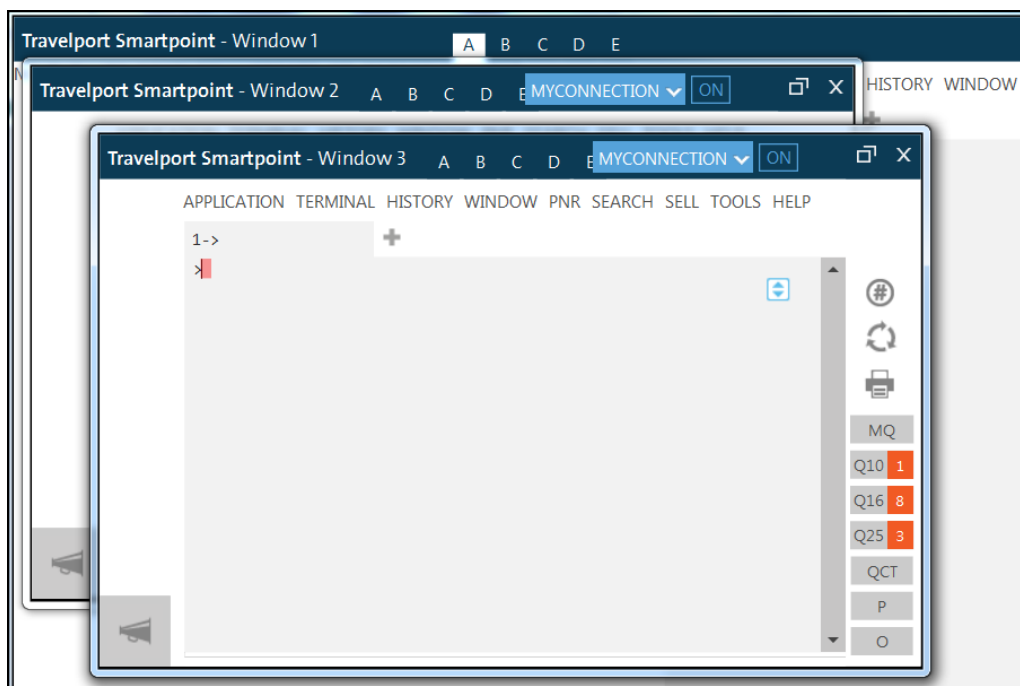
This drop-down menu allows you to switch between windows if you have created additional windows.

Example menu display:



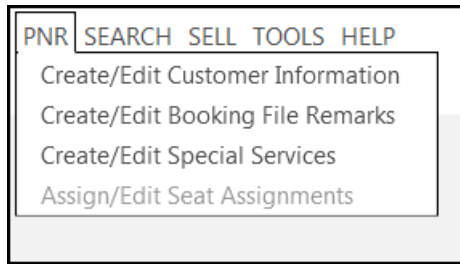
If you select 'Show all windows', Window 1 plus any additional windows you have created will be displayed.

Example response:



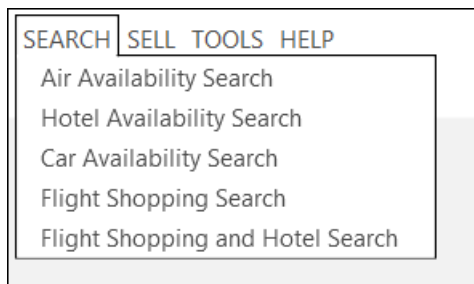
PNR

This drop-down menu allows you to open dialog boxes that will help to create or edit a PNR/Booking File.



Search

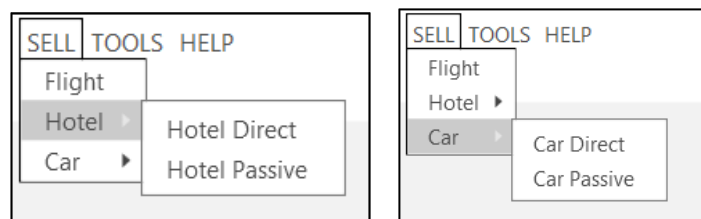
This drop-down menu allows you to open a pop up box to search for Air, Hotel, Cars, Flight Shopping, and a combined Flight Shopping and Hotel search.



Note: The options in this menu are explained in detail in Module 2

Sell

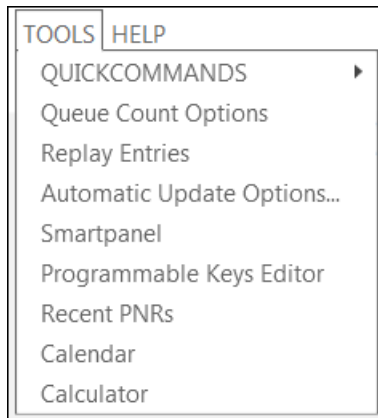
This drop-down menu allows you to open a pop up box to direct sell air, hotel and car reservations.



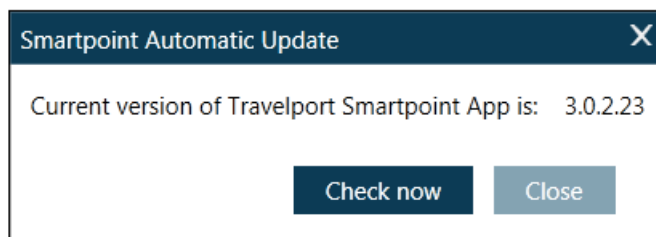
Note: You have the option of direct selling hotel and car segments or creating passive segments. These options are explained in detail in Section 6.

Tools

This drop-down menu provides access to a variety of functions, including Queue Count Options, Replay Entries, Smartpanel (GUI used for Fare Shopping), Programmable Keys Editor, Recent PNRs, Calendar and Calculator.



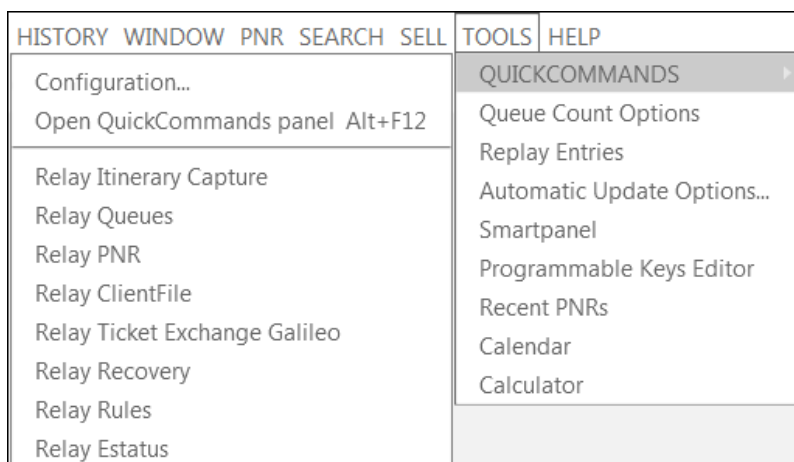
Note: Select Automatic Update Options to check if you are running the latest version of Travelport Smartpoint.



QuickCommands

‘QuickCommands’ is an easy way to access Relay, which is a series of Windows-based tools that quickly accomplish complex and time-consuming Galileo tasks.

It provides you with several productivity tools with an easy-to-use interface. When you want to perform daily tasks, use one or more of the Relay tools.



You can also launch 'QuickCommands' by using the icon on the right-hand side of the Terminal Window.



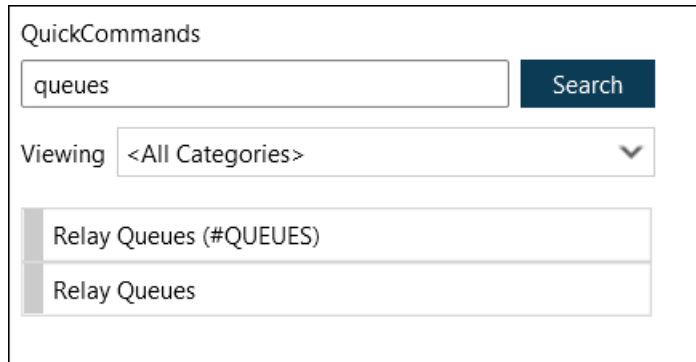
The following table lists Relay tools and their description.

This tool:	Does this:
Relay Itinerary Capture	Collects itinerary data and sends it to other destinations.
Relay Queues	Helps monitor and maintain agency queues.
Relay PNR	Creates a Business File or a Personal File from data stored in a booking.
Relay Client File	Provides the ability to cut, copy, and paste information to and from Windows-based applications to create or update a profile.
Relay Ticket Exchange Galileo	Determines exchange type based on booking information. Provides graphic of ticket coupon to identify additional information on current ticket.
Relay Recovery	Simplifies linking and de-linking printers, clearing printer buffers, and managing TINS tables.
Relay Rules	Provides the ability to copy and change rules for point-of-sale booking quality control check.
Relay E-Status	Automated way to track status of unused electronic tickets.

Open Quick Commands panel

This option enables you to search for a specific topic for which there is a QuickCommand.

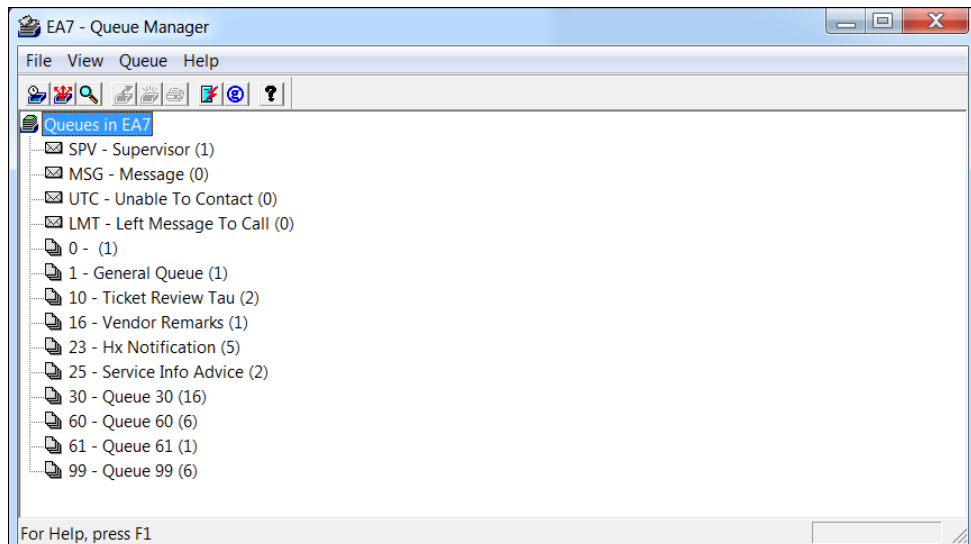
Refer to the following example to search for 'queues':



The screenshot shows a search interface titled "QuickCommands". It features a text input field containing the word "queues" and a dark blue "Search" button to its right. Below the search bar is a dropdown menu labeled "Viewing" with the current selection being "<All Categories>". Underneath the dropdown is a list of search results, with the top two items being "Relay Queues (#QUEUES)" and "Relay Queues".

Click on a topic or type **#QUEUES** and enter to display Relay Queue Manager.

Example screen response:



Configuring Quick Commands

The Travelport QuickCommands Configuration dialog allows you to create, modify or delete Quick Commands in Travelport Smartpoint.

You are able to define the name, the type of resource, the terminal command and generate a menu item if you wish.

Refer to the following example to create a Quick Command to access the website for IATA (www.iata.org).

1. Launch the Quick Command dialog box.
2. Click on Add.

3. Complete and specify the following items:

Name

Keyword

Type:

Viewpoint Method:	ViewpointCOM
Parameters:	Browser EXE

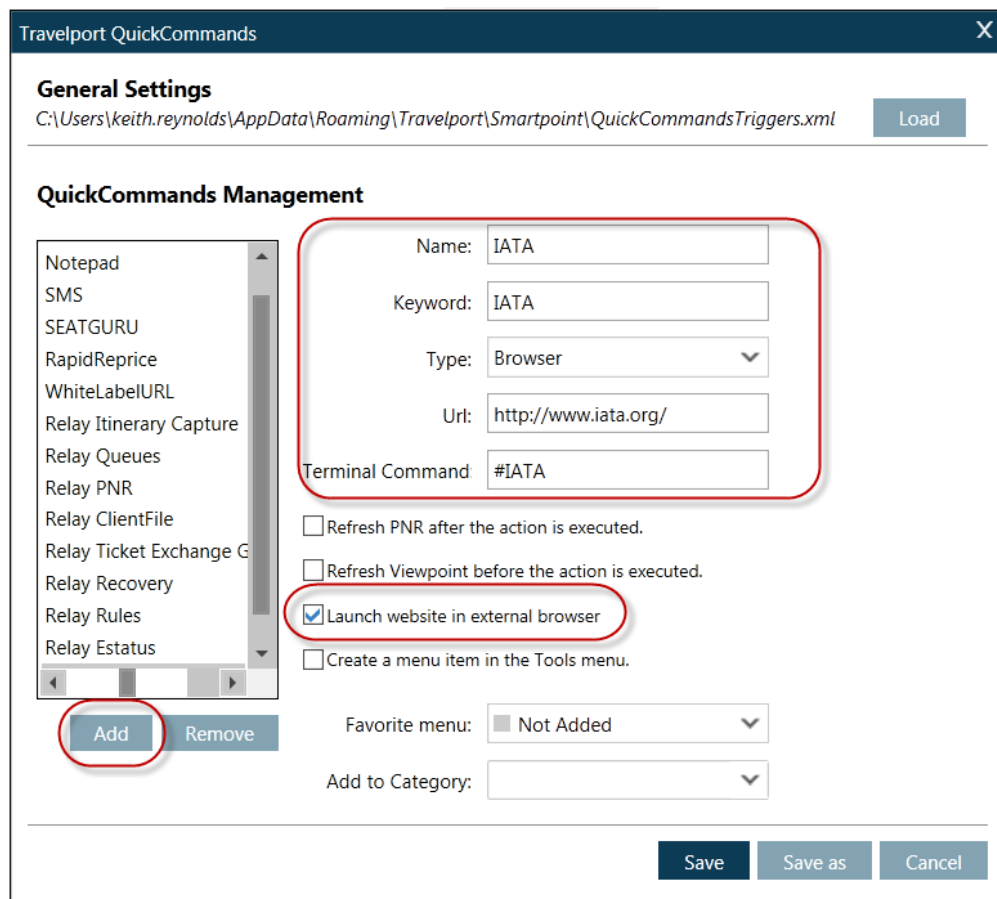
- Select ViewpointCOM to launch a Viewpoint dialog box
- Select Browser to launch a web site
- Select EXE to launch an executable file

Url

Terminal Command

Check the 'Launch website in external browser' box.

Completed screen example:



4. Click 'Save' to save the quick command.

Note: Check the ‘Create a menu item in the Tools menu’ box if you wish to create a menu item.

Adding to the Favorite menu

You can identify an item as a ‘favorite’ by adding it to the Favorite menu. There are four levels:

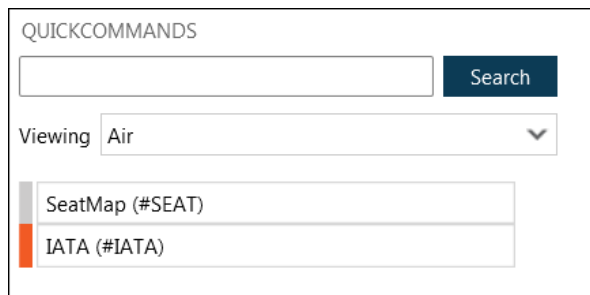
Refer to the following example to specify the Quick Command for IATA as a ‘level 1’ favorite and add to category ‘Air’.

1. Select IATA from the list on the left of the display and click the drop-down and select Level 1.
2. Select Air from the ‘Add to Category’ drop-down.

Completed screen example:

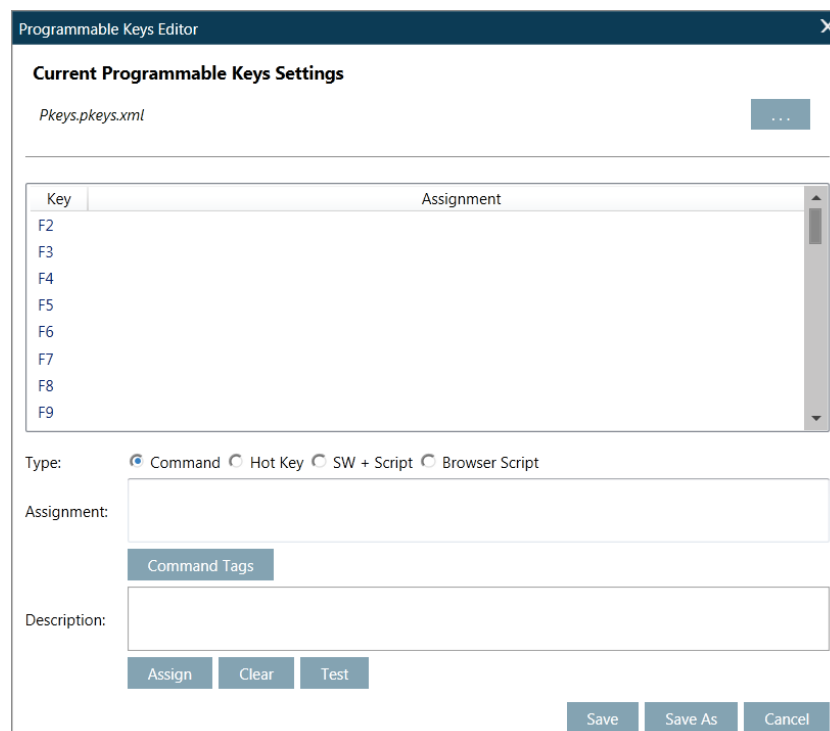
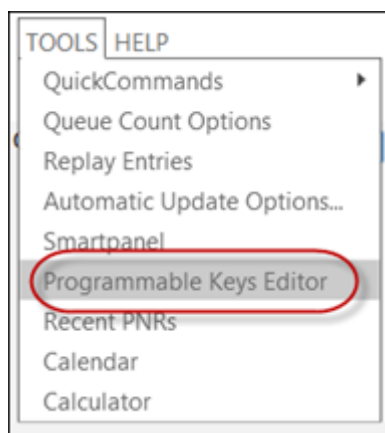
Note: Click ‘Save’ to save the settings.

When you open the Quick Commands panel, IATA is flagged in red as a 'favorite':



Programmable Keys Editor

You can set up and edit Programmable Keys in Travelport Smartpoint. Select Programmable Keys Editor from the TOOLS menu.



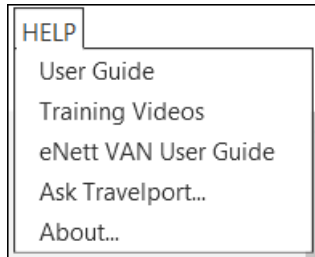
Note: Most Programmable Keys will work in Travelport Smartpoint, but some will not if they contain commands that are specific to the Focalpoint multi-window terminal emulation environment.

For example, you could create a Programmable Key that contains the command <ReDir3> which means ‘redirect the entry to window 3’, but this will not work in Travelport Smartpoint as Smartpoint has no concept of ‘window 3’. The <ReDir3> command will simply be ignored by Travelport Smartpoint.

Help

Help gives you access to the Travelport Smartpoint User Guide and the eNett Virtual Account Number (VAN) User Guide.

Help also provides a link to a series of training videos and to ASK Travelport.



Note: Click About... to check which version of Smartpoint you are running.

Using the PNR Viewer Window

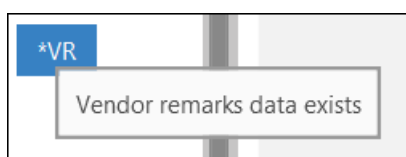
The PNR Viewer Window provides an instant view of the PNR/Booking File. It shows all relevant PNR/Booking File information and is grouped in sections that can be accessed via a simple mouse click on the associated Quick Access Button.

Example Booking File:



Note: Hover text displays over the Quick Access buttons.

Example screen display:



Quick Access Buttons in the PNR Viewer Window

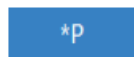
Except for passenger names and itinerary, all Booking File fields are displayed at any time via the configurable PNR Quick Access blue buttons. Click on a Quick Access button to display all of the data applicable to that Booking File field.

Once a specific field is retrieved, it can be closed by clicking on the same Quick Access button again or by hovering over the data field and clicking the Close button.

Your PNR Viewer buttons will pick up what GDS you are using, either Galileo or Apollo. For example:



This button displays complete PNR/Booking File information with all fields.

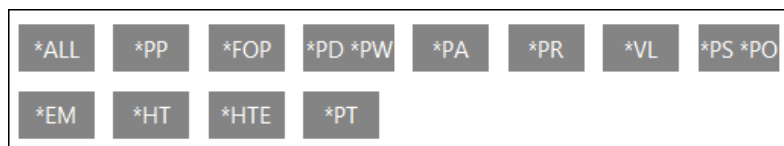


This button displays Phone Field information.

Blue buttons indicate that content for the PNR/Booking File field is visible in the current display.

Note: The abbreviations on some Quick Access buttons are displayed differently in the Galileo and Apollo systems. Hover your mouse over a button to check the content. The examples in this guide feature buttons displayed in the Galileo system.

Some Apollo buttons are displayed below:



PNR Viewer Window Icons

The PNR Viewer Window provides the following icons:



Advertisements

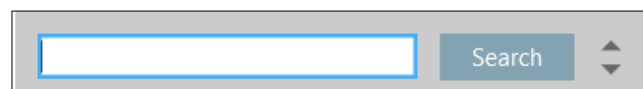


Click this icon to display current advertisements.

Find



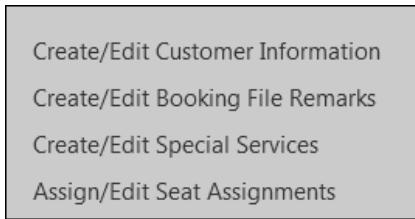
Click this icon to launch a search panel at the bottom of the PNR Viewer window to search for content in a PNR.



Edit PNR



Click this icon to launch the following menu options:



Recent PNRs



Click this icon to display a list of recently viewed PNRs/Booking Files.

PNR Tools



Click this icon to display a window to enable you to hide certain PNR/Booking File fields.

Refresh

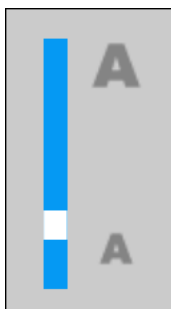


Click this icon to refresh the PNR/Booking File content.

Font Size



Click this icon to display a slide-rule to enable you adjust the font size in the PNR Viewer window.



Print

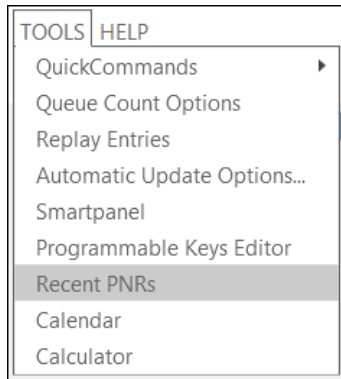


Click this icon to print the PNR.

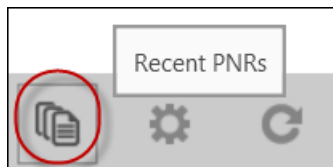
Recent PNRs

Travelport Smartpoint allows you to view and subsequently display recently viewed PNRs.

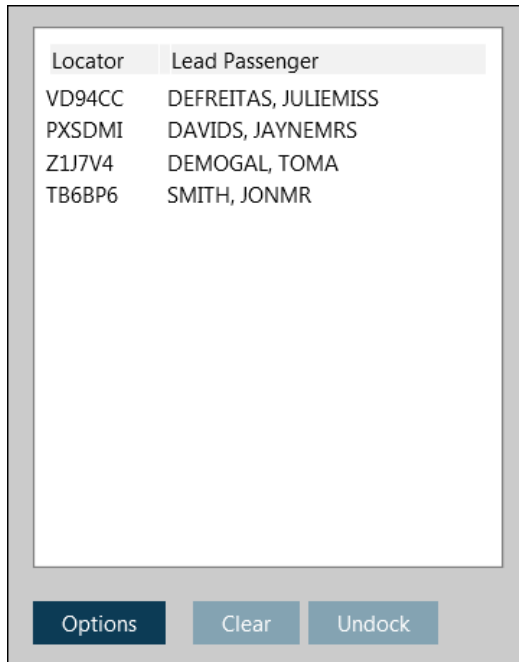
Click on TOOLS on the menu bar and select Recent PNRs.



Alternatively, click on the Recent PNRs icon at the bottom of the PNR Viewer window:



Example screen response:



The display shows the record locator and first named passenger in the PNR.

You can scroll down and select a name and double-click to open the PNR in the PNR Viewer window.

Locator	Lead Passenger
VD94CC	DEFREITAS, JULIEMISS
PXSDMI	DAVIDS, JAYNEMRS
Z1J7V4	DEMOGAL, TOMA
TB6BP6	SMITH, JONMR

Z1J7V4/14 HDQTT E060141 AG 99999992 030CT
 1. 1DEMOGAL/TOMA
 1. BA 332 Y 12JUN LHRORY HK1 0650 0905 0*
 TH

*ALL *P *TD *VL *VR *PI

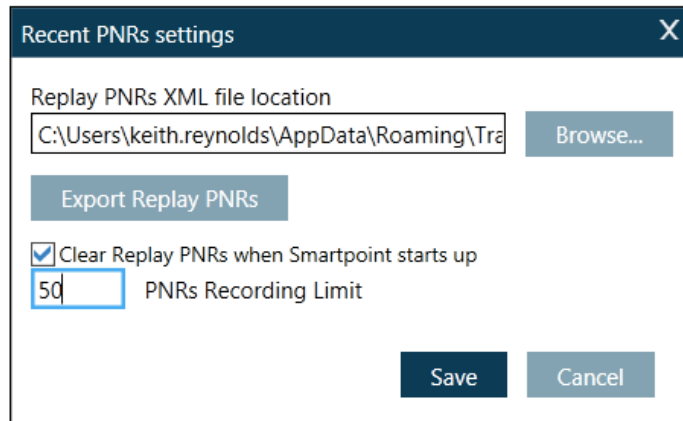
FONE-LONT*0208 1234 567
 TKTG-T*

Screen explanation:

Locator	Lead Passenger
VD94CC	DEFREITAS, JULIEMISS
PXSDMI	DAVIDS, JAYNEMRS
Z1J7V4	DEMOGAL, TOMA
TB6BP6	SMITH, JONMR

Options Clear Undock

Recent PNR Options



Click on Options to display the settings. You can save the PNR list to an XML file and specify the PNR recording limit, up to a maximum of 999.

Check the 'Clear Replay PNRs when Smartpoint starts up' box to clear the list each time you launch Travelport Smartpoint.

Clear

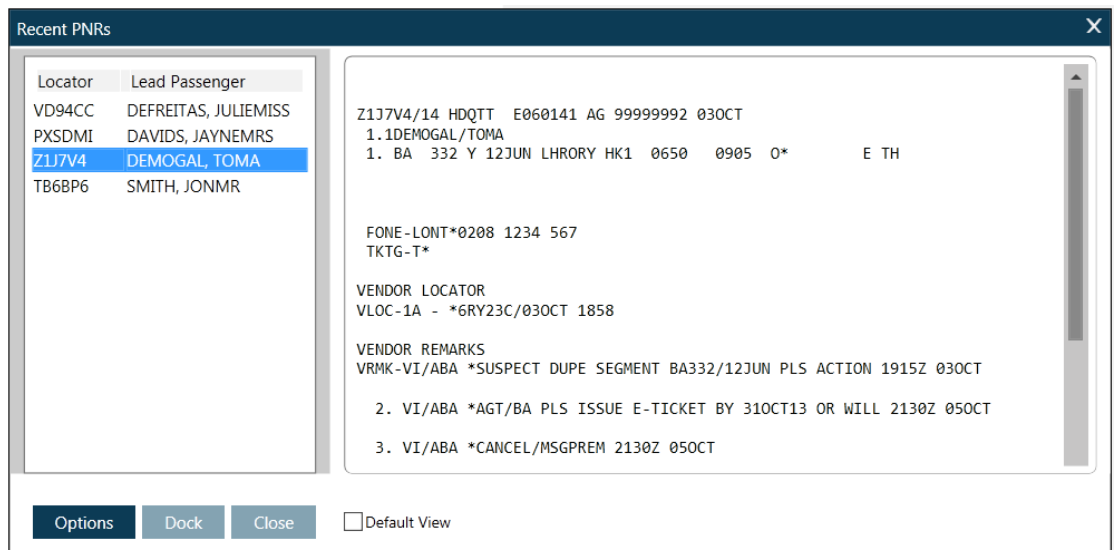
Click 'Clear' to clear the list of PNRs.

Undock

Click Undock to undock the window.

Select the PNR/Booking File you wish to look at, and the display will show you the first few lines of the PNR/Booking File.

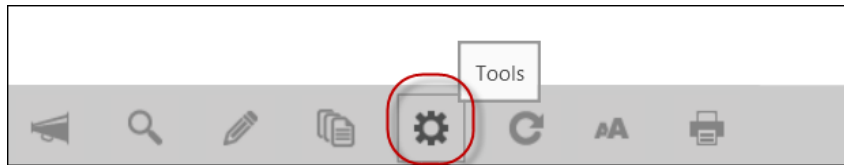
Example screen response:



Note: When you have finished click on the Dock button to take you back to the list view display.

PNR Tools Icon

The PNR Tools Icon is located at the bottom of the PNR Viewer window.



Click on the icon to display the following window:

Select items you wish to view

- Single View Mode
- Show Buttons at Top
- Notepads
- Invoice Remarks
- Phone Fields
- Review Booking Entries
- Addresses
- Form Of Payment
- Ticket Time Limit
- Filed Fares

It gives you the option to remove certain PNR fields displayed in the PNR Viewer window.

When you uncheck 'Single View Mode', you can select the PNR fields that will be displayed in an automatic and unhidden mode.

Except for passenger names and itinerary, you can display all PNR/ Booking File fields at any time via the configurable PNR Quick Access buttons.

Click on a Quick Access button to display all of the PNR / Booking File data applicable to that PNR field.

Refer to the following example PNR:

```

Z7T1LK/98 XDBKR E358982 AG 99999992 12NOV
1.1TRAVELLER/SMARTMR
1. DL 603 Y 01JUN AMSJFK HK1 1035 1305 0*
E SU
2. DL 604 Y 10JUN EWRAMS HK1 1755 #0735 0*
E TU/WE

*ALL *P *FOP *TD *FF *VL *VR *SD
*PI

FONE-AMST*098 761 28 WORLD TRAVEL REF GEORGE
2. AMSH*098 876 812
FOP-CK
TKTG-T*
FQ1 - S1-2 AP 12NOV13 98/AG
P1 TRAVELLER/SMARTMR ADT X GBP 3035.70AMS DL
NYC 2252.01YFFNL DL AMS 1988.31YRT5NL NUC4240.32END ROE
0.758432
FARE EUR3216.00 EQU GBP2724.00 TAX 10.90CJ TAX 13.10RN TAX
1.7
0VV TAX 1.60AY TAX 21.60US TAX 3.10XA TAX 2.80XF TAX 4.40XY
TA
X 3.50YC TAX 249.00YR TOT GBP3035.70
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-YFFNL B-1PC
S2 FB-YRT5NL B-1PC
NON ENDO/
FARE RSTR COULD APPLY
LAST DATE TO PURCHASE TICKET: 01JUN14

T P1/S1-2/ET/CDL
    
```

The Phone field and Filed Fare field are highlighted.

If you uncheck the box in the PNR Tools window, those items are removed from the PNR display.

Z7T1LK/98 XDBKR E358982 AG 99999992 12NOV
 1.1TRAVELLER/SMARTMR
 1. DL 603 Y 01JUN AMSJFK HK1 1035 1305 0* E
 SU
 2. DL 604 Y 10JUN EWRAMS HK1 1755 #0735 0* E
 TU/WE

*ALL *P *FOP *TD *FF *VL *VR *SD *PI

FOP-CK
 TKTG-T*

Select items you wish to view

- Single View Mode
- Show Buttons at Top
- Notepads
- Invoice Remarks
- Phone Fields
- Review Booking Entries
- Addresses
- Form Of Payment
- Ticket Time Limit
- Filed Fares

You also have the options of 'Single View Mode' and displaying the PNR field buttons at the top of the PNR Viewer window. By default, name and itinerary are automatically retrieved. Other buttons must be clicked to retrieve other fields

Example Galileo screen display:

*ALL *P *FOP *TD *FF *VL *VR *SD *PI

Z7T1LK/98 XDBKR E358982 AG 99999992 12NOV
 1.1TRAVELLER/SMARTMR
 1. DL 603 Y 01JUN AMSJFK HK1 1035 1305 0* E
 SU
 2. DL 604 Y 10JUN EWRAMS HK1 1755 #0735 0* E
 TU/WE

FOP-CK
 TKTG-T*

Select items you wish to view

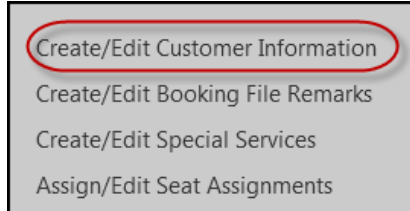
- Single View Mode
- Show Buttons at Top

Edit PNR



Click this icon to launch the following menu options:

Create/Edit Customer Information



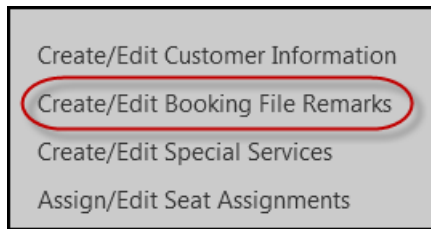
Click this option to display the Customer Information dialog box:

Type	Last name	First name	Name remarks
ADT	TRAVELLER	SMARTMR	

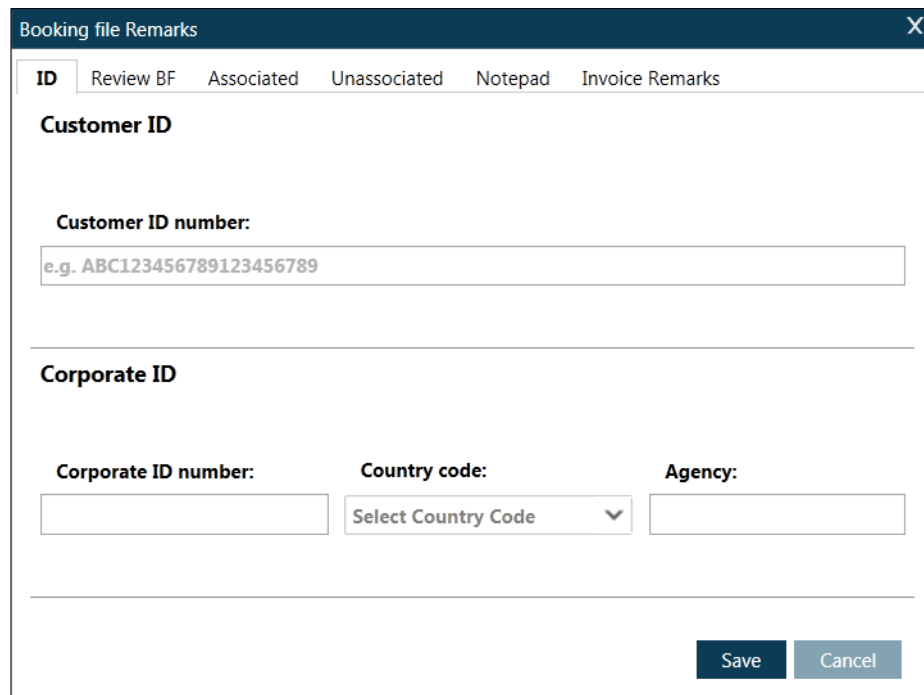
This dialog box enables you to create or edit the content of the Booking File.

Note: If a Booking File is active in the PNR Viewer window, relevant fields are populated with the Booking File content.

Create/Edit Booking File Remarks



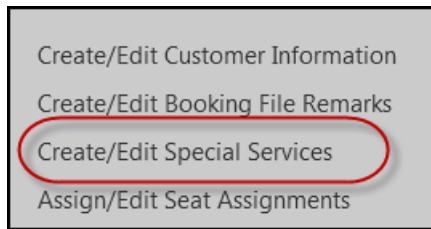
Click this option to display the Booking File Remarks dialog box:

The 'Booking file Remarks' dialog box has a title bar with a close button (X). Below the title bar is a tabbed interface with tabs for 'ID', 'Review BF', 'Associated', 'Unassociated', 'Notepad', and 'Invoice Remarks'. The 'ID' tab is selected. The dialog is divided into two main sections: 'Customer ID' and 'Corporate ID'. Under 'Customer ID', there is a label 'Customer ID number:' followed by a text input field containing 'e.g. ABC123456789123456789'. Under 'Corporate ID', there are three labels: 'Corporate ID number:', 'Country code:', and 'Agency:'. Below these labels are three input fields: a text box for the Corporate ID number, a dropdown menu for the Country code (currently showing 'Select Country Code'), and a text box for the Agency. At the bottom right of the dialog are two buttons: 'Save' and 'Cancel'.

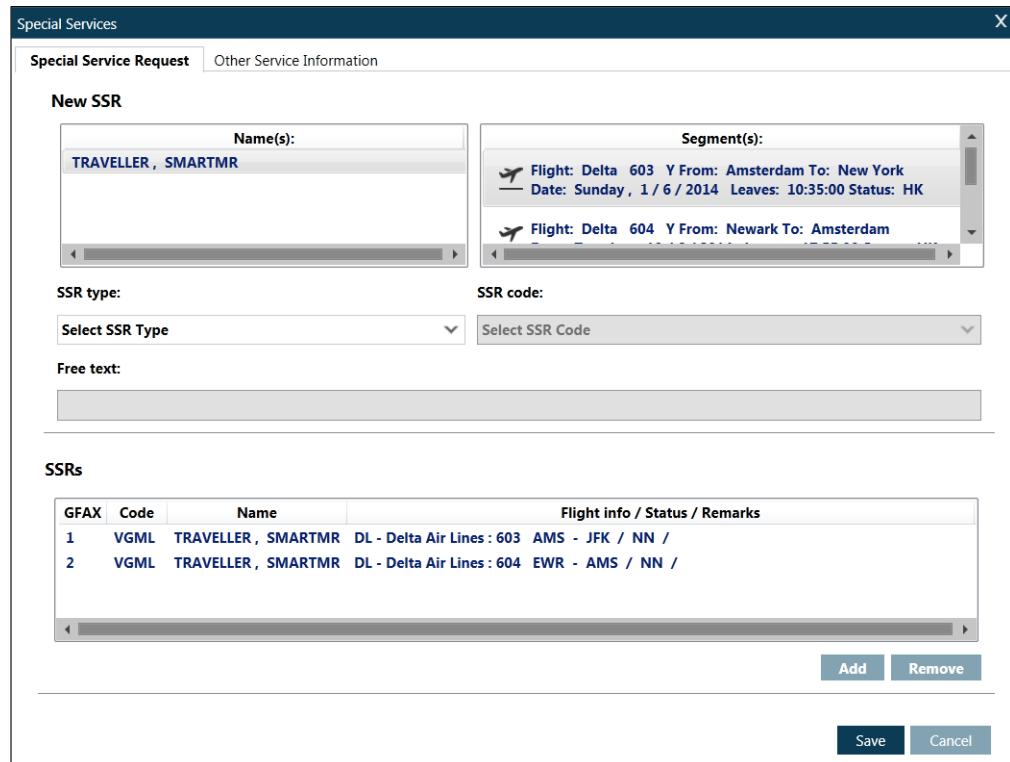
This dialog box enables you to create or edit Booking File Remarks.

Note: If a Booking File is active in the PNR Viewer window, relevant fields are populated with the Booking File content.

Create/Edit Special Services



Click this option to display the Special Services dialog box:



Special Service Request | Other Service Information

New SSR

Name(s): TRAVELLER, SMARTMR

Segment(s):

- Flight: Delta 603 Y From: Amsterdam To: New York
Date: Sunday, 1 / 6 / 2014 Leaves: 10:35:00 Status: HK
- Flight: Delta 604 Y From: Newark To: Amsterdam

SSR type: Select SSR Type

SSR code: Select SSR Code

Free text:

SSRs

GFAFX	Code	Name	Flight info / Status / Remarks
1	VGML	TRAVELLER, SMARTMR	DL - Delta Air Lines : 603 AMS - JFK / NN /
2	VGML	TRAVELLER, SMARTMR	DL - Delta Air Lines : 604 EWR - AMS / NN /

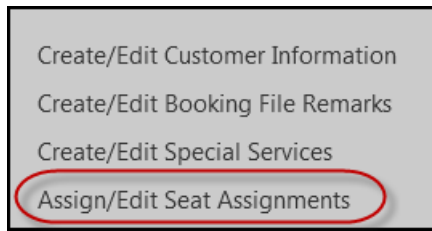
Add Remove

Save Cancel

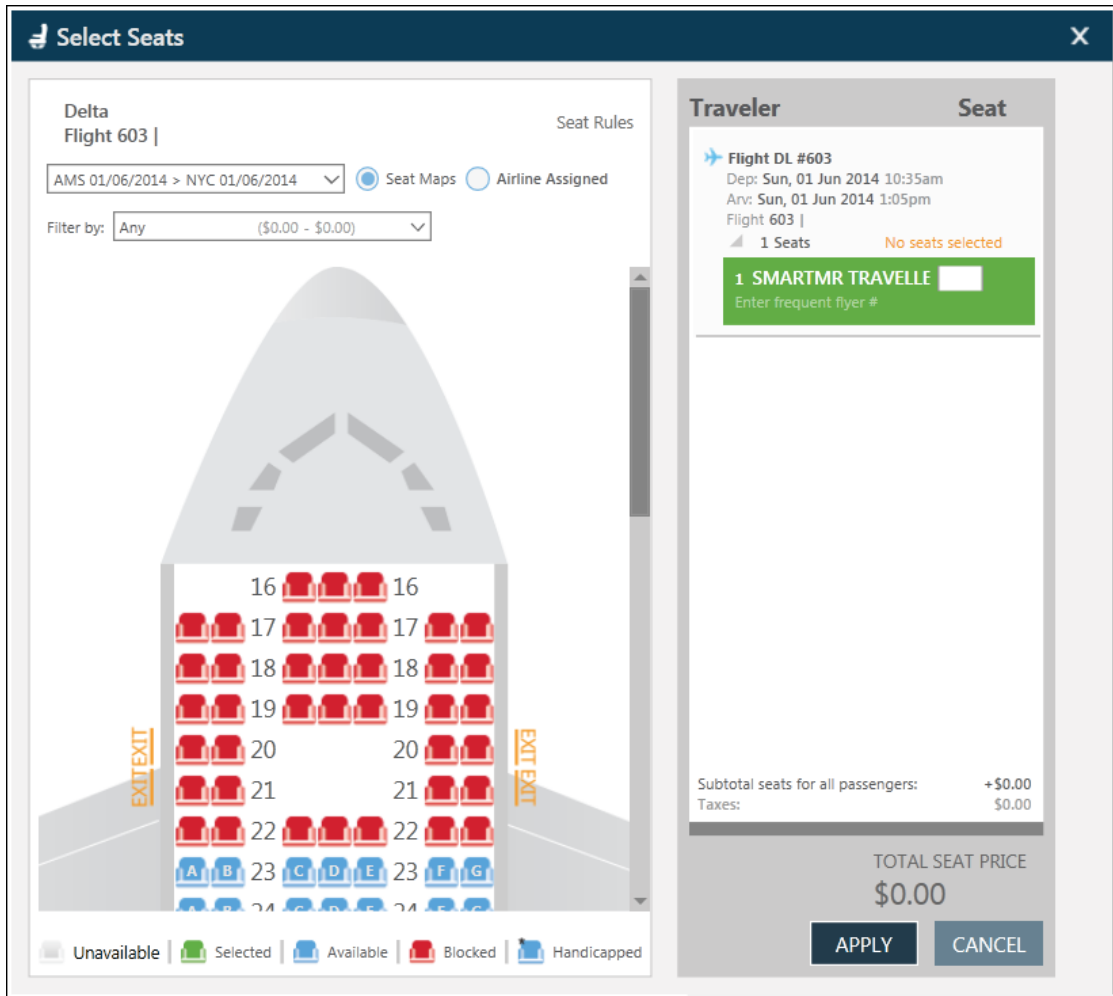
This dialog box enables you to create or edit Special Service Information –SSRs and OSIs.

Note: If a Booking File is active in the PNR Viewer window, relevant fields are populated with the Booking File content.

Assign/Edit Seat Assignments



Click this option to display the Seat Map dialog box:



This dialog box enables you to create or edit a seat assignment.

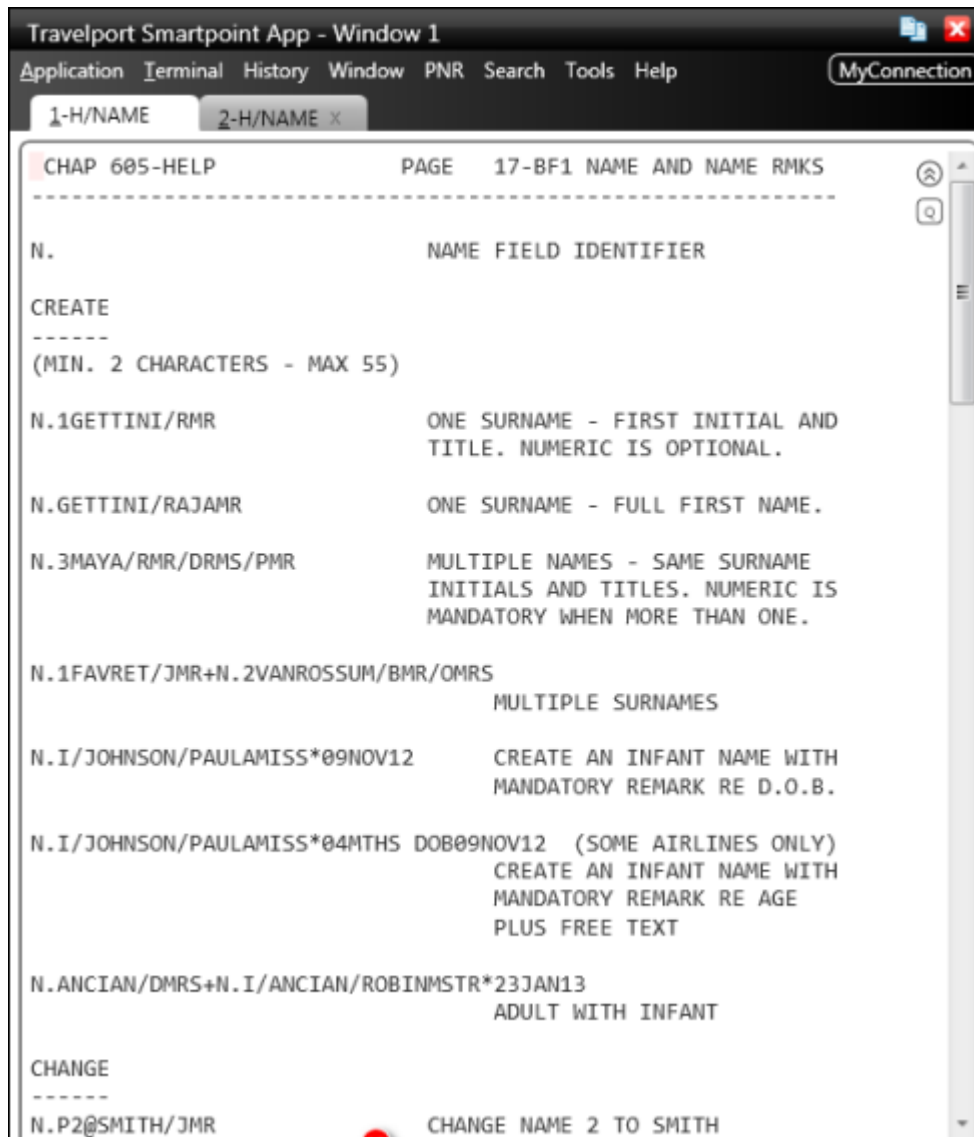
Note: If an airline is unable to offer a seat map, the following message is displayed: 'Seat map data not available'

Accessing Online Help

Galileo Help is your online resource for Galileo formats, procedures, and enhancements. The Help system is continuously monitored to ensure that new or updated information is available.

Format:	Explanation:
HELPT or HELP/T	Display index of subjects beginning with T
H/FARES	Display help pages for fares
H/N.	Display help pages for format code N
H/	Display applicable help pages after an error response

H/Name or H/N. will return help on the name field. Simply scroll to the end or use MU, MD commands.



Depending on the topic used to find Help, the system displays in a tab format making it easy to access the help page.

H/FARE

The screenshot shows a window titled "Travelport Smartpoint App - Window 1" with a menu bar containing "Application", "Terminal", "History", "Window", "PNR", "Search", "Tools", and "Help". There are two tabs: "1-H/FARE" (active) and "2-H/NAME x". A "MyConnection" button is in the top right. The main content area displays a menu titled "***** FARES *****".

```

***** FARES *****

FARE DISPLAY :
-----
- BASIC FARE DISPLAY >H/FD-
- FARE NOTE/RULE CATEGORIES ) >H/NOTE-
  ALSO CALLED PARAGRAPHS ) >H/FRNP-
- FARE NOTE FORMATS >H/FUFN-
- FARE TYPE ABBREVIATIONS >H/FTAD-
- PASSENGER TYPE CODES >H/PTC-
- FOLLOW-UP ENTRIES >H/FFUE-
- STAND ALONE ENTRIES >H/SAE-
- MAXIMUM PERMITTED MILEAGE >H/FMPM-
- TICKETED POINT MILEAGE >H/FTPM-
- TAX ENTRIES >H/FTAX-
- CHANGE OF BOARD AND OFF POINT >H/CBOP-
- AVAIL DISPLAY FOLLOW UP ENTRY >H/AVFD-
- DIRECT RULE DISPLAY >H/DRD-
- REVERSE RULE DISPLAY >H/RRD-
- SEARCH QUALIFIERS >H/FQQQ-
- SET INITIALISATION >H/FST-
- INFOLINK ENTRIES >H/INFO-

FARE QUOTE :
-----
- BASIC ENTRIES >H/FQ-
- PASSENGER TYPE CODES >H/PTC-
- PASSENGER DESCRIPTIONS >GC*605/200-
- PRICING MODIFIERS >H/FQPM-
- FOLLOW-UP ENTRIES >H/FQFU-
- DISPLAY FARE NOTES AFTER
  FQN ENTRIES >H/FQDN-
- FAREQUOTE PLANNER INPUTS >H/FQP-
- PSEUDO ITINERARY >H/FQPC-

```

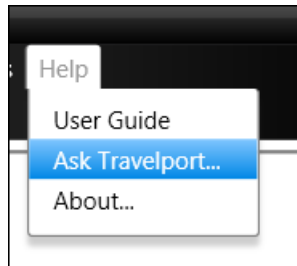
Accessing ASK Travelport

ASK Travelport is a fast, easy-to-use tool that enables you to find answers to your questions just a mouse click away.

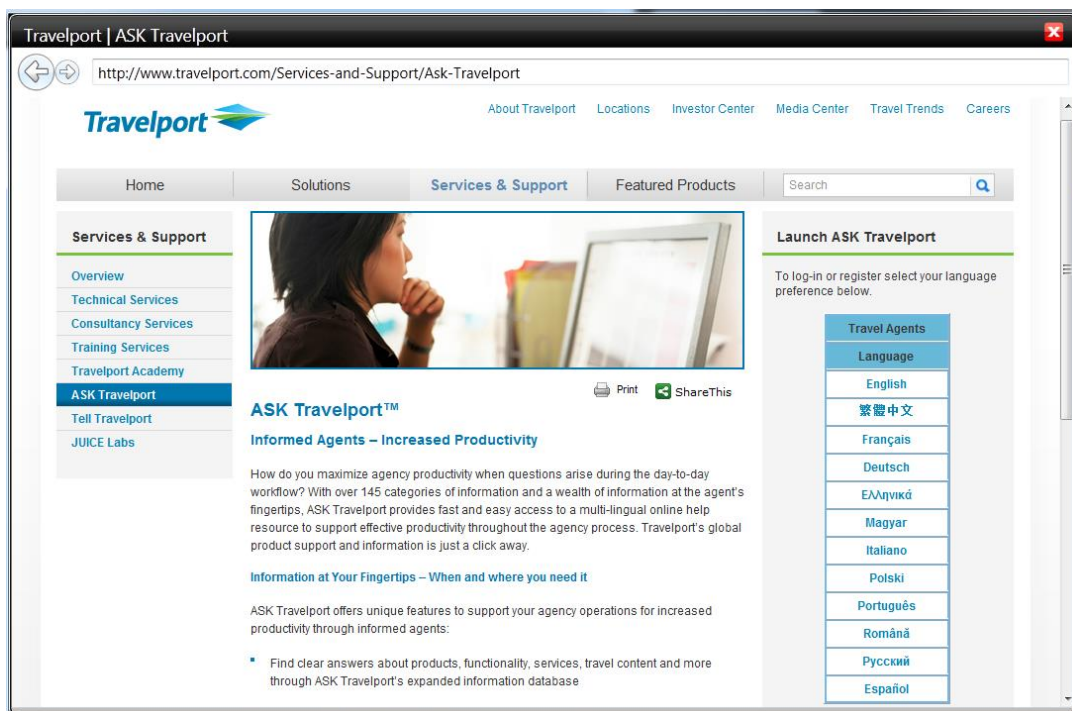
There is no need to call or e-mail the help desk when the answer is right there in ASK Travelport.

The first time you access ASK Travelport, you create an account. On subsequent visits, log on with your User ID and password.

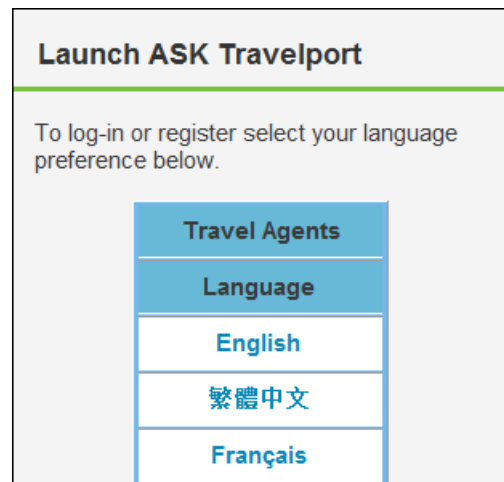
Click on the Help menu in Travelport Smartpoint, and select Ask Travelport.



The link to ASK Travelport opens in a new window:



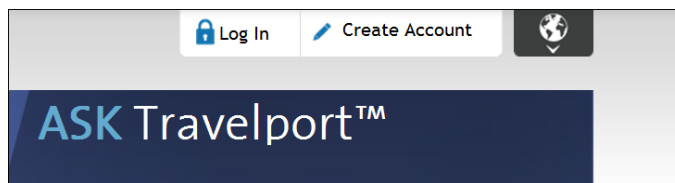
Click on your required language to login to ASK Travelport or register a new account.



The Ask Travelport Login screen appears and this is also where new accounts can be created.

Creating a New Account in ASK Travelport

Click Create Account at the top right of the ASK Travelport Login screen.



Refer to the following completed example.

Step1:

Step 2:

Step 1 — Step 2 — Step 3

First Name *

Last Name *

Agency Name *

CRS * Select your Computer Reservation System

Job Function *

Customer Number *

PCC / SID *

Preferred Language *

[Create Account](#)

Step 3:

Create Account

Step 1 — Step 2 — Step 3

Your account has been successfully created.

Please click [here](#) to return to the home page.

Important note: When you create your account, be sure to use a valid email address and pseudo city code. ASK Travelport uses this information when replying to certain queries.

It is recommended that you use your email address as your User ID.

Searching for Answers

To search for answers, either:

Enter a complete question (How do I add a phone field?) or

Enter keywords (phone) or

Enter an answer number

Then click the Search button.

Here is an example of the first few questions returned for this search:

Read the answers and click the question that best meets your request.

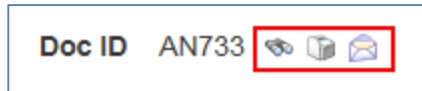
Here is an answer.

Explanation:	Format:
To enter your agency name and reference	P.T*01753 679821 WORLD TRAVEL REF GEORGE
	Points to note:
	· Free format text is permitted after the asterisk
	· The entry assumes the city of your agency location

Notice the answer number under the question. If you need to find the same answer again, make a note of the answer number. Searching by the number is the fastest way to find the same answer again.

Answers may include graphics, and links to other answers, demos, and documents.

There is also an opportunity to email or print the answer and request a notification when the answer is updated:



You may also see related answers and previously viewed answers by you or other users.

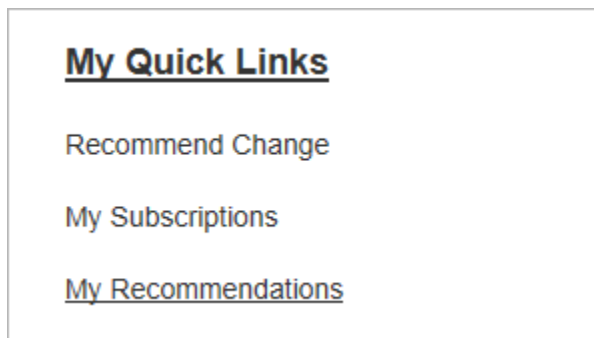
Providing Feedback

There is also the opportunity for you to provide feedback.

Your feedback is vital to ensure that Travelport provides answers to all your important questions.

Please provide feedback on as many questions as you can.

ASK Travelport has a feedback tool built within each answer.



Click Recommend Change and complete the dialogue box with how we can make this answer more useful.

Please enter your comments and click Submit.

Conversion References

There are also conversion references available in Help and ASK Travelport. The online references translate formats from your previous GDS into Galileo formats.

Refer to:

HELP SABRE (ASK Answer ID 10223)

HELP WORLDSPAN (ASK Answer ID 11627)

HELP AMADEUS (ASK Answer ID 10224)

How to Determine Airline, City, and Airport Codes

HELP ENCODE

HELP DECODE

You probably will memorize the codes that you use regularly. Others you may need to encode or decode.

You can use Galileo to encode and decode airlines, cities and airports (including some cities that have more than one airport associated with them).

Encode: Convert a name to its assigned code and display additional information.

Decode: Convert assigned code to its name and display additional information.

Encoding Airlines

You may need to know the code of an airline that you do *not* book very often. Encoding an airline provides you with the airline code and its BSP/IATA number.

To encode an airline name, enter .AE followed by the airline name

Example entry: **.AE QANTAS**

Example screen response:

```

ENCODE AIRLINES /QANTAS
QF QFA 081 QANTAS AIRWAYS LTD

```

Note: Spaces are optional, for example **.AEBRITISHAIRWAYS** will return the same response as **.AE BRITISH AIRWAYS**

Similar Titles List

If the airline name used in an encode format is either misspelled *or* is one that Galileo does *not* recognize, a Similar Titles list appears. The list includes names that are similar to what was requested in the format.

Example entry: **.AE QUANTAS**

A Similar Titles list appears.

```

ENCODE AIRLINES /QUANTAS
***** QUANTAS NOT IN TABLE
QF QFA 081 QANTAS AIRWAYS LTD
QO 263 QUANTUM AIR

```

Decoding Airlines

You may see an airline code in Galileo that you do *not* recognize. Decoding an airline provides you with the airline name and BSP code.

To decode an airline code, type **.AD** followed by the airline code.

Example entry: **.AD AC**

The following Air Canada information screens appear.

```
AC ACA 014 AIR CANADA
```

Encoding Cities and Airports

You use city and airport codes to display availability in Galileo. Like airline codes, you know the codes for cities and airports to which your customers frequently travel. However, you may *not* always remember those city and airport codes that are infrequently used. Galileo can help you encode the city or airport name for displaying availability.

To determine the three-letter code for a city or airport, enter **.CE** followed by the city or airport name.

Example entry: **.CEROME**

```
ENCODING CITIES /ROME
ROM M   ROME           IT
REO     ROME           US OR
RME     ROME           US NY
RMG     ROME           US GA
UCA     -ROME         US NY
```

The **M** indicates that Rome, Italy is a multi-Airport city.

Similar City Names List

If you misspell the city name used in an encode format *or* it matches more than one city name, a Similar Titles List appears. The list contains names that are similar to the original format request.

Example entry: **.CEABERDEN**

ABERDEN is spelt incorrectly therefore you get the response "ABERDEN not in Table".

```
ENCODING CITIES /ABERDEN
***** ABERDEN      NOT IN TABLE
ABZ M   ABERDEEN     GB
ZXA-ABZ ABERDEEN     GB
ABR     ABERDEEN     US SD
APG     ABERDEEN     US MD
HQM     -ABERDEEN    US WA
SOP     -ABERDEEN    US NC
ABD     ABADAN        IR
AUE     ABU RUDEIS    EG
ADG     ADRIAN         US MI
AUN     AUBURN         US CA
AUO     AUBURN         US AL
```

Decoding Cities and Airports

You may see a city or airport code that you do *not* recognize. Alternatively, perhaps you need information regarding a city, such as driving directions to the airport or the airport's distance from the city's downtown area. Decoding a city or airport provides you with the airport name and additional information.

To determine which city or airport is represented by the code YWG, enter .CD followed by the city code.

Example entry: **.CDYWG**

A screen with information for Winnipeg, Manitoba, appears. This includes the airport code, railway station code and country name.

```
>.CD YWG
YWG      WINNIPEG                CANADA
  XEF     WINNIPEG RAIL STATION  MANITOBA
  YWG A   YWG/WINNIPEG
```

Locating Nearest Airport to a City

You can also find the closest airport to a city without an air service. You can use **C*MAP/UNITED KINGDOM-AAAA** for a list of cities in United Kingdom that begin with letter A and the airport closest to each of them.

```
MAP /WORLD MAPS/UNITED KINGDOM-AAAA
PERSONALFILE
FOR COUNTRY MAP SEE: >C*MAP/UNITED KINGDOM-
                    : >S*MAP/UNITED KINGDOM-
ABBERLEY / BHX 38MI / BRS 65MI /
ABBOTSINCH SCOTLAND / GLA 6MI / /
ABERAMAN WALES / CWL 17MI / BRS 66MI /
ABERAVON WALES / CWL 35MI / BRS 80MI /
ABERCARN WALES / CWL 24MI / BRS 52MI /
ABERDARE WALES / CWL 40MI / BRS 68MI /
ABERDEEN SCOTLAND / ABZ 6MI / /
ABERDOVEY WALES / BRS 112MI / MAN 120MI /
ABERGAVENNY WALES / CWL 40MI / BRS 60MI /
ABERGELE WALES / LPL 54MI / MAN 64MI /
ABERKENFIG WALES / CWL 20MI / BRS 61MI /
ABERSYCHAN WALES / CWL 44MI / BRS 52MI /
ABERTILLERY WALES / CWL 40MI / BRS 62MI /
ABERYSTWYTH WALES / CWL 120MI / BHX 126MI /
ABINGDOM / LHR 40MI / LGW 65MI / LCY 68MI / STN 75MI
ABRAM / MAN 18MI / LPL 29MI /
ACCRINGTON / BLK 20MI / MAN 38MI /
ACKWORTH MOORE TOP / HUY 34MI / LBA 37MI /
ADDLESTONE / LHR 12MI / LGW 25MI / LCY 34MI / STN 63MI
ADLINGTON / MAN 28MI / /
ADWICK LE STREET / LGA 33MI / MAN 60MI /
AIRDRIE SCOTLAND / GLA 20MI / /
AIRTH SCOTLAND / GLA 40MI / /
ALBRIGHTON / BHX 30MI / /
ALCESTER / BHX 25MI / /
ALDEBURGH / STN 70MI / LCY 95MI / LHR 102MI / LGW 115MI
ALDERLEY / MAN 7MI / /
ALDERLEY EDGE / EMA 41MI / LPL 60MI / BHX 62MI
```

Note: The system response indicates that the town of ABBERLEY is 38 miles from Birmingham airport and 65 miles from Bristol airport. Scroll down to view additional cities beginning with A.

Using this entry within the United States **C*MAP/FLORIDA-AAAA**

```

MAP /WORLD MAPS/FLORIDA-BBBB
PERSONALFILE
STATE MAP: >C*MAP/UNITED STATES-FLORIDA-
           : >S*MAP/UNITED STATES-FLORIDA-
BAL HARBOUR FL / MIA 15MI
BARTOW FL / TPA 34MI
BASSVILLE PARK FL / MCO 47MI
BAYONET POINT FL / TPA 33MI
BAY PINES FL / TPA 22MI
BAYSHORE GARDENS FL / SRQ 3MI
BEACON SQUARE FL / TPA 22MI
BEAR LAKE FL / MCO 20MI
BEE RIDGE FL / SRQ 11MI / TPA 55MI
BELLAIR FL / JAX 21MI
BELLEAIR FL / TPA 19MI-
BELLEAIR BLUFFS FL / TPA 19MI
BELLE GLADE FL / PBI 40MI/ FLL 36MI
BELLE ISLE FL / MCO 8MI
BELLEVIEW FL / GNV 50MI / MCO 58MI
BELVEDERE HOMES FL / PBI 2MI / FLL 48MI
BETMAR ACRES FL / TPA 27MI
BIG PINE KEY FL / MTH 20MI/ EYW 27MI/ MIA 125MI
BISCAYNE GARDENS FL / MIA 12MI
BISCAYNE NATIONAL PARK FL / MIA 38MI
BISCAYNE PARK FL / MIA 10MI
BITHLO FL / MCO 28MI
BLOUNTSTOWN FL / TLH 48MI
BOCA RATON FL / FLL 23MI / PBI 26MI / MIA 53MI
BOCA WEST FL / FLL 22MI
BONAVENTURE FL / FLL 15MI
BONIFAY FL / DHN 53MI / PFN 66MI
BONITA BEACH FL / APF 10MI / RSW 21MI
    
```

Identifying your Pseudo City Code

The Galileo system recognizes your agency by a Pseudo city code. You may need to know what this is.

To find your Pseudo city code enter: C*

EA7 is the PCC; other information can be added by using Client File entries.

```

>|
EA7 /GALILEO TRAINING/
AGENCYFILE
TRAVELPORT TRAINING LANGLEY
P.LONT*01753 288000 GALILEO TRAVEL REFERENCE
SI.YY*01753 28800 GALILEO LANGLEY TRAINING OFFICE
SI.LH*PIN 455544 SEAT SALE IFC
R.P
W.GALILEO TRAVEL*10 THE STREET*HIGH ROAD*/SL3 7UY
T.T*
NP.REFER TO TRAVEL EXPENSES INFO >C*UB8/TRAVEL EXPENSES .
OFFICE HOURS ARE 0800 - 1700
RI.THANKYOU FOR CHOOSING GALILEO TRAVEL
RI.REMEMBER TO ASK YOUR AGENT ABOUT OUR DEALS ON INSURANCE
TICKET PRINTER LINKAGE >HMLMC5F061.
ITIN PRINTER LINKAGE >HMLMC5F062.
NP.ATTN TRAINER - ENSURE BFS XXLD AT END OF COURSE
    
```

Ticketing Date Calculator

The ticketing date calculator may be used to determine a start date for fare or ticketing purposes.

For a departure of 01 November and a 30-day advance purpose use the following entry. The last ticketing date is 02 Oct

Example entry *TAA/1NOV/30

```
TAA DATE 02OCT
```

To determine the validity of a ticket with a departure date of 01 November and a maximum stay of 180 days use the following entry.

The maximum validity of the ticket is 02 Apr.

Example entry *TAA/1NOV/+180

```
TAA DATE 30APR
```

Signing-off from Galileo

HELP SIGN

To leave Galileo you must sign off from the system.

To sign off all areas in Galileo, enter: SOF

The response is: SIGN-OFF COMPLETE/03APR-GALILEO

Note: If a Booking File is present, Galileo prompts you to finish or ignore the transaction before signing off.

Summary

In this module, you learned how to:

- Launch Travelport Smartpoint and Sign-on to Galileo
- Use Command Shortcuts
- Work in the Terminal Window
- Identify Elements in the Menu Bar
- Use the PNR Viewer Window
- Access Online Help
- Access ASK Travelport
- Sign-off from Galileo


Module Review

1. What is the entry to find help in Galileo for these subjects?
 - a. Cars _____
 - b. Phone _____
 - c. Frequent flyer numbers _____
 - d. Client Files _____
 - e. History _____

2. What is the three-letter code for Pensacola, FL?

3. Which airline is represented by the code HA?

3. What entry will display information on the 3-letter code for Denpasar and in which country is it located?

4. What does clicking on the  icon allow you to do?

5. Which menu option in Travelport Smartpoint Terminal window allows you to review the five previous system responses?

6. How do you display previous entries that you made?

Module 2: Module 2: Checking Flight Availability and Selling Flights

Availability responses in Travelport Smartpoint, come via a direct carrier link, and automatically populate the availability screen with last seat availability for over 300 participating airlines.

It is not necessary to request a Direct Access availability display to validate last seat availability before selling.

Module Objectives

Upon completion of this module, you will be able to:

- Describe airline participation levels in Galileo
- Display availability
- Identify Travelport Sponsored Flights
- Identify Branded Fares
- Use availability modifiers
- Sell flights
- Sell connecting flights
- Display inflight service
- Book Guaranteed Payment airlines
- Book Ticketless airlines
- Display the Booking File
- Ignore a transaction
- Cancel flights
- Add and re-sequence segments

Airline Participation in Galileo

Airlines can offer their flights and services through Galileo at different participation levels.

These levels are:

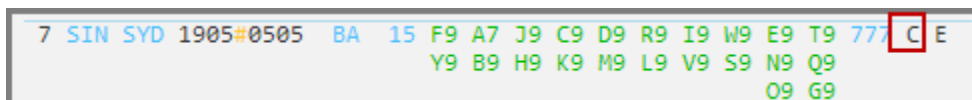
- Full
- Booking
- Basic

The participation level determines the degree of access you have in Galileo to an airline's flight inventory.

Full Participation

Airlines that have full participation in Galileo offer the best level of access. Being a Full Participation carrier, allows an airline to make real time changes. Full participation airlines can offer other services to you such as special service requests and advance seat assignments. It is possible to identify these carriers by the presence of a “C” link indicator in the availability display.

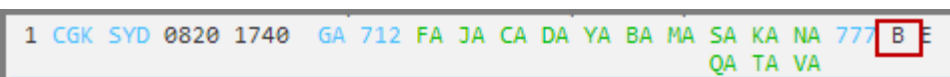
Indicator: C



Booking Participation

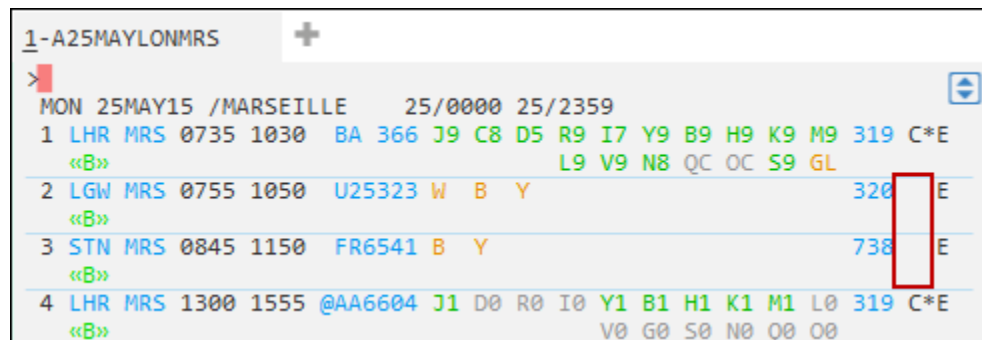
Airlines that have booking participation in the Galileo system offer booking capabilities *without* providing access to current availability. When you request availability, the Galileo system sends a message to the airline’s system requesting seats on a flight. The airline’s system then returns a message to the Galileo system, either accepting or rejecting the request. Booking participation level carriers can also handle other airline services, such as wheelchair requests. It is possible to identify these carriers by the presence of a “B” link indicator in the availability display.

Indicator: B



Basic Booking

Basic booking level supports those carriers who operate in a ticketless environment. These carriers typically do *not* participate in BSP or other Bank Settlement Plans nor do they issue any travel documents. They are sometimes referred to as “ticketless carriers”, and no electronic tickets are issued. Basic Booking carriers do *not* display a link indicator on the availability display.



Guarantee

Travelport Smartpoint returns the segment a guarantee if the Sell entry has returned seats. Airlines that display with a “B” or “C” will return the Sell with an “O” indicating guaranteed sell.

```
1. 9W 121 J 12SEP LHRDEL HS1 2045 #0945 O E FR/SA
```

Record Locator Return

Record Locator Return allows the airline to return its record locator to Galileo once the PNR appears in their system. The record locator is a unique series of letters and/or numbers that identifies a PNR/Booking File in a computer reservation system – and then attaches itself to the Galileo Booking File.

Displaying Availability

HELP AVAIL

You can check airline availability for your customer in Galileo using a basic air availability display. You first need to know the assumptions the Galileo system makes about the flights that display on the screen.

Galileo Assumptions

When you request basic availability, Galileo uses the following assumptions.

Galileo displays:

- Nonstop flights first, followed by direct and connecting flights (based on the shortest time it takes to get from origin to destination)

- Flights with a preferred departure of midnight for all possible travel options from 0001 through 1159

- Applicable flights of *all* participating airlines

Displaying Basic Availability

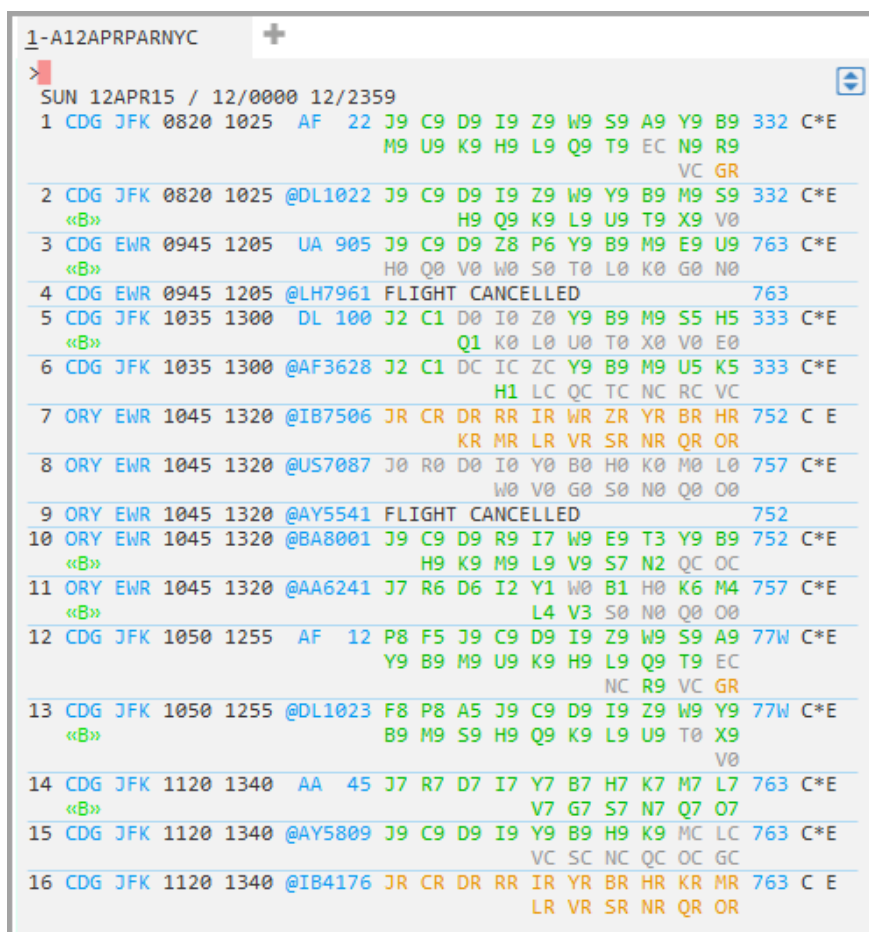
A basic availability display provides a list of flights between cities of travel based on the assumptions described above.

To display air availability, enter **A** followed by the departure date, origin city or airport, and destination city or airport.

Refer to the following example, to display flight availability from Paris to New York for 12 April.

Enter: **A12APRPARNYC**

Example screen response:



The following table lists the components of this availability screen and the components of line 2 of the display.

Component:	Description:
Header line	Shows the day of week, date and origin and destination and the 24-hour period for which availability is displayed.
1	Line reference number.
CDG JFK	Airport codes
0820 1025	Flight departure and arrival times (in local time for each city)
AF 22	Airline two-character code and flight number. Note: @ indicates a code share.
J9 C9 D9 I9 etc.	Classes of service (booking codes) and number of seats available to sell in each class.
332	Code for type of aircraft (equipment).

Component:	Description:
C	Carrier Specific Display – Full Participation Carrier
*	The carrier is able to identify where the request has come from, and returns the most up to date and appropriate availability to the display.
E	e-ticket available
<>	Branded Fares Available

Travelport Smartpoint availability responses come from the direct carrier link, and automatically populate the availability screen with last seat availability for over 300 participating airlines.

Depending on the selected colors in the Application settings, the display is interactive.

Black: Items in black on the availability display indicate static information with no interactive capability.

Green: Class available

Grey: Closed or zero seats available

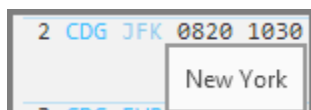
Orange: Waitlist

Blue: Click on or hover for more information

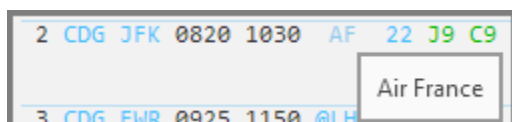
Decoding Items

Hover the mouse over items in blue to decode them and to provide further information. You can also click to expand an item.

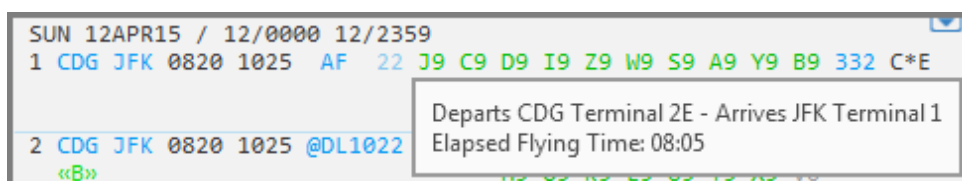
Hover over a 3-letter code to decode an airport.



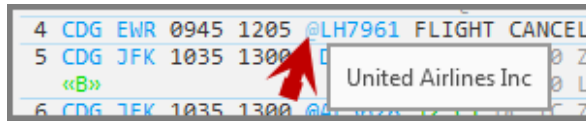
Hover the mouse over the carrier code to decode the carrier.



Hover the mouse over the flight number to display terminal information and the elapsed flying time.



The @ symbol in front of a flight number indicates the flight is a codeshare. Hover the mouse over the symbol to identify the operating carrier.



Hover the mouse over the equipment code to identify the aircraft type.



Seat Availability

Seat availability is color-coded to enable you to distinguish between:

- Available seats shown in green
- Waitlist closed shown in grey
- Seats on request or available to waitlist shown in orange

Connecting Flights and Flying Times

Refer to the example to display flight availability from London to Sydney for 1 November.

Enter: **A1NOVLONSYD**

2	LHR1SYD01/	2155*0700	BA	15	F9 A4 J9 C9 D9 R5	IC W9 E7 777	C E
	<>				T2 Y9 B9 H9 K9 M9 L7 V6 S7		
					NC QC OC G0		
3	LHR1SYD01/	2115*0650	QF	2	FL AL PC JL CL DL IL UC W9 388	C*E	
					RL TL ZC Y9 B9 H9 K9 M9 L9		
					VC SC NC QC OC GL XC EL		
4	LHR DEL01/	2150#1135	VS	300	J9 C9 D9 I9 Z2 W9 S8 H0 K0 789	C*E	
					Y9 B9 R9 L9 U9 M9 E9 Q9 X9		
					N0 00		
5	SYD02/	1315#0610	AI	302	C4 D4 J4 Z4 Y9 B9 M9 H9 K9 788	C*E	
					Q9 V9 W9 G9 L9 U9 T9 S9 E9		
					NC		
6	LHR DEL01/	2130#1035	AI	112	F4 A4 C4 D4 J4 Z4 Y9 B9 M9 77W	C*E	
	<>				H9 K9 Q9 V9 W9 G9 L9 U9 T9		
					S9 E9 NC		
7	SYD02/	1315#0610	AI	302	C4 D4 J4 Z4 Y9 B9 M9 H9 K9 788	C*E	
					Q9 V9 W9 G9 L9 U9 T9 S9 E9		
					NC		

Direct flights are displayed on lines 2 and 3.

Connecting flights via Delhi (DEL) are displayed on lines 4 and 5. This is known as an interline connection as there are different airlines (VS, AI)

Line numbers 6 and 7 are known as an online connection as the flights are operated by the same airline (AI).

The asterisk (*) between the departure and arrival time indicates that the flight arrives two days after departure.

An end item between the times indicates that the flight arrives the following day, and a minus symbol indicates the flight arrives the day before the departure date.

A number (1) between the departure and arrival airports indicates that the flight stops once en-route. Click on the number for more information.

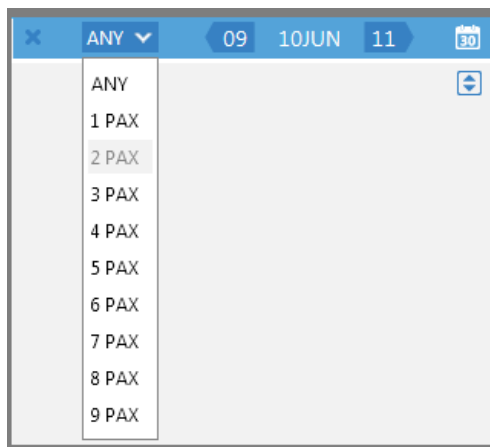


In this example, the flight touches down in Singapore.

Click on the number again to close the information display.

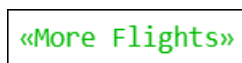
Availability Modifier Toolbar and More Flights

The Availability Modifier toolbar allows you to change dates and the number of passengers after an initial availability has been performed.



This allows quick access to the same availability request for the day before or the day after, or for a different number of passengers up to a maximum of nine. To minimize the toolbar, simply click on the calendar on the right of the toolbar.

The “More Flights” link at the bottom of the display returns more air availability.



You can use the keyboard shortcut **ALT + M** if you wish, instead of clicking with the mouse.

Note: Clicking on the More Flights link or using **ALT + M** does not remove the original 16 flight options. You can scroll up and down to view **all** availability options that have been displayed.

Outbound and Return Availability

Travelport Smartpoint enables you to search for outbound and return flights in a single transaction. Outbound and return availability displays are shown using the upper and lower terminal partitions.

Outbound and Return Availability is displayed from a single entry using “++”.

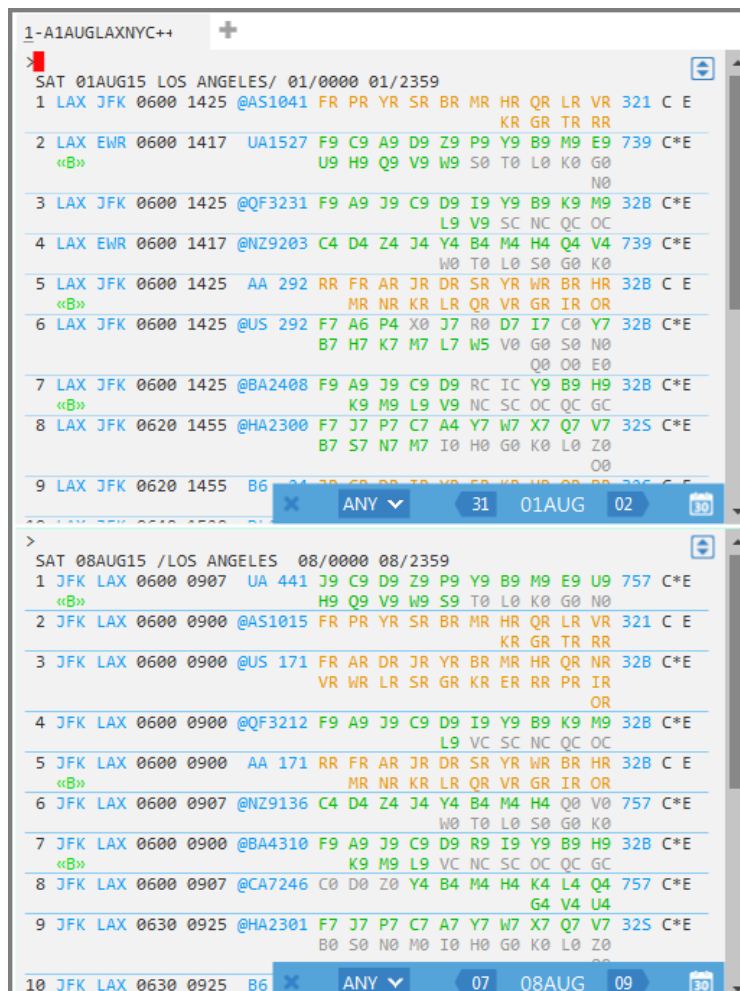
If you require the same routing in reverse for the return there is no need to add the routing after ++. Just add the return date.

Refer to the example to display flight availability for travel from Los Angeles to New York on 1 August and returning 8 August.

Enter: **A1AUGLAXNYC++8AUG**

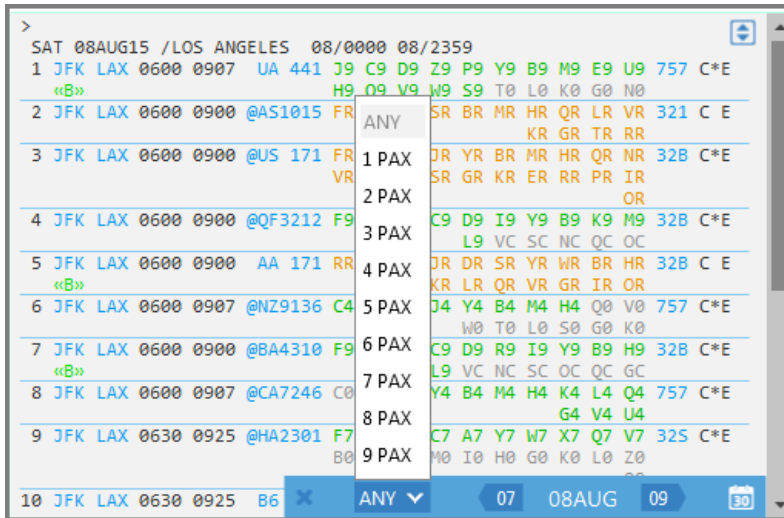
This will display availability for 1 August from LAX to NYC in the upper partition and availability for 8 August NYC to LAX in the lower partition.

Example screen display:



Each partition has the previous and next day date choices, and number of passengers. As you select the number of passengers for the outbound flight, the return alters accordingly.

Refer to the following screen display:

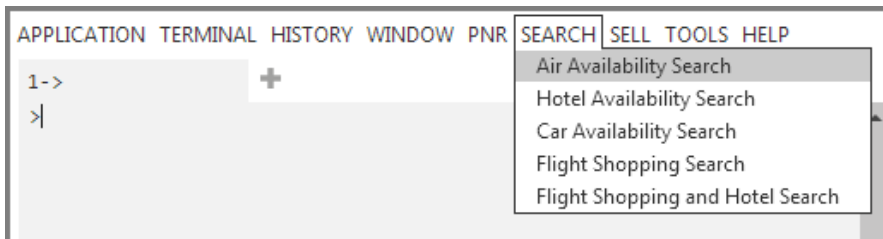


Note: If you wish to display a specific carrier on both the outbound and return journey, you must add it to each leg.

For example, enter: **A1AUGLAXNYC+UA++8AUG+UA**

Using the Air Availability Search Option on the Toolbar

Another way of searching for availability is to use the Air Availability Search option from the toolbar.



A fill-in format displays for you to complete with the search criteria:

The screenshot shows the 'Air Availability Search' dialog box. It has a title bar with a close button. Below the title bar, there are two radio buttons: 'Round Trip' (selected) and 'One Way'. The form contains several input fields: 'Origin' (Select Origin), 'Destination' (Select Destination), 'Departure date' (01/12/2014), 'Departure time' (00:00), 'Return date' (01/12/2014), 'Return time' (00:00), 'Airline' (Select Airline), 'Passengers' (1), and 'Booking Code' (Enter booking code). At the bottom right, there are 'Search' and 'Cancel' buttons.

Note: Round Trip is the default. You can select a one-way journey if required.

You can enter either city codes or the city name. The required option will appear at the bottom of the list. Hit enter to populate the fill in box or arrow down in the list to select a city and enter.

To enter dates either overtyping or clicking the calendar icon. A specific carrier can be added by typing in either the carrier code or carrier name. The required option will appear at the bottom of the list. Hit enter to select it.

It is also possible to select the number of passengers, preferred departure times and the preferred booking class code. The results returned will show only the booking class code requested.

Refer to the following completed example for travel from Seattle to San Diego departing 1 June and returning 6 June for two passengers.

Note: Click Search when you have completed the fill in format.

Searching for Availability using the Calendar

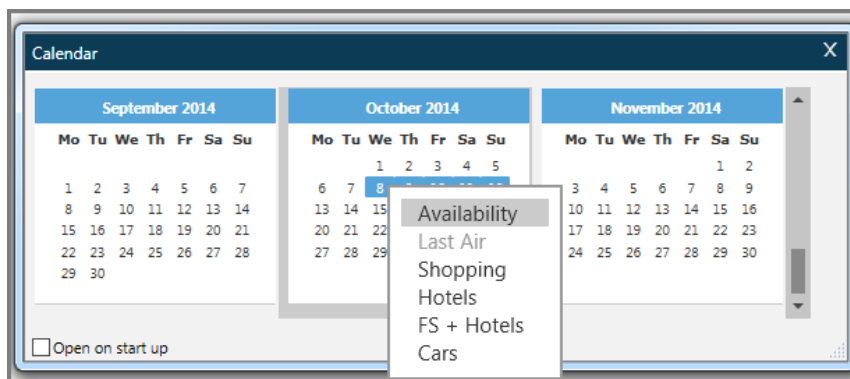
Another way to search for availability is to use the calendar. To access this click on the TOOLS option on the tool bar and select Calendar.

Note: When you have opened the calendar, scroll down to display the maximum number of months that you can book in advance. The calendar can be expanded by dragging the outer edge.

Click on the required outbound date. If you also require return availability, click on the relevant date. The duration of the trip will be shown on the calendar.

Right-click the mouse to access the context-sensitive menu.

Example screen display:



Note that there are two relevant options to choose from - Availability and Last Air.

Availability Option

If you choose Availability, the fill in format displays, with the dates pre-populated. The routing will be pre-populated with the last routing you searched for. Overtyping this with the city name or code that is now required, along with other search criteria.

Last Air Option

To search for different dates for the same last routing used, then select the Last Air option. This will apply the new date range to that same routing and present the relevant availability display.

Note: If the last routing was a one-way journey and you now select a date range, the results will not present the return availability. Return availability will only be displayed if the last availability displayed was for a round trip.

Once availability is displayed, close the Calendar by clicking the red X.

Frequently Used Availability Formats

The following table lists frequently used formats.

Item:	Use this format:
Redisplay previous availability	A
Display Return availability departure time (1700) same day	AR1700
Display opposite availability Date (November 15) and departure time (1700)	AR15NOV1700

Identifying Travelport Sponsored Flights

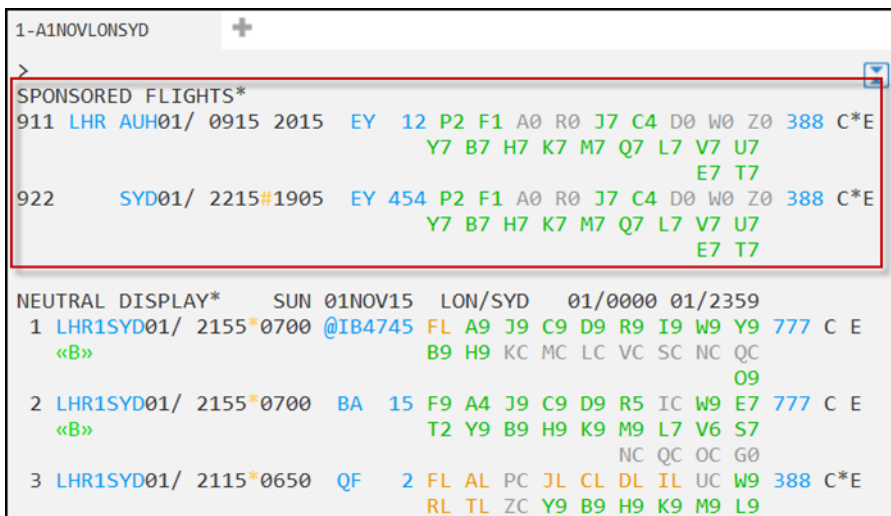
ASK Answer ID 27494

Sponsored Flights are flights that appear above the neutral air availability display. Typically, participating airlines use Travelport Sponsored Flights to promote a new service or promotional fares in the availability display in order to highlight flights you may not otherwise notice.

The Sponsored Flights section of the availability display automatically appears **above** the neutral availability display.

The neutral display remains separate and lists the same number of flights as it did previously.

Refer to the following screen example:

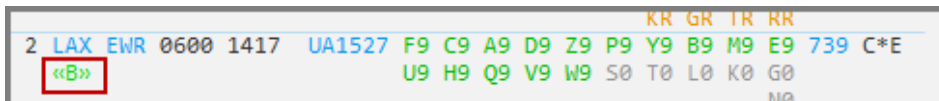


Note: There may be a maximum of three Sponsored Flights in a display.

Branded Fares

Fare types and fare families are displayed in the GDS and identified as Branded Fares.

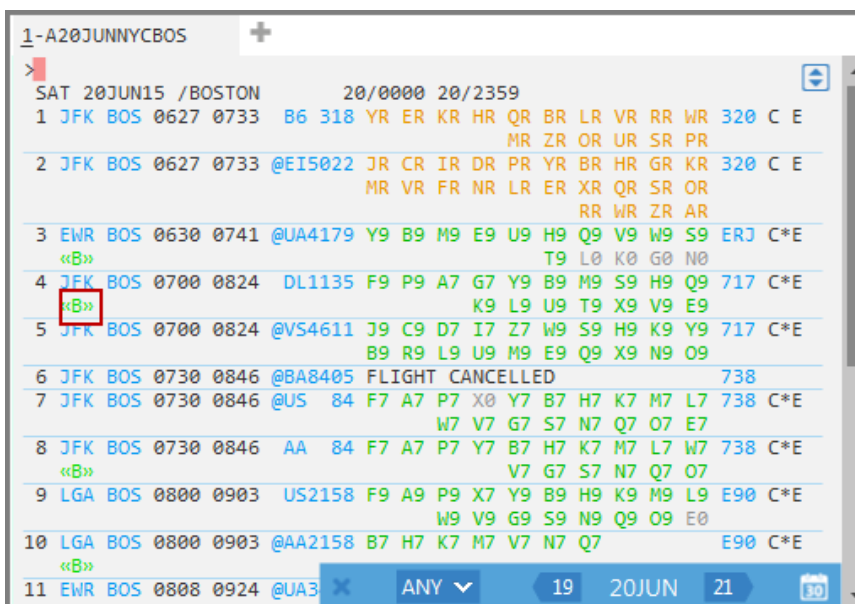
If an airline has filed their fares with branding information, the indicator <> is displayed below the line of flight information. Click on that to display Branded Fare information.



Note: For multi-segment flights, the indicator will only appear once for the first line of the group.

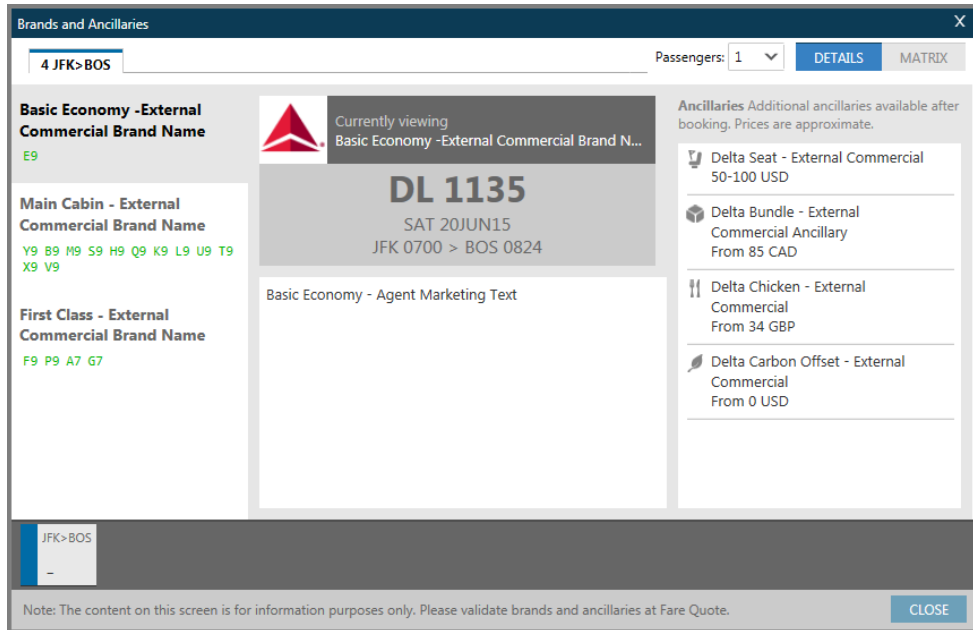
Refer to the example to display flight availability from New York to Boston.

A20JUNNYCBOS



Click on the indicator <> (or tab to the indicator) to view Branded Fares for Delta Air Lines flight 1135.

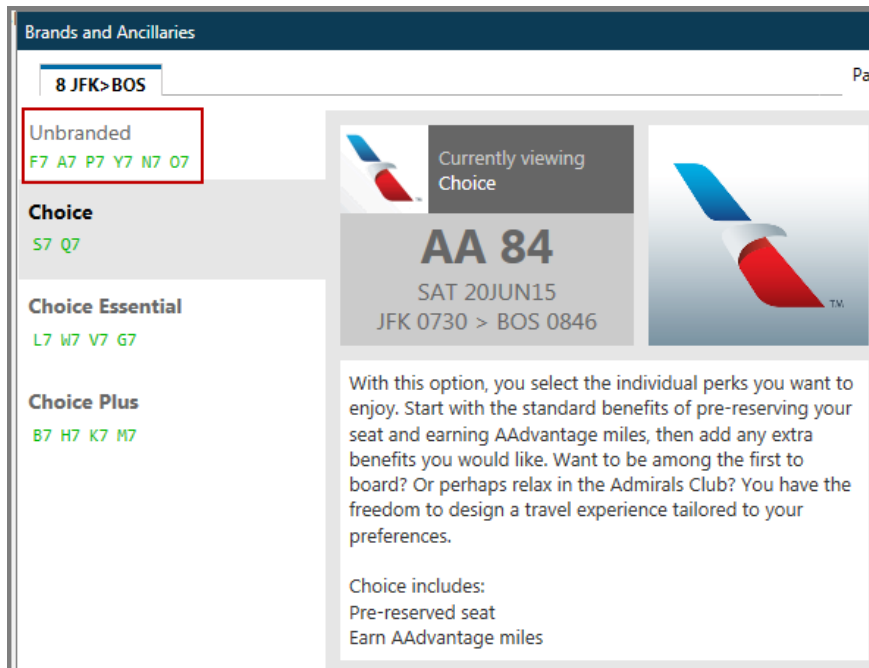
Example screen response:



Note: Smartpoint will be unlocked and accessible, even when the Branded Fares Window is open. The Branded Fares window can be dragged to another location.

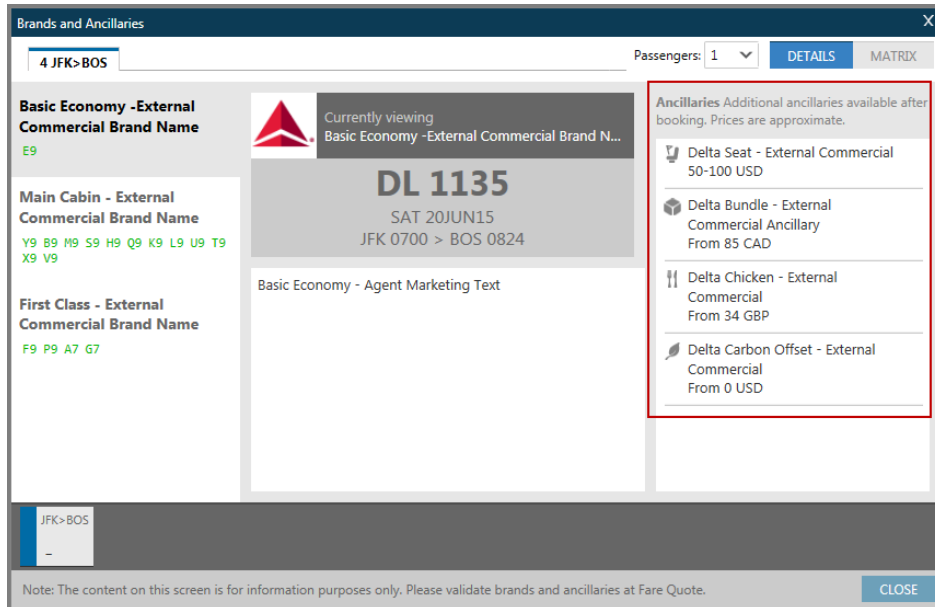
The display may vary depending on the way the airline files or associates their booking codes to brands, and booking classes may be grouped differently.

If the airline didn't associate any codes to their brands, they will appear above the brand information, as shown in the red highlighted square below. When fares have been branded, it will be easy to identify which booking class relates to which cabin class.

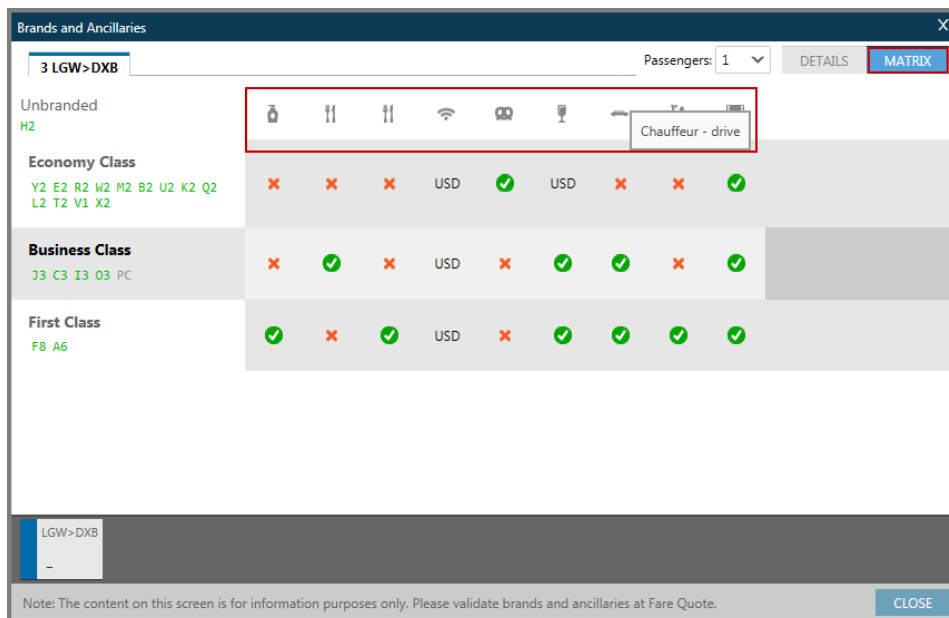


As each Brand is selected, information relevant to the service included will be displayed in the middle of the screen. The example below refers to the Brand type 'Basic Economy'.

Information is displayed on the right of the screen detailing Ancillaries available for each brand, if applicable. However, these cannot be selected at this time.

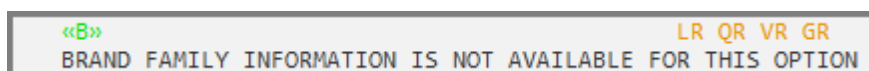


Click the tab at the top right of the screen to display a matrix view of what is included for the highlighted fare family/type. Each column header has an icon over which you can hover to show a tool tip to explain the icon. A green tick indicates items are included in the ticket price, a red cross means that the item is not available for that brand, and a currency code indicates this is an item which can be purchased.



To exit this screen, click on either CLOSE or X.

Note: Occasionally the indicator <> branded fares will display but Branded Fares may not be available at that time. In this case you will see the following message:



Using Availability Modifiers

HELP AVAIL

You may need to check availability for flights and override the Galileo default display. To do so, you can add modifiers to your availability format.

This section shows how to use some common modifiers. You can choose to:

- Use a single modifier.

- Combine modifiers in a single entry.

The following table lists some frequently used modifiers.

To check availability for:	Use this format:
Specific departure time	A6JUNMOWCDG1900
Specific airlines	A6JUNSYDSIN/QF/BA
Specific departure time and specific airline	A6JUNDXB DEN1400/DL
Specific airport of multi-airport city	A6JUNPARLHR#
Specific connection city	A6JUNPARSYD.SIN
Two connection cities	A6JUNPARLAX.NYC.STL
Online connection	A12SEPBGOMNL/YY#
Availability by Journey time	AJ12SEPAMSMNL
First available from 22 DEC on direct flights	AF22DECLONBGI/VS.D Note: Searches forward for all direct VS flights
First available from 22 DEC on direct flight in Specific Class (C).	1. AF22DECLONBGI/VS.D @C

Note: You can also use modifiers with opposite availability (AR) formats.

Selling Flights

After determining which flight is best for your customer, you are ready to sell the flight.

This section explains when and how to:

- Sell a flight

- Interpret a sell response from Galileo

- Display a Booking File to see how Galileo organizes it

Selling a Flight

Display flight availability for travel from MAD to ROM, departing 1 November and returning 6 November.

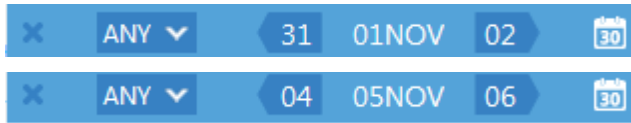
Enter: **A1NOVMADDXB++6NOV**

The Terminal window will now partition showing the outbound sector in the top partition and the return in the lower partition.

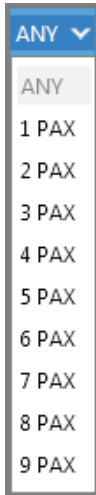
Example screen response:

1-A1NOVMADDXB++									
SUN 01NOV15		MADRID/DUBAI		01/0000		01/2359			
1	MAD	DXB01/	1430+0035	EK 142	F1 A1 J7 C7 D7 I7 Y3 B3 K3 388	C*E			
					M3 L3 V3 S3 M3 Q3 O3				
2	MAD	DXB01/	1430+0035	EK 142	F1 A1 J7 C7 I7 O7 PC Y3 E3 388	C*E			
					R3 W3 M3 B3 U3 K3 H2 Q3 L3				
					T3 V4 X8				
3	MAD	DXB01/	2110+0715	EK 144	F8 A6 J4 C4 I4 O4 PC Y2 E2 77W	C*E			
					R2 W2 M2 B2 U2 K2 H2 Q2 L2				
					T2 V1 X4				
4	MAD	DXB01/	2110+0715	@QF8144	F8 A6 J4 C4 D4 I4 Y2 B2 K2 77N	C*E			
					M2 L2 V2 S2 N2 Q2 O2				
5	MAD	DOH01/	0920 1810	QR 148	J6 C5 D5 I4 Y9 B9 H9 K9 M9 788	C*E			
					L9 V9 S9 N9 Q9 T9 O9				
6		DXB01/	1900 2110	QR1018	F6 P5 A5 Y9 B9 H9 K9 M9 L9 320	C*E			
					V9 S9 N9 Q9 T9 O9				
7	MAD	FCO01/	1125 1355	AZ 61	C7 E7 D7 I7 Y7 B7 M7 H7 K7 325	C*E			
					V7 T7 N7 S7 Q7 X7 W7 L7 OC				
					FC R2 G0				
8		DXB01/	1440 2320	EK 98	F1 A1 J7 C7 IC OC PC Y4 E4 388	C*E			
					R4 W4 M4 B4 U4 KC H2 QC LC				
9	MAD	DOH01/	1505 2355	ANY	31 01NOV 02				
> FRI 06NOV15 DUBAI/MADRID 06/0000 06/2359									
1	DXB	MAD	0725 1245	@QF8141	F1 A1 J7 C7 D7 I7 Y4 B4 K4 M4 388	C*E			
					L4 V4 S4 N4 Q4 O4				
2	DXB	MAD	0725 1245	EK 141	F1 A1 J7 C7 I7 O7 PC Y4 E4 R4 388	C*E			
					W4 M4 B4 U4 K4 H2 Q4 L4 T4 V1				
					X2				
3	DXB	MAD	1415 1930	EK 143	F8 A6 J4 C4 I4 O4 PC Y3 E3 R3 77N	C*E			
					W3 M3 B3 U3 K3 H2 Q3 L3 T3 V2				
					X4				
4	DXB	MAD	1415 1930	@QF8143	F8 A6 J4 C4 D4 I4 Y3 B3 K3 M3 77N	C*E			
					L3 V3 S3 N3 Q3 O3				
5	DXB	BCN	1555 2025	EK 187	F8 A6 J4 C4 I4 O4 PC Y2 E2 R2 77L	C*E			
					W2 M2 B2 U2 K2 H2 Q2 L2 T2 V1				
					X3				
6		MAD	2130 2250	IB2733	JR CR DR RR IR YR BR HR KR MR 320	C E			
					ZR LR AR VR SR WR NR OR PR				
7	DXB	BCN	0740 1215	EK 185	F1 A1 J7 C7 I7 O7 PC Y4 E4 R4 388	C*E			
					W4 M4 B4 U4 K4 H2 Q4 L4 T4 V1				
					X2				
8		MAD	1315 1440	IB2731	JR CR DR RR IR YR BR HR KR MR 320	C E			
					ZR LR AR VR SR WR NR OR PR				
9	DXB	DOH	0630 0640	QR	ANY	05 06NOV 07			

Note: If you require availability for the next or previous day, you can use the options in the availability modifier tool bar at the bottom of each partition to make any changes.



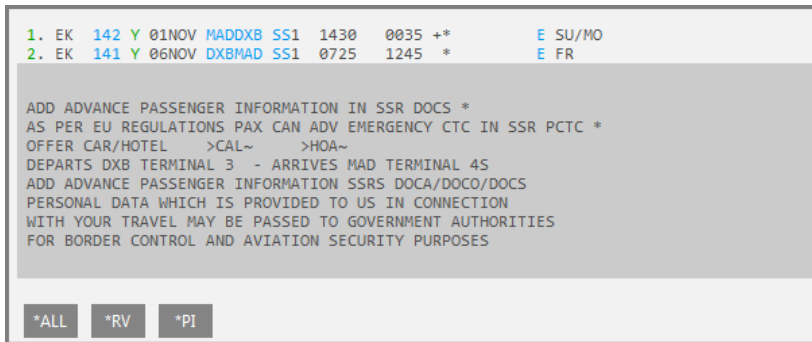
Click on the drop-down to specify the number of passengers required before selling the seats.



To sell seats, click once on the required booking class in each availability display.

The sold seats will display in the PNR Viewer window on the left of your screen.

Example screen display:



Understanding the Sell Response

The following table lists the components of the sell response.

Component:	Description:
1	Number of this flight segment in itinerary
EK	Airline
142 Y	Flight number and class of service
01NOV	Date of departure
MADDXB	Origin and destination airports
SS2	Sold segment (SS) and number of seats (2)
1430 0035	Departure and arrival times (local time for each city)
*	Indicates sold through Inside Link.
E	Electronic ticketing available for this flight
SU/MO	Day of the week
ADD ADVANCE PASSENGER INFORMATION...	Alert to add Secure Flight information
DEPART DXB TERM 3 ARRIVES MAD TERM4S	Airport terminal information

Further Information

As with the availability screen, information is color-coded. Click on the line number to add a hotel or car to your booking.

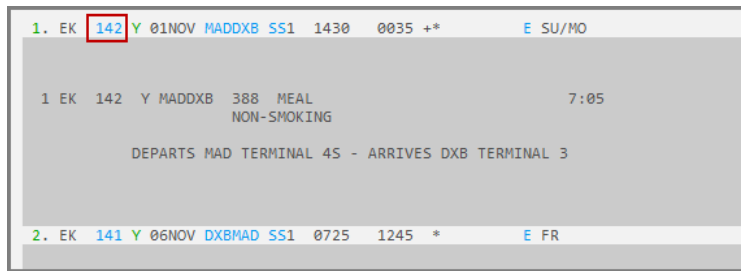
1.	EK	142	Y	01NOV	MADDXB	SS1	1430	0035	+	*	E	SU/MO
2.	EK	141	Y	06NOV	DXBMAD	SS1	0725	1245	*		E	FR

The booking class code gives access to the seat map (if available) for the booked class of service.

1.	EK	142	Y	01NOV	MADDXB	SS1	1430	0035	+	*	E	SU/MO
2.	EK	141	Y				725	1245	*		E	FR

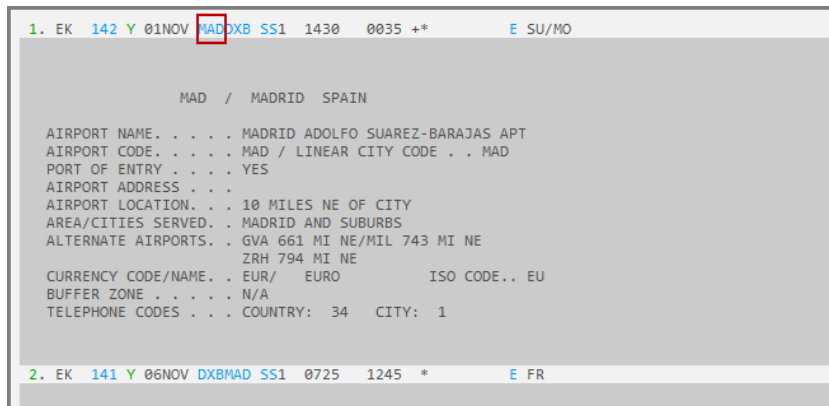
Click to view seat map

Click on the flight number to display flight service information.



Note: Click X to close the display.

Click on an airport code to display detailed airport information.



Hover the mouse over the booking status codes for an explanation.



Note: When the booking is ended, the status code changes to **HK** (holding confirmed) to indicate that the booking is confirmed.

The ***ALL** button below the itinerary displays all information in a Booking File. As more information is added, additional buttons will be displayed.

Using Cryptic Formats

You can also use cryptic formats to sell seats.

Enter **N1B6** to sell one seat in B class from line 6 of the availability.

If you have searched for outbound and return flights and wish to use cryptic entries to sell, you must place the cursor in the top partition for the outbound flight and in the bottom partition for the return flight.

Enter **N1B4** in the lower partition to sell one seat in B class from line 4.

Enter **N1B1Y2** to book 1 seat in B class in line 1 and Y class in line 2.

Enter **N1B1*** to book all connecting flights from line 1 in B class

Selling Connecting Flights

Check availability for travel from Atlanta to Sydney, departing on 1 November and returning 20 November.

Enter: **A1NOVATLSYD++20NOV**

Connecting flights are displayed.

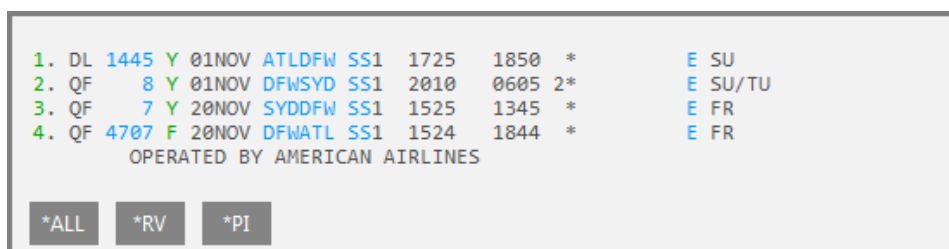
Partition	Date	Origin	Destination	Flight	Class	Price	Notes	
SUN 01NOV15 ATLANTA/SYDNEY	1	ATL	DFW	DL1445	F9 P9 A9 G7 Y9 B9 M9 S9 H9 Q9	757	C*E	
	2	SYD	201020605	QF	8 F9 A8 J9 C9 D9 I9 W9 R9 T8 Y9	388	C*E	
	3	ATL	DFW	DL1445	F9 P9 A9 G7 Y9 B9 M9 S9 H9 Q9	757	C*E	
	4	SYD	201020605	@AA7375	FR JR SR YR BR HR MR NR KR LR	380	C E	
	5	ATL	LAX	AA1471	PR FR AR SR YR WR BR HR MR NR	319	C E	
	6	SYD	222620800	DL	17 J9 C9 D9 I0 Z0 Y9 B9 M9 S9 H9	77L	C*E	
	7	ATL	LAX	DL	17 J3 C0 D0 I0 Z0 Y9 B9 M9 S9 H9	763	C*E	
	8	SYD	222620800	@VA6551	J4 C0 D0 I0 Y7 B7 H7 K7 L7 E7	777	C*E	
	9	ATL	LAX	@VA6628	J2 C0 D0 I0 Y7 B7 H7 K7 L7 E7	763	C*E	
	10	SYD	222620800	@VA6551	J4 C0 D0 I0 Y7 B7 H7 K7 L7 E7	777	C*E	
FRI 20NOV15 SYDNEY/ATLANTA	1	SYD	DFW	@AA7308	FR JR SR YR BR HR MR NR KR LR	380	C E	
	2	ATL	1455 1756	DL1171	F9 P9 A0 G0 Y9 B9 M9 S9 H9 Q6	M88	C*E	
	3	SYD1ATL	1315 1630	DL	16 J9 C2 D0 I0 Z0 Y9 B9 M9 S9 H9	CHG	C*E	
	4	SYD	DFW	QF	7 F9 A9 J9 C9 D9 I9 W9 R9 T3 Y9	388	C*E	
	5	ATL	1524 1844	AA2263	PR FR AR SR YR WR BR HR MR NR	738	C E	
	6	SYD	DFW	1525 1345	QF	7 F9 A9 J9 C9 D9 I9 W9 R9 T3 Y9	388	C*E
	7	ATL	1524 1844	@US2263	F7 A7 P0 X0 Y7 B7 H7 K7 M7 L7	738	C*E	
	8	SYD	DFW	1525 1345	QF	7 F9 A9 J9 C9 D9 I9 W9 R9 T3 Y9	388	C*E
	9	ATL	1524 1844	@QF4707	F9 A9 J9 C9 D9 I9 Y9 B9 K9 M9	738	C*E	
	10	SYD	DFW	1525 1345	@AA7308	FR JR SR YR BR HR MR NR KR LR	380	C E

If there is a connection and the same booking class is required for each flight, double click on the booking class code to sell the entire routing in the same class. For example, for the outbound journey, double-click on **Y** class for segment 1 and 2.

To book a different class of service from connecting flights for the journey, click once on the desired class from each leg. For example, click on **Y** for segment 1 and **F** for segment 2.

Once classes have been chosen for all legs, the sell results will display in the PNR Viewer window.

Example screen display:



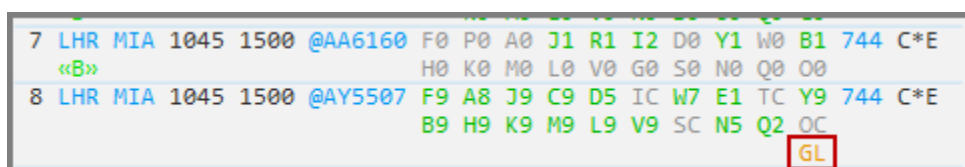
Waitlisting Flights

Waitlisting is a system used within the airline industry when flights and booking classes do not have seats available. It is quite common for passengers to cancel confirmed seats before departure, so airlines maintain a list of passengers who wish to be confirmed if seats become available.

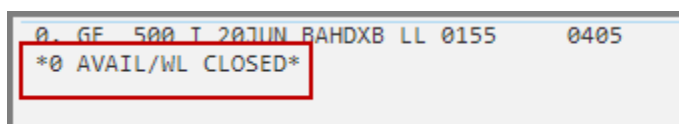
When the status of a flight is waitlist only, the passenger will be waitlisted when you make the entry to sell the seat.

If the airline is able to confirm the seat, they advise you by changing the status code in the itinerary and updating the Booking File.

The Class may display "0" or "L" to enable wait listing.



Carriers may also have interactive waitlist so that when an interactive sell is requested and seats are not available a carrier may return the sell entry with the following messages:



If the waitlist is closed then no further action can be taken, but if the waitlist is open, the seat may be waitlisted with the following entry:

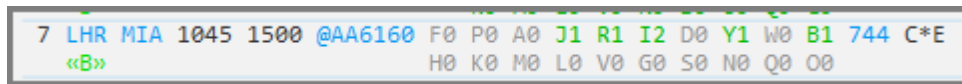
N1Q1LL

If the carriers are not using Interactive Waitlist, you must click on the class and the system will automatically return **LL** (waitlist) status.

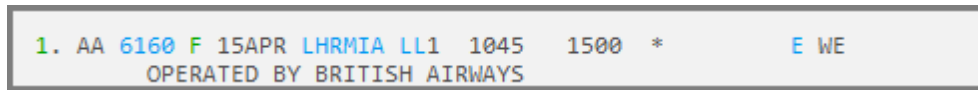
Check flight availability for travel from London to Miami.

Enter: **A15APRLONMIA**

Example screen response:

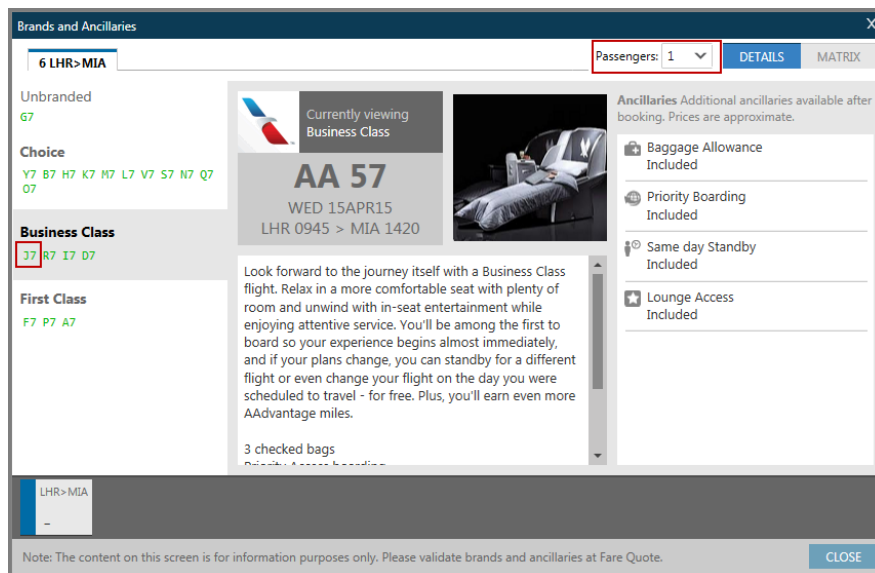


As “F” class displays 0 seats available, click on the class and the system will automatically waitlist the flight.

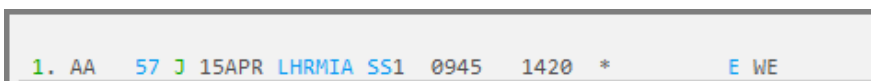


Selling a Flight from a Branded Fares

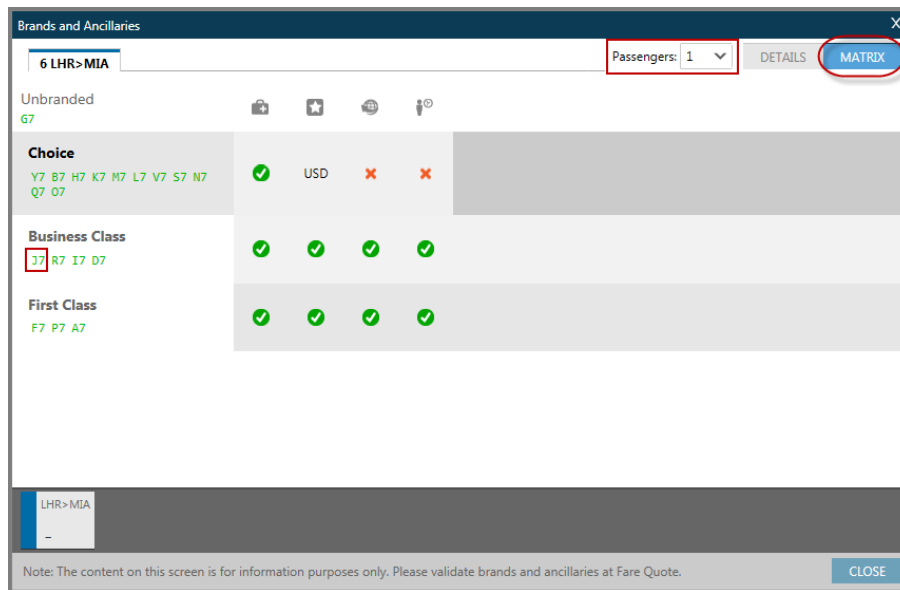
Seats can be sold from the Branded Fares window, by clicking on the required class on the display. Remember to select the number of passenger required from the drop down within the window before selecting the seats.



Sell results look no different than if sold from an availability display.



Seats can also be selected from within the Matrix view of the Branded Fares window, remember to select number of passengers from the drop down before selecting the required booking class.

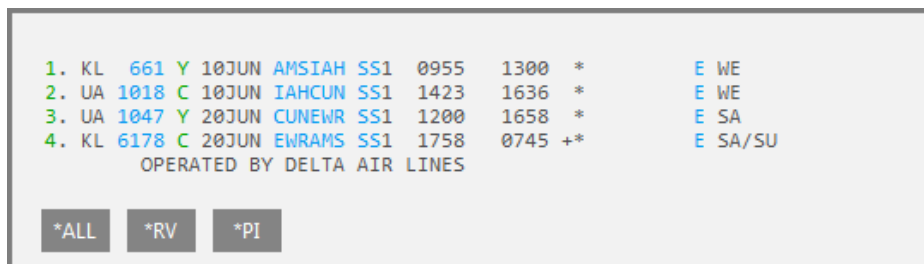


Displaying Inflight Service

HELP *SVC

You can access additional information such as meal services, flight times or terminal information, for any flight in a Booking File or from an availability display.

The services can be displayed for entire itineraries or for specific flights.



The function identifier for displaying inflight service information is ***SVC**

This displays all segments in the itinerary.

***SVC** gives a general overview of the itinerary showing the flight time of each segment, which meal is served and the departure/arrival terminal.

Example screen display:

1	KL	661	Y	AMSI AH	74E	MEAL	10:05
ADDITIONAL SERVICE(S) EXIST/NON-SMOKING							
ARRIVES IAH TERMINAL D							
TSA SECURED FLIGHT							
2	UA	1018	C	IAHCUN	739	REFRESHMENTS	2:13
NON-SMOKING							
DEPARTS IAH TERMINAL E - ARRIVES CUN TERMINAL 3							
TSA SECURED FLIGHT							
3	UA	1047	Y	CUN EWR	739	FOOD TO PURCHASE	3:58
NON-SMOKING							
DEPARTS CUN TERMINAL 3 - ARRIVES EWR TERMINAL B							
TSA SECURED FLIGHT							
4	KL	6178	C	EWRAMS	76W	DINNER	7:47
NON-SMOKING							
OPERATED BY DELTA AIR LINES							
DEPARTS EWR TERMINAL B							
TSA SECURED FLIGHT							

Use the following entry to view individual segments within a Booking File.

TTB1 (segment 1)

1-TTB1 +							
KL	685	TUESDAY	10 JUN 14				

BRD TIME	T D/I	OFF TIME	T D/I	FLY/GROUND	EQP	E	
AMS 1430	I	MEX 1850	1 I	11:20	74E	E	

TOTAL FLYING TIME		AMS - MEX	11:20				

CLASSES							
AMS-MEX J C D I Z O Y B M U K H L Q T E N R							
>							

The information shows the board time and terminal and arrival time and terminal. EQP is the type of aircraft.

The total flying time displays the flying time without including any stopover time.

Similar information can be obtained by hovering over the flight number in the itinerary; however, this information is more detailed.

Inflight Service from Availability

To display inflight service information for a flight from availability, enter **TTL1**, for Line 1 of the availability.

1-A10JUNLONSYD +							
>							
TUE 10JUN14	LONDON/SYDNEY		10/0000 10/2359				
1	LHR1SYD10/	2115*0505	BA	15	F9 A9 J9 C9 D9 R9 I9 W9 E9	777	C E
T9 Y9 B9 H9 K9 M9 L9 V9 S9							
N9 Q9 O9 G9							
2	LHR1SYD10/	2130*0510	QF	2	F8 A7 PC J9 C9 D9 I7 UC W9	388	C*E
R9 T7 ZC Y9 B9 H9 K9 M9 L9							
V9 S9 N9 O9 Q9 G1 X9 F1							

Example entry: **TTL1** (for line 1).

Example screen response:

1-TTL1		+	
BA	15	TUESDAY	10 JUN 14

BRD TIME	T D/I	OFF TIME	T D/I FLY/GROUND EQP E
LHR 2115	5 I	SIN 1730 #	1 I 13:15/ 1:35 777 E
SIN 1905 #	1 I	SYD 0505 *	1 I 8:00 777 E

TOTAL FLYING TIME	LHR - SYD	21:15	
TOTAL GROUND TIME	LHR - SYD	1:35	
TOTAL JOURNEY TIME	LHR - SYD	22:50	

CLASSES			
LHR-SIN F A J C D R I W E T Y B H K M L V S			
SIN-SYD F A J C D R I W E T Y B H K M L V S			
>			

The following table lists the components of the response.

Component:	Description:
BA 15	Airline 2-character code and flight number
BRD	Boarding point
TIME	Departure time (local time)
T –Terminal	Terminal number
D/I	Domestic or International
OFF Time	Arrival time at destination
21:35/1.35/22.50	Total flying time from origin to destination/Ground time/Total flying time
*	Arrival 2 days after departure date
#	Arrival 1 day after departure date.
-	Arrival previous day
TSA (if shown)	Indicates US government secured flight

Guaranteed Payment Airlines

HELP LCC

ASK Answer ID 252

Some airlines choose to settle with travel agencies outside of the Airline Reporting Corporation (ARC) or the Bank Settlement Plan (BSP). These airlines work in an environment without paper or electronic tickets. Airlines who settle with agencies outside of ARC or BSP require payment before you end the Booking File. You send them a credit card number in an SSR and they respond with a confirmation number and the fare.

Guaranteed Payment Process

The guaranteed payment process includes the following steps.

Galileo alerts you at the time of sell and end transaction that an airline requires immediate payment.

You send the airline an SSR with the customer's credit card number.

The airline debits the credit card and sends an SSR back to you to confirm the booking.

Booking Best Practice

To book a Guaranteed Payment airline, use the following steps.

1. Sell the air segments.

An alert appears indicating that payment is required at time of booking. This alerts you to enter an SSR guarantee or payment, **SSR GUAR** or **SSR EPAY**.

Add an SSR with a credit card number to pay for the air segments.

Example entry:

SI.SSRGUARYNN1VI123456789123456/D1215/JOHN WATSON

Complete the Booking File and end transaction.

The guaranteed payment airline:

- Validates and debits the credit card.

- Returns an SSR message with the airline's record locator and the fare.

Add an itinerary remark to the Booking File with the airline's record locator.

Example: **RI.AIRLINE RECORD LOCATOR: A12345**

Ticketless Airlines

ASK Answer ID 5191

Ticketless airlines also settle with travel agencies outside of the Airline Reporting Corporation (ARC) or the Bank Settlement Plan (BSP). These airlines work *without* paper or electronic tickets and require payment after end transaction of a Booking File.

“Ticketless” payment refers to the process in which you send the airline credit card payment via an OTHS SSR.

Ticketless Process

The ticketless payment process includes the following steps.

1. You make a booking on the ticketless airline and end transaction.
2. After a few seconds, the airline sends an SSR message in the Booking File indicating that payment is required in order to confirm the booking as follows:

```
GFAX-SSROTHS1G I9 ITIN CONFIRMED- MUST PROVIDE PAYMENT
```

```
2 SSROTHS1G I9 SUBJ CXL ON/BEFORE 16NOV WITHOUT PYMT
```

```
3 OSIYY CONF NBR I1YSFO
```

3. Re-retrieve the Booking File and send the airline a Vendor Remark with the customer’s credit card number before the deadline as follows:

Example Vendor remark:

```
V.AXX*VI4434260000000008/D0513/SMITH JOHN
```

The airline debits the credit card and sends an SSR back to you to confirm.

Retrieve the Booking File after sending payment to ensure that the airline has accepted payment.

Displaying the Booking File

HELP DISPLAY

When you sell a flight, you create an itinerary – one of the mandatory parts of a Booking File. You can display the Booking File at any time during the selling process.

The PNR Viewer provides an instant view of the Booking File.

Information in a Booking File is grouped in sections that can be accessed via a simple mouse click on the associated Quick Access Button.

Note: The function identifier to display the Booking File is: ***R**

Enter ***I** to display only the itinerary segments.

Example screen display:



Ignoring a Transaction

You can disregard an action or series of actions that you have performed in a Booking File by *ignoring the transaction*. Ignoring a transaction lets you “start from scratch.”

The function identifier to ignore a transaction is: **I**

To ignore a transaction, enter the function identifier **I**.

The Galileo system ignores the transaction.

Cancelling Flights

HELP CANCEL

There are several reasons why you may need to cancel all or part of an itinerary. For example, a customer may change their travel plans or a better flight may become available.

This section explains when and how to cancel a segment as well as an entire itinerary.

Cancelling a Flight

There are a few points to remember regarding canceling segments. Any flight or flights that you sell directly after you cancel a segment automatically *replace* the canceled segment. This continues until you display the Booking File (*R) and Galileo renumbers the segments in the itinerary. This can be important when you cancel a flight in the middle of an itinerary.

The function identifier to cancel flights is: **X**

To cancel a segment, enter the function identifier followed by the segment number.

Example entry: **X1**

Galileo responds with NEXT REPLACES 1 in the Booking File.

Note: NEXT REPLACES 1 means that the *next segment* you sell becomes segment number 1.

To cancel an entire itinerary, enter the function identifier followed by the letter **I**.

Example entry: **XI**

Galileo responds with ITINERARY CANCELLED in the Booking File.

Canceling and Rebooking

In Galileo, you can cancel and rebook a flight in a single entry. The following table lists the most frequently used entries.

To cancel:	Use this format:
Segment 1 and rebook in a different class of service	@1/V
Segment 2 and rebook same flight for a different date	@2/23JUN
Segments 1 and 2 and rebook same flights for a different date.	@1-2/24JUN
Air segments <i>only</i>	XA

It is also possible to change the number of seats booked when creating a Booking File. Using the Entry @1/2 change segment 1 to 2 seats, or @A/3 change all segments to 3 seats.

This entry must be performed prior to ending the booking.

1.	GF	501	Y	10JUN	DXBBAH	HS1	0800	0815	0	E	TU
2.	GF	500	Y	20JUN	BAHDXB	HS1	0155	0405	0	E	FR

Example Entry: @1/2

1.	GF	501	Y	10JUN	DXBBAH	HS2	0800	0815	0	E	TU
2.	GF	500	Y	20JUN	BAHDXB	HS2	0155	0405	0	E	FR

Note: This function is not available with all airlines and you may receive an error response: UNABLE – DUPLICATE SEGMENT.

Inserting and Re-sequencing Segments

HELP INSERT

An itinerary should be in city and date sequential order. There may be times, however, when you need to insert a segment or re-sequence segments in the itinerary.

Travelers sometimes add a side trip to an existing itinerary or fly into a city and then continue their journey by flying out of a different city. When that happens, the portion of the journey between those two cities that is *not* flown is called the surface portion or ARNK that stands for *arrival unknown*.

This section explains how to add flight segments, insert an ARNK, and re-sequence flight segments in an itinerary.

The function identifier to insert a flight segment or ARNK is: /

Adding Flight Segments

You can insert flights into an existing itinerary.

To insert a flight segment, use the following steps:

1. Enter the function identifier followed by the segment number after which it is to be inserted.

Example: **/2**

Note: **/0** inserts *before* the first segment in the itinerary.

2. Display a basic availability for the new flight.
3. Sell the new flight.

Display the Booking File to renumber the segments in the itinerary.

The new segments appear numbered sequentially.

Adding Surface Segment / ARNK

You can insert ARNK into an existing itinerary in a single format.

To insert ARNK, enter the function identifier (**/**) followed by the segment number it is to be inserted after, end item, and the letter **Y**.

Example entry: **/3+Y**

ARNK now appears in the itinerary.

Re-sequencing Segments

You can change the order of segments in an itinerary. This is useful for itineraries where the segments are *not* in sequential order.

To re-sequence the segments in an existing itinerary, enter the function identifier (**/**) followed by the segment number it is to be inserted after (**3**), slash (**/**), and the segment number to insert (**2**).

Example entry: **/3S2**

(Insert segment 2 after segment 3.)

Module Review

1. What are the three ways to check flight availability in Travelport Smartpoint?

2. How do you book one seat in B class from lines 3 and 4 of the following availability display?

```

>
FRI 01NOV13      MIAMI/ASUNCION      01/0000 01/2359
1 MIA LIM 1/ 430P 910P AA 917 J7 D7 I7 R7 Y7 B7 H7 K7 M7 763 C*E
  L7 V7 S7 N7 Q6 00 G0
2   ASU 1/1010P+355A TA 907 C7 J6 D5 Y9 B9 M9 H9 Q9 V9 E90 C*E
  A9 E9 K9 L9 O9 P9 Z9 W9 S9
  T9 U4
3 MIA LIM 1/ 430P 910P @LA6704 J7 D7 I7 Y7 B7 H7 K7 M7 L7 763 C*E
  V7 S7 N7 Q7 00
4   ASU 1/1010P+355A TA 907 C7 J6 D5 Y9 B9 M9 H9 Q9 V9 E90 C*E
  A9 E9 K9 L9 O9 P9 Z9 W9 S9
  T9 U4
  
```

3. What is the format to display flight details for segment 3 in a booked Booking File?

4. What is the format to re-order segment 2 after segment 5 in a Booking File?

5. What is the format to cancel an itinerary?

Module 3: Building a Booking File

This module covers the steps to complete a Booking File/Passenger Name Record (PNR) in Travelport Smartpoint.

Module Objectives

Upon completion of this module, you will be able to:

Identify required Booking File fields.

End a Booking File.

Retrieve a Booking File.

Required Booking File Fields

Every time you book an itinerary in Galileo, you build a Booking File for your customer. Galileo stores travel information in two types of Booking File fields: required and optional.

Galileo will not save the Booking File unless it includes all the required fields. In addition to the itinerary, there are four other required fields:

Name

Phone

Ticketing

Received

Note: An easy way to remember Booking File required fields is to think of the word PRINT: Phone, Received, Itinerary, Name and Ticketing.

Name Field

H/NAME

The Booking File must contain the names of all passengers for whom you are making reservations. You must include infants, even though they do not occupy a seat. A maximum of 99 passenger names may be included in a Booking File.

If you have more than nine passengers travelling together in a Booking File, it is considered a group booking, and seats must be requested from the airline.

When making airline reservations or issuing tickets, the passenger name is added in a specific format: Family name, first name, title

Points to note:

Use recognized titles, such as Mr, Mrs, Ms, etc.

Do *not* use hyphens or spaces

The passenger' name that you enter into the Booking File must be exactly the same as the name shown in the passenger's photo documentation.

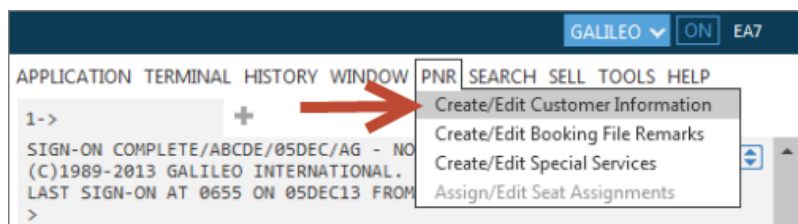
Passenger Type Codes


You can add a Passenger Type Code (PTC) to a Name field in the Name field remarks box. PTCs are used to facilitate pricing when discounted/special fares are applicable to certain passenger categories.

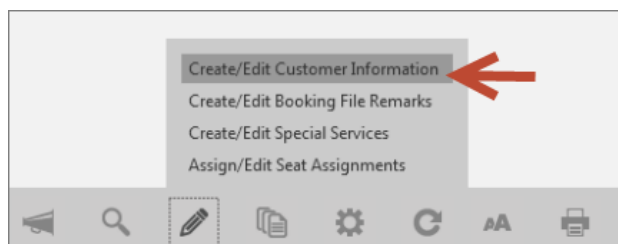
When the PTC is present in the Name field remarks, it is not necessary to repeat the PTC in the pricing format. If both the Name field and pricing format contain a PTC, the PTC in the pricing format overrides the PTC in the Name field.

A list of PTCs can be accessed by typing **H/PTC**. The prefix for adding the PTC is P- followed by the code. For example a child of 7 years old, would have the entry P-C07 in the name remarks.

To add a passenger name(s) to a Booking File you can select from the PNR drop down menu to Create/Edit Customer Information.



Alternatively, click on the  icon at the bottom of the PNR Viewer window.



A dialog box opens:

The screenshot shows the 'Customer Information' dialog box. It has a title bar with 'Customer Information' and a close button. Below the title bar, there are tabs for 'Name', 'Mileage Membership', 'Contact', 'Addresses', 'Ticketing', and 'Form of Payment'. The 'Name' tab is active. Under the 'Names' section, there are two text input fields: 'Last Name:' and 'First name (required) and title (optional):'. Below these is a 'Name field remarks (optional):' text input field and a checkbox labeled 'Infant'. Under the 'Passengers Data' section, there is a table with the following columns: 'Type', 'Last name', 'First name', and 'Name remarks'. The table is currently empty. At the bottom right of the table, there are 'Add' and 'Remove' buttons. At the very bottom of the dialog box, there are 'Save' and 'Cancel' buttons.

To add a name, click the Add button to enable the name field. Click the Add button for each name added.

Example:

The screenshot shows a 'Customer Information' dialog box with tabs for Name, Mileage Membership, Contact, Addresses, Ticketing, and Form of Payment. The 'Name' tab is active. Under 'Names', there are fields for 'Last Name' (containing 'SMITH') and 'First name (required) and title (optional):' (containing 'JANEMRS'). Below these is a 'Name field remarks (optional):' field and an 'Infant' checkbox. The 'Passengers Data' section contains a table with columns 'Type', 'Last name', 'First name', and 'Name remarks'. The table lists two passengers: 'ADT SMITH JOHN' and 'ADT SMITH JANEMRS'. At the bottom right, there are 'Add' and 'Remove' buttons, and at the bottom center, 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

Click on the Save button, this action adds the names to the Booking File.

Name Remarks

You may add name remarks to a passenger name, these name remarks print on the ticket, required for certain tickets such as a date of birth for senior citizen fares.

Children and Infants

The IATA definition of a child is a person who has reached their 2nd birthday but not their 12th birthday.

On adding a child’s name, include the title MSTR for a boy, or MISS for a girl. Add the age of the child to the Name remarks section in the following format: **P-CNN** (replace NN with the age of the child, for example 08).

For an infant add the date of birth to the Name remarks section.

Example:

The screenshot shows the 'Customer Information' dialog box with the 'Name' tab active. Under 'Names', the 'Last Name' field contains 'SMITH' and the 'First name (required) and title (optional):' field contains 'JOANNE'. The 'Name field remarks (optional):' field contains '01JAN13' and the 'Infant' checkbox is checked. The 'Passengers Data' table now lists three passengers: 'ADT SMITH JOHN', 'ADT SMITH JANEMRS', and 'ADT SMITH JACKMSTR P-C07'. The last row, 'INF SMITH JOANNE 01JAN13', is highlighted with a red box.

Points to note:

A name remark may be added to any passenger name. Other examples could be the date of birth for a youth passenger, DOB 10JUN98 or accounting details regarding a corporate account.


When an infant is added to a Booking File, a servicing message is automatically sent to all airlines included in the itinerary. Click in the box marked Infant to have this properly recognized and fare quoted within the booking file.

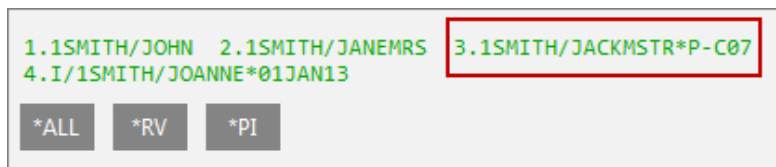
The child will initially display as an ADT. Once the save button has been pressed the child PTC will change to CHD as long as the correct name remark is present.

Changing/Deleting the Name Field

Each carrier has their own policies and procedures regarding name changes, and most of them require approval or authorization to process a name change. Refer to ASK ID 874.

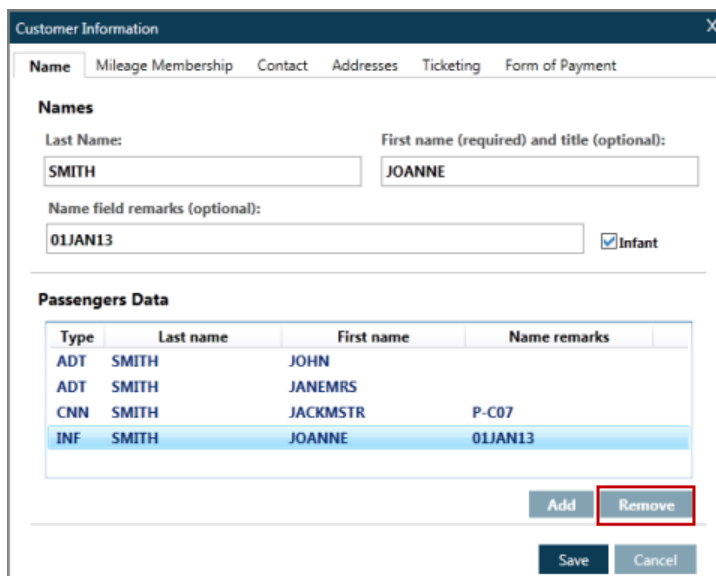
From the screenshot below, names display in green, this means they are interactive. When you click on a name, it launches the Create/Edit Customer Information dialog box.

Alternatively click on the  icon at the bottom of the PNR viewer window or click on PNR from the tool bar & select the menu option Create/Edit Customer Information.



To change the name simply select the passenger and overtype the data in the name field boxes.

Should the passenger be no longer required in the Booking File, highlight the passenger and click the Remove button:



Name change on an Ended Booking File

The majority of airlines do not permit name changes to be made after a Booking File has been ticketed. Check in Ask Travelport for guidelines. If the airline does *not* permit a name change, the system will respond as follows:

NAME CHANGE NOT ALLOWED

Phone Field

Every Booking File you create must include your agency phone number and likely a phone number for your customer. A Galileo Phone field includes a city code and type of contact.

Enter your agency phone number first, because Galileo automatically sends the first three phone fields to the boarding airline.

The screenshot shows the 'Customer Information' window with the 'Contact' tab selected. The 'Phone Numbers' section is highlighted with a red box. It contains the following fields:

- City code: LON - LONDC (dropdown)
- Phone type: Business (dropdown)
- Phone number: 0208 907 0987 MR J SMITH (text input)

Below the 'Phone Numbers' section is the 'Contact Data' table:

City code	Type	Number / E-mail	Comment
LON	Agency	0207 678 3230 REF HANN.	
LON	Business	0208 907 0987 MR J SMITH	

At the bottom right of the form, there are buttons for 'Add', 'Remove', 'Save', and 'Cancel'. The 'Add' button is highlighted with a red box.

Click the add button to add passenger and agency phone information.

Additional contact information such as an email address may also be entered at this time although it is not a mandatory field.

To save time, you can pre-store your agency phone number, city location, and type of contact in your Agency File, which is identified by your pseudo city code. Galileo moves, per your request, your pre-stored phone number into the Booking File. You then add your name to the Phone field. There can be a maximum of 99 phone fields in a Booking File.

Minimum/maximum characters limit for all fields can be found under H/PHONE.

The function identifier to move your Agency file, which contains the agency phone number, to a PNR is: **CM**

Agency phone number


To move your agency phone number to a Booking File, enter CM followed by slash (/), end item (+), asterisk (*), and your name

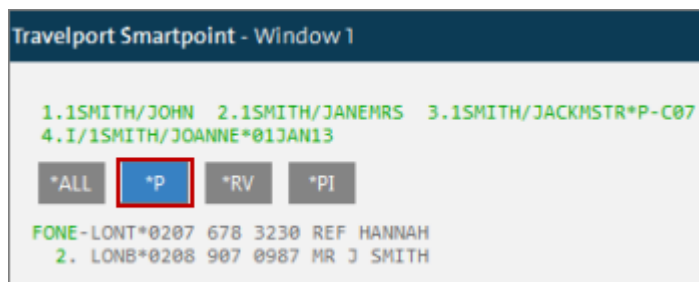
Example: CM/+*ANN

Note: To move an alternative branch agency phone number to a Booking File, enter CM followed by slash (/), branch pseudo city code, double-slash (/), end item (+), asterisk (*), and your name.

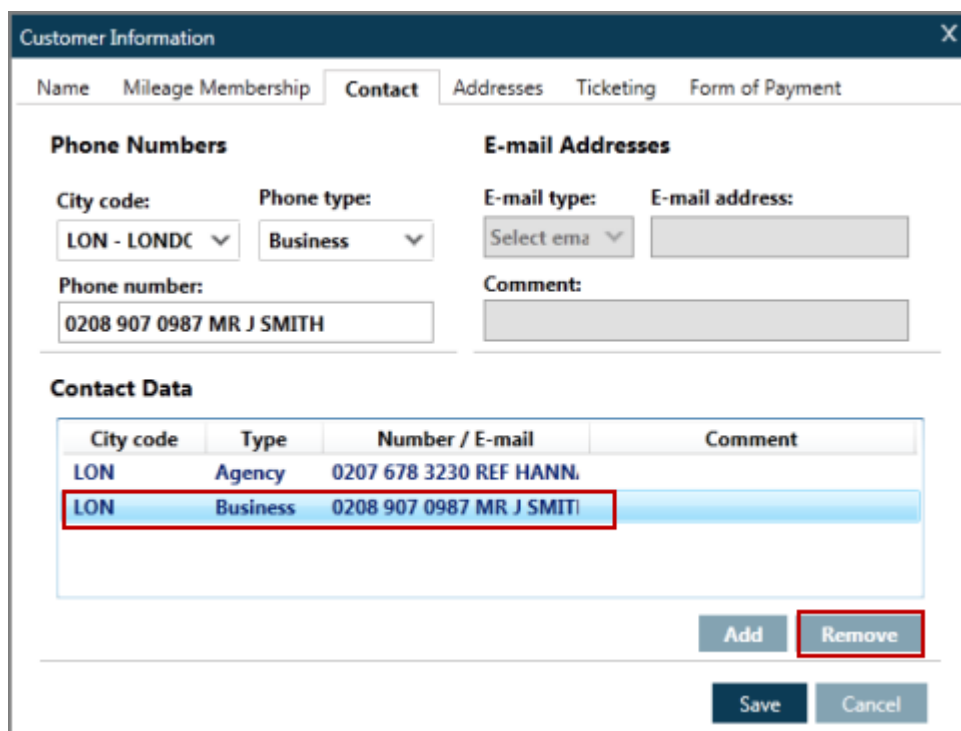
Example: CM/GH1//+*ANN

Changing/Deleting the Phone field

The phone fields may be modified or deleted at any time. To view the contact information, click on the  button to expand:



Here you will see the stored phone numbers. Click on the green **FONE** text to launch the Create/Edit Customer Information box:



Select the number you wish to overwrite or delete. Highlight it, then either overwrite with new information or click on the Remove button, then Save button.

E-mail address

To add an email address, click on Add to activate, select from the drop down either From Email (you would add your agency or work email address) or To Email (the passenger/s email address) tab to the email section and enter the relevant email information.

Note: This is an optional field.

Ticketing Field

Although there are several options available within the Travelport Smartpoint ticketing dropdown, you will generally choose one of the following:

TAU - date to issue the ticket.

T – advise that tickets are issued.

The Ticketing field is a single-item field. You can enter *only* one in a Booking File.

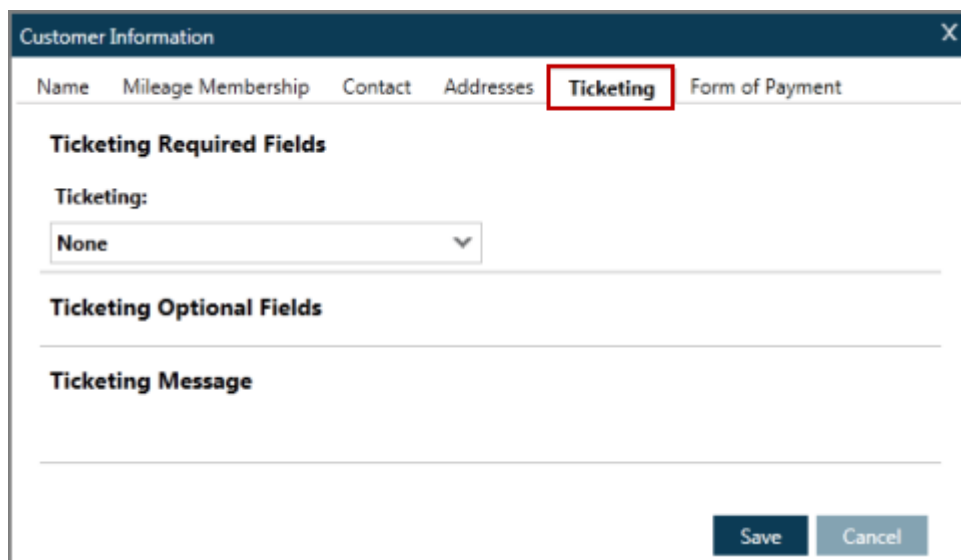
The ticketing field can be viewed in the *T area of the Booking File and an attempt to end a booking without this field returns:

NEED TICKETING INFORMATION.

Future Ticketing Date

To create a ticketing field that indicates when the ticket will be issued, open the ticketing tab in the Create/Edit Customer Information box.

Example:



The screenshot shows a window titled "Customer Information" with a close button (X) in the top right corner. The window has several tabs: "Name", "Mileage Membership", "Contact", "Addresses", "Ticketing", and "Form of Payment". The "Ticketing" tab is currently selected and highlighted with a red rectangular box. Below the tabs, the form is organized into sections: "Ticketing Required Fields" contains a "Ticketing:" label and a dropdown menu with "None" selected; "Ticketing Optional Fields" is currently empty; and "Ticketing Message" is also empty. At the bottom right of the form, there are two buttons: "Save" and "Cancel".

Click on the drop down menu and select TAU- Arrange ticketing date.

Ticketing Required Fields

Ticketing:

- None
- None
- Other / Manual
- T - Passenger Already Ticketed
- TAU - Arrange ticketing date**
- TAW - Arrange follow-up date
- TL - Time limit

When selecting a date, the Booking File will automatically drop on the ticketing queue for the date specified.

Additional options are available such as adding remarks or sending the Booking File to another PCC to be ticketed:

Example:

Customer Information

Name Mileage Membership Contact Addresses **Ticketing** Form of Payment

Ticketing Required Fields

Ticketing:

TAU - Arrange ticketing date

Date:

05/12/2013

Ticketing Optional Fields

Remarks:

ISSUE TICKETS

Branch office code:

Ticketing Message

TAU/05DEC*ISSUE TICKETS

Save Cancel

Already Ticketed

To create a Ticketing field that indicates the ticket has been already issued select T-Passenger Already Ticketed.

Example:

The screenshot shows a dropdown menu titled "Ticketing Required Fields". The menu is open, showing several options. The option "T - Passenger Already Ticketed" is highlighted with a red rectangular box. Other options include "None", "Other / Manual", "TAU - Arrange ticketing date", "TAW - Arrange follow-up date", and "TL - Time limit".

Changing the Ticketing Field

It is possible to change the ticketing field. To view the ticketing arrangement, click on the *TD button in the PNR Viewer window.

The screenshot shows the "Travelport Smartpoint - Window 1" interface. It displays a list of PNRs: "1. 1SMITH/JOHN 2. 1SMITH/JANEHR5 3. 1SMITH/JACKMSTR*P-C07 4. I/1SMITH/JOANNE*01JAN13". Below the list are buttons for "*ALL", "*P", "*TD", "*RV", and "*PI". The "*TD" button is highlighted with a red box. Below the buttons, there is a field containing "TKTG-TAU/TH05DEC*ISSUE TICKETS", which is also highlighted with a red box.

Click on **TKTG** to launch the Create/Edit Customer Information box.

The ticketing field may be overtyped with the relevant information, then click Save.

Received Field

H/R.

The Received field identifies the name of the person who requested the reservation or the change. The Received field is a required, single-item field. It cannot be observed in any of the areas in the front of the Booking File, but it does show in the history of the booking.

The function identifier for the Received field is: **R**.

Attempt to end a booking without this field returns:

NEED RECEIVED.

To create a Received field, enter the R. function identifier followed by the name of the person who requested the reservation.

Example:

R.PATTY

To display just the Received field, enter: ***RV**

Changing the Received Field

To change name of person requesting the reservation, enter R.@ followed by the new contact name for the reservation.

Example:

R.@PAT

Ending the Booking File

There are two ways to finish working on a Booking File: end transaction *or* ignore.

When you end transaction, you save the new or changed data you have entered in the Booking File. However, when you ignore, you do *not* save the information you just entered in either a new Booking File, or an existing one.

Ending Transaction

H/END

In order to save a Booking File that you have created, you *must* end transaction. When a new Booking File is ended, it is filed in the central database of Galileo. At that point, the Booking File is assigned a unique identification code called a record locator. The assigned record locator *never* changes, no matter how often the Booking File is modified.

The function identifier to end transaction a PNR is: **E**

To end transact a Booking File, enter the function identifier.

Examples:

E Ends booking you are no longer in the booking

ER End & retrieves the booking

ERM End, retrieve & mail itinerary to email address(es)

Galileo confirms your entry, either by assigning a record locator for a new Booking File, or by redisplaying the record locator for an existing one. Each time you make changes to a Booking File, you will have to make an entry in the Received field before you can end the modified record.

Ignoring Transaction

H/IGNORE

The ignore function lets you cancel any work done on a Booking File. Any changes made to an existing record are ignored and the Booking File returns to the central database in Galileo.

The function identifier to ignore a PNR is: **I**

To ignore a Booking File, enter the function identifier.

Example:

I Ignore booking

Note: If you are building a new Booking File, (you have *not* yet end transacted for the first time and have *no* record locator) and you choose to ignore it, the *entire* Booking File will be deleted and you will have to begin anew.

Retrieving a Booking File

Once Galileo has assigned a record locator to a Booking File, you can then retrieve it from the central database.

Retrieve a Booking File when you want to make changes to the record, or to verify information regarding your passenger's travel plans.

You can retrieve a Booking File using one of the following:

- ER function
- IR function
- Customer's last name
- Record locator

This section explains when and how to use each.

End and Retrieve

H/END

The ER function *ends* a Booking File and *retrieves* it in just one entry. Each time you make a change to a Booking File, you have to make an entry in the Received field before you can end and retrieve the modified record.

The function identifier to end and retrieve a Booking File is: **ER**

To end transaction a Booking File and retrieve it, enter the function identifier followed by the letter R.

Example:

ER

The modified Booking File displays with the record locator.

Ignore and Retrieve

The IR function allows you to *ignore* changes just made to a record, and *retrieve* the previous version in just one entry. The IR function works only on Booking Files that have been ended.

To ignore and retrieve a Booking File, enter the function identifier followed by the letter R.

Example:

IR

The previous version of the Booking File displays.

Retrieve by Last Name

H/RETRIEVE

Whether you are sure of the customer's last name, or you know just the first few letters, you can easily retrieve their Booking File by:

Last name.

Similar name list.

The function identifier to retrieve a Booking File by last name or by similar name list is: *-

Retrieve the Booking File by last name when you know exactly how to spell it. Enter the function identifier followed by the customer's last name.

Example:

*-MCGRATH

The Booking File displays.

Note: You can also retrieve a Booking File by date and last name.

Example:

*25MAR-MCGRATH

Note: You can retrieve a Booking File by last name from branch offices using the format **B- followed by the customer's last name.

Example:

**B-MCGRATH

If more than one Booking File exists for the same customer, a list of names matching your entry displays. Each name has a reference number.

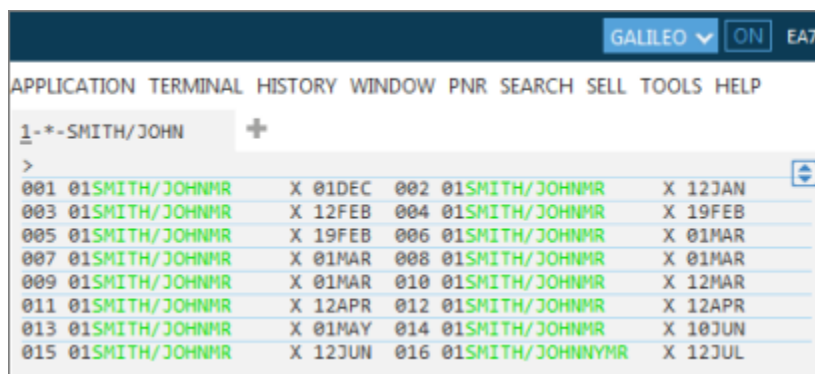
By Similar Name List

If you are *not* sure how to spell the customer's last name, you can enter the function identifier followed by as many of the letters in the customer's last name as you know.

Example:

*-SMI

Galileo displays a list of Booking Files with names similar to your entry:



Ref	Name	Status	Date	Ref	Name	Status	Date
001	01SMITH/JOHNMR	X	01DEC	002	01SMITH/JOHNMR	X	12JAN
003	01SMITH/JOHNMR	X	12FEB	004	01SMITH/JOHNMR	X	19FEB
005	01SMITH/JOHNMR	X	19FEB	006	01SMITH/JOHNMR	X	01MAR
007	01SMITH/JOHNMR	X	01MAR	008	01SMITH/JOHNMR	X	01MAR
009	01SMITH/JOHNMR	X	01MAR	010	01SMITH/JOHNMR	X	12MAR
011	01SMITH/JOHNMR	X	12APR	012	01SMITH/JOHNMR	X	12APR
013	01SMITH/JOHNMR	X	01MAY	014	01SMITH/JOHNMR	X	10JUN
015	01SMITH/JOHNMR	X	12JUN	016	01SMITH/JOHNNYMR	X	12JUL

To retrieve a Booking File from a list, click on the name you want to retrieve.

Example:

Using a cryptic entry, enter: *1

The Booking File displays.

Note: To redisplay the list of names, enter the function identifier followed by the letter L for list (*L).

Retrieve by Record Locator

H/RETRIEVE

You can retrieve a Booking File by record locator. The record locator is the six-character code that Galileo assigns the first time you end transaction a Booking File.

This code consists of letters and numbers and does *not* change regardless of how many times you retrieve, modify, or ignore a record.

The function identifier to retrieve a Booking File by record locator is: *

To retrieve a Booking File by record locator, enter the function identifier followed by the six-character record locator.

Example:

*XKP81U

The Booking File displays.

Summary

In this module, you learned how to:

- Identify required Booking File fields.
- End the Booking File.
- Retrieve a Booking File

Module Review

Mr. Hamilton has phoned you regarding a reservation. You have just booked his itinerary. His home phone number in London is 0207 455 8970 and his business number is 0207 890 3428. Mr. Hamilton would like his ticket issued today.

1. What format do you use to move the agency phone and add your name?

2. Mr. Hamilton has advised a new telephone contact number if you need to call him. His mobile is 0208 485 2328. How do you add another number to the Booking File?

3. Mr. Hamilton has decided *not* to have his ticket issued today. Which option would you use to set a reminder for the tickets to appear on the ticketing queue for a specific date?

4. Other than the itinerary, what other mandatory fields must you enter?

5. What is the format to ignore Mr. Hamilton's Booking File?

6. In what two ways can you initially launch the Create/Edit Customer Information box?

Module 4: Adding Optional Booking File Fields

Additional Booking File/Passenger Name Record (PNR) fields allow important data and requirements to be included with the customer's reservation, such as addresses, mileage membership information, and seat assignments.

This module explains how to add these optional fields to a Booking File.

Module Objectives

Upon completion of this module, you will be able to add the following optional fields to a Booking File:

- Form of payment
- Mileage membership
- Seat assignment
- Address and delivery
- Service requests
- Remarks
- Review Bookings

Form of Payment

H/F.
H/CREDIT

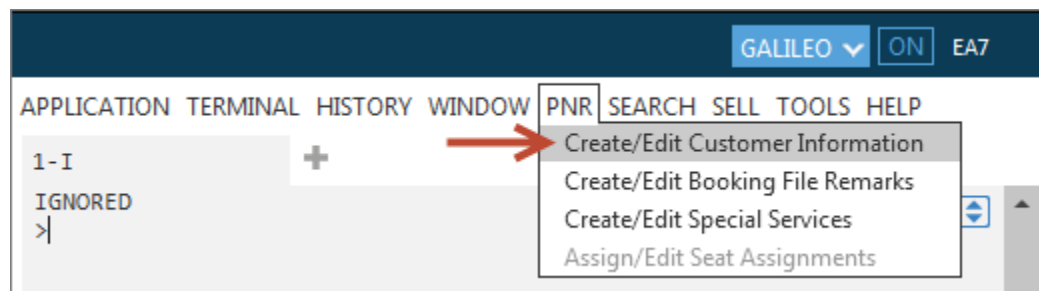
The form of payment field contains customer ticket payment information, such as cash, check/cheque, or credit card. Credit card information includes the credit card number and expiration date. You can store one form of payment field per Booking File.


Note: Galileo adds the approval code to the ticket automatically in most cases.

Adding a Form of Payment

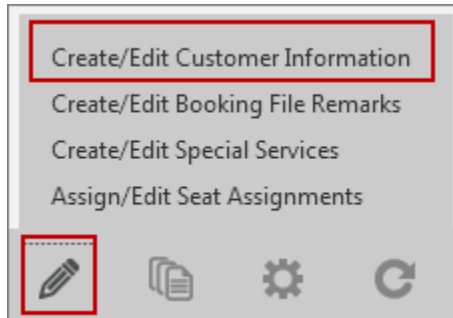
As with many of the fields in a PNR, enter the form of payment data using the PNR drop down menu located at Create/Edit Customer Information option.

Example screen display:

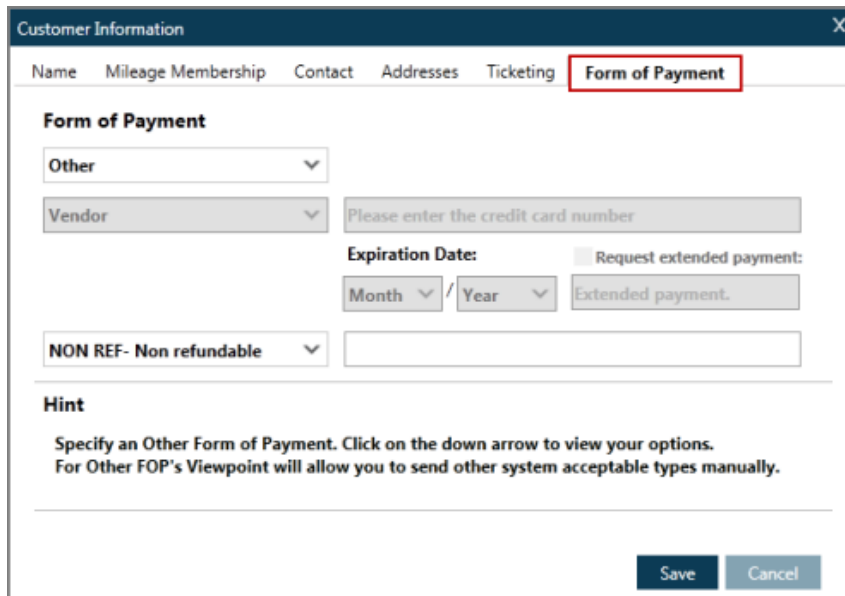


Alternatively, click the Edit PNR icon  in the PNR Viewer window.

Example screen display:

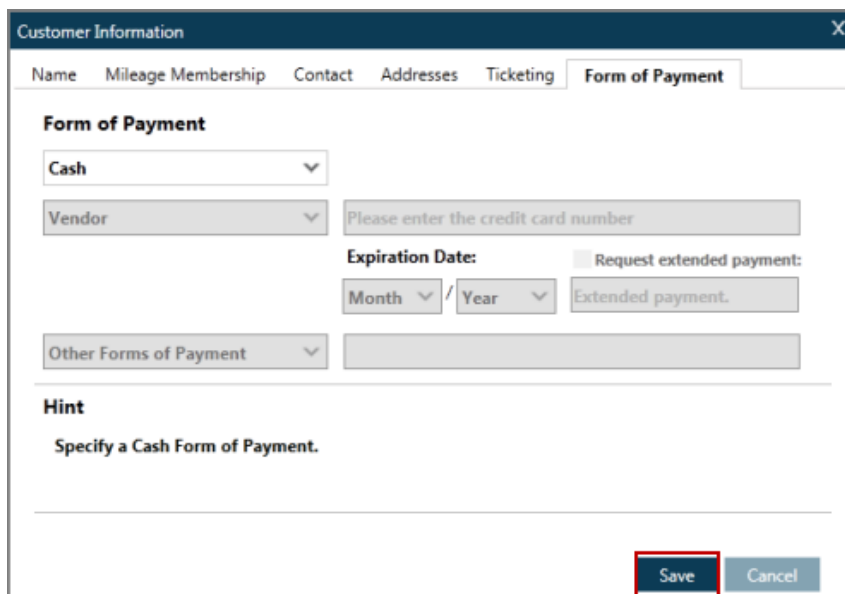


Click on the Form of Payment tab at the top of the Customer Information screen:



Select the payment method from the drop-down list and click the Save button. The chosen form of payment adds to the PNR.

Example screen display:




On selecting a credit card as the form of payment, an additional drop down list displays. Add the credit card vendor, card number and expiry date.

Example screen display:

On saving the form of payment, click the *FOP button in the PNR Viewer window to view it:

Changing and Deleting a Form of Payment

To amend a form of payment use the PNR drop down menu or clicking on the  icon in the PNR viewer window and select Create/Edit Customer Information. Alternatively, click the green letters **FOP**, shown in the PNR Viewer window.

Change the form of payment from the drop-down and click the Save button.

To delete select None from the drop-down and click the Save button.

Example screen display:

Mileage Membership

H/M.
H/FREQUENT


Airline frequent flyer programs are also known as mileage membership programs and are very popular among customers who travel extensively.

In Galileo, you can also add more than one mileage membership number to a Booking File for those customers who participate in more than one program. For Booking Files with more than one Name field, you must specify which name owns the mileage membership flyer number by associating it with that particular Name field.

This section explains how to add mileage membership information to an existing Booking File, and then how to display this information after you have added it. You will also learn how to display mileage membership mileage.

To add mileage membership details, access Create/Edit Customer Information from the PNR drop-down.

Example screen display:

Alternatively, click on the  icon in the PNR Viewer window and select the Create/Edit Customer Information.

Adding Mileage Membership

Locate the mileage membership tab and click the Add button.

Example screen display:

The screenshot shows a 'Customer Information' window with the 'Mileage Membership' tab selected. The form contains the following elements:

- Mileage Membership Section:**
 - Airline:** A dropdown menu with 'Select Airline' as the current selection.
 - Membership number:** An empty text input field.
 - Cross accrual apply to:** A text input field containing 'e.g. LH/AC/SQ'.
- Membership Information Table:**

Last name	First name
SMITH	JAMESJOHN
SMITH	MARYANN
- Membership List Table:**

Airline	Membership number	Apply To
- Buttons:**
 - 'Add' button (highlighted with a red box)
 - 'Remove' button
 - 'Save' button
 - 'Cancel' button

This enables the selection of an airline from the drop down menu as well as the selection of the passenger to whom the mileage membership belongs.

Select the airline by typing in the two-letter code, the full airline name, or by scrolling through the list that appears and then selecting the airline of choice.

Cross Accrual

Many airlines allow mileage accrual, referred to as cross accrual, with partner airlines. For example, American Airlines and Qantas have a cross accrual agreement where you are able to accrue miles on your American Airlines AAdvantage mileage membership account when you fly on Qantas.

To display a list of all airlines who have a Mileage Membership agreement table, key in M*ALL

To display the Mileage Membership agreement table for a specific airline such as BA and list all airlines with whom BA have an agreement to accept BA mileage, key in M*XX (XX = Airline two letter code)

To add cross accrual airlines, add the 2-letter airline code(s) of the participating airline(s) in the passenger's itinerary in the Cross accrual apply to box.

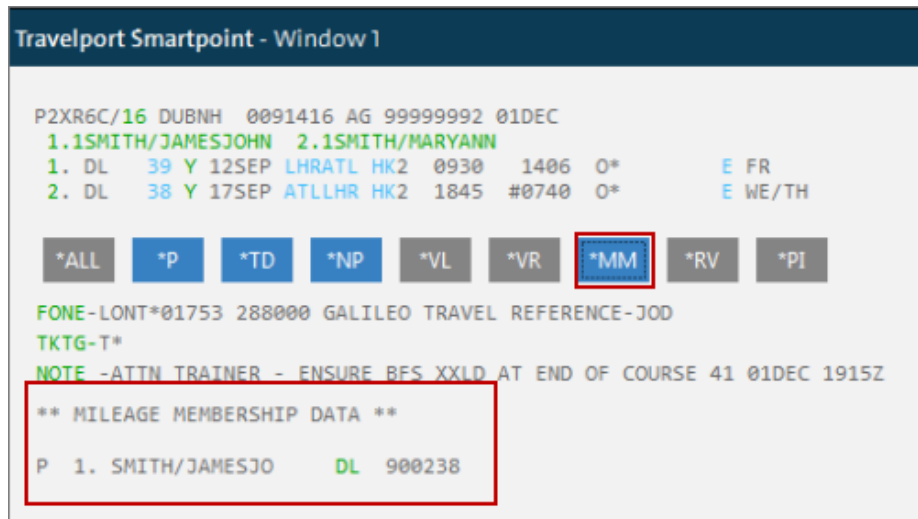
Ensure you select the traveler name when there is more than one traveler in the reservation.

To add further mileage membership numbers, repeat the same process.

Displaying Mileage Membership


To view the entered mileage membership details, click the *MM button.

Example screen display:



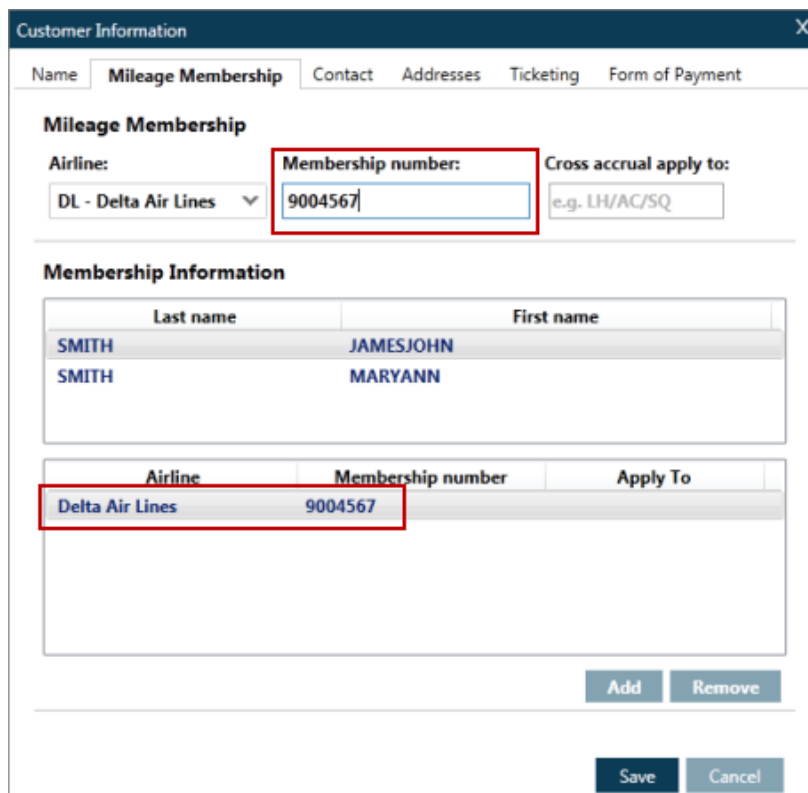
Changing/Deleting Mileage Membership

To amend or delete mileage membership information select Create/Edit Customer

Information from the PNR drop-down menu, or click the  icon in the PNR Viewer window. Alternatively, click the green two-letter airline code shown when you display the mileage membership field in the PNR Viewer window.

Once the Customer Information screen displays, click the Mileage Membership tab and highlight the data you want to change, type in the new information.

Example screen display:



To delete, click the Remove button.

Click the Save button to complete the process.

Customer Information

Name | **Mileage Membership** | Contact | Addresses | Ticketing | Form of Payment

Mileage Membership

Airline: Membership number: Cross accrual apply to:

Membership Information

Last name	First name
SMITH	JAMESJOHN
SMITH	MARYANN

Airline	Membership number	Apply To
Delta Air Lines	9004567	

Seat Assignments

H/SEATS

ASK Answer ID 2906

You can assign seats on any airline that participates in the Galileo seat program. Each airline has specific guidelines for making advance seat assignments.

Note: Galileo rejects your seat request if you make a request that is contrary to the guidelines of the airline you are booking.

Either when adding a seat assignment to a Booking File, you can make a specific request from a seat map, or the Galileo system will request a seat assignment for your customer.

This section explains how to:

- Request seats
- Select seats from a seat map
- Display seat assignments
- Cancel seat assignments

Requesting Seats

Unless you request specific seat numbers, Galileo assumes the passenger prefers a window seat for *all* confirmed air segments. If no window seats are available, Galileo assigns an aisle seat, followed by a middle seat.

If more than one passenger is booked in a Booking File, at least one window seat is assigned along with any adjacent seats, if available.

Selecting Seats from a Seat Map


You may want to view a seat map *prior* to requesting a seat assignment. You can view a live seat map for most confirmed flights in Galileo. A live seat map is updated each time you display it.

Note: Airlines may block some seats for airport check-in only *or* for frequent flyers.

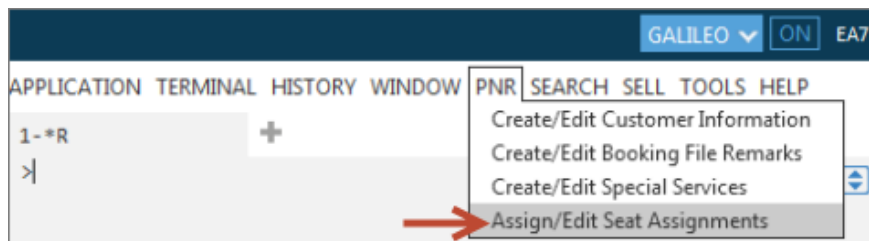
Displaying a Seat Map

To display a live seat map on a participating airline, you have four options.

Click on the class of service in the PNR Viewer window

Click the  icon in the PNR Viewer window and select Assign/Edit Seat Assignment

Click on the PNR drop-down menu above the Terminal window and select Assign/Edit Seat Assignment:

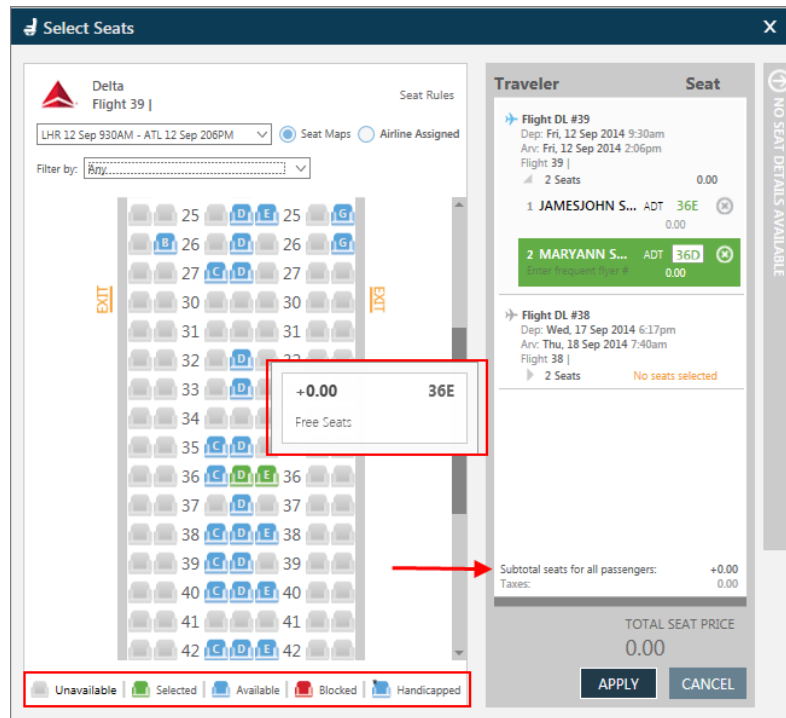


Type the command #SEAT in the Terminal window, this is a preconfigured Travelport QuickCommand

Once the seat map is displayed it will show the flight and traveler detail. There is a key at the bottom of the seat map to indicate what the color-coding of the seats represents. The first passenger will be highlighted by default, and the first flight will automatically be displayed. You also have the option to filter your seats results to show free or paid seats if applicable. Hover the mouse over the seat you wish to assign and left hand mouse click. As you hover the mouse over the seat, the seat details will appear in a box. If there is a fee charged for the seats by the airline, this shows in the box as well as a subtotal at the bottom.

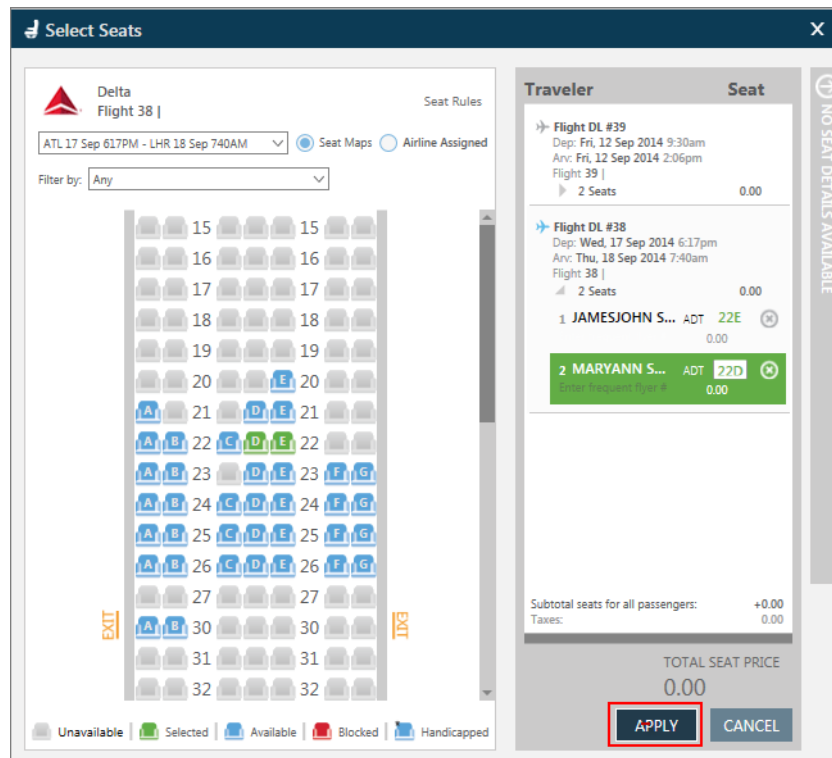
There are also two radio buttons at the top of the screen and you can choose to either click on seat map if you want to choose your own seat or Airline Assigned for the carrier to select your seat (Airline Assignment is applicable for GDS carriers only.)

Example screen display:

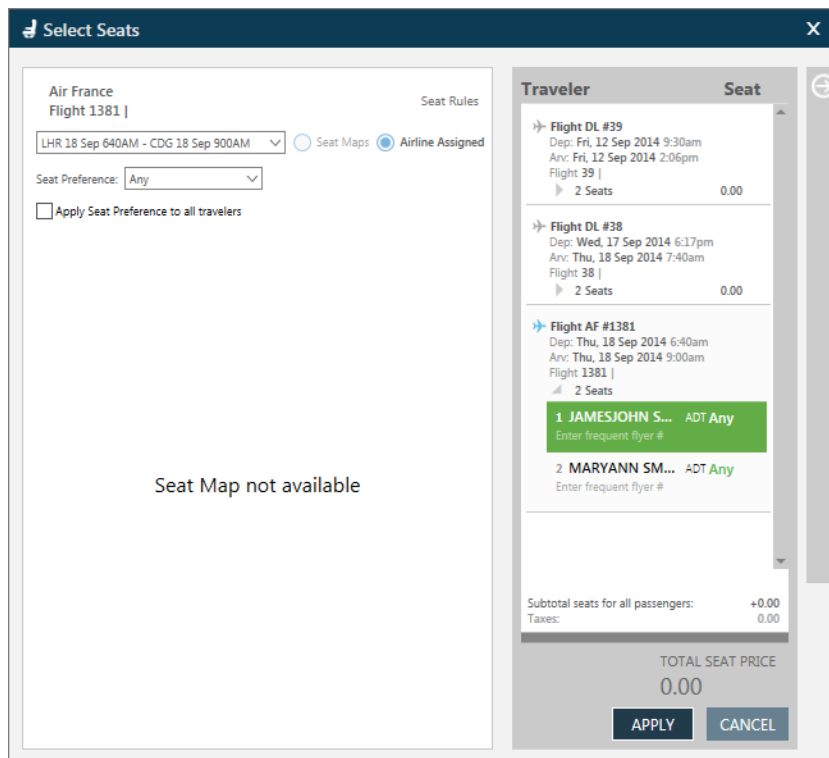


The assigned seat number will turn green on the map and will now show next to the passenger name, the system will then auto Tab to the next passenger for seat assignment. Once seats on the first flight are booked it is possible to move through all flights and book the remaining seats in the same manner.

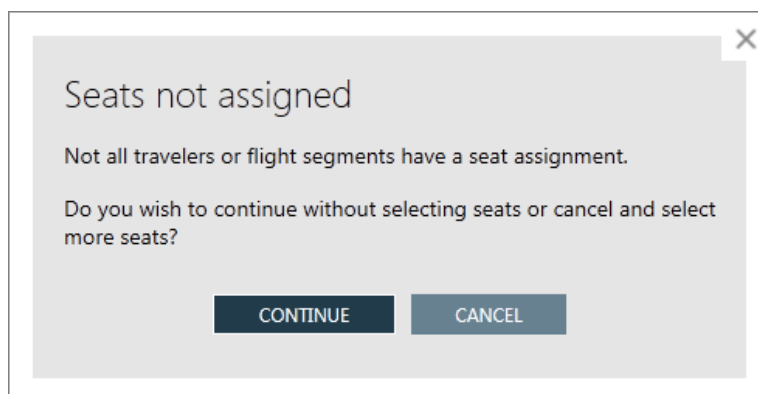
Once all seats on all flights have been assigned, the total cost if any will be displayed at the bottom of the screen you can then click on APPLY.



When an airline does not support a seat map, a message will display advising this:

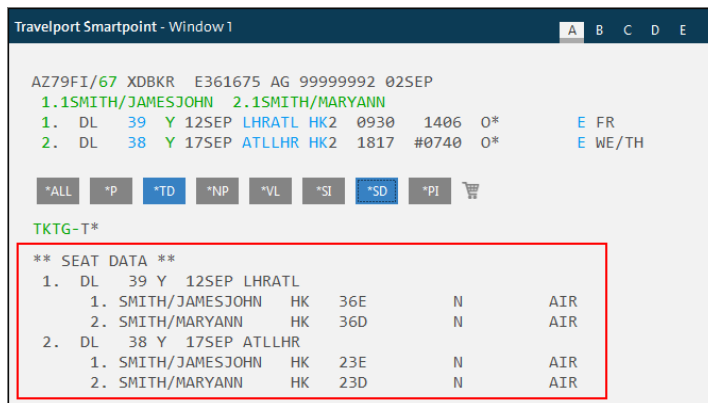


If you click on APPLY before all seats have been assigned the following message will appear:



Displaying Seat Assignments


Once you assign or request seats, the *SD button appears and may be used to display seat data within the Booking File:




Changing and Deleting Seat Assignments

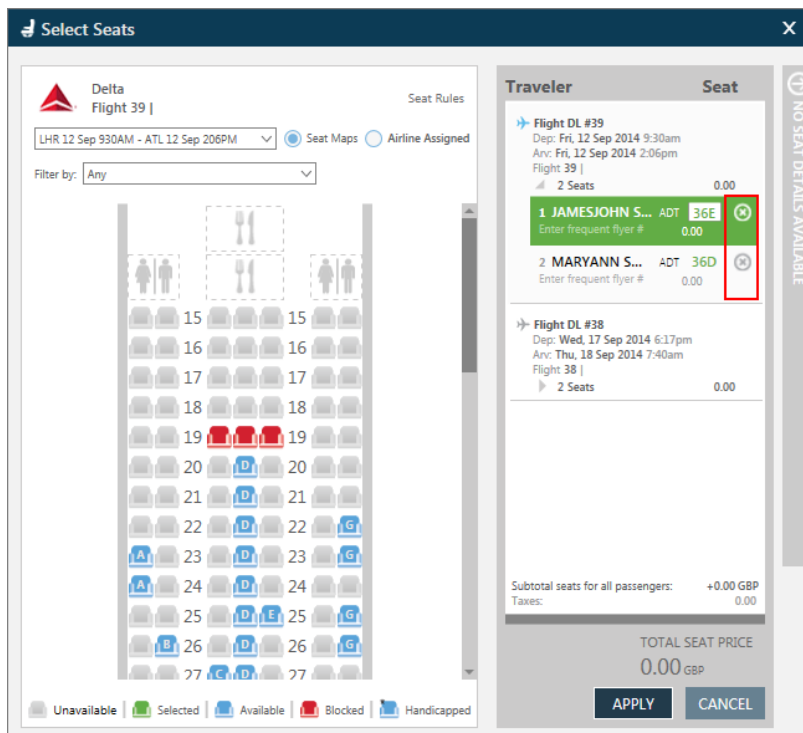
If there is a need to change or delete the currently assigned seats you can easily achieve this. Depending on the requirement it is possible to cancel all assigned seats or just those for a specific segment of air itinerary.

Specific segment

To change/delete seat assignments for a specific segment, click on the class of service or the  icon in the PNR Viewer window.

Alternatively access this through the PNR drop down menu and the Assign/Edit Seat Assignment option or through the Travelport QuickCommand #SEAT in the Terminal window.

To cancel seats click on the  icon next to each of the assigned seat numbers, then click on APPLY.



Note: The assignment of a new alternative seat will also cancel previously held seat numbers.

Alternatively, when a change is required rather than a cancellation, highlight the passenger name on the flight required and select an alternative seat. Click the APPLY button to complete the action.

All segments

To cancel seat assignments for all passengers/segments, enter S.@ in the Terminal window.

Screen response.

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-S.@ +
CANCELLED SEATS
1. DL 0039 Y 12SEP LHRATL
   1. SMITH/JAMESJOHN XX 19F N
   2. SMITH/MARYANN XX 19G N
2. DL 0038 Y 17SEP ATLLHR
   1. SMITH/JAMESJOHN XX 20A N
   2. SMITH/MARYANN XX 20B N
>
```

Paid Seat (Ancillary Service)

You are able to purchase seat upgrades as an ancillary service from some airlines using the seat map. The booking must have been ended and a record locator must be present.

Note: Ancillary Services are further explained later in this course.

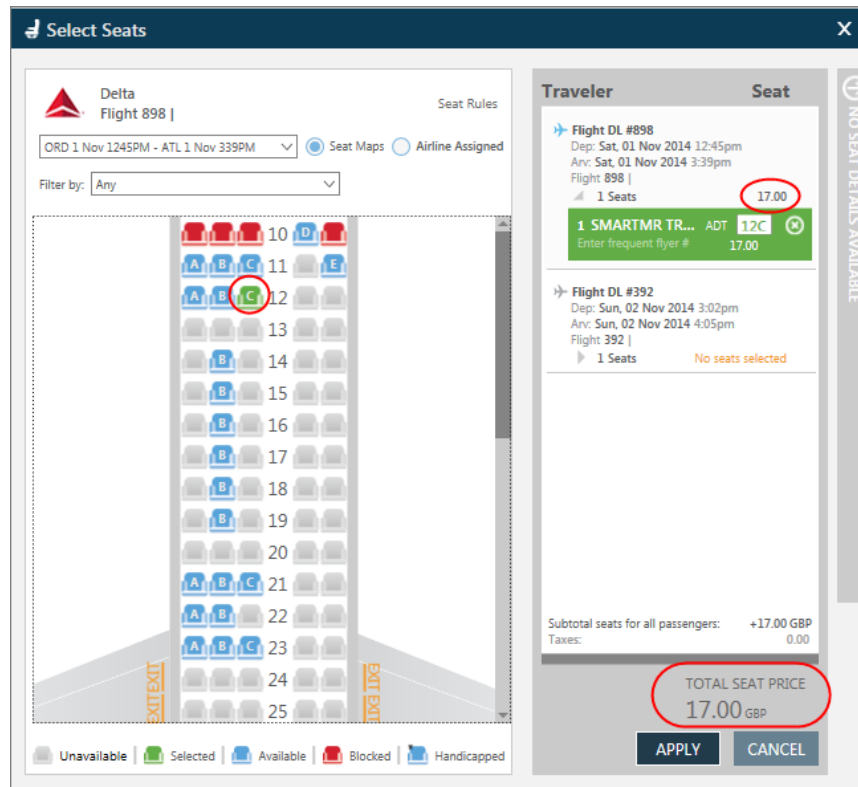
Refer to the Booking File example for travel on Delta Air Lines.

Click on the class of service to display the seat map for the segment:

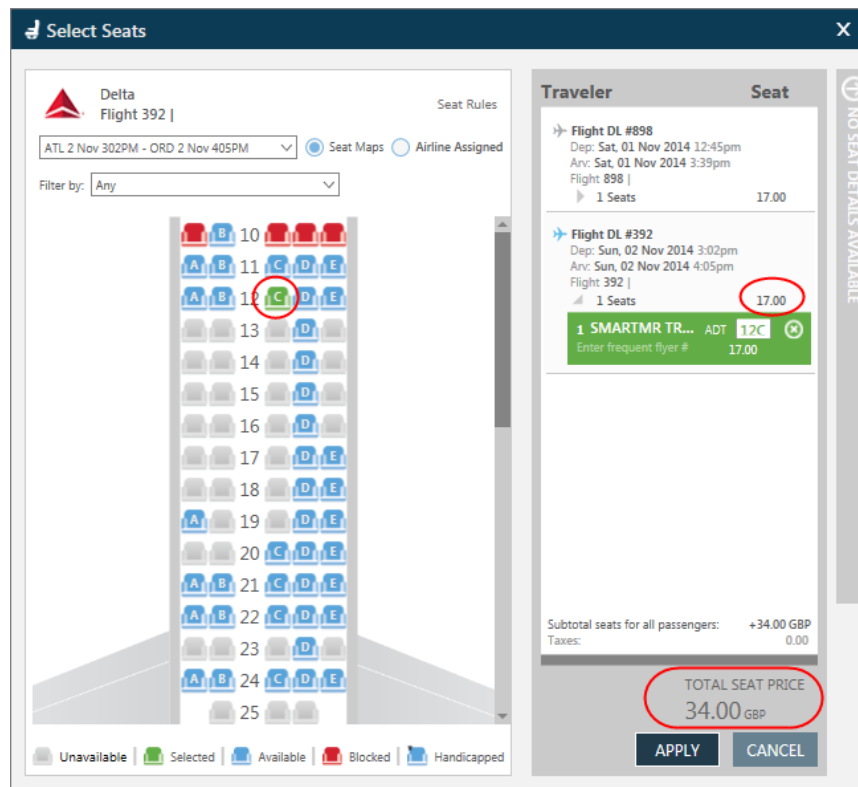
```
1DN8WI/98 XDBKR E358982 AG 99999992 20MAY
1.1TRAVELLER/SMARTMR
1. DL 912 T 01SEP ORDATL HK1 1400 1704 0* E
MO
2. DL 1612 T 08SEP ATLORD HK1 1340 1450 0* E
MO
*ALL *P *TD *VL *PI
```

When you select a seat, the cost for the seat is shown on the right-hand side of the screen. The Total Seat Price is shown at the bottom.

Example screen display:



When you select a seat for the second Delta Air Lines flight, the Total Seat Price is adjusted to show the total price for both seats.



Paying for Paid Seats

When you have submitted your seat assignments by clicking on Apply, Travelport Smartpoint will display a form of payment screen.

Example screen response:

The screenshot shows a 'Form of Payment' window with the following fields and values:

- Cardholder Name:** Full Name (As shown on the card)
- Credit Card Type:** (Empty dropdown)
- Card Number:** Please enter the credit card number
- Expiration Date:** Month / Year (Empty dropdowns)
- Security Code:** CCV (Empty input field)
- Street Address 1:** Billing
- Street Address 2:** Optional
- Country:** (Empty dropdown)
- City:** (Empty input field)
- State/Province/Region:** (Empty input field)
- Zip/Postal Code:** (Empty input field)

At the bottom right, a summary box displays: Delta Air Lines, Seats: 2, TOTAL 34.00 GBP. There are 'SUBMIT' and 'Cancel' buttons at the bottom.

Completed screen example:

The screenshot shows the 'Form of Payment' window with the following fields and values:

- Cardholder Name:** SMART TRAVELLER
- Credit Card Type:** Visa
- Card Number:** 4444333322221111
- Expiration Date:** JUN / 2017
- Security Code:** 123
- Street Address 1:** 10 THE STREET
- Street Address 2:** Optional
- Country:** GB - United Kingdom
- City:** WINDSOR
- State/Province/Region:** BERKSHIRE
- Zip/Postal Code:** SL6 7AQ

At the bottom right, a summary box displays: Delta Air Lines, Seats: 2, TOTAL 34.00 GBP. There are 'SUBMIT' and 'Cancel' buttons at the bottom.

Click SUBMIT to submit the information.

The seats will not show in the seat assignment section of the Booking File.. Instead, the seat assignments will be documented in the Notepad field.

Refer to the following example:

```
B20BDQ/67 XDBKR E361675 AG 99999992 02SEP
1.1TRAVELLER/SMARTMR
1. DL 898 T 01NOV ORDATL HK1 1245 1539 0* E SA
2. DL 392 T 02NOV ATLORD HK1 1502 1605 0* E SU
```

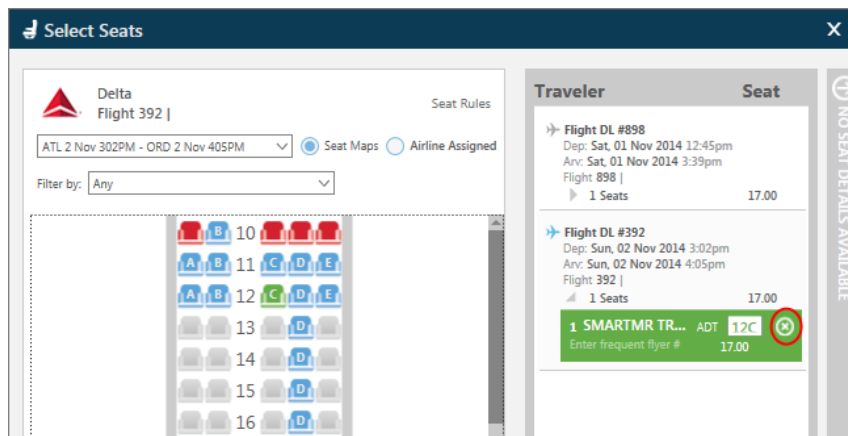
```
NOTE -AH*PURCHASED TWO ITEMS TOTALPRICE 34.00GBP 98 21MAY 0656Z
2. AH FOP VI*****1111 EXPIRES 0617 98 21MAY 0657Z
3. AH*DL914 01SEP ORDATL PREFERRED SEAT 17.00GBP 98 21MAY 0658Z
4. AH*DL912 01SEP ORDATL TRAVELLER/SMARTMR NUMBER 12C 98 21MAY
0704Z
5. AH*DL1612 08SEP ATLORD PREFERRED SEAT 17.00GBP 98 21MAY 0704Z
6. AH*DL1612 08SEP ATLORD TRAVELLER/SMARTMR NUMBER 12D 98 21MAY
0704Z
```

Partial booking

When at least one seat is booked but at least one seat has failed to book, Travelport Smartpoint will display an error message. You must select alternative seats.

Cancelling a Paid Seat

To cancel a paid seat, click on the **X** next to the seat number for the appropriate flight.



When the seat has been removed, click on **APPLY** at the bottom of the Seat Map screen.

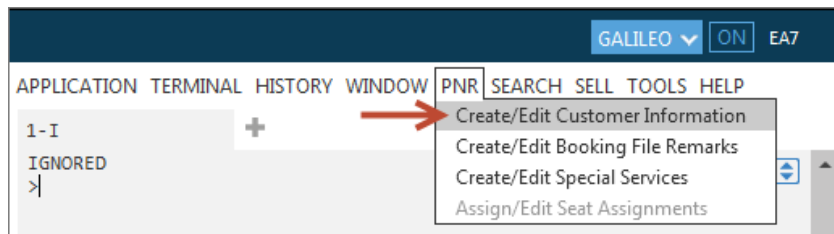
Important note: If you cancel a paid seat, the credit card payment that you made previously will *not* automatically be refunded. You must contact the carrier and ask them to process the refund.

Customer Address and Delivery Address Fields

H/ADDRESS
H/W.
H/D.

Galileo reads the address for your customer from the Customer Address field *or* the Delivery field, for purposes of billing, delivery, or both. Galileo generally references the Customer Address field for billing and the Delivery Address field for delivery.

Add Address and Delivery fields using the PNR drop-down menu and select Create/Edit Customer Information:



Customer Address Field

The Customer Address field is a single-item field (one per Booking File). It includes at least two and no more than five sub-fields and it always includes the zip code or postal code.

Delivery Address Field

The Delivery Address field is also a single-item field (one per Booking File). It includes one to five sub-fields and each sub-field can be a maximum of 37 characters. Once completed, click on Save.

The screenshot shows the 'Customer Information' dialog box with the 'Addresses' tab selected. The dialog has tabs for 'Name', 'Mileage Membership', 'Contact', 'Addresses', 'Ticketing', and 'Form of Payment'. Under 'Customer Address', there are fields for 'Name (required):' (MARYANN SMITH C/O BUSBYS), 'Street address:' (57 HIGH STREET), 'City / Country:' (LONDON), 'Optional:', and 'Zip Code:' (W1 1VB). Under 'Delivery Address', there are fields for 'Name (required):' (MARYANN SMITH), 'Street address:' (21 FOREST AVENUE), 'City / Country:' (LONDON), 'Optional:', and 'Zip Code:' (W5 5LB). At the bottom right, there are 'Save' and 'Cancel' buttons, with 'Save' highlighted by a red box.


Displaying Customer and Delivery Address Fields

To display either the Customer Address or Delivery Address field in the Booking File click on the *AD button.



Both the Address and Delivery fields will show.

Changing/Deleting Customer and Delivery Address Fields

Amend and delete Address and Delivery fields from the PNR drop-down menu, or click the  icon and select Create/Edit Customer Information. Alternatively, click the green **ADRS** or **DLVR** in the PNR Viewer window.


Once the Customer Information box displays, change by highlighting the information and overtype with the new information. To delete remove the content from each box.

Click the Save button to complete the process.

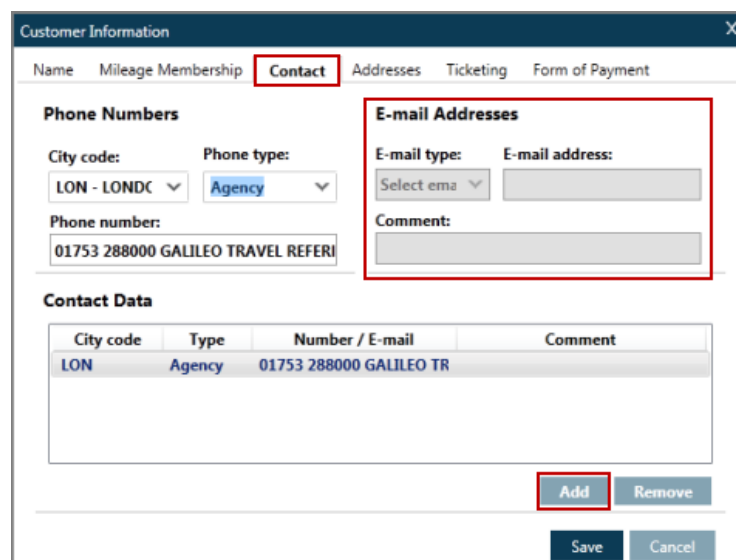
E-Mail Field

H/EMAIL

Adding an E-Mail Address

Email addresses are added by selecting the Create/edit Customer Information option under the PNR drop down menu or by clicking on the  in the PNR Viewer window.

The Email field is located under the Contact tab:



As with most fields, the first action is to click on the ADD button and then select from the Email Type and complete other details as required.

Mail From or MF is a single item field. It is automatically inserted as the first email address and the recipient of the itinerary sees this address as the sender.


Mail To or MT is the address of the email recipients. There can be up to 99 E-mail addresses in the mail to field.

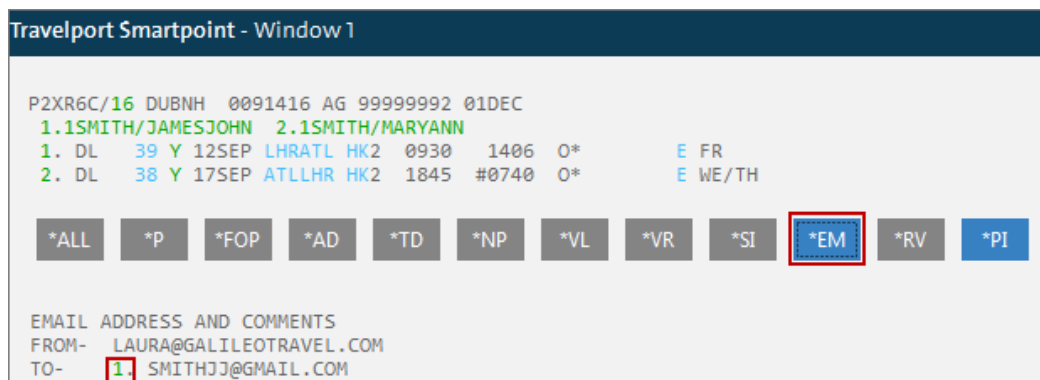
Mail Comment or MC is a freeform field that is associated to an MT field. It allows for one freeform comment line for each MT address with a maximum of 125 characters.

When the first MF: or MT: field is added to a Booking File, the *EM button will appear in the PNR Viewer window.



Changing/Deleting an E-Mail Address

To amend or delete the email fields either click on the E-mail address item number, select the PNR drop down menu or click on the  ICON in the PNR Viewer window and select Create/Edit Customer Information.



By using the item number, you will access the contact tab of the Customer Information dialogue box.

Other methods require you to choose the contact tab manually.

Once in the contact tab highlight the line of content that needs editing and make the necessary amendments (either change or remove).

Once this has been completed select Save.

Example screen display:

The screenshot shows a 'Customer Information' dialog box with the 'Contact' tab selected. It contains sections for 'Phone Numbers' and 'E-mail Addresses'. Below these is a 'Contact Data' table with columns for City code, Type, Number / E-mail, and Comment. The table lists three entries: 'From Email LAURA@GALILEOTRAVEL.', 'To Email SMITHJJ@GMAIL.COM', and 'LON Agency 01753 288000 GALILEO TR'. At the bottom right, there are 'Add', 'Remove', 'Save', and 'Cancel' buttons. The 'Remove' button is highlighted with a red box.

Note: In order for the itinerary to be E-mailed to the addresses added in the Booking File, an EM command has to be performed. Since any EM format ends transaction on the Booking File, you will have to add an R. field prior to using EM.

Service Requests

Often you need to send messages to airlines requesting the airline to take action. You may also send other messages that provide them with advance information pertaining to the passengers in the Booking File. Galileo® sends two types of messages:

- Special service request (SSR)
- Other services information (OSI)

Both SSRs and OSIs appear in the Booking File as SI. Entries

Special Service Request (SSR)

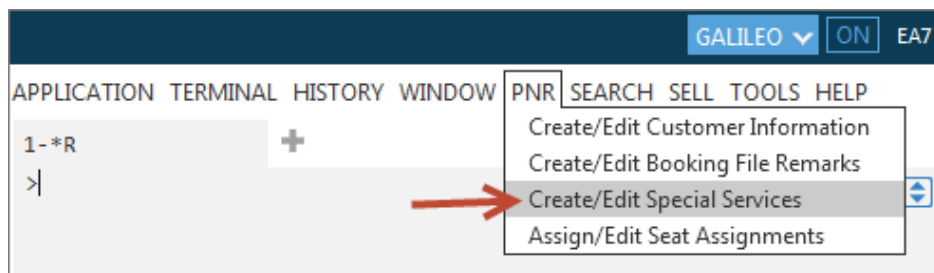
H/SSR


Ask Answer ID 2899

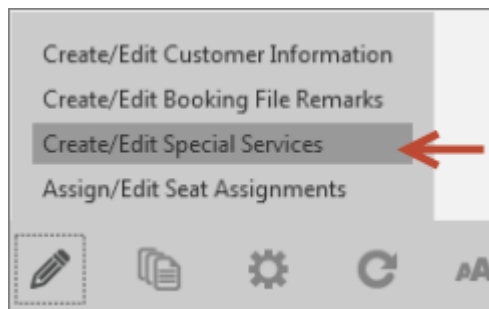
A Special Service Request (SSR) is a message sent to an airline that requires the airline to take action.

Adding an SSR

Special Services are found under the PNR drop down menu:

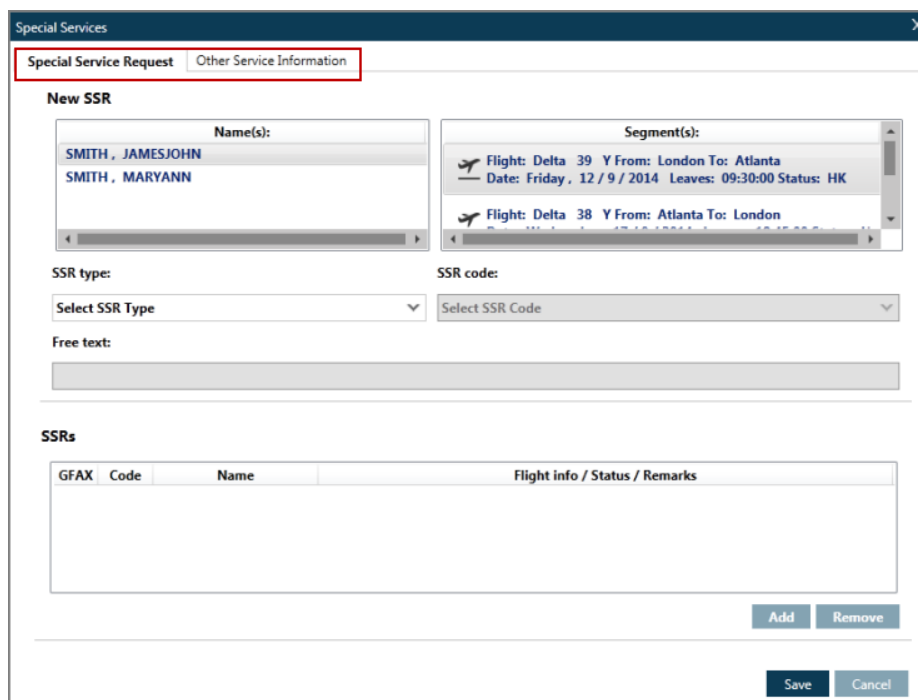


Alternatively, click the  icon and select Create/Edit Special Services:



The screen has two tabs at the top of the screen, the first is for Special Service Request (SSR) and the second is for Other Service Information (OSI).

The tab with the bold text is the active area, in this case Special Service Request.

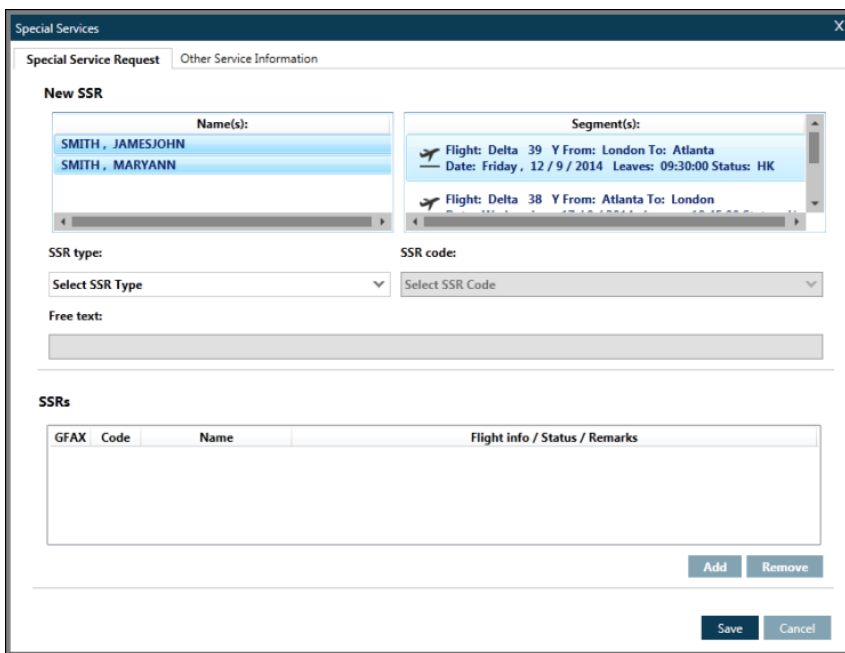


By highlighting traveler names and chosen flights it is possible to adjust whom the request is for and whom it is sent to.

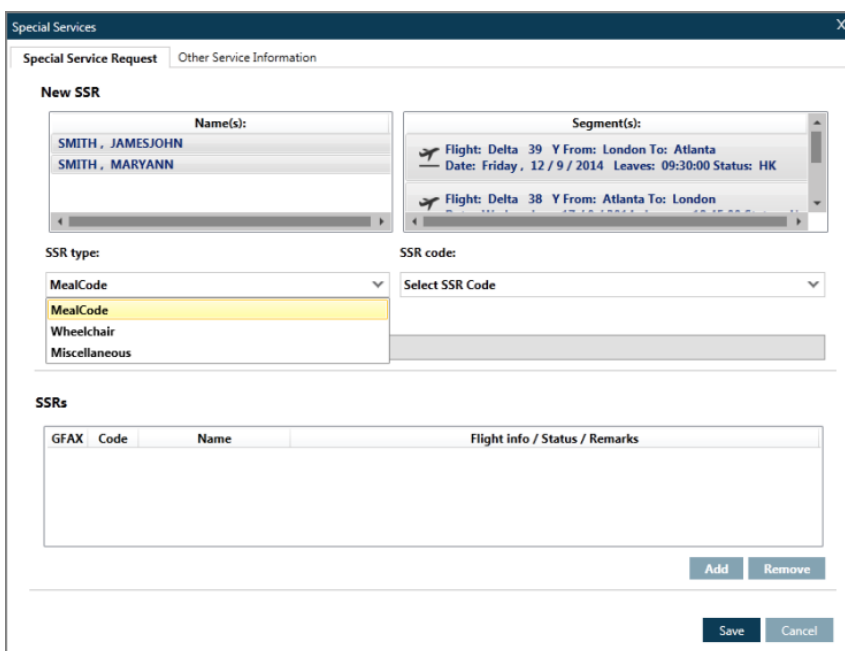
In the screen shot above, it is currently highlighting just the first traveler and just the first flight.

If you were to continue with just these highlighted the request would be made for Mr. Smith only and the message sent only to Delta in relation to their London to Atlanta flight.

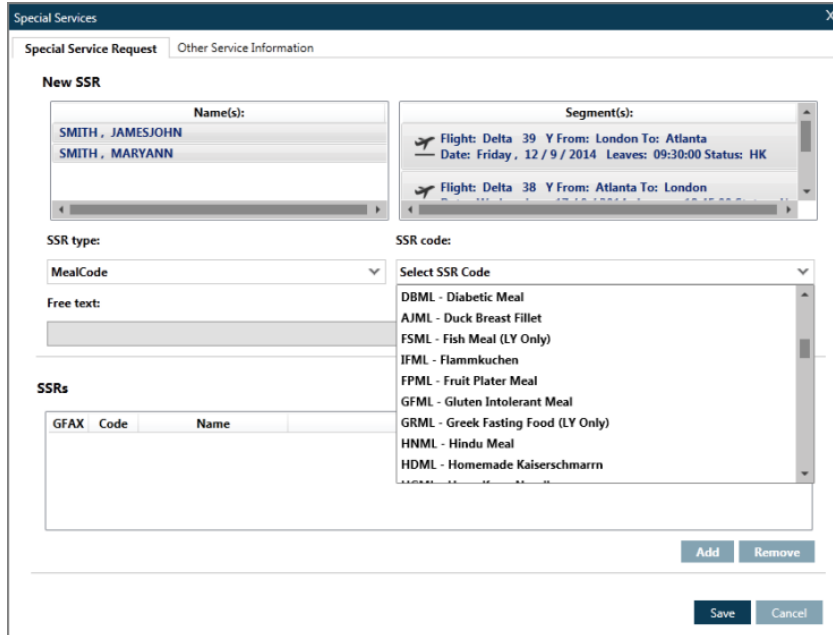
With the use of the control or shift keys in combination with the mouse it is possible to change this to any combination including all travelers on all flights depending upon the need.



Once at least one traveler name and one flight are highlighted, the option to select an SSR type and then SSR codes become available.

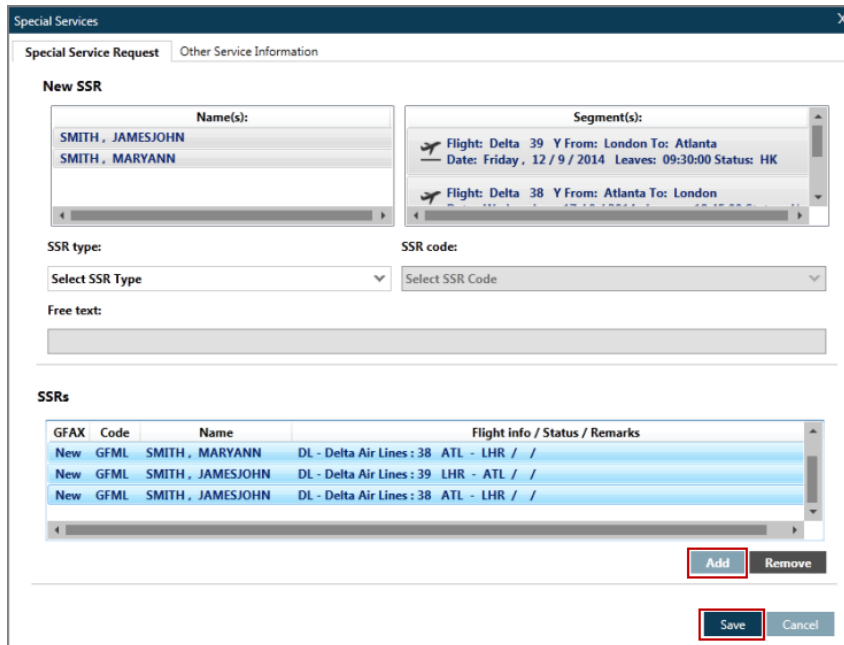


In this example, both travelers have been selected on all flights and have chosen a special meal request:



Select Meal as the SSR type, the SSR codes become available for you to select. Once you have chosen the meal type, click the Add button:

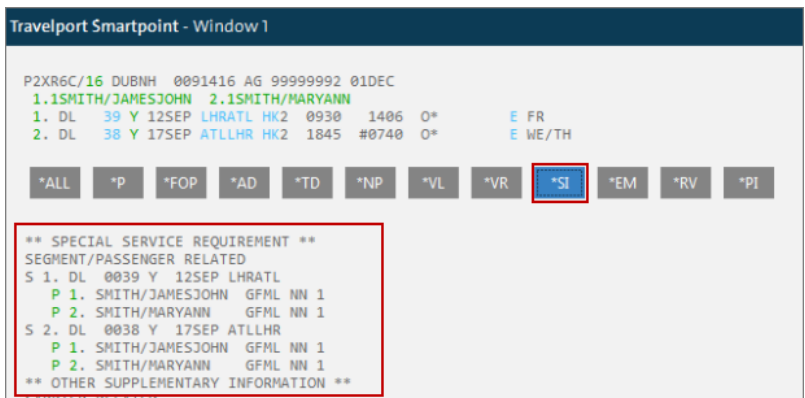
Once the meal type is chosen, select the Add button followed by Save.



Note: Some meal requests require free text.

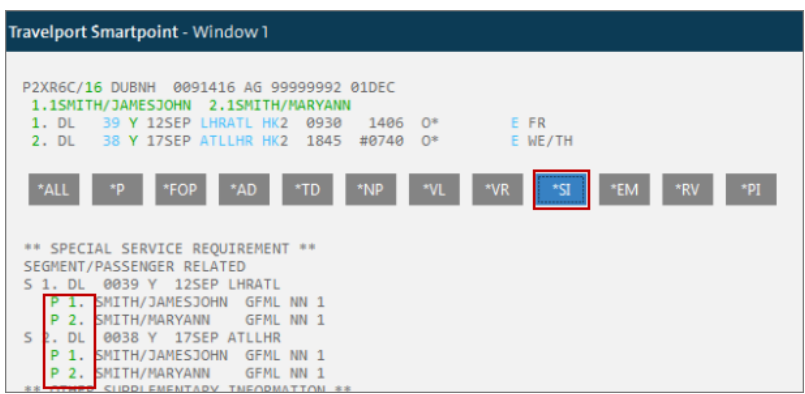
Displaying an SSR


To display the SSRs in a Booking File, click on the *SI button.



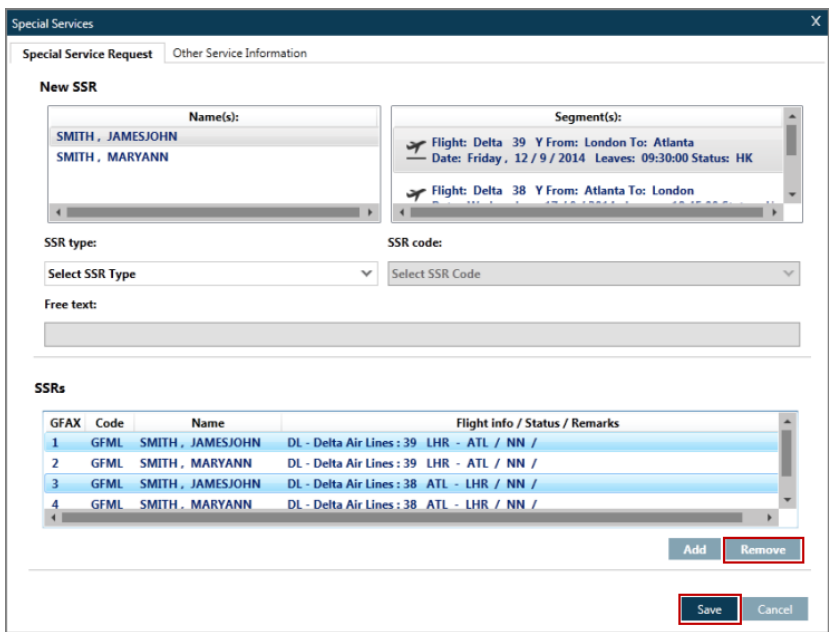
Deleting an SSR

To delete an SSR click on the traveler number in the Special Service Request field:



Alternatively access the Create/Edit Special Services from the  icon or from the PNR drop-down menu above the terminal window.

From here it is possible to delete any unwanted requests by highlighting them, selecting Remove and finally clicking Save.



Secure Flight

HELP DOCS
H/APIIS

The *Secure Flight* program that went into effect on May 1, 2009 requires the airlines to provide US Transportation Security Agency (TSA) with specific passenger information on name, date of birth, and gender. To meet the *Secure Flight* program data requirements, the existing SSR DOCS and SSR DOCO can be used to transmit the required information. These SSRs were part of the IATA resolution 760a which resulted in the development of the Advanced Passenger Information (APIS) SSRs.

SSR DOCS, DOCO and DOCA are available through the SSR tab Other Service Information.

Once the traveler name is selected and the SSR type set to Miscellaneous, the option of DOCS appears in the SSR code drop down menu.

The screenshot shows the 'Special Services' dialog box with the 'Other Service Information' tab selected. In the 'New SSR' section, the 'Names(s)' list contains 'SMITH, JAMESJOHN' and 'SMITH, MARYANN'. The 'Segment(s)' list shows two flights: 'Flight: Delta 39 Y From: London To: Atlanta Date: Friday, 12 / 9 / 2014 Leaves: 09:30:00 Status: HK' and 'Flight: Delta 38 Y From: Atlanta To: London'. The 'SSR type' dropdown is set to 'Miscellaneous' and the 'SSR code' dropdown is set to 'DOCS - Primary Document Information'. Below these are 'Free text' and 'SSRs' sections. The 'SSRs' table is as follows:

GFAX	Code	Name	Flight info / Status / Remarks
1	GFML	SMITH, JAMESJOHN	DL - Delta Air Lines : 39 LHR - ATL / NN /
2	GFML	SMITH, MARYANN	DL - Delta Air Lines : 39 LHR - ATL / NN /
3	GFML	SMITH, JAMESJOHN	DL - Delta Air Lines : 38 ATL - LHR / NN /
4	GFML	SMITH, MARYANN	DL - Delta Air Lines : 38 ATL - LHR / NN /

Once the DOCS option (or similar) has been chosen a dialogue box will appear and the relevant data can be entered.

The screenshot shows the 'Primary Document Information' dialog box. The fields are filled with the following data:

- Surname: SMITH
- First Given Name: JOHN
- Second Given Name: JAMES
- Gender: M - Male
- Date of Birth (DDMMYY): 12MAY70
- Nationality: GB - United Kingdom
- Primary Passport Holder
- Document Type: P - Passenger Passport
- Document Number: 007/B5P1
- Document Expiry Date (DDMMYY): 20AUG15
- Document Issuing Country: GB - United Kingdom

Once complete, use the Add button to enter the DOCS information as an SSR and then click Save.

The DOCS information has now been stored as an SSR. To view this information, select the *SI button.

Other Services Information (OSI)

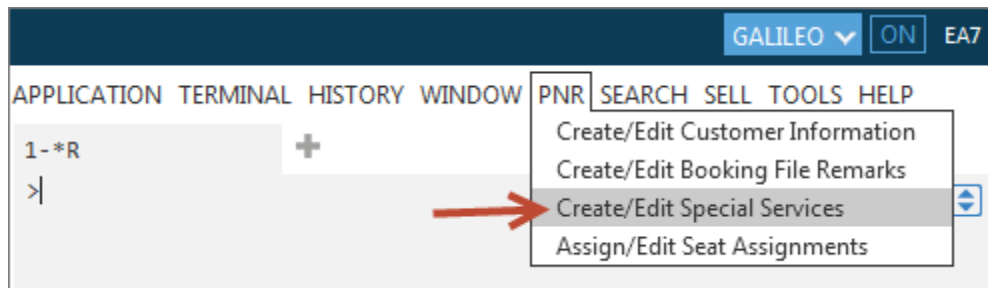
H/OSI


ASK Travelport ID 8601 or 907

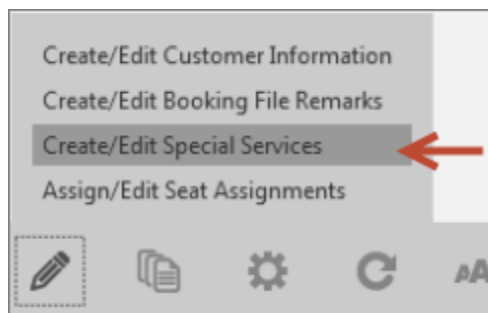
Other Services Information (OSI) sends a message to an airline advising of information pertaining to the passengers in the Booking File. OSI provides an advance notice regarding a passenger to airline personnel. However, it does *not* require action.

Adding an OSI

To add OSIs, access the PNR drop-down menu above the terminal window and select Create/Edit Special Services:

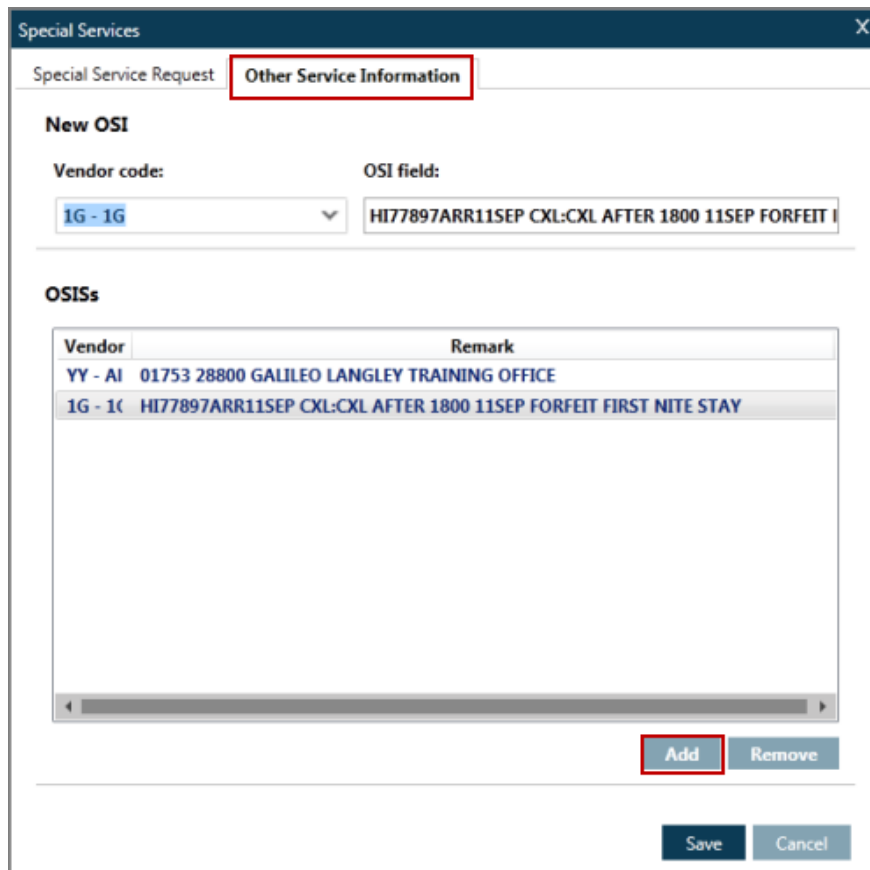


Alternatively, click the  icon in the PNR Viewer window and select Create/Edit Special Services:



Select the Other Service Information tab in the Special Services box that opens.

To activate, click the Add button:



The Vendor code populates with the airlines present in the itinerary, to send to all airlines in the itinerary select the All Airlines option:

Special Services

Special Service Request Other Service Information

New OSI

Vendor code: **DL - Delta Air Lines** OSI field: **HI77897 ARRIVE 11SEP CXLXL AFTER 1800 FORFEIT FIR**

Delta Air Lines
All Airlines

Vendor	Remark
YY - AI 01753 288000	GALILEO LANGLEY TRAINING OFFICE
DL - D: HI77897	ARRIVE 11SEP CXLXL AFTER 1800 FORFEIT FIRST NITE STAY

Add Remove

Save Cancel

Add the informational text in the OSI field area and click the Save button.

Special Services

Special Service Request Other Service Information

New OSI

Vendor code: **DL - Delta Air Lines** OSI field: **PAX SMITH/MARYANN NERVOUS FLYER**

OSISs

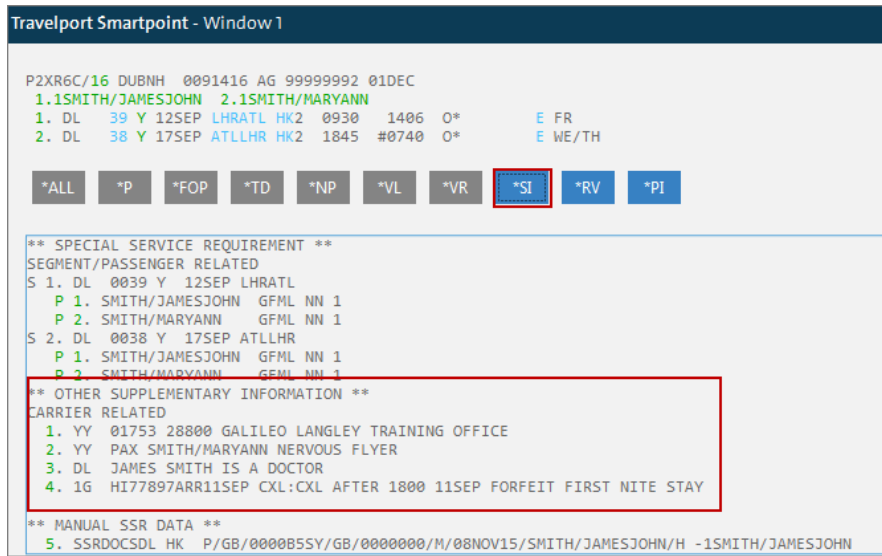
Vendor	Remark
YY - AI 01753 288000	GALILEO LANGLEY TRAINING OFFICE
DL - D: HI77897	ARR11SEP CXL:CXL AFTER 1800 11SEP FORFEIT FIRST NITE STAY
DL - D: PAX SMITH/MARYANN	NERVOUS FLYER

Add Remove


Save Cancel

Displaying an OSI

As with Special Service Requests the *SI button will display the OSIs which have been created in the Booking File.



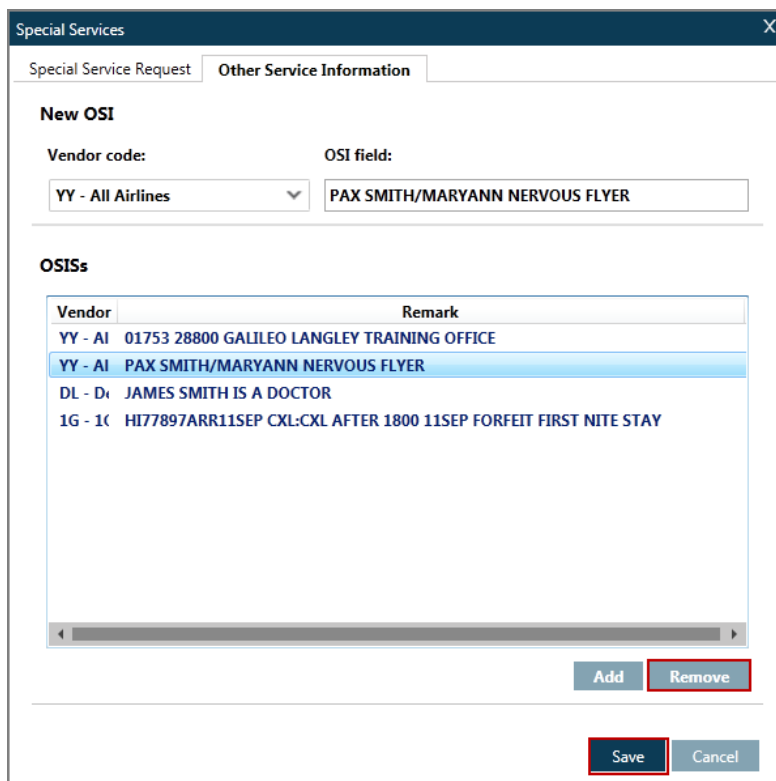
Changing/deleting an OSI

To change or delete any OSI, access the Create/Edit Special Services area either via the PNR drop down menu or by clicking on the  in the PNR Viewer window and select the OSI tab at the top of the Special Services screen.

To amend, highlight the relevant OSI and overwrite the information.

To delete, highlight the relevant OSI and click the Remove button and then click Save.

Example screen display:



Cryptic entries can also be used. To cancel an OSI, enter SI. followed by the SSR number, 1, @, and press enter to delete the OSI.

Example: SI.1@

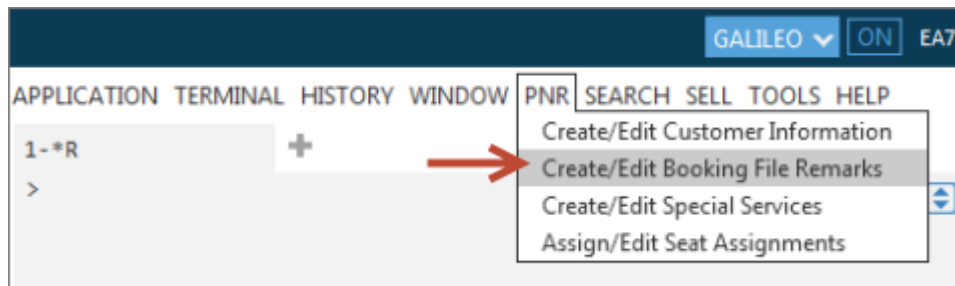
Remarks Fields

You can add remarks fields to the Booking File for various purposes. The four most frequently used remarks fields are:

- Notepad remarks
- Itinerary remarks
- Ticketing remarks
- Canned remarks

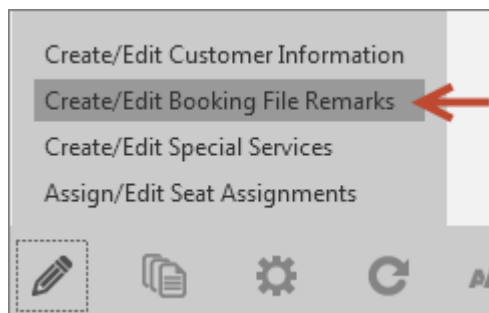
To add any of these remarks click the PNR drop-down menu and select Create/Edit Booking File Remarks option.

Example screen display:



Alternatively, click the Edit PNR icon  in the PNR Viewer window.

Example screen display:



Notepad Remarks

H/REMARKS
H/NP.

These are freeform remarks and do not appear on any documentation or transmit to any airline.

Adding a Notepad Remark

Click the Add button and type the free text of your remark. Click the Save button.


The screenshot shows a window titled "Booking file Remarks" with a close button (X) in the top right. It has several tabs: "ID", "Review BF", "Associated", "Unassociated", "Notepad" (which is selected), and "Invoice Remarks". Under the "Notepad" tab, there is a section labeled "Notepad" containing a "Remarks text:" label and a text input field with the text "ADVISE PAX OF ANY ADVERSE WEATHER POSSIBILITIES". Below this is a "Remarks" section with a "Remarks display" area showing the same text. At the bottom right of the dialog, there are four buttons: "Add", "Remove", "Save", and "Cancel".

Displaying Notepads

Click on *NP to display Notepads.

The screenshot shows a window titled "Travelport Smartpoint - Window 1". It displays flight information: "P2XR6C/16 DUBNH 0091416 AG 99999992 01DEC". Below this, there are two lines of passenger information: "1.1SMITH/JAMESJOHN 2.1SMITH/MARYANN" and "1. DL 39 Y 12SEP LHRATL HK2 0930 1406 O* E FR" and "2. DL 38 Y 17SEP ATLLHR HK2 1845 #0740 O* E WE/TH". Below the flight details is a row of buttons: "*ALL", "*P", "*FOP", "*TD", "*NP" (highlighted with a red dashed box), "*VL", "*VR", "*SI", "*RV", "*PI". Below the buttons, a red box highlights the text: "NOTE -ADVISE PAX OF ANY ADVERSE WEATHER POSSIBILITIES 41 05DEC 1448Z".

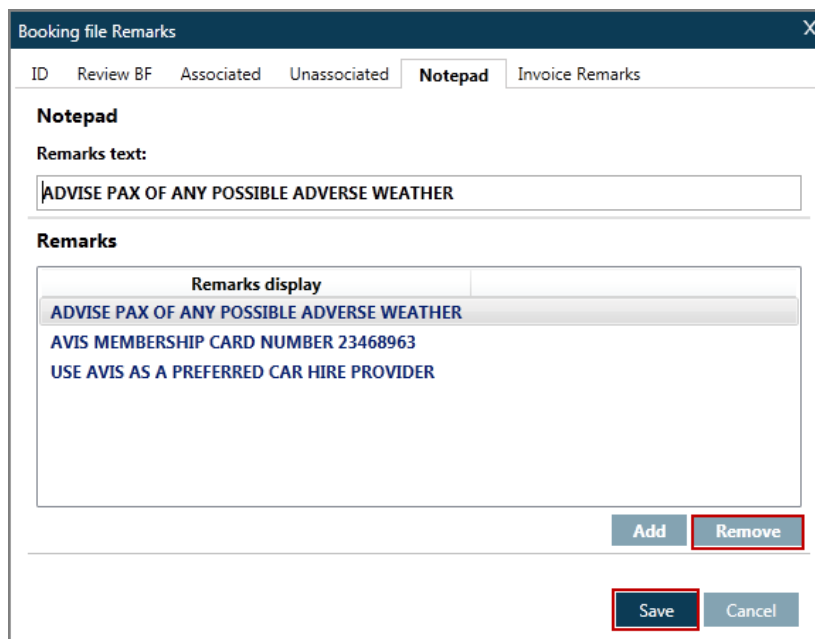
Amending/Deleting Notepads

To change a Notepad remark, access the Create/Edit Booking File Remarks from the PNR drop-down menu or click the  icon in the PNR Viewer window. Alternatively, click on the green **NOTE** or line number in the PNR.

Select the Notepad tab and highlight the remark you need to change, overtype with the new information.

To delete, click the Remove button.

Example screen display:



Click the Save button.

Itinerary Remarks

H/REMARKS

H/ITDI

H/ITIN

ASK Answer ID 8684

Itinerary remarks are freeform messages that you create to print on a customer's itinerary. There are two types of itinerary remarks:

- Associated

- Unassociated

In this section you will learn how to add, display, change, and delete associated and unassociated itinerary remarks. You can create a maximum of 5000 characters for combined associated and unassociated remarks fields.

Associated Remarks

Associated remarks are itinerary remarks you create and associate to a specific segment in a Booking File. When you generate an itinerary, associated remarks appear immediately after the segment they reference. You can have up to 70 freeform characters per associated remark.

Note: When you add, change, or delete associated remarks, that information does *not* go into the Booking File history.

Adding an Associated Remark

H/REMARKS

H/EIIR

ASK Travelport ID 8684

Click on the Associated tab from the Edit/Create Booking File Remarks dialogue box.

The itinerary displays, select the segment the remark needs to be associated with.

Example screen display:

The screenshot shows the 'Booking file Remarks' dialog box with the 'Associated' tab selected. The 'Associated Remarks' section contains a 'Remarks text' input field. Below it, the 'Remarks' section displays an itinerary with two segments: DL0039 LHR-ATL 09/12/2014 09:30:00 - 09/12/2014 14:06:00 and DL0038 ATL-LHR 09/17/2014 18:45:00 - 09/18/2014 07:40:00. The 'Add' button is highlighted with a red box.

Click the Add button and type the free text required and click the Save button.

Example screen display:

The screenshot shows the 'Booking file Remarks' dialog box with the 'Associated' tab selected. The 'Remarks text' field now contains the text 'PLEASE CHECK IN AT LEAST 2 HOURS PRIOR TO DEPARTURE'. The 'Remarks' section shows the same itinerary as the previous screenshot, with the first segment (DL0039 LHR-ATL 09/12/2014 09:30:00 - 09/12/2014 14:06:00) highlighted by a red box. The 'Save' button is highlighted with a red box.

The function identifier to add an associated remark is: RI. followed by S and the segment number, and an asterisk * before the free text.

Example: RI.S2* PLEASE CHECK IN 3 HOURS PRIOR TO DEPARTURE

Note: To add one blank line, simply use the spacebar twice in the Free Text box rather than typing any text.

Galileo numbers each line of associated remarks in ascending order, starting from the first segment in the itinerary. For example, if you associate two remarks to segment 2 and one remark to segment 3, Galileo displays them as associated remarks 1, 2, and 3.

Changing and Re-associating Remarks

ASK Answer ID 8684

When you change specific segments or an entire itinerary, the alert *****ITIN RMKS CANCELLED UNLESS REASSOC***** appears. The alert indicates that Galileo is holding the remarks and will cancel them upon end transaction unless you re-associate them to new segments.

To *re-associate* associated remarks when you change segments, use the following steps.

Display the Booking File.

Enter: *XRI

Type the entry RIR. (Itinerary remark number) S (new segment number)

e.g. RIR.1S1

Unassociated Remarks

Unassociated remarks are freeform remarks you create for an itinerary that do *not* associate to a specific segment. When you print an itinerary, unassociated remarks appear at the bottom of the itinerary. You can have up to 70 freeform characters per unassociated remark.

Note: When you add, change, insert and delete unassociated remarks, that information does *not* go into the Booking File history.

To add an Unassociated remark you must access the Create/Edit Booking File Remarks dialogue box and click the Unassociated tab.

Example screen display:

The screenshot shows a window titled "Booking file Remarks" with a close button (X) in the top right corner. Below the title bar is a tabbed interface with five tabs: "ID", "Review BF", "Associated", "Unassociated", "Notepad", and "Invoice Remarks". The "Unassociated" tab is currently selected and highlighted with a red rectangular border. The main content area is divided into two sections. The first section is titled "Unassociated Remarks" and contains a text input field labeled "Remarks text:". The second section is titled "Remarks" and contains a text input field labeled "Remarks display". At the bottom right of the dialog, there are four buttons: "Add" (highlighted with a red border), "Remove", "Save", and "Cancel".

Click the Add button, type the required free text in the Remarks text box.

Example screen display:

The screenshot shows a dialog box titled "Booking file Remarks" with a close button (X) in the top right corner. It has four tabs: "ID", "Review BF", "Associated", and "Unassociated" (which is selected), and two additional tabs: "Notepad" and "Invoice Remarks". Below the tabs, there is a section titled "Unassociated Remarks" with a "Remarks text:" label and a text input field containing "USE ONLY AUTHORISED CABS IN MEXICO". Below this is a "Remarks" section with a "Remarks display" label and a list box containing "USE ONLY AUT". At the bottom right, there are three buttons: "Add", "Remove", and "Save" (which is highlighted with a red box), and a "Cancel" button.

Click the Save button.

Displaying/Changing/Deleting Remarks

Itinerary remarks do *not* appear on the face of the Booking File. To view your itinerary remark entries, you can display by selecting the *RI button.

The screenshot shows the "Travelport Smartpoint - Window 1" interface. It displays flight information for P2XR6C/16 DUBNH 0091416 AG 99999992 01DEC. Below the flight details, there are several buttons: *ALL, *P, *FOP, *TD, *NP, *VL, *VR, *SI, *RI (highlighted with a red box), *RV, and *PI. Below the buttons, there is a text area containing the following text:


```

  ** ITINERARY REMARKS **
  ASSOCIATED ITINERARY REMARKS
  1. DL 39Y 12SEP LHR ATL
     1. PLEASE CHECK IN AT LEAST 2 HOURS PRIOR TO DEPARTURE
  UNASSOCIATED ITINERARY REMARKS
     2. USE ONLY AUTHORISED CABS IN MEXICO
  
```

 The text area is also highlighted with a red box.

The manual entry to display all associated remarks *only*, enter: *RIA

The manual entry to display all unassociated remarks *only*, enter: *RIU

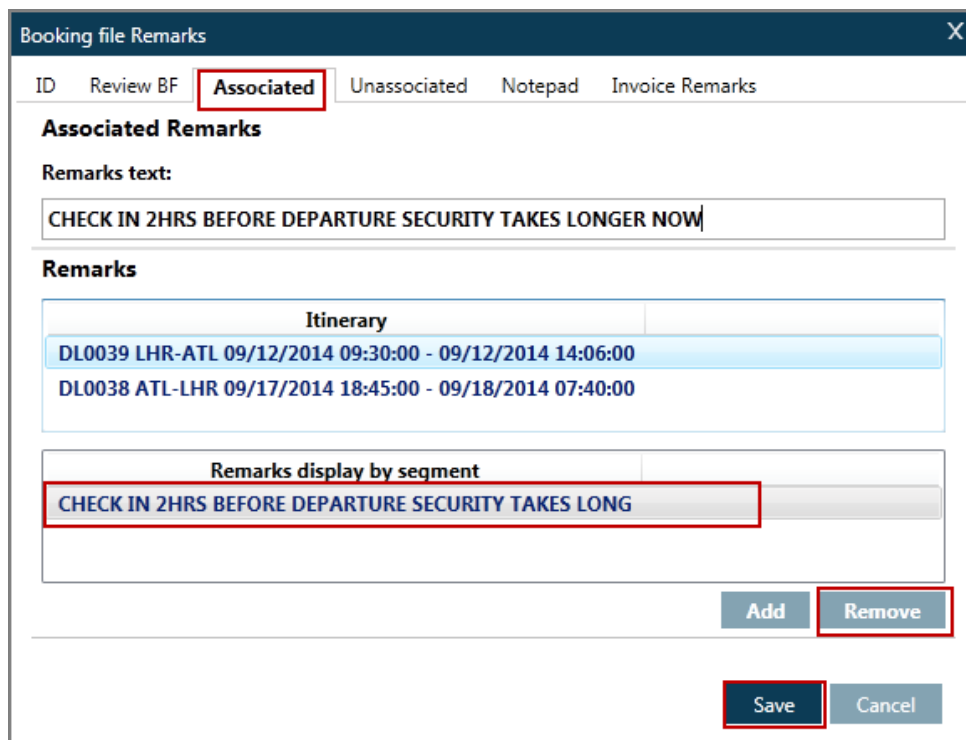
Note: Associated remarks appear in segment order and unassociated remarks appear in the order you entered them. For more information on how to display itinerary remarks, refer to H/ITDI.

To change or delete Itinerary Remarks, access the Create/Edit Booking File Remarks and select the Associated or Unassociated tab, depending on the type of itinerary remark you want to change or delete.

Highlight the remark and overwrite the information.

To delete the remark, highlight and click the Remove button.

Example screen display for Associated Remarks:



Click the Save button.

Invoice Remarks

H/ITRM

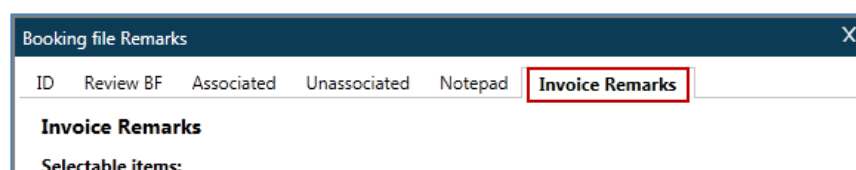
Invoice remarks are often known as ticketing remarks and they transmit information from Galileo to the back office accounting system and allow miscellaneous information to print on the itinerary/invoice. The agency uses this information for accounting, billing and reporting.

Galileo accepts up to 99 Invoice remarks per Booking File. Remark maximum length is 65 freeform characters including the function identifier. Galileo does *not* edit any remark, except for field length.

Adding Invoice Remarks

To add access the Create/Edit Booking File Remarks dialogue box and locate the Invoice Remarks tab.

Example screen display:



Select the type of invoice remark from the Selectable items drop-down and click the Add button, then type the information in the free text area.

Hints display to help with unfamiliar formats.

Once you have added the information, click the Save button.

Example screen display:

Booking file Remarks

ID Review BF Associated Unassociated Notepad **Invoice Remarks**

Invoice Remarks

Selectable items:

FS - Fare Saver 950-B

Hint:
Add a Fare Saver to the itinerary/invoice: no currency codes are used. Decimals are only required if HMCT-EUR is set, otherwise no decimals are allowed. Example: 2184-J will indicate the amount saved if the fare was booked at this amount, in "J" class. When changing an existing amount, remember to remove the system generated currency code.

Remarks

Type	Remarks display
FS - Fare Saver	950-B

Add Remove

Save Cancel

There are numerous selectable items with pre-assigned formats, for additional entries use the freeform text option to enter your own format.

Example screen display:

Booking file Remarks

ID Review BF Associated Unassociated Notepad **Invoice Remarks**

Invoice Remarks

Selectable items:

FT - Freeform text LOW FARE NOT TAKEN AS DEP TOO LATE

Hint:
Add a maximum 45 characters of accounting FREETEXT which is sent to the back office system (MIR).

Remarks

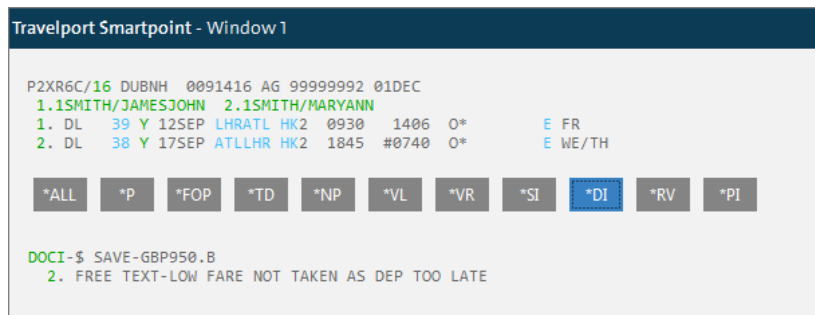
Type	Remarks display
FS - Fare Saver	950-B
FT - Freeform text	LOW FARE NO

Add Remove

Save Cancel

Displaying Invoice Remarks

To display invoice remarks in a Booking File, click on the *DI button.



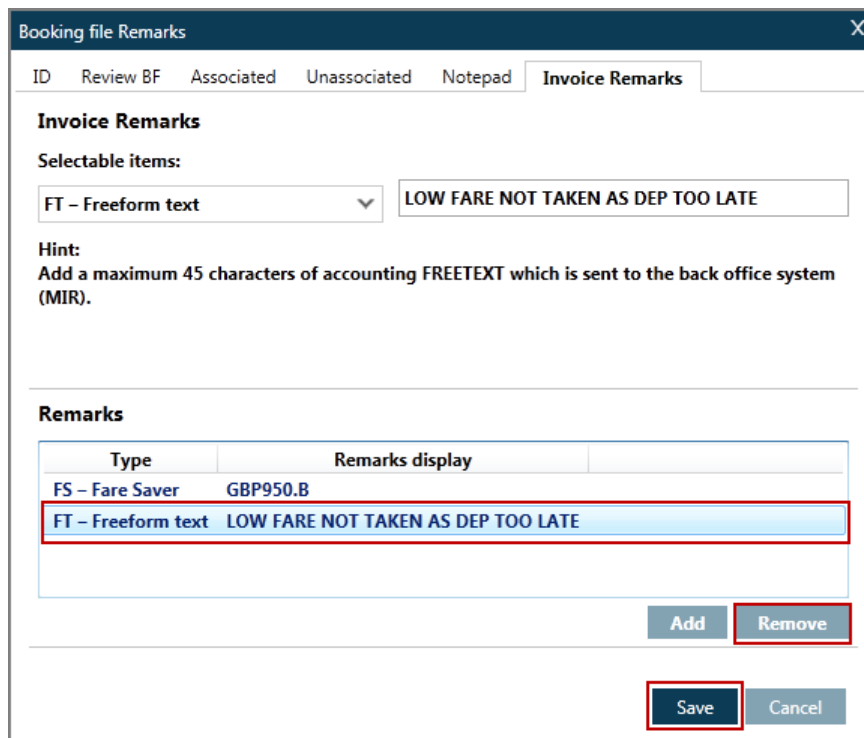
Changing/Deleting Invoice Remarks

To change or delete ticketing remarks, access the Create/Edit Booking File Remarks dialogue box and select the Invoice Remarks tab. Alternatively, click the green **TRMK** or line number of the remark in the PNR

Highlight the required remark and overtype with the new information.

To remove, highlight and click the Remove button.

Example screen display:



Click the Save button.

Canned Remarks

H/ITCA

Canned Remarks are frequently used remarks pre-stored in a file created and maintained by the agency secondary authorizer. You can choose remarks from the file and use them on a customer's itinerary.

Adding Canned Remarks

You add canned remarks to a Booking File using the Invoice Remark tab.

Select the Freeform Text option from the Selectable items drop-down, click the Add button and then type in the free format area CR- followed by the canned remarks numbers separated by the @ symbol. Enter the numbers in the order you want them to appear on the itinerary.

Example screen display:

The screenshot shows a window titled "Booking file Remarks" with a tab labeled "Invoice Remarks". At the top, there are navigation tabs: "ID", "Review BF", "Associated", "Unassociated", "Notepad", and "Invoice Remarks". Below the tabs, the "Invoice Remarks" section contains a "Selectable items:" dropdown menu set to "CR - Canned Remarks". To the right of the dropdown is a text input field containing "7.10.21.40". Below this is a "Hint:" section stating: "Canned Remark lines from the Canned Remarks record and placed on the itinerary/invoice. The remarks can be in any order. Example: 6.8.14.21.25.37.40.61.64.65". Underneath is a "Remarks" table with two columns: "Type" and "Remarks display". The table contains one row: "CR - Canned Rema" and "7.10.21.40". At the bottom right of the table are "Add" and "Remove" buttons. Below the table are "Save" and "Cancel" buttons.

Click the Save button.

Displaying Canned Remarks

Even though only a secondary authorizer can make changes to the canned remarks file, you can display the canned remarks file to see what canned remarks exist and how they are numbered.

To display canned remarks, enter: **RPFDRMKS**

Changing/Deleting Canned Remarks

To change or delete canned remarks in the Booking File go to the Create/Edit Booking File Remarks screen and select the Invoice remarks tab at the top of the screen. Highlight the Canned remarks line and amend/delete as required.

Review Bookings

H/RB

Review Bookings are often known as Queue Minders and they help you with follow up work needed for a Booking File, such as seat assignments and car and hotel reservations. A Review Booking is a note added to a Booking File that places it in a queue on a specific date along with instructions on what needs to be done. When you add, change, and delete queue minders, that information is then stored as Booking File history.

You can have up to 10 Review Bookings in one Booking File. Each Review Booking can include a queue number, a date, and freeform text.

Note: For information on managing queues, see Module 13.

Adding Review Bookings

Access the Create/Edit Booking File Remarks dialogue box and select the Review PNR tab.

Example screen display:

The screenshot shows a window titled "Booking file Remarks" with a close button (X) in the top right corner. Below the title bar is a tabbed interface with five tabs: "Review BF", "Associated", "Unassociated", "Notepad", and "Invoice Remarks". The "Review BF" tab is selected and highlighted with a red box. The main content area is titled "Review Booking File" and contains the following fields:

- Date:** A text input field with a calendar icon and the placeholder "Enter date".
- Time:** A text input field with a clock icon and the placeholder "Enter time".
- Queue (0-99):** A text input field.
- Category:** A text input field.
- Pseudo:** A text input field.
- Text:** A large, empty text area for freeform text.

Below the text area is a section titled "Items" containing a table with the following columns: "Date and time", "Queue (0-99)", "Category", "Pseudo", and "Queue text". The table is currently empty. At the bottom right of the dialog, there are three buttons: "Add" (highlighted with a red box), "Remove", and "Save". At the very bottom, there are "Save" and "Cancel" buttons.

Click the Add button, add the date you need to be reminded and a queue number. Optionally you can enter an alternative pseudo city code, use cryptic entries in terminal to add a queue category. Add text to identify why the Booking File has been put onto the queue in the Text box.

Click the Save button.

Note: When adding a new review booking the system will prepopulate some of the boxes with data, such as Queue 12 and your current Pseudo City Code and tomorrows date. You can overtype this with your own information.

Example screen display:

The screenshot shows a window titled "Booking file Remarks" with a close button (X) in the top right corner. Below the title bar are several tabs: "ID", "Review BF" (selected), "Associated", "Unassociated", "Notepad", and "Invoice Remarks".

The main section is titled "Review Booking File" and contains the following fields:

- Date:** 19/12/2013 (with a calendar icon)
- Time:** 10:00 (with a calendar icon)
- Queue (0-99):** 12
- Category:** (greyed out)
- Pseudo:** 0EA7

Below these fields is a **Text:** box containing the text "CHECK IF PASSENGERS REQUIRE HOTEL".

Underneath is an **Items** section with a table:

Date and time	Queue (0-99)	Category	Pseudo	Queue text
2013/12/19 10:00	12		0EA7	CHECK IF

At the bottom right of the form are two buttons: "Add" and "Remove". At the very bottom right are two more buttons: "Save" (highlighted with a red box) and "Cancel".

Points to note:

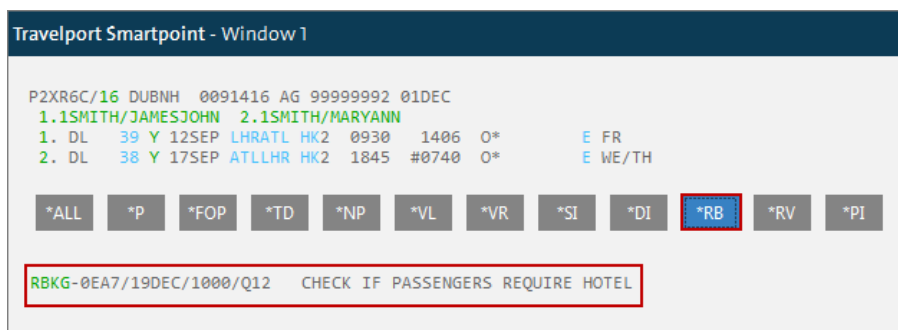
- Review Bookings can be added for a date no later than the last purge date of the PNR and no sooner than tomorrow’s date.
- Currently, the category box is greyed out and cannot be completed. Use cryptic entries in the terminal window to add categories.

Example entry: RB.29JUL/0800/Q12*CMG*FREE TEXT
 CMG indicates Category MG

The category must have been created to use this format.

Displaying Review Bookings

To display Review Bookings in a Booking File, click on the *RB button.

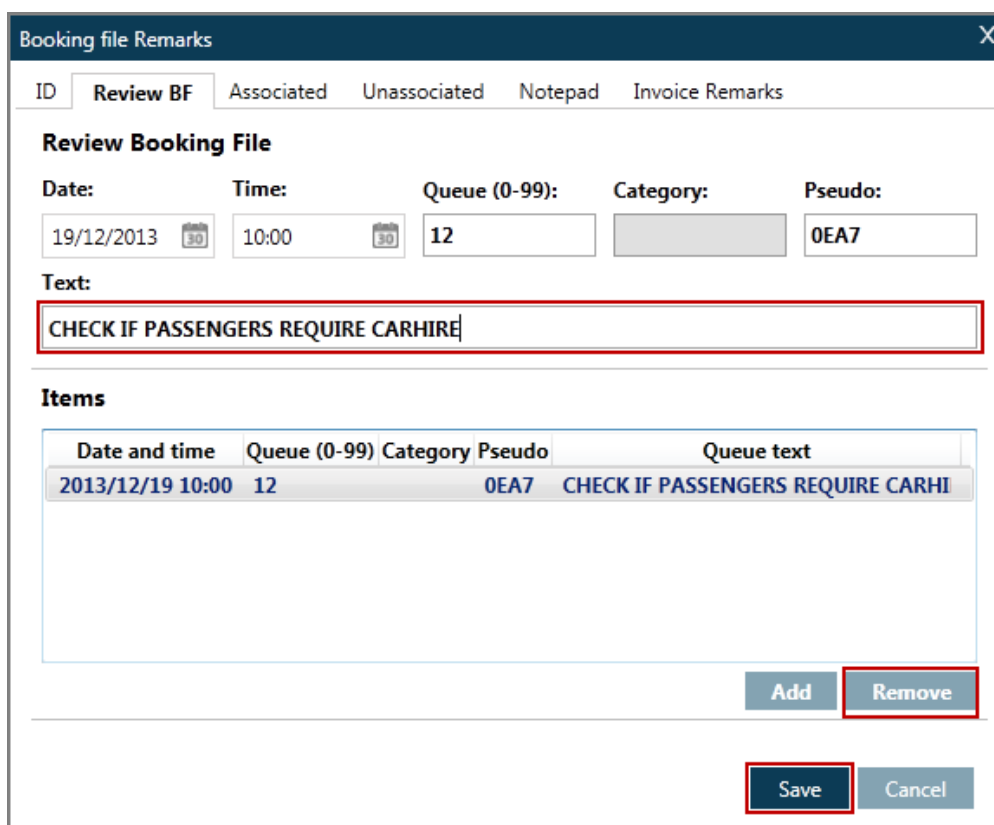


Changing/Deleting Review Bookings

Access the Create/Delete Booking File Remarks dialogue box and select the Review PNR tab. Alternatively, click on the green RBKG or the line number in the PNR.

To change, highlight the item and overtype the information.

To delete, highlight and click the Remove button.



Click the Save button.

Note: Review Bookings that contain a queue category may be deleted via this method but not amended.

Summary

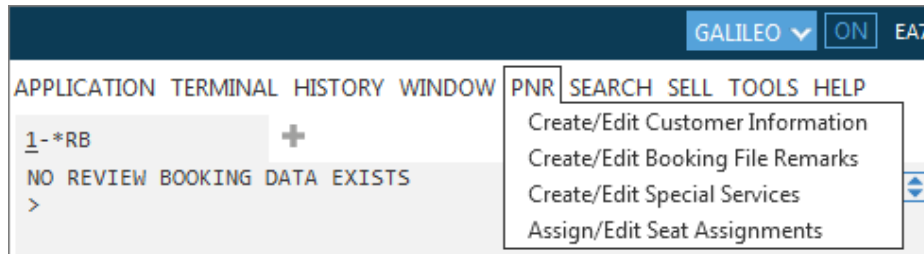
In this module, you learned how to add the following optional fields to a Booking File:

- Form of payment
- Frequent flyer
- Seat assignment
- Address and delivery
- Service requests
- Remarks
- Review Bookings

Module Review

1. What are the two types of address fields?

2. Which of the following menu items would be selected when wishing to add Mileage Membership to a Booking File?



3. How many credit card vendors are there in the pre-populated vendor list?

4. What is the difference between an associated and an unassociated remark?

5. What is the difference between an SSR and an OSI?

6. What will the following buttons display?



7. What are the steps to change the existing form of payment to indicate that the form of payment is now check/cheque?

Module 5: Working with Client Files

You can keep information about your agency, corporate accounts, and your travelers in Galileo Client Files. By having this information stored, you can move most traveler data from the Client File directly into the Booking File. The three levels of Client Files are:

- Agency
- Business
- Personal

Module Objectives

Upon completion of this module, you will be able to:

Describe Agency, Business, and Personal Files.

Display Client Files.

Move Client File information into a Booking File.

Agency, Business, Personal Files

Agency, Business and Personal Files comprise the three levels of Client Files in Galileo. Each Client File level can have a maximum of 200 lines.

Agency File

The Agency File contains information pertinent to your travel agency. There is one Agency File for each pseudo city code and Travelport creates it. The Agency File includes agency policies and procedures for common tasks, such as ticketing and accepted forms of payment. It includes the agency's phone number that moves to the first Phone field in the Booking File.

Business File

The Business File contains information pertinent to your corporate accounts. Business Files contain a business phone number for each corporate account and related information, such as the form of payment and any applicable discounts.

Personal File

The Personal File contains information specific to your individual travelers. Personal files contain the customer's name, phone number, and address, preferred form of payment, frequent flyer numbers, discount numbers, and meal and seating preferences.

Displaying Profiles

You can display Agency, Business, and Personal Files. The function identifier to display a Client File is: C*

The following tables list profile display formats.

To display:	Use this format:
Agency file	C*
Business file	C*ACME
Personal file	C*ACME-WILLIAMS
Client Files associated to an active Booking File	*CL
List of Business Files	CLB
List of Personal Files	CLP/ACME (ACME = Business file name)

To redisplay last active:	Use this format:
Client File	C*R
Business file	C*B
Personal file	C*P

Below is an example of a displayed Business File.

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-C*ESSO +
>|
«Hide Line Numbers»
EA7 /GALILEO TRAINING/ESSO
BUSINESSFILE
1N/ESSO OIL CORP LTD
3Y/P.LONB*23334242342
40/P.LONB*0208 57576 54858 EXT 465
5Y/CI.ESSO
6N/24 HOUR CONTACT 01494 765592
10Y/W.ESSO OIL CORP LTD*24 HIGH STR*WINDSOR*P/SL5 6RE
110/D.SHELL CO*RECEPTION DESK*ARTHUR CASTLE*WINDSOR
12B
13N/M.BA184738273
14N/>M.BA13843832
300/T.TAU/.....
310/F.CK
60YH/NP.HOTEL CORP. NOS HY 5431
61Y/NP.PLEASE OFFER HIGH LIFE INSURANCE THANKS
1000/RB...../0700/Q41
```


The following table lists the components of this Client File screen.

Component	Description
EA7	Agency PCC.
GALILEO TRAINING	Travel Agency's name
ESSO	Business file title
1	Line number
N	Line type (see next table for a list and explanation of all line types)
/	Separator
ESSO OIL CORP	Line content – Name of file Note: The information on lines that are supposed to be copied into Booking Files must be in valid Booking File format.

The following table lists all the possible line types and a description for each type.

Line Type	Description
Y (Yes)	When moving the Client File into a Booking File, Y lines are copied by default.
O (Optional)	When moving the Client File into a Booking File, O lines are copied only if requested.
N (Never)	When moving the Client File into a Booking File, N lines are never copied. This line can contain free text.
B (Blank)	Blank line. Makes it easier to read the Client File or divide sections.
R (Related)	The information on R lines is segment/name associated. When moving the Client File into a Booking File, R lines can be copied only if the flight segments and names are already present in the Booking File. They must be moved separately from other Client File lines.

Below is an example of the list of Personal files associated to the ESSO Business file (CLP/ESSO).

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-CLP/ESSO +
> PERSONAL FILE LISTING - EA7
1 ELLIOT 2 ROYDEN
```

It is possible to access individual Personal files with the use of the mouse by clicking on the titles shown in green.

Below is an example of a Personal file.

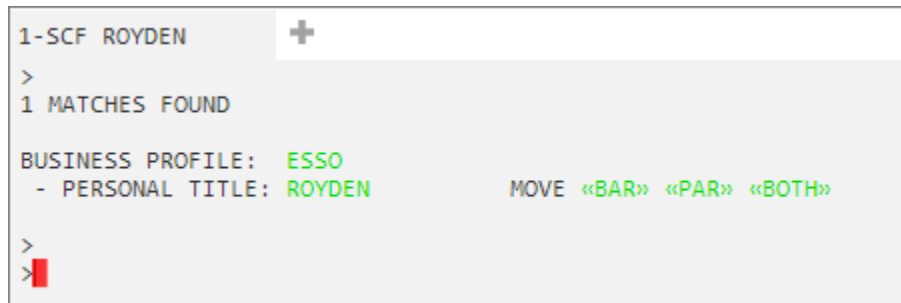
Note: The items presented in green may be clicked upon to carry out that function.

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-CLP/ESSO +
> «Back to Client File list» «Hide Line Numbers»
EA7 /GALILEO TRAINING/ESSO-ROYDEN
PERSONALFILE
 1Y/N.1ROYDEN/PAULINEMISS
 3Y/P.LONR/4957957-AFTER 6PM
 4Y/P.LONB/07777 8788787-MOBILE NUMBER
19Y/F.CK
25YS/NP.S/SEATS-NA
28YM/NP.M/VGML FOR SNACK
29R/SI.VGML
40YH/NP.H/MC ID8767676 /RD ID7676766
42YH/NP.H/NOT ALLOWED OVER GBP100PN
43YH/NP.H/GTE: AX3739000000000000 EXP: 12/09
50N/EMPLOYEE NUMBER 47474747
51N/SECRETARY NAME JANE SMITH
60YC/NP.C/ZI IDHUH7877888
62YC/NP.C/ ZI ECMN SAT NAV
63YC/NP.C/SI-RED CAR PLEASE
80NI/ INTERNATIONAL INFORMATION
81NI/ PASSPORT NO: YG7676G COUNTRY: UNITED KINGDOM
82NI/ ISSUE DATE: 12/06/08 EXP: 12/6/18
83NI/DATE OF BIRTH: 6/4/70 PLACE: LONDON
87N/>SI.P1/DOCS*P/GB/S12345678G/GB/24MAR70/F/23JUN18/ROYDEN/
PAULINEMISS
175Y/P.LONE/PAULINE.ROYDEN//TRAVELPORT.COM
176Y/RI.PLEASE ENSURE PASSPORT IS VALID FOR MORE THEN 6 MONTH
177Y/RI.PLEASE ENSURE PASSPORT IS VALID FOR MORE THEN 6 MONTH
178Y/RI.PLEASE ENSURE PASSPORT IS VALID FOR MORE THEN 6 MONTH
```

Search and Move

You can also use the Travelport Smartpoint search and move functionality. Using the function Identifier: SCF and the Personal title, you can search for a Personal title without having to know the Business title it is attached to

Example: SCF ROYDEN



To display the profiles you can click on the green interactive title.

To move the client file into a PNR there are 3 options to move the BAR, PAR or both.

Click on the option you require to move the file.

Moving Client File Information into a Booking File

There are many ways to move Client File information into a Booking File ranging from moving just one level through to all levels. This example will focus on the following three ways:

From the Agency File *only*.

From the Agency File and a Business File.

From the Agency File, a Business File, and a Personal File.

The function identifier for moving Client File information into a Booking File, without having the profile displayed, is: **CMT**

Agency File Move

To move your Agency File information into a Booking File, type CMT followed by a slash (/), end item (+), asterisk (*), and your name and press Enter.

Example

CMT/+*SHARON

Business File Move

To move the Business File information, along with the Agency File information, enter CMT, followed by a slash (/), Business File title, slash (/), end item (+), asterisk (*), and your name.

Example

CMT/ESSO/+*SHARON

Personal File Move

To move the Personal File information, along with the Business File *and* Agency File information, enter CMT, followed by a slash (/), Business File title, dash (-), Personal File title, slash (/), end item (+), asterisk (*), and your name.

Example

CMT/ESSO-ROYDEN/+*SHARON

Moving from a Displayed File

To move information from a displayed file, type CM followed by a slash (/), end item (+), asterisk (*), and your name and press Enter.

Example

CM/+*SHARON

Moving Selected Lines from a Displayed File

To move selected line numbers from a Business File, first display the Business File. Then enter CMB followed by the select move identifier /S/, end item (+), and the individual line numbers or a hyphen (-) and the range of line numbers.

Example

CMB/S/+1+5-10

Note: You can move single lines or a range of lines.

To move selected line numbers from a Personal File, first display the Personal File. Then enter CMP, followed by the select move identifier /S/, end item (+) and the individual line numbers or a hyphen (-) and the range of line numbers.

Example

CMP/S/+3+6+9-11

To move Related lines from a Personal File, first ensure the flight segments have been added to the Booking File and, also, that you copy the name before copying the R line. For this type of line, passenger association has to be specified in the entry.

Example

CMP/R/P-1

Client File Association

Moving data from Business or Personal Files to a Booking File creates an association between the Booking File and the Client File.



When multiple Client File associations exist, the first associated Client File in the Booking File is the default active Client File.

Client File Disassociation

Client File disassociation is the deletion of a Client File association from a Booking File.

To disassociate	Use the following format
All Profiles from the Booking File	CMREF@
Single Client File 2	CMREF@2
Selected Client Files (1 thru 3 and 5) from the Booking File	CMREF@1-3.5

When deleting Client File association, the system responds:

CLIENT FILE REFERENCE DELETED

Summary

In this module, you learned how to:

- Describe Agency, Business, and Personal Files
- Display Client Files
- Move Client File Information into a Booking File

Module 6: Fare Display

For many travelers, the main factor influencing the decision of which flights to book will be the fare charged for the journey. This is particularly so for leisure travelers who are paying for the ticket themselves, but also increasingly important for business travelers as many companies are trying to reduce travel costs.

When checking availability, each booking code represents a different cabin class or fare type. On all flights a variety of fares are offered. Highest fares that are flexible are termed normal fares. Those that are lower and less flexible are special fares.

Within each of these categories, there are different types of fares. The general features of the most commonly used fare types are listed below.

These are general guidelines, and restrictions of each fare may vary, depending on the route flown. The rules of each fare should be checked and passengers advised of any restrictions.

Module Objectives

Upon completion of this module, you will be able to:

- Identify different classes of service
- Identify different fare types
- Use basic International Fare Display formats
- Display fare rules
- Fare display using additional search qualifiers
- Use follow-up entries to update a fare display
- Display historical fares

Identifying Classes of Service

Generally, airlines offer three main classes of service:

- Economy class
- Business class
- First class

Some airlines may differentiate within a class, and in addition to the standard service may offer a superior service within the same cabin.

However, not all airlines offer three classes - some have two and others may only have one, and the classes offered may vary on different routes with varying aircraft types.

Economy Class

This is the main class of service offered and the service provided at the airport and on board may vary from airline to airline.

Business Class

For most airlines, this class is a superior economy class, offering speedier airport check-in, airport lounge facilities, more comfortable on-board seating, superior meal service and in-flight entertainment.

First Class

This is the premier class offered by airlines, and they usually provide individual check-in facilities, airport lounge facilities, superior seating and meal service and individual in-flight entertainment.

Identifying Fare Types

Generally there are two categories of airfares, normal fares and special fares.

Normal fares are available for all classes of service and are flexible and therefore more expensive. Generally normal fares are valid for one year. Special fares have many restrictions attached to them, such as minimum stay restrictions or advanced purchase requirements. In general they are less expensive.

Different fare types apply in different markets, but they typically fall into the following categories:

- Normal fares
- Point to point fares
- Excursion fares
- APEX fares
- PEX and Super-PEX fares

Normal Fares

Normal fares are flexible, and there are no routing, stopover, advance purchase or refund restrictions. They may be re-routed without restriction and purchased on a one way or round trip basis. Generally normal fares are valid for one year.

The class of service normally appears on its own as the fare basis, e.g. Y, C, F, R, although Y1 or J1 may be used to indicate the highest fare level, and YOW or YRT to identify one way or round trip fares.

Note: The class of service may be followed by a seasonal indicator, e.g. YL (economy low season)

Point to Point Fares

Point to point fares may be seen in any class and allow the passenger who wishes to travel directly from point A to B to do so. There are usually no advanced booking requirements, or refund restrictions. Routing is usually limited to direct flights, although connecting flights may be available, providing no stopovers are made.

Fares may be sold on a one way or round trip basis. Round trip fares are normally valid for a year provided there are no seasonal restrictions.

The code 2 or 3 may appear at the end of the fare basis, e.g. Y2, C3, and SLX2.

Excursion Fares

Reservations for excursion fares may normally be changed, subject to minimum and maximum stay requirements. They may normally be purchased at any time, and sold on a return basis. Routing and stopover requirements are generally flexible, and there are usually no refund restrictions.

The code E or EE is found at the end of the fare basis followed by the maximum stay in terms of days or months, e.g. YLEE14 or BEE3M.

APEX Fares

Reservations for Advance Purchase Excursion (APEX) fares usually may not be changed without a penalty, and there is often some type of refund restriction. Usually no stopovers are allowed and direct flights are used. They are normally sold on a return basis, and have a minimum and maximum stay requirement.

The codes AP, AN or AB are normally included in the fare basis.

PEX and Super-PEX Fares

These are Public Excursion fares and have the same restrictions as APEX fares but may be purchased at any time. Usually no stopovers are allowed and direct flights are used. There are minimum and maximum stay requirements, and they are normally sold on a return basis.

The codes PX or SX are included in the fare basis.

International Fare Display

H/FARES

ASK ANSWER ID 8598

A basic fare display entry returns *all* published fares between two cities. The Galileo fare display defaults to show both return and one way adult fares for participating airlines.

Fares are displayed in low-to-high order, with round trips assessed at their half-value. When one carrier's fare is identical to another, the displays will be randomized on subsequent entries.

The basic input to display fares from one city to another is **FD** followed by the city pair and date of travel, which may be entered in any order.

Example entries:

FDLONLAX27MAY

FD27MAYLONLAX

Either of these inputs will display the same list of fares in fare display.

Example screen response:

1-FD27MAYLONLAX +

> UNSALEABLE FARES MAY EXIST

FARES LAST UPDATED 09DEC 9:50AM
LON-LAX DEPART 27MAY
MPM 13542 PA
ADDITIONAL TAXES/FEES MAY APPLY
PUBLIC/PRIVATE FARES FOR EA7
USD CURRENCY FARES EXIST

	CX	FARE GBP	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	DY	50.00	XSRGB	X	+			R	AT	
2	DY	70.00	PSRGB	P	+			R	AT	
3	DY	110.00	HSRGB	H	+			R	AT	
4	TK	234.00R	VN2XPB	V		/12M		R	AT	
5	IB	269.00R	OJXUKJB1	O	+	SU/12M	01APR4-22JUN4	M	AT	D
6	LX	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
7	OS	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
8	SN	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
9	AC	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
10	BA	269.00R	OJXUKJB1	O	+	SU/12M	01APR4-22JUN4	M	AT	D
11	VS	269.00R	OJXMG1	O	+	SU/12M	01APR4-22JUN4	R	AT	D
12	LH	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
13	AZ	269.00R	OKXPRGB	O		SU/3M	01APR4-22JUN4	R	AT	D
14	AY	269.00R	OJXUKJB1	O	+	SU/12M	01APR4-22JUN4	M	AT	D
15	KL	269.00R	VKXPRGB	V	+	SU/3M	01APR4-22JUN4	M	AT	D
16	NZ	269.00R	KJXLA45	K	+	SU/3M	01APR4-22JUN4	R	AT	D
17	DL	269.00R	VKXPRGB	V	+	SU/3M	01APR4-22JUN4	M	AT	D
18	AA	269.00R	OJXUKJB1	O	+	SU/12M	01APR4-22JUN4	M	AT	D
19	AF	269.00R	VKXPRGB	V	+	SU/3M	01APR4-22JUN4	M	AT	D
20	UA	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
21	DY	140.00	TSRGB	T	+			R	AT	
22	TK	297.00R	LN2XPB	L		/12M		R	AT	

Note: Scroll down using the scroll bar to display additional fare options.

The following table lists the components of the fare display.

Component	Description
FD27MAYLONLAX	Tab displays the fare display format.
FARES LAST UPDATED 09 DEC 09:50AM	Date and time of most recent fares update.
LON - LAX DEPART 27MAY	Details of tariff display response. Repeat of particulars.
MPM 6544 AT	Maximum permitted mileage and global indicator.
PUBLIC/PRIVATE FARES FOR EA7	Public and private fares for PCC EA7.
USD CURRENCY FARES EXIST	Alert that USD fares exist for this city pair
CX FARE GBP FARE BASIS C AP MIN/MAX SEASONS.... MR GI DT	Column headers: Carrier Fare and currency code Fare basis code Booking class code Advance purchase requirement Minimum and maximum stay requirements Seasonal restrictions Mileage/routing indicator Global indicator Day/time flight restrictions

Fare Rules

H/NOTES
H/FUFN

To display the fare rules from the fare display, click on the relevant fare basis code displayed on screen. This will display all rules for the specified fare.

	CX	FARE GBP	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	DY	50.00	XSRGB	X	+			R	AT	
2	DY	70.00	PSRGB	P	+			R	AT	
3	DY	110.00	HSRGB	H	+			R	AT	
4	TK	234.00R	VN2XPB	V		/12M		R	AT	
5	IB	269.00R	OJXUKJB1	O	+	SU/12M	01APR4-22JUN4	M	AT	D
6	LX	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
7	OS	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
8	SN	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
9	AC	269.00R	KKXNCZGB	K	7+	SU/3M	05APR4-22JUN4	R	AT	D
10	BA	269.00R	OJXUKJB1	O	+	SU/12M	01APR4-22JUN4	M	AT	D
11	VS	269.00R	OJXMG1	O	+	SU/12M	01APR4-22JUN4	R	AT	D

Example screen display:

```

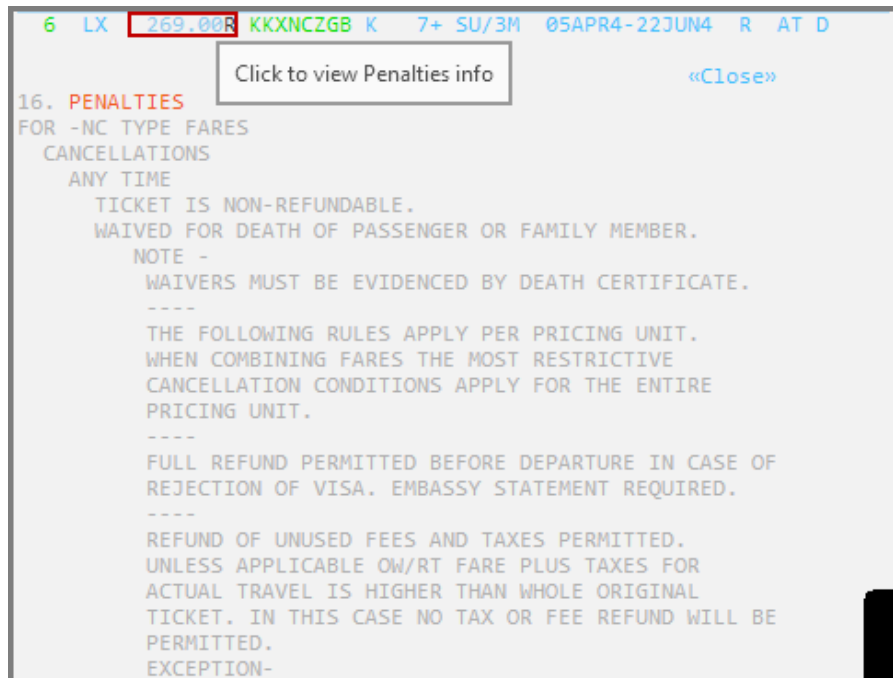
1-FD27MAYLONLAX +
«Back to Fare Display»
>
006 LONLAX 27MAY14 LX GBP 269.00 KKXNCZGB STAY-SU/3M BK-K
0. APPLICATION AND OTHER CONDITIONS
RULE - 001/WPGB
UNLESS OTHERWISE SPECIFIED
LX PROMOTIONAL FARES FROM THE UNITED KINGDOM TO THE UNITED
STATES.
APPLICATION
AREA
THESE FARES APPLY
FROM UNITED KINGDOM TO THE UNITED STATES.
CLASS OF SERVICE
THESE FARES APPLY FOR BUSINESS/ECONOMY CLASS SERVICE.
CAPACITY LIMITATIONS
THE CARRIER SHALL LIMIT THE NUMBER OF PASSENGERS CARRIED
ON ANY ONE FLIGHT AT FARES GOVERNED BY THIS RULE AND SUCH
FARES WILL NOT NECESSARILY BE AVAILABLE ON ALL FLIGHTS.
THE NUMBER OF SEATS WHICH THE CARRIER SHALL MAKE
AVAILABLE ON A GIVEN FLIGHT WILL BE DETERMINED BY THE
CARRIERS BEST JUDGMENT
OTHER CONDITIONS
MILEAGE UPGRADE FOR E/ L/ K/ T BOOKING CLASSES
NOT PERMITTED.
    
```

Note: Click <<Back to Fare Display>> to return to the fare display.

Displaying the Penalties Rule

Click on the fare to display the penalties that apply to that fare.

Example screen response:



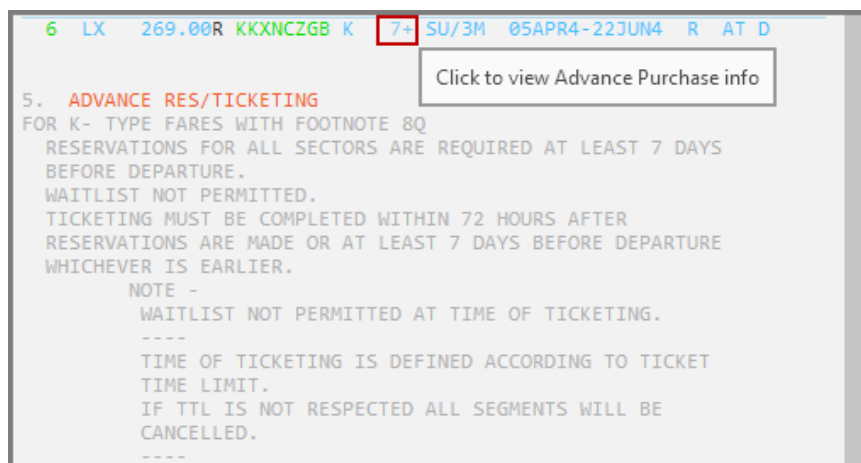
To view more penalty information, use the scroll bar to scroll down.

Note: Click <<Close>> to close the rule display.

Advance Purchase Information

To view the Advanced Purchase information, click the relevant Advance Purchase column.

Example screen display:



Booking Class Information

Check the booking class when different carriers are participating in an international itinerary.

Refer to the following fare display for primary carrier QR, for fares between DOH and SYD. The passenger wishes to travel via PER. To check which class of service to book for the fare on line 1, with secondary carrier QF for the PER to SYD sector, click the Class.

	CX	FARE	FARE BASIS	C	AP	MIN/MAX	SEASONS.....	MR	GI	DT
1	QR	5870R	SLRRSUP1	S	7	5/4M	17AUG -15JUN	R	EH	
2	QR	6330R	VLRRSTN2	V		3/9M	17AUG -15JUN	R	EH	
3	QR	3460	SLORSUP1	S	7		17AUG -15JUN	R	EH	

A 'Booking Classes' dialog box will open offering the options to display booking classes or display booking classes for secondary carrier.

Display booking classes - displays the booking code for the selected fare.

Display booking classes for secondary carrier - displays booking codes for the secondary carrier QF, from the primary carriers' (QR) fare display.

Select Display booking classes for secondary carrier and enter the secondary carrier's two-character airline code. Then click 'proceed'.

Example screen display:

Example itinerary:

1.	QR	900	S	10MAY	DOHPER	HS1	0150	1755	0	E	SA
2.	QF	568	S	14MAY	PERSYD	HS1	0005	0620	0	E	WE
3.	QF	491	S	25MAY	SYDMEL	HS1	1945	2120	0	E	SU
4.	QR	905	S	25MAY	MELDOH	HS1	2255	#0610	0	E	SU/MO

*ALL *RV *PI

Routing and Mileage Information

If a routing fare is identified in fare display, it is possible to display the applicable routing for that fare.

Refer to the fare display below, for fares between London and Melbourne on BA. Fares displayed on lines 1-14 are route fares, indicated by the R in the MR column.

Example screen display:

CX	FARE GBP	FARE BASIS	C	AP	MIN/MAX	SEASONS.....	MR	GI	DT
1	VN	100.00R	TL1YEU	T	6/	01JAN -25JUN	R	EH	
2	VN	190.00R	RL1YEU	R	6/	01JAN -25JUN	R	EH	
3	PR	238.00R	TWBLASIA	T	/1M	18NOV3-31MAY4	R	EH	
4	OS	246.00R	LBUYGB02	L	V/12M		R	TS	
5	OS	246.00R	LBUYGB02	L	V/12M		R	EH	
6	BI	275.00R	SLE3MGBG	S	/3M	15APR4-19JUN4	R	EH	
7	OS	290.00R	EBUYGB02	E	V/12M		R	TS	
8	OS	290.00R	EBUYGB02	E	V/12M		R	EH	
9	MU	300.00R	Q3MUBZ	Q	/3M		R	EH	
10	QF	319.00R	OLUK	O	+ 3/12M	20APR4-30JUN4	R	EH	
11	EK	319.00R	TEQFPGB1	T	+ 3/12M		R	EH	
12	BI	320.00R	QLE6MGBG	Q	/6M	15APR4-19JUN4	R	EH	
13	CA	320.00R	SPX6MGB1	S	+ /6M		M	EH	
14	SQ	339.00R	V34GB3M	V	+ /3M	27APR4-20JUN4	R	EH	
15	SQ	340.00R	V34GB3M	V	+ /3M	27APR4-20JUN4	R	EH	
16	PR	351.00R	URBELAU	U	/6M		R	EH	
17	PR	176.00	UOBELAU	U			R	EH	
18	CA	360.00R	GPX6MGB1	G	+ /6M		M	EH	
19	QF	369.00R	QLUK	Q	+ 3/12M	20APR4-30JUN4	R	EH	
20	EK	369.00R	LEQFPGB1	L	+ 3/12M		R	EH	
21	QR	370.00R	OPE6MGB	O	3 3/6M	21APR4-19JUN4	R	EH	
22	BI	375.00R	XLE6MGBG	X	/6M	15APR4-19JUN4	R	EH	
23	VN	390.00R	TL1YEU	T	6/	01JAN -25JUN	R	EH	
24	OS	396.00R	TFLYGB02	T	V/12M		R	TS	
25	OS	396.00R	TFLYGB02	T	V/12M		R	EH	
26	MU	400.00R	Q6MUBZ	Q	/6M		R	EH	
27	SQ	402.00R	V34GB3M	V	+ /3M	27APR4-20JUN4	R	EH	
28	AY	410.00R	RLBA2GB	R	+ V/	01APR -30JUN	R	TS	
29	AY	410.00R	RLBA2GB	R	+ V/	01APR -30JUN	R	EH	
30	QF	419.00R	NLUK	N	+ 3/12M	20APR4-30JUN4	R	EH	

To display the permitted routing for the fare on line 1, click the R in the MR column.

Example screen display:

CX	FARE GBP	FARE BASIS	C	AP	MIN/MAX	SEASONS.....	MR	GI	DT
1	VN	100.00R	TL1YEU	T	6/	01JAN -25JUN	R	EH	

«Close»

>FR*1
LON-MEL SAT-10MAY14 VN
ADULT FARES

CX	FARE GBP	FARE BASIS	C	AP	MIN/MAX	SEASONS.....	MR	GI	DT
1	VN	100.00R	TL1YEU	T	6/	01JAN4-25JUN4	R	EH	

SPECIFIED ROUTE: 1102
LON-SGN-MEL

Note: Where no carrier code is shown between two city codes on the routing the primary carrier is required for that part of the journey.

Any carrier code or city code separated by a / indicates alternatives, e.g. LON-TYO (QF/JL) SIN-SYD (BA/QF) MEL

```
>FR*1
LON-MEL SAT-10MAY14 BA
ADULT FARES
      CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
          GBP   BASIS
      1  BA  470.00R SLBBGB  S   +  SU/12M  21APR4-29JUN4 R  TS

SPECIFIED          ROUTE: 0410
LON-TYO(QF/JL)SYD(BA/QF)MEL
LON-TYO(BA/JL)SIN-SYD(BA/QF)MEL
```

If a mileage fare is identified in the MR column of the fare display, it is possible to display the maximum permitted mileage and mileage surcharges by selecting **M**.

Example screen display:

```
>FM*15
TAXES/FEES NOT INCLUDED
ADULT FARES
      CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
          GBP   BASIS
      15 BA  1063.00 Y2EHOW  Y           /12M           M  EH
          GI      M      5M      10M      15M      20M      25M
MPM  EH      12910    13555    14201    14846    15492    16137
GBP   1063.00    1116.15    1169.30    1222.45    1275.60    1328.75
```

Note: Min / Max stay may also be displayed if applicable, along with seasonality, global indicator information and date/time restrictions.

Fare rules may also be accessed from fare display using Galileo command entries. The table below lists some of the most frequently used formats.

Explanation:	Format:
Display the menu of paragraph headings for the fare on line 5 of the fare display.	FN*5
Display paragraphs 0, 6, 15, 16 and 17 from the paragraph menu.	FN*P0.6.15-17
Return to the menu of paragraph headings.	FN*5
Display all rule paragraphs for the fare on line 5 of the fare display.	FN*5/ALL
Return to fare display screen.	FD*
Display the routing options for the fare on line 1 of the fare display.	FR*1
Display the maximum permitted mileage and mileage surcharge information for the fare on line 8 of a fare display.	FM*8
Check which booking class is required for the fare on line 1, for secondary carrier QF.	FDC*1//QF
Display a rule summary for city-pairs where ATPCO is the fare supplier.	FN*2/S

Fare Display Search Qualifiers

H/FD

A more appropriate fare display may be obtained by using search qualifiers.

Search qualifiers may be input in any order, and may be used in two ways:

- As part of the initial fare display input
- To update an existing display
- Carrier Qualifier

The system default is to display fares for all carriers. The carrier qualifier may be used to limit the display to that of a specified carrier.

Example entry: **FD10JUNLONHKG/CX**

Example screen response:

	CX	FARE GBP	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	CX	371.00R	VLXRT	V	+	SU/6M	24DEC3-19JUN4	M	EH	D
2	CX	392.00R	VLWRT	V	+	SU/6M	24DEC3-19JUN4	M	EH	D
3	CX	424.00R	LLXRT	L	+	SU/6M	24DEC3-19JUN4	M	EH	D
4	CX	445.00R	LLWRT	L	+	SU/6M	24DEC3-19JUN4	M	EH	D
5	CX	519.00R	MLXRT	M	+	SU/6M	24DEC3-19JUN4	M	EH	D
6	CX	541.00R	MLWRT	M	+	SU/6M	24DEC3-19JUN4	M	EH	D
7	CX	625.00R	KLXRT	K	+	/12M	24DEC3-19JUN4	M	EH	D
8	CX	647.00R	KLWRT	K	+	/12M	24DEC3-19JUN4	M	EH	D
9	CX	739.00R	MLEECN	M		/12M	01MAY -24JUN	M	EH	
10	CX	763.00R	HLXRT	H	+	/12M	24DEC3-19JUN4	M	EH	D
11	CX	784.00R	HLWRT	H	+	/12M	24DEC3-19JUN4	M	EH	D
12	CX	837.00R	ELXRT	E	7+	/12M	24DEC3-19JUN4	M	EH	D
13	CX	880.00R	ELWRT	E	7+	/12M	24DEC3-19JUN4	M	EH	D
14	CX	901.00R	BLXRT	B	+	/12M	24DEC3-19JUN4	M	EH	D
15	CX	922.00R	BLWRT	B	+	/12M	24DEC3-19JUN4	M	EH	D
16	CX	1092.00R	RLXRT	R	+	/12M	24DEC3-19JUN4	M	EH	D
17	CX	1134.00R	RLWRT	R	+	/12M	24DEC3-19JUN4	M	EH	D
18	CX	1545.00R	BEE12MCX	B		/12M		M	EH	
19	CX	2074.00R	BEE6M	B		/6M		M	EH	
20	CX	2131.00R	Y2RT1	Y		/12M		M	EH	
21	CX	1082.00R	BEEOWCX	B		/12M		M	EH	
22	CX	2178.00R	W2RT1	W		/12M		M	EH	
23	CX	1492.00R	Y2OW1	Y		/12M		M	EH	
24	CX	1525.00R	W2OW1	W		/12M		M	EH	
25	CX	3708.00R	IAPRT	I	14+	SU/6M		M	EH	
26	YY	4275.00R	YIF	Y				M	EH	
27	CX	4926.00R	YRT	Y		/12M		M	EH	
28	CX	5258.00R	RRT	R		/12M		M	EH	

Points to note:

- Only fares for CX are displayed. A maximum of three carriers may be specified in a fare display entry.
- Specified carriers may be added to an existing fare display with a follow up entry: **FD/CX/BA/SQ**
- Carriers may choose to have IATA fares suppressed when their fares are displayed.
- Carrier coded fares show their correct booking class code, but IATA fares show only a generic booking class code. The display must always be changed to that of the required carrier to obtain the correct booking class code.

Journey Type Qualifier

The system default displays both one way and round trip fares. The journey type qualifier may be used to limit the display to either a one way or round trip fare display.

Example entry: **FD22MARPERSYD-OW**

Example screen response:

PUBLIC FARES												
AED	CHF	CZK	DKK	EUR	GBP	NZD	PLN	SEK	CURRENCY	FARES	EXIST	
	CX	FARE	FARE		C	AP	MIN/		SEASONS.....	MR	GI	DT
		AUD	BASIS				MAX					
1	VA	143.41	SZDAS	S	+					R	EH	
2	VA	156.14	TZDAS	T	+					R	EH	
3	JQ	172.93	HLOW	H	+					R	EH	
4	JQ	182.02	KLOW	K	+					R	EH	
5	VA	210.68	SZDA	S	+					R	EH	
6	JQ	213.84	LLOW	L	+					R	EH	
7	VA	228.87	TZDA	T	+					R	EH	
8	JQ	232.02	MLOW	M	+					R	EH	
9	VA	247.05	QZDA	Q	+					R	EH	
10	JQ	250.20	NLOW	N	+					R	EH	
11	QF	250.66	OSXI	O						R	EH	
12	JQ	268.38	OLOW	O	+					R	EH	
13	VA	274.32	VZDA	V	+					R	EH	

Points to note:

- Only one-way fares are displayed.
- Round trip fares may be displayed by using the qualifier **-RT**
- The journey type qualifier may be added to an existing fare display with a follow up entry: **FD-RT** or **FD-OW**
- The warning **UNSALEABLE FARES** at the top of the screen indicates that additional fares exist, which may not be sold at your agency location

Passenger Type Code Qualifiers

H/PTC

Adult fares are displayed as the system default. When a fare is required, *other* than an adult fare, a passenger type code must be used.

3-character standard passenger type codes and descriptions defined by ATPCO are available. Passenger type codes and descriptions may be displayed using the following entries.

Explanation:	Format:
Display a complete list of codes and descriptions	PTC
Display a list of codes and descriptions beginning with the letter U	PTC/U
Search for a code by description. Note: All passenger type codes/descriptions that match the word are displayed.	PTD/STANDBY

Passenger type codes with age requirements

When requesting fares for some passenger types you may need to specify the age of the passenger within the passenger type code. The input will vary depending on the way the airline has filed the fare.

For example:

Explanation:	Passenger Type Code:
Accompanied child	CNN or C08 (age 8)
Senior citizen with age requirement	SNN or S65 (age 65)
Military child	MNN or M05 (age 5)

Example entry: FD14JUNLONKUL/MH*CNN

Example screen response:

```

PUBLIC FARES
USD CURRENCY FARES EXIST
  CX  FARE  FARE  C  AP  MIN/  SEASONS..... MR GI DT
   GBP  BASIS
1  MH  367.00R NLXBCGB N  5  5/6M  01JAN -06JUL  R  EH D
   PTC: CNN
   TC:NLXBCGBCH
2  MH  382.00R NLWBCGB N  5  5/6M  01JAN -06JUL  R  EH D
   PTC: CNN
   TC:NLWBCGBCH
3  MH  400.00R SLXBCGB S  3  5/6M  01JAN -06JUL  R  EH D
   PTC: CNN
   TC:SLXBCGBCH
    
```

Note: Only child fares are displayed. The passenger type code CNN appears below the fare amount along with the ticket code TC:NLBC6GBCH.

A ticket code will replace the Fare Basis Code when printed on the ticket.

A maximum of six passenger description codes may be used in one entry.

Example entry: FD30MAYNBOLOS/ET*ADT*CNN*INF

Example screen response:

```

PUBLIC FARES
  CX  FARE  FARE  C  AP  MIN/  SEASONS..... MR GI DT
   USD  BASIS
1  ET  30.00R EPX1YKE E           /12M           R  EH
   PTC: INF
   TC:EPX1YKEIN
2  ET  35.00R WPX1YKE W           /12M           R  EH
   PTC: INF
   TC:WPX1YKEIN
3  ET  39.00R TES1YKE T           /12M           R  EH
   PTC: INF
   TC:TES1YKEIN
    
```

Note that fares are displayed for all three passenger types. However as fares are displayed in low-to-high order, the infant fares generally appear first.

Use the scroll bar to scroll down and view more fare options.

Fare Basis Code Qualifier

Infant fares are shown at the top of the screen, as they are the lowest fares. It is possible to move down (MD) through the list to find the corresponding child and adult fares, but time-consuming.

An easy way to find the adult and child fares corresponding to the infant fare is to use a follow-up entry to modify the fare display using the selected infant fare basis code.

Example entry: **FD@EPX1YKE**

Screen Response:

PUBLIC FARES										
	CX	FARE USD	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	ET	30.00R	EPX1YKE	E		/12M		R	EH	
		PTC: INF								
		TC: EPX1YKEIN								
2	ET	225.00R	EPX1YKE	E		/12M		R	EH	
		PTC: CNN								
		TC: EPX1YKECH								
3	ET	300.00R	EPX1YKE	E		/12M		R	EH	

Note: Infant, child and adult fares are displayed for the specified fare basis code.

Combining Search Qualifiers

Search qualifiers may be used to display a more appropriate choice of fares. Multiple search qualifiers may be used in combination, and may be used in any order.

Example entry: **FD12JUNLONJNB-RT*ADT*CNN/BA@VLNCGB**

Example screen response:

PUBLIC FARES										
	CX	FARE GBP	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
1	BA	402.00R	VLNCGB	V	+	SU/12M	01JAN -08OCT	R	EH	
		PTC: CNN								
		TC: VLNCGBCH								
2	BA	536.00R	VLNCGB	V	+	SU/12M	01JAN -08OCT	R	EH	

Fare Display Search Qualifiers Formats

The following fare display qualifiers may be used to request a more specific display.

Format:	Explanation:
/QF	Specified carrier
-OW -RT	Type of fares – one way and round trip
*ADT *CNN (or) C08 *INF	Passenger type – adult, child and infant
-B	Fares with booking class B (carrier required)
@C	Business class fares only (@F for First class)
@YPX3M	Specified fare basis only
.EH	Travel via eastern hemisphere
:P	Private fares only
:C	Net fares only
-PRI-ACCT	With specified account code
/X	High to low order
.T29JUN13	Specify a ticketed date in the fare display entry, to check historical fare information

Fare Display Follow-up Entries

Once a Fare Display has been requested, follow-up inputs can be made to update the initial request, rather than inputting the whole entry again.

The use of follow-up inputs results in a new Fare Display, reflecting the new requirements.

Format:	Explanation:
FD-OW	Updates the previous fare display to show one way fares only.
FD29MAY	Updates the specified date of the previous fare display.
FD/TG/SQ	Updates the previous fare display to show fares for Thai Airways (TG) and Singapore Airlines (SQ).
FD-RT*CNN (or C08)	Updates the previous fare display to show round trip fares for a child.
FDOSYD	Updates the origin city of the previous fare display to show Perth.
FDD SIN	Updates the destination city of the previous fare display to show Singapore.
FD@YEE6M	Updates the previous fare display to show the YEE6M fare only
FD@C	Updates the previous fare display to show business class fares only

Note: FD* redisplay the active fare display.

Historical Fare Display

ASK ANSWER ID 1069

There may be instances when you need to confirm what the fare rules were on that date that a ticket was issued. For example before exchanging or refunding a ticket.

A historical fare display entry must be used, in which the airline, the travel date and the ticketed date must be specified.

Example entry: FD20MAR13LONBKK/TG.T25MAY14

Example screen response:

FARES LAST UPDATED 09DEC 11:36AM										
TG LON-BKK DEPART 20MAR13										
HISTORY										
MPM 7778 EH										
ADDITIONAL TAXES/FEEES MAY APPLY										
PUBLIC FARES										
HISTORY										
	CX	FARE	FARE	C	AP	MIN/	SEASONS.....	MR	GI	DT
		GBP	BASIS			MAX				
1	TG	341.00R	WLS1MGB	W		2/1M			R	EH
2	TG	450.00R	VLS1MGB	V		2/1M			R	EH
3	TG	541.00R	QLS1MGB	Q		2/1M			R	EH
4	TG	550.00R	WLE6MGBP	W	+	3/6M	10JAN3-31MAR3		R	EH

Once historical fares have been displayed, the fare information can be viewed by clicking on the fare basis or using the standard Galileo entries.

Note: Historical fares can be displayed for up to one year prior to the current day.

Summary

In this module, you learned how to:

- Identify different classes of service
- Identify different fare types
- Use basic International Fare Display formats
- Display fare rules
- Fare display using additional search qualifiers
- Use follow-up entries to update a fare display
- Display historical fares

Module Review

1. What is the maximum number of passenger type codes that can be used in a fare display entry?

2. Which search qualifier should be used as part of a fare display entry when searching for Net Fares?

3. What is the entry to update the fare display to show only business class fares?

4. What would the following entry be used for? FDDSFO

5. Mr. Beckett calls to inquire about the roundtrip airfares from London to Toronto. His family wants to depart on the 10th of next month and return three weeks later. What is the format to request a fare for those dates?

- a. Mr. Beckett indicates that he prefers to fly on Air Canada. What is the format to update the fare display to show Air Canada fares only?

- b. What is the fare basis code for the lowest published Air Canada fare?

- c. What is the penalty for changes on this fare?

- d. What discount do children and infants receive on this fare?

Module 7: Fare Quoting an Itinerary

Travelport 360 Fares provides quick and accurate pricing for air segments, and fares are updated several times a day to ensure accurate fare quotes.

The system is designed to quote a fare for a maximum of 16 segments and a maximum of 8 fare components. Fares for a maximum of 99 passengers may be quoted in one entry for a maximum of 4 passenger types.

Module Objectives

Upon completion of this module, you will be able to:

- Identify Galileo pricing assumptions
- Identify pricing options
- Display fare rules
- Fare quote an itinerary using pricing modifiers

Galileo Pricing Assumptions

The Galileo system makes several assumptions when you price an international itinerary:

- All passengers in the booking require fare quotes
- All passengers are adults unless an infant or a specific passenger type code has been used when the name field was added
- All segments are to be quoted
- Ticketing to take place on the same date as the fare is quoted or within the guarantee limits
- Sale and ticketing to take place in the country of the terminal location
- A stopover is assumed where connections are 24 hours or more for international travel and 4 hours or more if the journey is within North America
- Passengers are not exempt from any ticketable taxes

Fare Quote as Booked

H/FQ

Ask Answer ID 8598

After you sell the flights, you must fare quote the itinerary. The function identifier to price an itinerary is: **FQ**

This quotes the lowest fare in the class booked.

Example itinerary:

```

1. ITRAVELER/SMARTMR
1. KL 1699 M 20JUL AMSMAD HS1 0650 0925 0 E SU
2. KL 1708 M 25JUL MADAMS HS1 0600 0835 0 E FR

*ALL *RV *PI
    
```

Example Entry: **FQ**

Example screen response:

```

1-FQ
>FQ
>FQ
PSGR          FARE    TAXES    TOTAL PSG DES
FQG 1         GBP     404.00   110.60   514.60 ADT
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES **** GBP 514.60
**ADDITIONAL FEES MAY APPLY**SEE >FO.
**CARRIER MAY OFFER ADDITIONAL SERVICES**SEE >FQ/DASO.
ADT          RATE USED IN EQU TOTAL IS BSR 1EUR - 0.831186GBP
ADT          LAST DATE TO PURCHASE TICKET: 20JUL14
ADT          E-TKT REQUIRED
ADT          FARE HAS A PLATING CARRIER RESTRICTION
ADT          TICKETING AGENCY E9G
ADT          DEFAULT PLATING CARRIER KL
BAGGAGE ALLOWANCE
ADT
KL AMSMAD 0PC
BAG 1 - 30.00 EUR UPTO50LB/23KG AND UPTO62LI/158LCM
BAG 2 - 70.00 EUR UPTO50LB/23KG AND UPTO62LI/158LCM
MYTRIPANDMORE.COM/BAGGAGEDetailsSKL.BAGG
KL MADAMS 0PC
BAG 1 - 30.00 EUR UPTO50LB/23KG AND UPTO62LI/158LCM
BAG 2 - 70.00 EUR UPTO50LB/23KG AND UPTO62LI/158LCM
MYTRIPANDMORE.COM/BAGGAGEDetailsSKL.BAGG
CARRY ON ALLOWANCE
KL AMSMAD 1PC
BAG 1 - NO FEE UPTO12KG AND UPTO45LI/115LCM
KL MADAMS 1PC
BAG 1 - NO FEE UPTO12KG AND UPTO45LI/115LCM
BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.
«Display Rules»
    
```

The system quotes the lowest applicable fare for the booked itinerary. The fare quote is automatically filed in the Booking File provided there are names present.

The fare, taxes and total are displayed individually.

Additional fees, e.g. credit card may apply:

****ADDITIONAL FEES MAY APPLY**SEE >FO-**

The carrier may offer additional services such as seats or bags:

>FQ/DASO-

The cost and baggage allowance for each segment is displayed. In this example for travel between Amsterdam and Madrid there is no free baggage allowance. However, the passenger can pay 30 euro for the first bag and 70 euro for the second bag.

To access the rules on the fare quote click on Display Rules:

«Display Rules»

Note: Any regions who do not use Automatic Plating carrier logic will receive the response “UNABLE TO FILE - NEED PLATING CARRIER” in the last line of the fare quote. It is necessary to add **/CXX** at the end (where XX is the plating carrier). For example, enter FQCBA or FQBBCBA.

The following table lists the most frequently used pricing options.

This option:	Prices itinerary at:
FQ	Lowest fare for the class of service sold per passenger in the Booking File. For example, if you sell segments in Y class, the Galileo system quotes the lowest available Y fare.
FQBB	Best Buy available per passenger in the Booking File.
FQBB+++AB	Fare quote the lowest fare in the cabin booked for the corresponding class of service, e.g. out in business class and returning in economy class.
FQBB+++PREME	Lowest applicable fare in Premium economy class
FQBB+++FIRST	Lowest fare available in First class
FQBB+++BUSNS	Lowest applicable in Business class

Filed Fares

H/ FF

The fare quote is only visible in its fare quote format immediately after the fare quote entry. When you display the booking after you have fare quoted it, a Filed Fare button is displayed.

Example Booking File:

The screenshot shows a booking file with the following content:

```

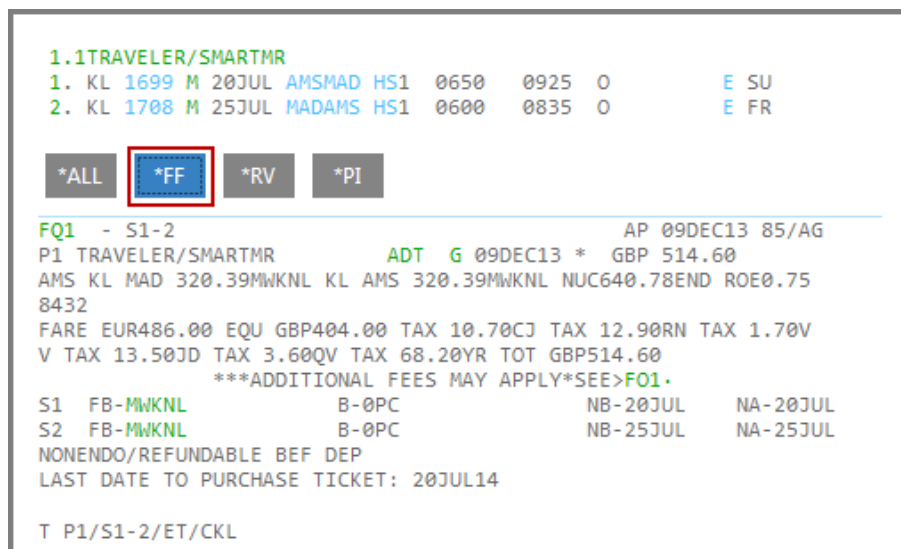
1.1TRAVELER/SMARTMR
1. KL 1699 M 20JUL AMSMAD HS1 0650 0925 0 E SU
2. KL 1708 M 25JUL MADAMS HS1 0600 0835 0 E FR
    
```

Below the flight details, there are four buttons: *ALL, *FF (highlighted in blue), *RV, and *PI. A tooltip box is visible over the *FF button with the text "Filed fare data exists".

To view the Filed Fare enter *FF1 or click the *FF button.

Example entry: ***FF1**

Example screen response:



Note: The fare quote will remain in the itinerary until it is cancelled.

The following table lists the key components of the FQ response.

Component	Description
FQS1-2	Fare quote segments 1-2
AP 15 July*	Agent alert and date of fare quote
LAST DATE TO PURCHASE TICKET: 22JUL13	Latest date to purchase ticket for this fare
G 15 JUL	Guarantee until midnight on 15 th Jul. Computer generated price and date of fare quote.
AMS KL MAN 155.14HSRNL KL AMHSRNL 155.14 NUC 310.28END	Linear fare construction and segment fee END = end of fare construction
Fare326.00 euro TAX Fare Basis code Baggage and Not valid before and Not valid after	Base fare, taxes, and total fare ZP – USA flight segment tax XF – Passenger Facility Charge (USA airport tax)
NONENDO/NON REF	Endorsement box specifications
T P1S1-2/ET/CKL	Ticketing line

Note: If FQ is entered three times there will be three identical filled fares in the Booking File. However, the system will not let you end transaction as it will see that duplicate filed fares exist.

To view all filed fares in a booking, enter *FF or click the FF button in the PNR Viewer window.

Example screen response:

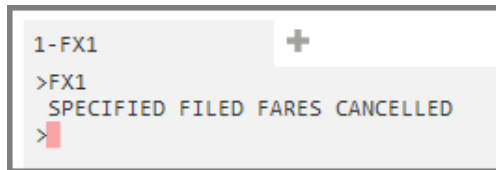


In this example, the Status on FQ1 displays “I” for Invalid. This fare was for the original class of service and was guaranteed. When the class was rebooked and the new fare quoted it invalidated FQ1 and quoted the new lower fare with a “G” Guarantee status.

To cancel the filed fare if it is no longer required, enter FX1

Example entry: **FX1**

Example screen response:



Note: You must cancel any duplicate fares before you end transaction.

Other filed fare entries:

Format	Action
Display all filed fares	*FF
Display in detailed Linear format	*FF1 or *FF1P2
Ticketed	Filed fare field will automatically be updated when a ticket is issued
Cancelled	FX1 Cancel filed fare 1 FX1.3.5 Cancel filed fare 1, 3 and 5 FX1P2.4 Cancel filed fare 1 passenger 2 and 4 FXALL Cancel all filed fares
Restore fare for re-ticketing	FF1@R
Amended	FF1BG40K Note: The free baggage allowance may be amended without altering the guarantee status of the fare. Other areas of the fare may be amended using manual fare build entries

Fare Quote Best Buy (FQBB)

H/ FQBB

The FQBB format prices an itinerary for your customer at the Best Buy fare available for the itinerary as booked.

To price the best buy for this itinerary, enter FQ followed by the letters BB (Best Buy). This booking has already had a basic Fare Quote (FQ), and the fare has been filed. To view any lower priced alternative fare, enter: **FQBB**.

Example screen response:

```

1-FQBB
>
>FQBB

*** BEST BUY QUOTATION ***
LOWEST FARE AVAILABLE FOR THIS ITINERARY
*** REBOOK BF SEGMENTS 1R/2R ***
PSGR QUOTE BASIS FARE TAXES TOTAL PSG DES
FQ 1 RSRNL GBP 55.00 69.00 124.00 ADT
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES **** GBP 124.00
**ADDITIONAL FEES MAY APPLY**SEE >FO.
**CARRIER MAY OFFER ADDITIONAL SERVICES**SEE >FQBB/DASO.
ADT RATE USED IN EQU TOTAL IS BSR 1EUR - 0.831186GBP
ADT LAST DATE TO PURCHASE TICKET: 12DEC13
ADT E-TKT REQUIRED
ADT FARE HAS A PLATING CARRIER RESTRICTION
ADT TICKETING AGENCY E9G
ADT DEFAULT PLATING CARRIER KL
TO REBOOK ENTER >FQBBK.
«Display Rules»
>
    
```

The following table lists the key components of the FQBB response.

Component	Description
LOWEST FARE AVAILABLE FOR THIS ITINERARY	Advises of the lower fare in the alternative class
>FO.	Any additional charges, e.g. credit card
>FQ/DASO.	Additional services, seats or bags
FQBBK	Agent alert to rebook segments. Use the tab stop to rebook the same flights in the correct class of service for the lowest available fare, or enter FQBBK.

The FQBBK format automatically cancels the booked flight segments and resells them at the lower fare.

Points to note:

- Use the FQBBK entry after FQBB to update the classes and file the fare.
- Redisplay the Booking File after the FQBBK entry to allow the Galileo system to renumber the itinerary.

Example screen response to FQBBK:

```

1-FQBBK
>
>FQBBK
*** BEST BUY REBOOK ***
*** REBOOK SUCCESSFUL ***
REBOOKED SEGMENTS 1R/2R
PSGR          FARE    TAXES    TOTAL PSG DES
FQG 1         GBP    55.00    69.00    124.00 ADT
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES ****    GBP    124.00
**ADDITIONAL FEES MAY APPLY**SEE >FO.
«Display Rules»
>
    
```

The Galileo system automatically rebooks the itinerary in the lower class.

The following table lists the key components of the FQBBK response.

Component	Description
FQBBK	Pricing format.
REBOOK SUCCESSFUL	Agent alert indicating automatic rebook status. Note: If lowest fare already booked, NO REBOOK REQUIRED alert appears.

Fare Quote Best Buy in Cabin

If the itinerary is booked in different classes, FQBB will return the lowest fare in economy class.

In the following booking, the passenger requires the lowest fare in economy class (Y) on the outbound flight and in Business (J) class on the inbound flight.

```

1. AF  22 Y 12AUG CDGJFK HS1 0820 1030 0      E TU
2. AF  23 J 20AUG JFKCDG HS1 1625 #0550 0      E WE/TH
    
```

*ALL *RV *PI

Entry **FQBB+-AB**

Example screen response to fare quote best buy as booked entry:

```

1-FQBB+-AB
>
>FQBB+-AB
*** BEST BUY QUOTATION ***
LOWEST FARE AVAILABLE FOR CABIN BOOKED
*** REBOOK BF SEGMENTS 1T/2Z ***
PSGR QUOTE BASIS FARE TAXES TOTAL PSG DES
FQG 1 THSRFR+ GBP 1213.00 317.80 1530.80 ADT
GUARANTEED
GRAND TOTAL INCLUDING TAXES **** GBP 1530.80
**ADDITIONAL FEES MAY APPLY**SEE >FO.
**CARRIER MAY OFFER ADDITIONAL SERVICES**SEE >FQBB/DASO.
ADT RATE USED IN EQU TOTAL IS BSR 1EUR - 0.831186GBP
ADT LAST DATE TO PURCHASE TICKET: 15JUL14
ADT E-TKT REQUIRED
ADT FARE HAS A PLATING CARRIER RESTRICTION
ADT TICKETING AGENCY E9G
ADT DEFAULT PLATING CARRIER AF
UNABLE TO FILE - NEED NAMES
«Display Rules»
>
    
```

The system has offered T class on the outbound flight, which is the lowest fare in economy class, and in Z class in the business class cabin on the return flight, which is the lowest available fare in the business class cabin.

Working with Branded Fares

You can access Branded Fares and Ancillaries from a fare quote.

Refer to the following example Booking File.

```

1.1TRAVELLER/SMARTMR
1. BA 285 B 02NOV LHR SFO HS1 1050 1350 0 E MO
2. BA 286 B 09NOV SFOLHR HS1 2000 #1415 0 E MO/TU
    
```

Fare quote as booked.

Enter: **FQ**

Example screen response:

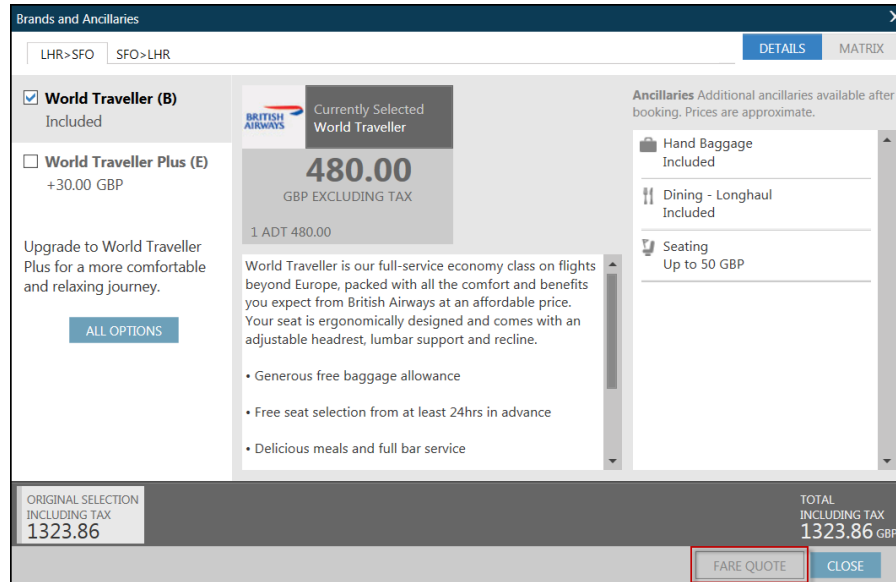
```

1-FQ
>
PSGR FARE TAXES TOTAL PSG DES
FQG 1 GBP 961.00 362.86 1323.86 ADT
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES **** GBP 1323.86
**ADDITIONAL FEES MAY APPLY**SEE >FO.
ADT SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
ADT LAST DATE TO PURCHASE TICKET: 15MAY15
ADT TICKETING AGENCY E9G
ADT DEFAULT PLATING CARRIER BA
ADT FARE HAS A PLATING CARRIER RESTRICTION
ADT E-TKT REQUIRED
BAGGAGE ALLOWANCE
ADT
BA LONSFO 1PC
BAG 1 - NO FEE UPT050LB/23KG AND UPT081LI/208LCM
BAG 2 - 65.00 GBP UPT050LB/23KG AND UPT081LI/208LCM
MYTRIPANDMORE.COM/BAGGAGEDetailsBA.BAGG
BA SFOLON 1PC
BAG 1 - NO FEE UPT050LB/23KG AND UPT081LI/208LCM
BAG 2 - 65.00 GBP UPT050LB/23KG AND UPT081LI/208LCM
MYTRIPANDMORE.COM/BAGGAGEDetailsBA.BAGG
    
```

Click on the price in **green** to display the Brands and Ancillaries screen.

Note: If you hover over the price, hover text states ‘Branded fares are available, click to view’.

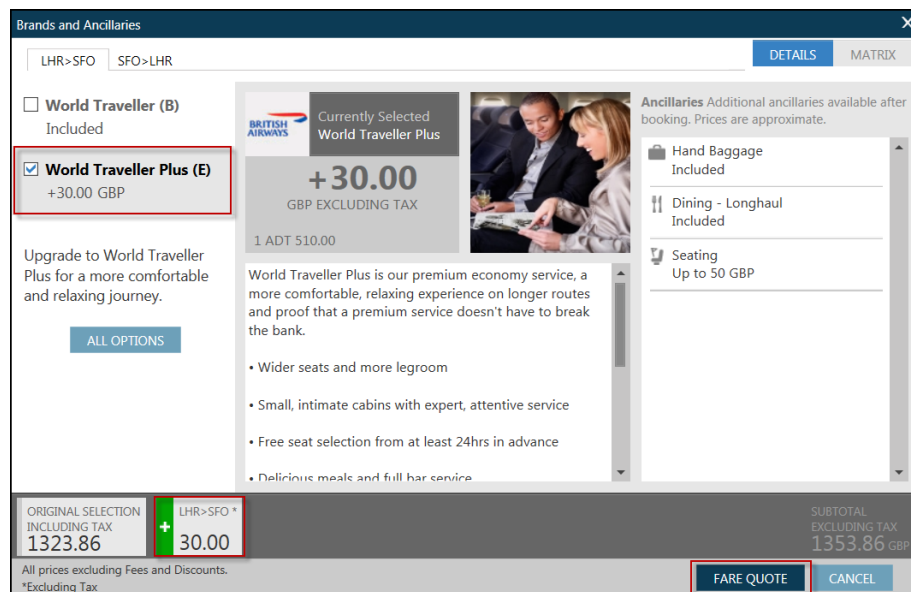
Example screen response:



Note that the ‘FARE QUOTE’ button is disabled as the fare is already stored in the Booking File.

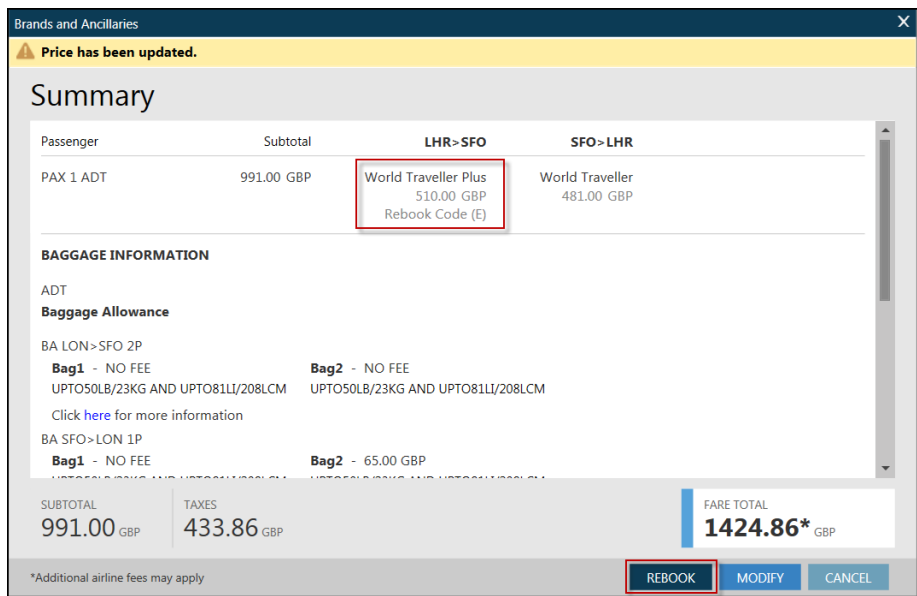
If you select a brand for a higher fare, the total is adjusted, and the FARE QUOTE button made active.

Refer to the following screen example.



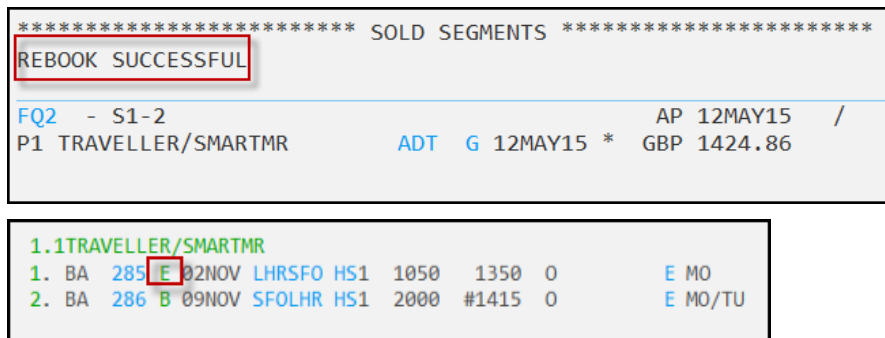
When the choice has been finalized, press FARE QUOTE to display a summary with the final price.

Example screen display:



The Summary screen shows the new class of service in which the flight will be rebooked.

In addition, when you click on REBOOK, Travelport Smartpoint will rebook the new class of service and store the new fare in the Booking File.



Note that Branded Fares and Ancillaries may be accessed when the price is shown in green after **FQ**, **FQBB**, **FQBA** or **FQBC** formats.

Displaying Fare Rules

After pricing an itinerary, you can access the Galileo system for detailed fare information. Automated fare rules display subjects, such as the type of penalty that may apply or advance purchase requirements. You can see a rule summary or a rule category on a specific subject (refer to Module 6).

You can display fare rules if you have priced the itinerary using **FQ** or **FQBB**. The fare rules screen identifies the types of rules and restrictions that govern the fare, such as penalties that may apply, advance purchase requirements, and blackout dates. From this screen, you can display the rule category that provides more detail about that particular rule.

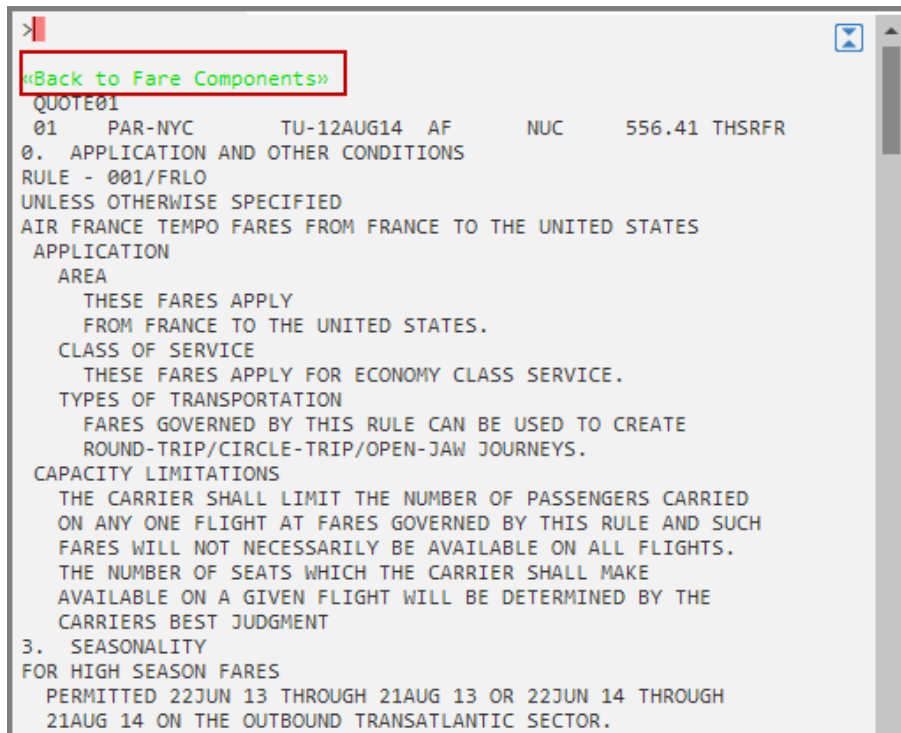
Click on Display Rules **«Display Rules»**

FARE	COMPONENT	BASIS	
1	CDG-JFK	THSRFR	ROUTE APPLIES
2	JFK-CDG	ZLSFR	ROUTE APPLIES

Note: The Galileo system displays the rule for the most restrictive fare used in the itinerary.

It is also possible to display the Filed Fare and click on the relevant component or fare basis the system will then display the relevant rules.

You can scroll through all the fare details. If there are two separate fare bases or fare components, then you can click back to the fare components and select the rule for another component.



Fare Quote Status Codes

Ask Answer ID 278

The following Fare Quote status codes are used in the Galileo system.

Fare Quote Status	Explanation
A	Airline Private Fare
B	Input manually by agent
C	Computer generated
G	Guaranteed Fare
I	Invalid as a result of itinerary/class change
M	A manual fare. Pricing modifier was used to obtain the fare
N	Fare no longer 'guaranteed' as fare not ticketed within the required time period.
P	Agency Private Fare
R	The fare has been restored for re-ticketing
X	Expired fare

Fare Quote status codes are the source of reference for determining if a fare quote has been automated by the Travelport 360 Fares system.

Travelport will investigate an automated ticketed fare produced by Travelport 360 Fares on the Galileo reservation system that results in an ADM to your agency, if the Fare Quote status code is 'A', 'C', or 'G'.

In addition, the Fare Quote status code 'P' will be considered for investigation if the fare has been marked up/down via the Agency Private Fares product.

Pricing Modifiers

You can override any of the Galileo pricing assumptions to define your request. You can use pricing modifiers with any FQ or FQBB entry.

This section describes how to use and combine the following pricing modifiers:

- Name select
- Segment select
- Passenger type
- Discounts
- Booking Identification Code

Name Select

The name select pricing modifier overrides the assumption that all passengers are adults and priced the same. Individual passenger fare breakdowns appear in the order requested.

Note: Infants are ignored unless name selected with an adult. The name select modifier is: **P**

To fare quote the itinerary exactly as booked for Passenger 2 only, enter FQ followed by the name select modifier (P) and the first Name field, second passenger.

To fare quote multiple passengers, the . (dot) is equal to plus and the – (dash) is equal to through to.

Example: FQBBP1-3.6 will Fare Quote Best Buy for passengers 1, 2, 3 and 6.

Example: FQP2 will fare quote passenger 2

Segment Select

The segment select pricing modifier overrides the assumption that you want to price all segments.

The segment select modifier is: **S**

You can use this modifier to price a single segment, a segment range, or selected segments.

Single segment

To price segment 2 of the itinerary as booked, enter FQ followed by the segment select modifier (S), and the segment number.

Example entry: **FQS2**

Segment range

To price segments 1 through to 2 and segment 5.

Example entry: **FQS1-2.5**

Note: All segments within the range must be air segments.

To price segments 1, 2, 3 and segment 5, 6, 7, 8

Example entry: **FQS1-3.5-8**

Selected segments

To price segments 1 *and* 4 as booked, enter FQ followed by the segment select modifier (S), segment number 1, end item (.), and segment number 4.

Example entry: **FQS1.4**

Passenger Type Codes (PTC)

HELP PTC

It is not normally necessary to include a passenger type code as part of the fare quote entry as it can be incorporated into the name format.

However if it is omitted from the name field, the system will assume all passengers are adults (with the exception of infants, who are specifically identified in the Booking File).

You can add a two-digit age to the PTC if there is an age restriction. The entry can also be used with FQBB.

This booking is for one adult, one child and one infant:

```

1.1SMITH/JOHNMR  2.1SMITH/JANEMISS*P-C06
3.I/1SMITH/JACOBMSTR*10JUN13
1. BA  472 B 20JUN LHRBCN HS2  0625  0925  0      E FR
2. IB  7450 B 25JUN BCNLHR HS2  0710  0835  0      E WE
      OPERATED BY BRITISH AIRWAYS
    
```

Example entry: **FQ**

Example screen response to FQ entry:

```

1-FQ
>
>FQ
PSGR      FARE      TAXES      TOTAL PSG DES
FQG 1     GBP      623.00    94.50      717.50 ADT
GUARANTEED AT TIME OF TICKETING
FQG 2     GBP      520.00    94.50      614.50 C06
GUARANTEED AT TIME OF TICKETING
FQG 3     GBP       62.00    49.00      111.00 INF
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES **** GBP 1443.00
**ADDITIONAL FEES MAY APPLY**SEE >FQ.
    
```

The system will apply the child discount if the PTC is entered in the name field. It is recommended that the passenger numbers be in ascending order.

If there is no specific fare for the passenger description code requested then the system will default to the applicable adult fare. This will be reflected in the passenger description (PSG DES) and a warning message will appear below the grand total of the fare quote response.

Passenger description codes that require a specified percentage discount such as RP (reduced price), result in a fare quote with FQM (Manual status) and fares are not guaranteed. The system simply discounts an adult fare by the percentage specified but does not validate that the percentage is correct or that the fare is permitted for the itinerary.

Passenger Type codes and descriptions may be displayed using the following entries:

Explanation	Formats
Display a complete list of codes and descriptions	PTC
Display a list of codes and descriptions beginning with the letter E	PTC/E
Search for codes by description, all passenger type codes which match the word are displayed	PTC/Standby

Passenger Type Codes with an Age Requirement

If an airline has not filed any age restriction and standard rules apply, then the passenger type codes such as CNN,SNN may be used in the fare quote, e.g. FQ*CNN or FQ*SNN

However if an airline has filed an age restriction, NN must be replaced by the age for fare quote purposes, e.g. FQ*C10 or FQ*S65. The age entered is validated against the age restriction in the fare rule.

If the PTC has been included in the name field, it is not needed when you price. If it is used, then it will override the PTC in the Name field.

Discount

There may be some instances when your passenger qualifies for a discount, you can use discount modifiers to price the itinerary.

Percentage discount

To price the itinerary with a percentage discount off the base fare, enter FQ followed by an asterisk (*), the reduced price modifier (RP) and the percentage amount.

Example entry: FQ*RP25

Note: You can apply a discount up to a maximum of 100%.

The following screen prices an itinerary with a 25% discount.

Example screen response to FQ*RP25 entry:

PSGR	FARE	TAXES	TOTAL PSG DES
FQM 1	GBP 467.00	94.50	561.50 RP25
GRAND TOTAL	INCLUDING TAXES ****	GBP	561.50

ADDITIONAL FEES MAY APPLYSEE >FO<

RP25 SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE

RP25 LAST DATE TO PURCHASE TICKET: 10DEC13

RP25 E-TKT REQUIRED

RP25 FARE HAS A PLATING CARRIER RESTRICTION

RP25 TICKETING AGENCY E9G

RP25 DEFAULT PLATING CARRIER BA

Amount discount

To price the itinerary with an amount off the base fare, enter FQ followed by an asterisk (*), the fare amount modifier (FA) and the amount.

Example entry: FQ*FA100

Booking Identification Code

The Booking Identification Code (BIC) modifier prices all segments at a specific class of service. You can use this modifier to request a fare quote using a specific class of service for the entire itinerary or for a segment or a range of segments for all or specific passengers in the Booking File.

The Booking Identification Code modifier is:

Example entry: FQ.Y

The Galileo system prices the itinerary in Y class (full economy class).

Example entry: FQ.C

The Galileo system prices in C class (business class).

Combining Pricing Modifiers

You can combine pricing modifiers to override multiple assumptions. Pricing modifiers can be specific to a name or segment.

After entering the first modifier, enter additional modifiers separated by a slash (/).

Refer to the following example to Fare Quote Best Buy segments 1 and 4 for passenger 1 only, and reduce the base fare by 10%:

```

1.2SMITH/JOHNMR/JANEMISS*P-C06
1. UA 7659 Y 10JUN DUBORD HS2 1125 1345 0 E TU
   OPERATED BY AER LINGUS LIMITED
2. AA 3235 Y 10JUN ORDOMA HS2 1500 1630 0 E TU
   OPERATED BY AMERICAN EAGLE AIRLINES
3. AA 3235 Y 20JUN OMAORD HS2 1700 1835 0 E FR
   OPERATED BY AMERICAN EAGLE AIRLINES
4. UA 7624 Y 20JUN ORDDUB HS2 2000 #0925 0 E FR/SA
   OPERATED BY AER LINGUS LIMITED
    
```

Example entry: FQBBP1/S1.4*RP10

Example screen response:

```

>FQBBP1/S1.4*RP10
*** BEST BUY QUOTATION ***
LOWEST FARE AVAILABLE FOR THIS ITINERARY
*** REBOOK BF SEGMENTS 1L/4L ***
PSGR  QUOTE BASIS      FARE  TAXES  TOTAL PSG DES
FQM 1  LLNCIEW  GBP   247.00  227.40  474.40 RP10
GRAND TOTAL INCLUDING TAXES ****      GBP   474.40
**ADDITIONAL FEES MAY APPLY**SEE >FO-
RP10  RATE USED IN EQU TOTAL IS BSR 1EUR - 0.831186GBP
RP10  LAST DATE TO PURCHASE TICKET: 12DEC13
RP10  E-TKT REQUIRED
RP10  TICKETING AGENCY E9G
RP10  DEFAULT PLATING CARRIER UA
TO REBOOK ENTER >FQBBK-
«Display Rules»
    
```

Summary

This module described the formats you need to price and store the fare in the Galileo system.

Specifically, you learned how to:

- Identify Galileo pricing assumptions
- Identify pricing options
- Display fare rules
- Price an itinerary with pricing modifiers

Module Review

1. Identify three assumptions Galileo makes when pricing an itinerary.

2. What is the format to find the lowest price when the reservation is booked in first class?

3. Describe the type of fare quote you receive as the result of a FQBB entry.

- a. Lowest fare available for all cabins
- b. Lowest fare displayed regardless of availability
- c. Lowest fare displayed for the cabin selected only

4. What is the format to price segments one and four only at the best buy fare?

5. What does the fare status code "X" indicate?

6. What is the Passenger Type code ACC?

Module 8: Manual Fare Build

The Galileo system is capable of quoting most fares automatically. However, there are occasions when this is not possible or when you may elect to use a non-system fare. In these situations, it is possible to enter the fare manually, in order that automatic ticketing can take place.

Module Objectives

Upon completion of this module, you will be able to:

- Create a Manual Fare Build for a single passenger
- Create a Manual Fare Build for a multi-passenger Booking File
- File manual fares
- Amend filed fares
- Restore filed fares

Creating a Manual Fare Build

The likely situations in which you will need to enter fares manually are:

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

There are three basic steps in the process:

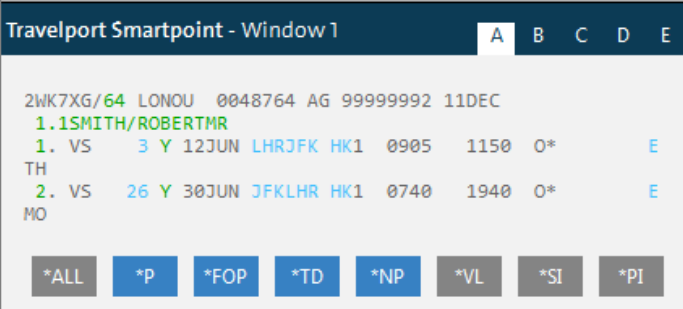
Create the Manual Fare Build **FBC**

Update/Amend the data **FBU**

File the Manual Fare **FBF**

Once a Booking File has been created or retrieved a Fare Build Screen must be created in order to construct a manual fare.

Refer to the following Booking File:



The screenshot shows a window titled "Travelport Smartpoint - Window 1" with a grid of columns labeled A, B, C, D, and E. The data displayed is as follows:

	A	B	C	D	E
2WK7XG/64	LONOU	0048764	AG	99999992	11DEC
1.1	SMITH/ROBERTMR				
1.	VS	3 Y	12JUN	LHRJFK HK1 0905	1150 O* E
TH					
2.	VS	26 Y	30JUN	JFKLHR HK1 0740	1940 O* E
MO					

At the bottom of the window, there are several buttons: *ALL, *P, *FOP, *TD, *NP, *VL, *SI, and *PI.

Take the following steps to create a Manual Fare in the Booking File.

Step 1: Creating the Fare Build

It is good practice to get the accurate tax information. You can obtain tax information directly from the airline, or by entering **FQTE-00** it will give the Tax without the fare on the itinerary making it much easier to enter the Tax information.

```

1-FQTE-00
>
*TAXES ONLY*
GBP128.00
69.00GB 39.75UB 1.50AY 21.00US 3.10XA 2.80XF 4.30XY 3.40YC
213.00YQ
«Display Rules»
    
```

Entry: **FBC** Fare Build Create

Screen response:

```

1-FBC
FBC
P01 SMTIH/BRIANMR *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB / TD                NVB  NVA  BG
. LHR TP 353  Y 13JUN 0815 OK @.....                .    .    CHK  1
O LIS TP 354  Y 30JUN 0750 OK @.....                .    .    CHK  2
. LHR
FARE @../.....  EQ ../.....  ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
      5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX)   @.....
FC
@.....
.....
)>
    
```

Note: This is not a Fill in Format screen. All the entries are made at the bottom of the screen and are then placed automatically by the Galileo system into the appropriate place on the Fare Build Screen.

The creation of a Fare Build Screen assumes all passengers and all segments are to be associated to the same fare. If there are different passenger types, or if the fare is only required for certain segments, the manual fare build screen can be created by passenger and/or segment relating.

Format:	Explanation:
FBCP5	Fare Build Screen for passenger 5 only
FBCP3-5	Fare Build Screen for passengers 3 through to 5
FBCS2-3	Fare Build Screen for segments 2 and (through to) 3
FBCP2/S2-3	Fare Build Screen for passenger 2, segments 2 and 3

It is also possible to create a manual fare build screen for a particular passenger description code.

Format:	Explanation:
FBCP5*C08	Fare Build Screen for passenger 5, description as child aged 8 years.
FBCP2*C08.1	Fare Build Screen for passenger 2, description as child aged 8 years, plus passenger 1 adult.

If no passenger description codes are used the system will default to adult or infant, if infant has been specified in the name field.

The plating carrier can be added to the beginning or the end of the FBC entry, e.g. FBCCMH or FBCEP-3/CAA. This is not mandatory and can be added once the fare is filed and before ticket issue.

Take the following steps to create the Manual Fare Build screen: **FBCCVS**

Entry:	Description:
FBC	Fare Build Create
C	Plating Carrier

Screen response:

```

1-FBCCVS +
FBCCVS
P01 SMITH/ROBERTMR *ADT 01 OF 01
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. LHR VS 3 Y 12JUN 0905 OK @..... CHK 1
O JFK VS 26 Y 30JUN 0740 OK @..... CHK 2
. LHR
FARE @..... EQ ..... ROE @.....
TAX 1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) @.....
FC
@.....
.....
)>
    
```

Note: The @ symbol indicates a mandatory field.

The following table lists the Fare Build screen fields with descriptions and entry examples.

Field	Mandatory?	Description
FB	YES	Fare basis code for each segment
FARE	YES	Total base fare of the ticket (local currency, of country of origin).
TTL	YES	Total Fare including taxes
FC	YES	Fare Construction (NUCs)
ROE	YES	Rate of Exchange (NUC to local currency)
TD	NO	Ticket Designator (sometimes used to identify special/discounted fares, e.g. CH25 identifies a child discount of 25%)
BG	NO	Baggage Allowance for each segment
NVB	NO	Not valid before date.
NVA	NO	Not valid after date.
EQ	NO	Equivalent Fare (used when dealing with fares issued in a different currency)
TAX	NO	Taxes – Enter if applicable

With the exception of the ROE field if any mandatory fields are omitted, you will not be able to end the Booking File. All other fields are optional and may be completed as required by the IATA ticketing standards.

Step 2: Entering Fare Information

The Fare Build Screen must be completed using Fare Build Update entries, which can be entered one at a time or in string linked by the + key.

The entry to Fare Build Update is:

FBU Fare Build Update

Example of updating the Fare Basis: **FBUFB/YAHPX**

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

Screen response:

```

1-FBUFB/YAHPX +
>FBUFB/YAHPX
DATA ACCEPTED *
>
    
```

The system clears the screen when making this response, so you must make a display entry if you want to recall the Fare Build Update screen.

To redisplay the Fare Build screen, make the entry: ***FB**

Screen response:

```

1-*FB +
FBCCVS
P01 SMITH/ROBERTMR *ADT 01 OF 01
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. LHR VS 3 Y 12JUN 0905 OK YAHPX ..... CHK 1
O JFK VS 26 Y 30JUN 0740 OK YAHPX ..... CHK 2
. LHR
FARE @./..... EQ ./..... ROE @.....
TAX 1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) @.....
FC
@.....
)
    
```

Here are some examples of adding/updating the mandatory fields for this Booking File. Entries can be made in any order, not necessarily the order shown on the Fare Build Screen:

Entry:	Description:
FBUBG/1PC	Baggage allowance
FBUFARE/GBP1156.00	Fare amount
FBUROE/0.647533	IATA rate of exchange
FBUFC/LON VS NYC 892.61Y2 VS LON 892.61Y2 NUC1785.22	Fare Construction
FBUTTTL/1516.75	Total Fare (including taxes)
FBUFB/YFFWGB	Fare Basis
FBUNVB/15APR14	Not valid before date
FBUNVA/15APR14	Not valid after date
FBUTAX1/69.00GB+TAX2/39.75UB+TAX3/ 213.00YQ+TAX4/1.70AY+TAX5/22.80US+T AX6/3.60YC+TAX7/3.00XF+TAX8/3.30XA+ TAX9/4.60XY	Taxes

Note: TTL will be added automatically by the system, once fare and taxes have been input. You only need to make an entry in this field if an amendment has been made to the fare or taxes and the total amount needs to be recalculated.

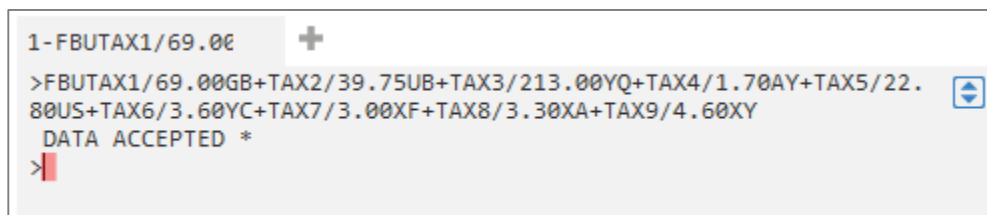
In these cases it is recommended to remove the Total and let the system calculate the new amount with the use of FBUTTTL/

Any of the entries may also be strung together using the + symbol.

Example entry:

**FBUFB/YFFWGB+BG/1PC+FARE/GBP1156.00+TAX1/69.00GB+TAX2/39.75UB+TAX3/
213.00YQ+TAX4/1.70AY+TAX5/22.80US+TAX6/3.60YC+TAX7/3.00XF+TAX8/3.30XA
+TAX9/4.60XY**

Example screen response:



Add/update a maximum of 20 taxes.

Endorsements can also be added as part of the fare build process, even though they are not actually part of the FB screen. They must be entered separately from other FBU entries.

Example: **FBUEB/NO REFUNDS NO CHANGES**

The FB, NVB, NVA and BG entries can all be segment related.

Example: **FBUBG1/23K+BG2-3/2PC**

Explanation: Baggage is 23K for segment 1, and 2PC for segments 2 and 3

Note: The line number used in the segment related entries is the number shown on the far right of the Fare Build Screen, *which is not necessarily the segment number in the itinerary*. The Fare Build Screen ignores any ARNK segments for numbering purposes.

FBUBG/NIL allows you to add nil value for baggage allowance.

Passenger Facility Charge

When completing the Fare Build Screen, you will need to pay particular attention to the Passenger Facility Charge. The PFC was introduced by the USA Government in 1992 and allows some airports to collect a user fee from the passenger to fund airport development. In addition to the tax entry for the PFC amount (code XF), it is necessary to tell the system to which airports it applies.

The entry to add this information is in the same format, but it must be made on its own, it cannot be made as part of a FBU string.

Example: **FBUPFC/JFK4.5**

Entry:	Description:
FBU	Fare Build Update
PFC	Code for item to be updated (Passenger facility Charge)
/	Separator
JFK4.5	Information to be entered (airport code to which tax applies – JFK, and amount in USD4.50).

The system is not able to validate the city and value or that the PFC entry matches the XF tax entry. It is therefore advisable to consult the tax pages for the current amount to be charged for each airport using the entry: **FTAX*PFC-XXX** (where XXX= three-letter airport code).

A maximum of four PFCs are allowed. When more than one PFC is to be added to the ticket, all PFCs must be input as a single entry, using the USD amount, *no matter where the ticket is being sold*.

Example: **FBUPFC/JFK4.5BUF3DEN5PHL4.5**

The PFC entry will appear on the Fare Build Screen in the Fare Construction line, but can only be entered after completion of the fare construction and ROE entries.

Below is an example of a completed fare build screen:

```

1-*FB
+
*FB1
P01 SMITH/ROBERTMR *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB / TD                NVB  NVA  BG
. LHR VS  3  Y 12JUN 0905 OK YAHPX                  12JUN 12JUN 1PC  1
O JFK VS  26  Y 30JUN 0740 OK YAHPX                  30JUN 30JUN 1PC  2
. LHR
FARE GBP/ 1201.00 EQ .../..... ROE 0.639264
TAX GBP 1  69.00 GB 2  39.75 UB 3  1.50 AY 4  21.00 US
          5  3.10 XA 6  2.80 XF 7  4.30 XY 8  216.40 XT
TTL (INC TAX) GBP 1558.85
FC
LON VS NYC 939.36Y2UK VS LON 939.36Y2UK NUC1878.72END ROE0.63
9264 XF 2.80 JFK4.5
>
    
```

Note: The PFC (XF) is also repeated at the end of the Fare Construction line. It is possible to display all of the taxes that have been entered.

Entry: ***FBTAX**

Screen Response:

```

1-*FBTAX
+
>*FBTAX
FBC TAX BREAKDOWN SCREEN
FARE GBP/ 1201.00 EQ .../..... ROE 0.639264
TAX GBP 1  69.00 GB 2  39.75 UB 3  1.50 AY 4  21.00 US
          5  3.10 XA 6  2.80 XF 7  4.30 XY 8  3.40 YC
          9 213.00 YQ 10...../.. 11...../.. 12...../..
          13...../.. 14...../.. 15...../.. 16...../..
          17...../.. 18...../.. 19...../.. 20...../..
>
    
```

Enter *FB to return to the main Fare Build screen.

Flight Segment Tax (US domestic journeys only)

US domestic journeys incur a tax with the code ZP. In a similar way to the PFC tax an additional entry must be made in the fare build before it can be filed when a ZP tax occurs.

Example entry: FBUTB1/**ZPJFK3**

Step 3: Filing the Manual Fare Build

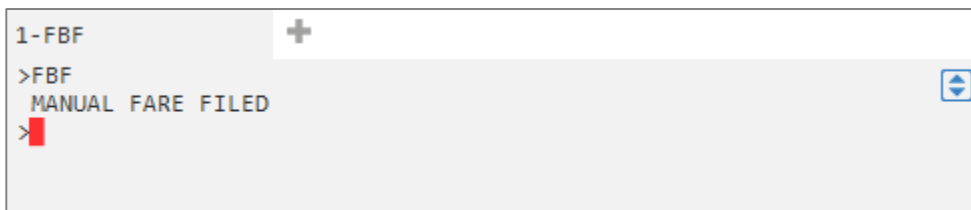
When the Fare Build Screen has been completed, it must be filed in order to save your work.

The basic entry to file a Fare is: **FBF** **Fare Build File**

However, there are a number of format options for filing a fare:

Format:	Explanation:
FBF	File current passenger screen.
FBFALL	File current passenger screen and the same details for all remaining passengers. (See next section).
FBFCUA	File current passenger screen with plating carrier UA (if not used in FBC entry)
FBFALL/CQF	File current and all remaining passengers with plating carrier QF.

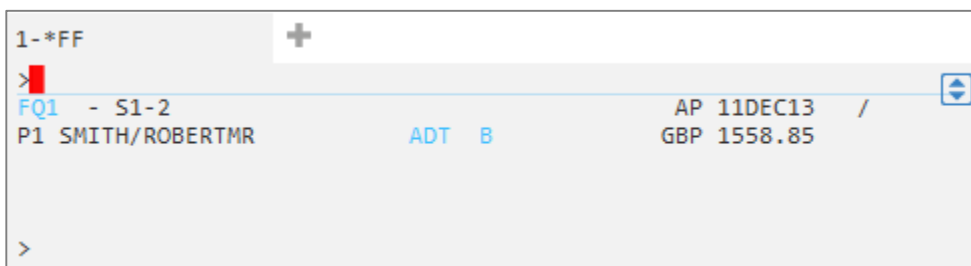
Screen response:




To save the fare data, end the Booking File in the usual manner.

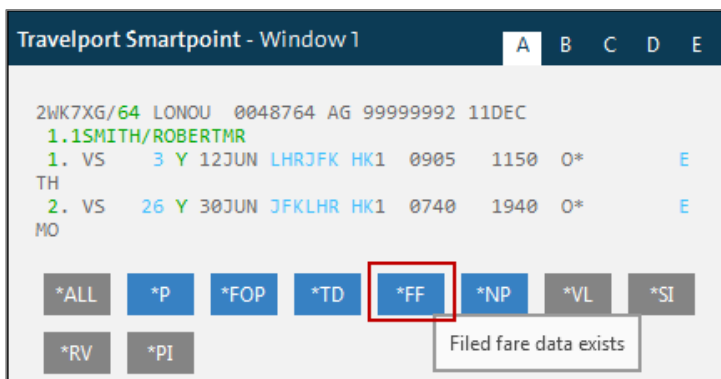
To redisplay the filed fare, the format is *FF

Screen response:



To display the filed fare in full, enter *FF1 or click the  button in the PNR Viewer window.

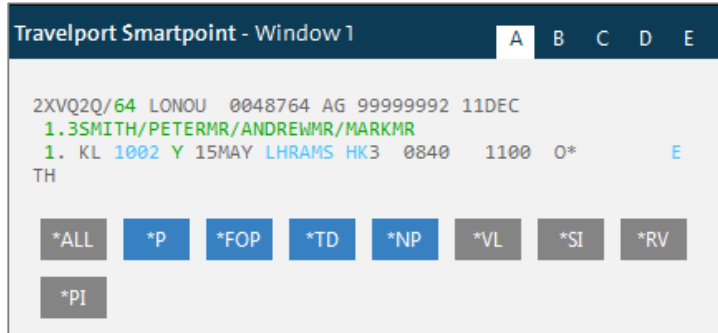
Screen example:



Multiple Passengers / Different Passenger Descriptions

When a Booking File is created for more than one passenger, it is important to ascertain what type of passenger description they have, such as a child, prior to proceeding to a Manual Fare Build.

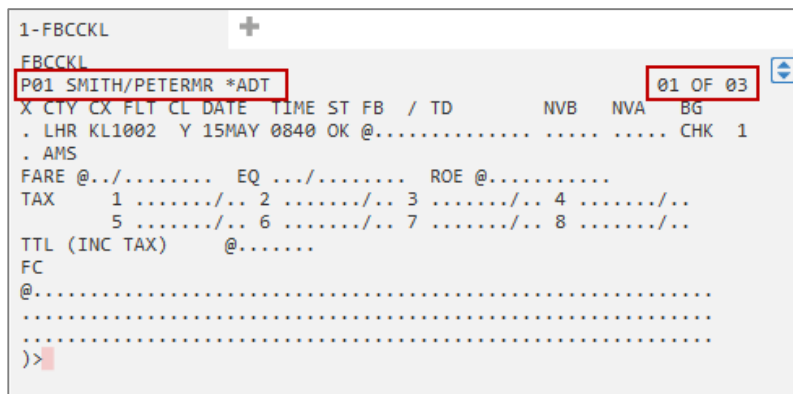
Here is a Booking File with three adult customers:



Create a fare build

Entry: **FBCCKL**

Screen response:



The system has created a Fare Build Screen for each passenger. Note this one has a top line showing P01 (Passenger 1) and 01 of 03, i.e. the first of three screens.

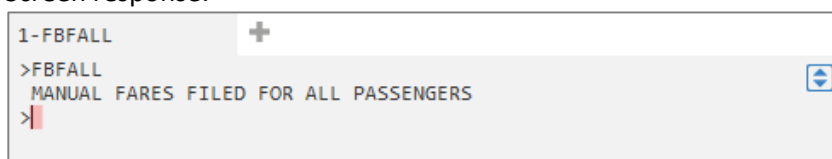
Once the first screen has been completed and filed (**FBF**), the next Fare Build Screen would appear automatically for passenger 2 etc.

However, once the first screen has been completed, all remaining passengers with identical fare information can be filed using one entry.

Entry: **FBFALL**

Entry:	Description:
FBF	Fare Build File
ALL	All passengers

Screen response:



Similar logic applies when the passenger types are different. Using the previous example, let us assume that passenger 3 is a 7-year-old child. As there are two types of passenger, you must complete at least two Manual Fare Build screens.

You would think that the logical entry to arrange Fare Build screens would be:

FBCP1.2.3*C07

However, the system works logically and would show the screen for passenger 1 first. After completing the screen, the entry **FBFALL** could *not* be used because passenger 3, a child, requires different Manual Fare Build details than the information used for the other two passengers who are adults. You would need to complete the second screen for the second adult, and finally complete the third screen for the child.

Therefore, a more effective way to action this scenario is to start the entry with the smallest group of passengers, in this case the child passenger.

Entry: **FBCCKL/P3*C07.1.2**

The Fare Build screen for the child would be presented first:

```

1-FBCP3*C07.1.2
FBCP3*C07.1.2
P03 SMITH/MARKMR *C07 01 OF 03
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. LHR KL1002 Y 15MAY 0840 OK @..... . . . . . CHK 1
. AMS
FARE @./..... EQ ./..... ROE @.....
TAX 1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) @.....
FC
@.....
.....
.....
)>
    
```

Once this screen has been completed and filed, using the entry **FBF**, the child's fare will be filed, and the first adult's (passenger 1) screen will appear.

```

1-*FB
FBCP3*C07.1.2
P03 SMITH/MARKMR *C07 01 OF 03
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. LHR KL1002 Y 15MAY 0840 OK YFFWGB 15MAY 15MAY 1PC 1
. AMS
FARE GBP/ 181.00 EQ .../..... ROE 0.639264
TAX GBP 1 13.00 GB 2 28.74 UB 3 31.00 YR 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) GBP 253.74 **GENERATED TOTAL**
FC
LON KL AMS 280.29YFFWGB/CH25 NUC 280.29 END ROE0.639264END RO
E0.639264
>FBF
    
```

```

1-FBF
FBCP3*C07.1.2
P01 SMITH/PETERMR *ADT 02 OF 03
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. LHR KL1002 Y 15MAY 0840 OK @..... CHK 1
. AMS
FARE @.../..... EQ .../..... ROE @.....
TAX 1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) @.....
FC
@.....
.....
.....
)>
    
```

After completing the first adult screen, the entry **FBFALL** can be used to file the same Fare Build information for all remaining passengers.

```

1-*FB
FBCP3*C07.1.2
P01 SMITH/PETERMR *ADT 02 OF 03
X CTY CX FLT CL DATE TIME ST FB / TD NVB NVA BG
. LHR KL1002 Y 15MAY 0840 OK YFFWGB 15MAY 15MAY 1PC 1
. AMS
FARE GBP/ 242.00 EQ .../..... ROE 0.639264
TAX GBP 1 13.00 GB 2 28.74 UB 3 31.00 YR 4 ...../..
5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) GBP 314.74 **GENERATED TOTAL**
FC
LON KL AMS 373.72YFFWGB NUC 373.72 END ROE0.639264END ROE0.63
9264
>FBFALL
    
```

Using this process, all three screens will be stored under one filed fare in just two, rather than three, transactions.

```

1-FBFALL
>FBFALL
FILED FOR ALL PASSENGERS - TOTAL GENERATED
>
    
```

Note: In some cases, for instance Net Remit tickets, separate filed fares *must* be created as separate ticket modifiers are added for each passenger description.

Example: **FBCP1.2**

This will present a Fare Build screen for both adults, known as filed fare 1. This can then be updated and filed.

Example: **FBCP3*C07**

This will present a Fare Build screen for the child, filed fare 2, which can then be updated and filed.

Fare Build Ignore

During a Fare Build amendment, it may happen that changes are no longer required, or you have made an error and want to start again.

To ignore the current Fare Build and cancel the transaction, enter: **FBI**

Screen response:



```
1-FBI +
>FBI
MANUAL FARE IGNORED
>|
```

Amending a Filed Fare

A filed auto-quote or manual fare build can be retrieved at any time before ticketing, and the various fields amended or deleted.

Display Fare 1 in Fare Build Format: ***FB1**

Use FBU entries as appropriate to amend the existing data.

Amending

The entry will just 'overtyp' whatever is currently in the fare field.

Example entry to change all baggage to 20K: **FBUBG/20K**

Deleting

A field can be deleted by re-entering the first part of the Fare Build Update entry and omitting any data after the oblique (/).

Example entry to delete all endorsements: **FBUEB/**

File the Fare Build: **FBF**

Note: Amending an Auto-quote fare through the Fare Build Update will change the fare guarantee from either G or C to B. Baggage Allowance, Ticket Designators, Endorsements and Taxes can be changed without losing the guarantee. (However any changes to the FBUPFC/ and FBUTB1 entries will cause the guaranteed to change to B).

The Baggage Allowance can also be amended and the original guarantee retained by making the entry FF1BG30K.

Summary

In this module you learnt how to:

- Create a Manual Fare Build for a single passenger
- Create a Manual Fare Build for a multi-passenger Booking File
- File manual fares
- Amend filed fares
- Restore filed fares

Module Review

1. What is the entry to create a Manual Fare Build screen with plating carrier BA, for passenger 4 of a Booking File?

2. What would be the best entry to create Fare Build Screens for four passengers, when passenger number 4 is a child who is 5 years old?

3. Create a Booking File for one passenger, in your name. LHRCDG 21st, CDGFCO 24th, FCOLHR 27th, all in Y class (use AF segment 1, AZ segment 2 and 3). Add mandatory fields, end and retrieve.

Note the Booking File record locator: _____

Build a Manual Fare using the following information:

Fare Basis S1 FB-CFFGB

 S2 FB-CRTEU6

 S3 FB-CRTEU6

Baggage Allowance: 23K for segments 1 and 3

 20K for segment 2

Fare: GBP513.00

ROE: 0.647533

Fare Construction: LON AF PAR 363.68CFFGB AZ ROM AZ LON 428.54CRTEU6 NUC792.22END
ROE0.647533

Tax: TAX 26.00GB TAX 28.74UB TAX 14.70FR TAX 0.90IZ TAX 10.30QX TAX 1.80EX
TAX 6.50HB TAX 11.10IT TAX 0.80MJ TAX 2.10VT TAX 101.60YR

Endorsement: NON REF/CHANGE FEES APPLY

Advise the trainer once you have completed the manual fare build. Then file the fare and End Transaction, do **not** issue the ticket yet.

4. Create a Booking File for three passengers, your name and 2 others. Passenger 3 is a child aged 10 from FRAIAH 10th return 24th in Y class with Lufthansa (LH). Add mandatory elements, end and retrieve the Booking File.

Lufthansa has introduced a special offer today! The fares database has yet to be updated - so a Manual Fare is required. Build a Manual Fare using the following information:

Fare Basis

Adult: S1 FB-YFFDEW
S2 FB-YFFDEW

Child: S1 FB-YFFDEW and TD- CH25
S2 FB-YFFDEW and TD- CH25

Baggage Allowance: 2 PC both passengers, both segments

Fare - adult: FARE EUR3084.00 EQU GBP2655.00

Fare - child: FARE EUR2313.00 EQU GBP1992.00

ROE: ROE0.760562

Fare Construction - Adult Fare:

FRA LH HOU 2027.44YFFDEW LH FRA 2027.44YFFDEW NUC4054.88END ROE0.760562

Fare Construction - Child Fare:

FRA LH HOU 1520.58YFFDEW/CH25 LH FRA 1520.58YFFDEW/CH25 NUC3041.16END ROE0.760562

Taxes (same for both passengers):

TAX 6.10DE TAX 36.30OY TAX 26.90RA TAX 1.60AY TAX 22.60US TAX 3.30XA TAX 2.00XF TAX 4.60XY
TAX 3.60YC TAX 227.40YQ

Endorsement: NON REF/NON END/CHANGE FEES APPLY

File the fares and prepare the Booking File for ticketing by adding the mandatory ticket modifiers - you may choose the FOP. Do not issue tickets. Call your trainer before ending transaction.

End transaction and make a note of the Booking File reference.

Module 9: Fare Shopping

Fare Shopping provides access to the wealth of Travelport 360 Fares and searches for low fares and available flights incorporating a wide variety of options to customize and streamline the search.

- Fare Shopping is able to integrate all public, private and net fare content housed within the Travelport 360 Fares database
- Both Direct Payment Carriers and GDS carriers are returned in the same response.
- A maximum of 8 flight segments may be handled by a single request
- A maximum of 9 passengers can be included in each transaction
- One-way, round-trip, circle trip, single and double open-jaw itineraries are supported
- Low fare searches can be performed with or without a booked itinerary
- Pricing and Availability modifiers can be used to influence the search process and provide customized results

Fare Shopping merges the manual comparison of tariff data and seat availability into a single request. You can search for low fares and available flights and make reservations in three easy steps:

Search for low fares

Book the itinerary

File the fare in the Booking File

Module Objectives

On completion of this module, you will be able to:

- Use Focalpoint Shopping with a booked itinerary
- Use Focalpoint Shopping without a booked itinerary
- Work with 'Branded Fares'
- Use the calendar to access Fare Shopping options
- Use the map and filter your shopping results
- Use the Smartpanel to search for fares
- Identify and book a Direct Payment Carrier

Using Focalpoint Shopping with a Booked Itinerary


Focalpoint Shopping prices a booked itinerary at the lowest available fare and searches schedules and fares to find the lowest priced alternative itineraries.

All agents in registered pseudo city codes have unlimited access to Focalpoint Shopping.

To price a booked itinerary using Focalpoint Shopping, enter the function identifier **FS**

Example Booking File:



```
N1C75W/16 LONNH 0091416 AG 99999992 01DEC
1.1TRAVELER/SMARTMR
1. EK 162 Y 10JUN DUBDXB HK1 1350 #0025 O* E WE/TH
2. EK 161 Y 20JUN DXBDUB HK1 0715 1205 O* E SA
```

*ALL *P *TD *VL *PI 




Note: FS quotes a total fare for all passengers in the Booking File instead of quoting a fare for each passenger.

The Focalpoint Shopping screen appears. In this example, it is showing 81 pricing options and 189 itinerary options.

Screen example.

```
TTL OF 81 PRICING OPTIONS AND 261 ITINERARY OPTIONS RETURNED
PRICING OPTION 1 - BOOKED ITIN
LOWER FARE AVAILABLE TOTAL AMOUNT 412.20 GBP
ADT TAX INCLUDED
1 EK 162 L 10JUN DUB DXB 1350 0025 + WE LX4MPIE1
2 EK 161 T 20JUN DXB DUB 0715 1205 SA TX4MPIE1
REBOOK +TQ  
```


The following table lists the key components of the Focalpoint Shopping screen information for the first option:

Component:	Description:
TTL OF 81 PRICING OPTIONS AND 261 ITINERARY OPTIONS RETURNED	Total number of pricing options and itinerary options.
PRICING OPTION 1 – BOOKED ITIN	Pricing option 1 header. Note: Option 1 is always your booked itinerary. Option 2 and the following options are from the lowest price to highest, regardless of the airline.
LOWER FARE AVAILABLE	Alert that varies depending on the classes of the itinerary currently booked.
TOTAL AMOUNT 412.20GBP	Total amount for all passengers including tax.
ADT TAX INCLUDED	Adult fare. Tax included.
1 EK162 L 10JUN 2 EK161 T 20JUN	Option 1 itinerary with applicable booking codes.
 REBOOK +TQ	Prompt to rebook this itinerary. +TQ Add to trip quote
 DETAILS	Prompt to view the fare breakdown.
 RULES	Prompt to view rules text. You can then enter FN1/ALL to see full rules text for first fare component or click

Trip Quote

Beneath each flight option returned, there is a +TQ option.

PRICING OPTION 1 - BOOKED ITIN		TOTAL AMOUNT	370.20 GBP
LOWER FARE AVAILABLE		TAX INCLUDED	
ADT			
1	EK 162 T 10JUN DUB DXB	1350 0025 + WE	TX4MPIE1
2	EK 161 T 20JUN DXB DUB	0715 1205 SA	TX4MPIE1
	«REBOOK» +TQ		D R
PRICING OPTION 2		TOTAL AMOUNT	370.20 GBP
LOWER FARE AVAILABLE		TAX INCLUDED	
ADT			
1	EK 164 T 10JUN DUB DXB	2220 0850 + WE 77W	TX4MPIE1
2	EK 161 T 20JUN DXB DUB	0715 1205 SA 77W	TX4MPIE1
	«BOOK» «REBOOK» +TQ		D R +3

Pricing and Itinerary options that you have offered to your customer can be added to 'Trip Quote'. Click on +TQ to add the option to Trip Quote. You may add a maximum of 10 options.

TTL OF 72 PRICING OPTIONS AND 260 ITINERARY OPTIONS RETURNED

PRICING OPTION 1 - BOOKED ITIN
LOWER FARE AVAILABLE

ADT	1	2	TOTAL AMOUNT	TAX INCLUDED	370.20 GBP
1	EK 162	T 10JUN DUB DXB	1350	0825 + WE	TX4MPIE1
2	EK 161	T 20JUN DXB DUB	0715	1205 SA	TX4MPIE1
	«REBOOK» +TQ				D R


PRICING OPTION 2

ADT	1	2	TOTAL AMOUNT	TAX INCLUDED	370.20 GBP
1	EK 164	T 10JUN DUB DXB	2220	0850 + WE 77W	TX4MPIE1
2	EK 161	T 20JUN DXB DUB	0715	1205 SA 77W	TX4MPIE1
	«BOOK» «REBOOK» +TQ				D R +3

PRICING OPTION 3

ADT	1	2	TOTAL AMOUNT	TAX INCLUDED	2399.20 GBP
1	QF @ 8164	S 10JUN DUB DXB	2220	0850 + WE 77W	YIF
2	QF @ 8161	S 20JUN DXB DUB	0715	1205 SA 77W	YIF
	«BOOK» «REBOOK» +TQ				D R +3

>

Click on  to the right of the screen to display the options that you have added to Trip Quote.

Example screen display:

Select All Options

Filter By: All

Flights – Shopping

Flight Option 01

DUB > DXB

	Dublin Arpt, Dublin (DUB) Wed Jun 10 2015 at 01:50 PM	Dubai Intl Arpt, Dubai (DXB) Thu Jun 11 2015 at 12:25 AM	Cabin Class: (T) Duration: Aircraft: N/A Operated by: Emirates
	Dubai Intl Arpt, Dubai (DXB) Sat Jun 20 2015 at 07:15 AM	Dublin Arpt, Dublin (DUB) Sat Jun 20 2015 at 12:05 PM	Cabin Class: (T) Duration: Aircraft: N/A Operated by: Emirates

PRICE PER ADT (1)
INCLUDING TAX

370.20 GBP

TOTAL 370.20 GBP

Rebook Rules Delete

Flight Option 02

DUB > DXB 7h 30m

	Dublin Arpt, Dublin (DUB) Wed Jun 10 2015 at 10:20 PM Terminal 2	Dubai Intl Arpt, Dubai (DXB) Thu Jun 11 2015 at 08:50 AM Terminal 3	Cabin Class: Economy (T) Duration: 7h 30m Aircraft: Boeing 777-300ER Operated by: Emirates
--	--	---	---

SEND OR COPY CLEAR CLOSE

You may select individual options by clicking on Flight Option 1, for example, or you may 'Select All Options'. Results can also be filtered if a variety of flights, cars and hotel have been added into Trip Quote.

There is a tools option which can be selected to configure the format of the times, rules and the email details of the sender.

Filter By: All

12 Hour Clock ✓

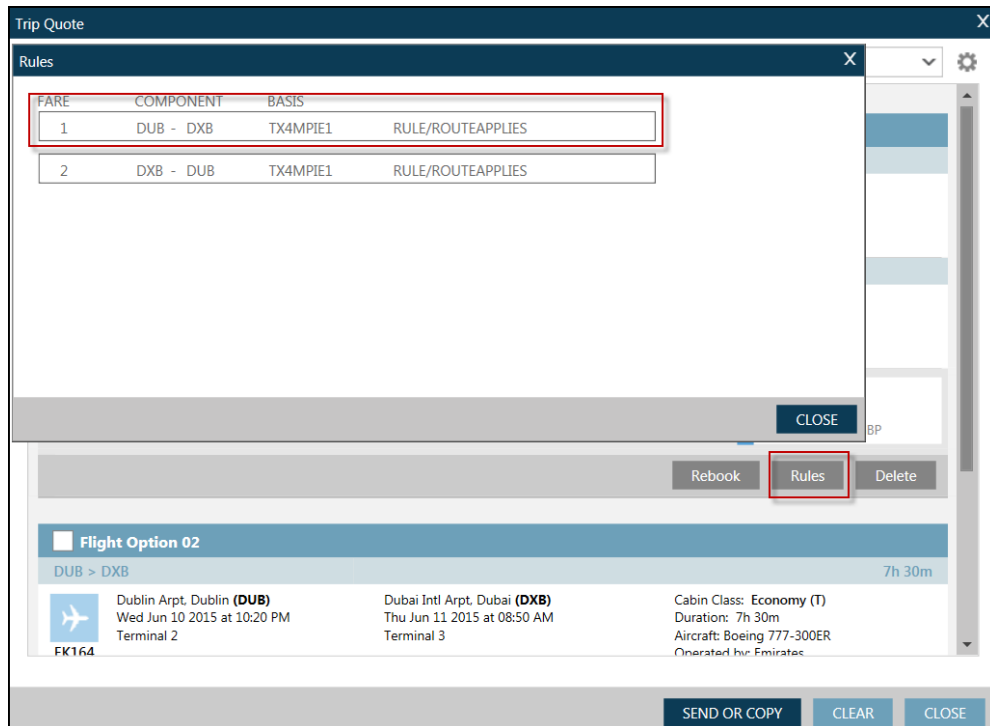
24 Hour Clock

Time Format

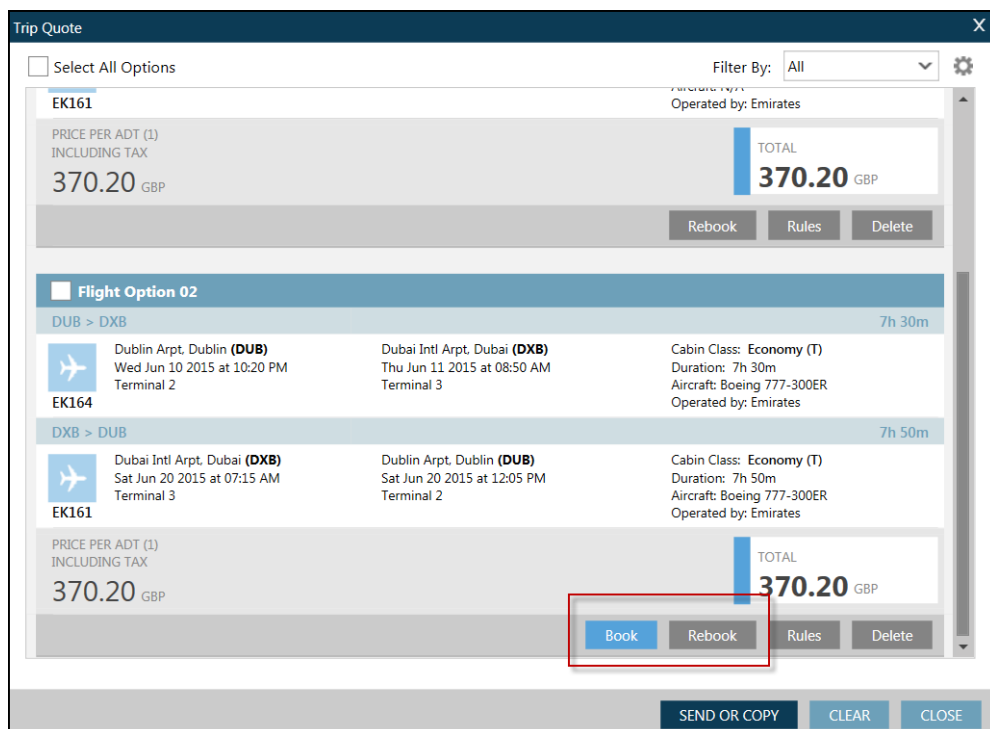
Rules Format

Email Configuration

Rules can also be viewed from within Trip Quote. As there may be more than one component per flight option it may be necessary to view each set of rules individually by clicking on each.

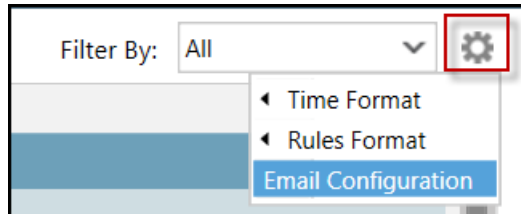


Once you have highlighted an individual option, it is possible to book from Trip Quote, by clicking on the 'Book' or 'Rebook' button displayed below each option.

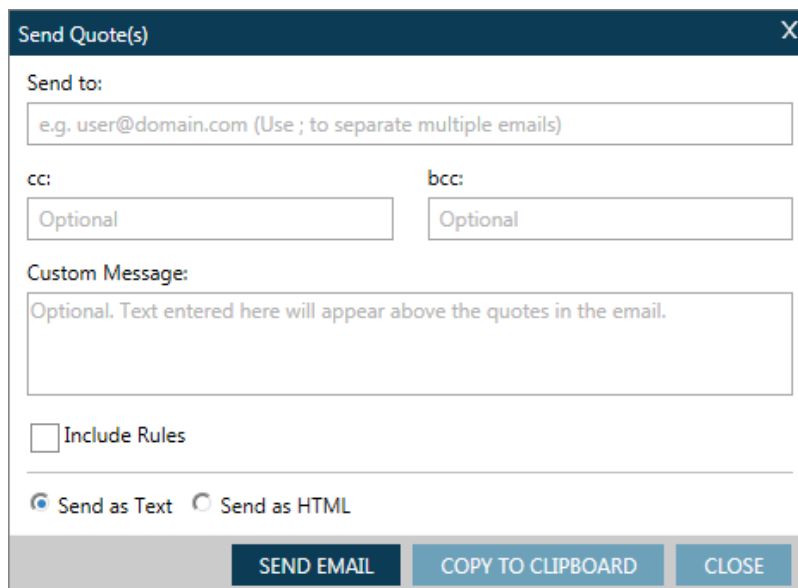


If you wish to send details to a customer, click on 'SEND EMAIL' or 'COPY TO CLIPBOARD'.


In order to send an email, you must configure your email details using the Tools (cogs) icon at the top right of the screen display:



The following screen will be displayed:



Details Display

To view the fare details click on the  details will then be displayed below the pricing option giving you the journey time of each flight sector and a breakdown of the fare including taxes.

If you click on the 'D' in option 1 that is the booked itinerary, further details such as the last day to purchase the fare and the linear fare construction are also displayed.

Example screen display:

PRICING OPTION 1 - BOOKED ITIN						TOTAL AMOUNT	412.20 GBP
LOWER FARE AVAILABLE						TAX INCLUDED	
ADT							
1	EK	162	L	10JUN	DUB DXB	1350	0025 + WE
2	EK	161	T	20JUN	DXB DUB	0715	1205 SA
							LX4MPIE1
							TX4MPIE1
REBOOK +TQ							
TOTAL JOURNEY TIME							
DUB-DXB: JOURNEY TIME NOT AVAILABLE							
DXB-DUB: JOURNEY TIME NOT AVAILABLE							
FS-1 ADT							
NON-END/SKYWARDS SAVER/							
WP72825							
NON REF/VLD FLTS							
DTES SHOWN							
RATE USED IN EQU TOTAL IS BSR 1EUR - 0.791702GBP							
01 NVB10JUN/NVA10JUN							
02 NVB20JUN/NVA20JUN							
LAST DATE TO PURCHASE TICKET: 03DEC14							
E-TKT REQUIRED							
FARE HAS A PLATING CARRIER RESTRICTION							
TICKETING FEES MAY APPLY							
TICKETING AGENCY E9G							
DEFAULT PLATING CARRIER EK							
DUB EK DXB 171.64LX4MPIE1 EK DUB 145.73TX4MPIE1 NUC317.37END							
ROE0.771963							
FARE EUR245.00 EQU GBP194.00 XT UP10.20 AE13.00 TP0.90 ZR0.90							
YQ193.20 TOT GBP412.20							

Note: Click on Details again to close the display.

Rules

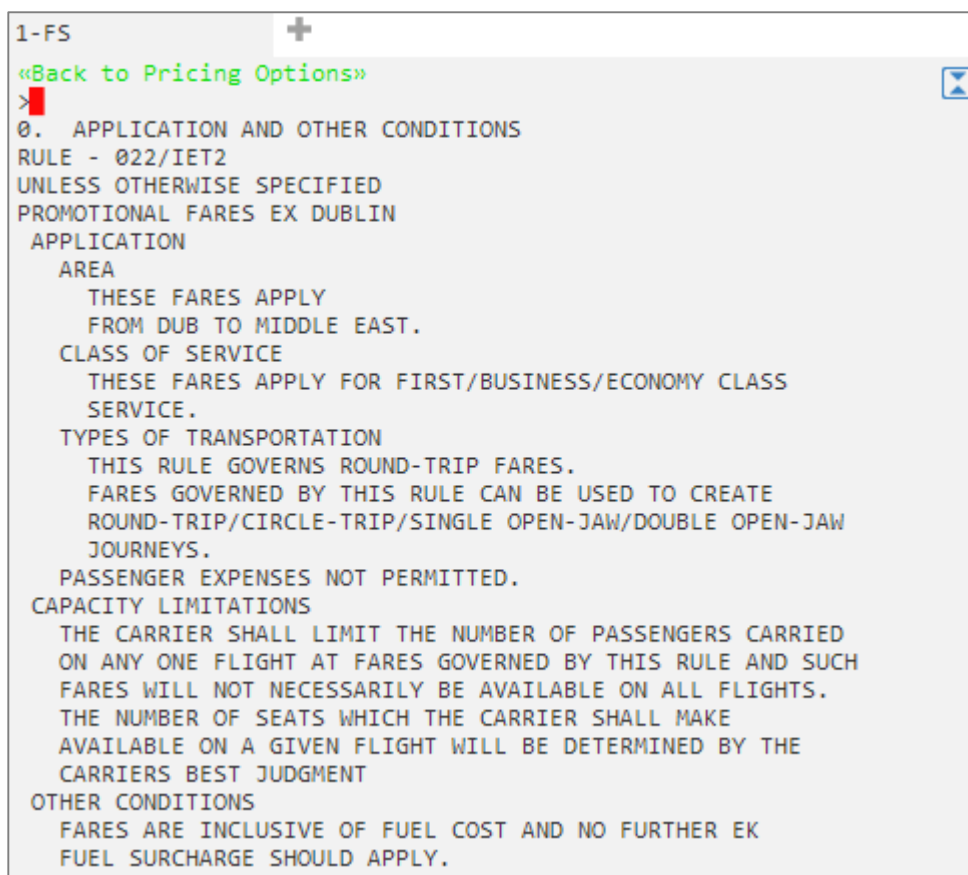
To view the rules on the pricing option click on the rules icon



The fare components for the journey appear. The rules do not display at this stage.

PRICING OPTION 1 - BOOKED ITIN						TOTAL AMOUNT	412.20 GBP
LOWER FARE AVAILABLE						TAX INCLUDED	
ADT							
1	EK	162	L	10JUN	DUB DXB	1350	0025 + WE
2	EK	161	T	20JUN	DXB DUB	0715	1205 SA
							LX4MPIE1
							TX4MPIE1
REBOOK +TQ							
FARE	COMPONENT	BASIS					
1	DUB-DXB	LX4MPIE1		RULE/ROUTE APPLIES			
2	DXB-DUB	TX4MPIE1		RULE/ROUTE APPLIES			

Click on one of the fare components to view the rules for that component. The rules of a Traditional GDS carrier will appear in the smart screen, the screen is scrollable and the most frequently used paragraphs are highlighted in orange.



Scroll down to view all the rule information.

Note: There may have been two separate pricing modifiers used. Click on “**Back to Pricing Options**” to return to the fare component screen in order to select rules for the second fare component

The full Focalpoint Shopping display is shown on the following page. Scroll up and down using the scroll bar on the right to view more options.

The first pricing option performs an FQBB entry and displays the best fare for the itinerary already held. It will only show a rebook option as the flights and dates for this option are booked already.

Component	Description
BOOK	Book the selected pricing option without cancelling the existing reservation.
REBOOK	This will cancel the existing booking and rebook in the new class.
+8	Pricing options are returned in low-to-high fare order and may involve the same fare with several different itineraries. These itineraries are known as itinerary options within the pricing option group. Click the link to view alternative itinerary options for the fare.

Additional itinerary options (+)

When the option + appears on the display this indicates that there are other itinerary options for the same price available. This could mean that the passenger can choose a more suitable flight time for the same price.

Example screen display:

PRICING OPTION 4										TOTAL AMOUNT	381.50 GBP
ADT										TAX INCLUDED	
1	TK	1976	V	10JUN	DUB	IST	1105	1720	WE	738	VN2XPB
2	TK	760	V	10JUN	IST	DXB	1955	0130 +	WE	330	VN2XPB
3	TK	761	P	20JUN	DXB	IST	0235	0625	SA	330	PN2XPB
4	TK	1975	P	20JUN	IST	DUB	0730	1005	SA	738	PN2XPB

BOOK REBOOK +TQ D R +2

«Back to Pricing Options»

MORE 1										TOTAL AMOUNT	381.50 GBP
ADT										TAX INCLUDED	
1	TK	1976	V	10JUN	DUB	IST	1105	1720	WE	738	VN2XPB
2	TK	760	V	10JUN	IST	DXB	1955	0130 +	WE	330	VN2XPB
3	TK	761	P	20JUN	DXB	IST	0235	0625	SA	330	PN2XPB
4	TK	1977	P	20JUN	IST	DUB	1305	1540	SA	738	PN2XPB

BOOK REBOOK +TQ D R

MORE 2										TOTAL AMOUNT	381.50 GBP
ADT										TAX INCLUDED	
1	TK	1976	V	10JUN	DUB	IST	1105	1720	WE	738	VN2XPB
2	TK	760	V	10JUN	IST	DXB	1955	0130 +	WE	330	VN2XPB
3	TK	763	P	20JUN	DXB	IST	0655	1045	SA	330	PN2XPB
4	TK	1977	P	20JUN	IST	DUB	1305	1540	SA	738	PN2XPB

BOOK REBOOK +TQ D R

Note: The price is the same as that in the previous screen.

Working with Branded Fares


The Fare Shop response screen also identifies fares that are ‘Branded Fares’.

Refer to the following itinerary for travel from Frankfurt to New York and return

Example screen response

TTL OF 55		PRICING OPTIONS AND 107				ITINERARY OPTIONS RETURNED				
PRICING OPTION 1						TOTAL AMOUNT			583.80 GBP	
ADT						TAX INCLUDED				
1	UA	51	L	12SEP	FRA EWR	1120	1405	SA	777	LLWNCDEW
2	UA @ 8838	S	19SEP	EWR FRA	1805	0745	+	SA	74H	SLWNCDEW
«BOOK» +TQ						D R +1				
PRICING OPTION 2						TOTAL AMOUNT			583.80 GBP	
ADT						TAX INCLUDED				
1	UA	51	L	12SEP	FRA EWR	1120	1405	SA	777	LLWNCDEW
2	UA @ 8840	S	19SEP	JFK FRA	1555	0530	+	SA	388	SLWNCDEW
«BOOK» +TQ						D R +1				
PRICING OPTION 3						TOTAL AMOUNT			583.80 GBP	
ADT						TAX INCLUDED				
1	UA	51	L	12SEP	FRA EWR	1120	1405	SA	777	LLWNCDEW
2	LH	403	S	19SEP	EWR FRA	1805	0745	+	SA	74H
«BOOK» +TQ						D R +1				
PRICING OPTION 4						TOTAL AMOUNT			583.80 GBP	
ADT						TAX INCLUDED				
1	UA	51	L	12SEP	FRA EWR	1120	1405	SA	777	LLWNCDEW
2	LH	401	S	19SEP	JFK FRA	1555	0530	+	SA	388
«BOOK» +TQ						D R +1				
PRICING OPTION 5						TOTAL AMOUNT			601.80 GBP	
ADT						TAX INCLUDED				
1	LH @ 7603	T	12SEP	FRA EWR	1120	1405	SA	777	TLWNCDEW	
2	LH	403	S	19SEP	EWR FRA	1805	0745	+	SA	74H
«BOOK» +TQ						D R +1				

The Fare Shop response screen identifies fares that are ‘Branded Fares’. ‘Branded Fares’ are clickable and displayed in green. Lufthansa (Pricing Option 5) is used in this example.

Click on the  icon to see the detail, of the fare.

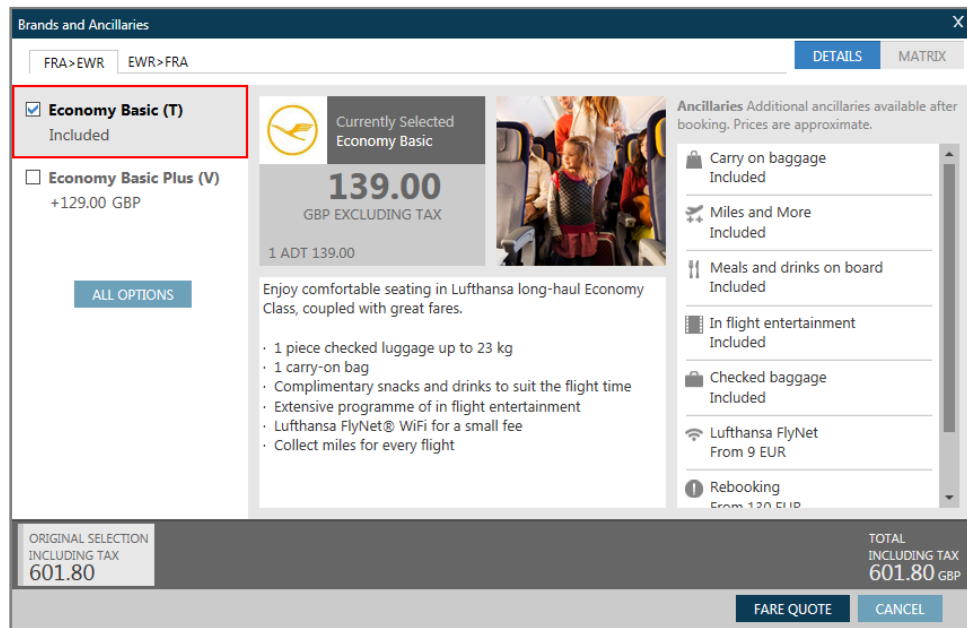
Example screen response:

PRICING OPTION 5						TOTAL AMOUNT			601.80 GBP	
ADT						TAX INCLUDED				
1	LH @ 7603	T	12SEP	FRA EWR	1120	1405	SA	777	TLWNCDEW	
2	LH	403	S	19SEP	EWR FRA	1805	0745	+	SA	74H
«BOOK» +TQ						D R +1				
TOTAL JOURNEY TIME										
FRA-EWR: 08:45										
EWR-FRA: 07:40										
FS-1 ADT										
FRA LH NYC 219.32TLWNCDEW LH FRA 253.07SLWNCDEW NUC472.39END										
ROE0.889078										
FARE GBP300.00						XT DE5.90 OY30.10 RA23.90 AY3.60 US22.80 XA3.20				
XF2.90 XY4.50 YC3.50 YQ201.40						TOT GBP601.80				

Note that the fare is GBP 300.00 plus taxes.

Click on the green interactive fare link to display branding information.

Example screen response:

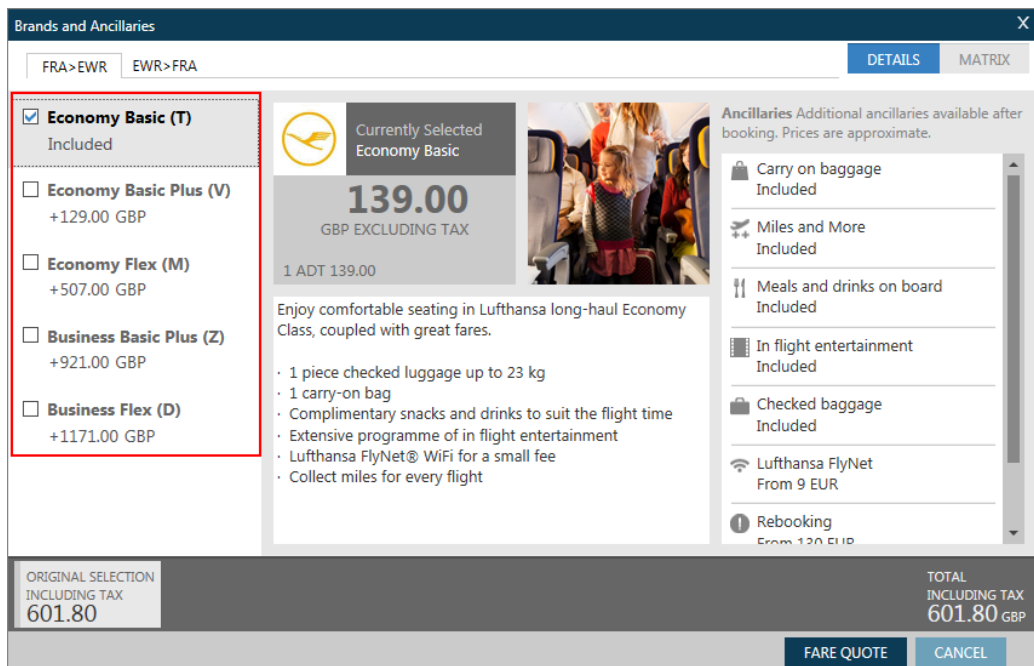


The initial screen displays branding for the price selected from the Fare Shopping response, and one Upsell fare if returned for the outward journey Frankfurt to New York.

Fare information shown in the middle of the screen display is half of the round trip fare shown in the detail on the previous page, *not* including taxes. The total *including* taxes is shown at the bottom of the screen.

Click on ALL OPTIONS shown on the left of the screen to display any other Branded Fares for this sector, including any down sell if applicable.

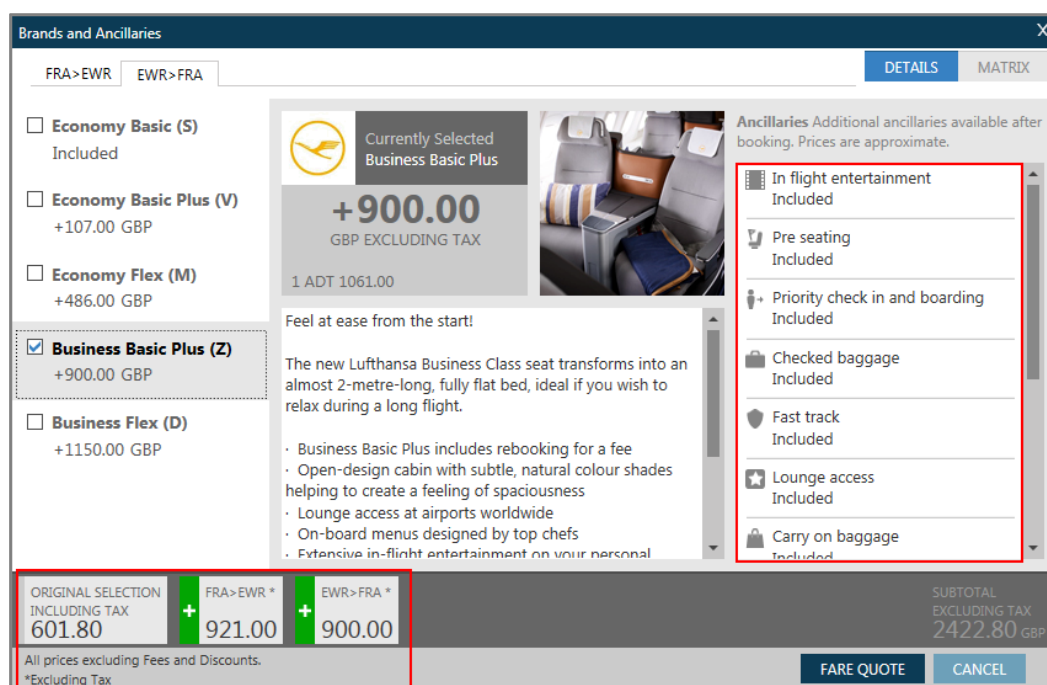
Example screen response:



Points to note:

- Prices are approximate
- Some carriers include taxes in the Fare Shopping response and some do not
- When the Brand is selected, the Price is specified. There may also be additional fees that are not included in the shopping response.
- Click on the **EWR>FRA** tab at the top of the screen to display Branded Fares for the New York to Frankfurt sector that may be different. (For best practice if you select an upgraded fare on the outbound trip for a Direct Payment Carrier, you should select the same upgrade for the return sector.)
- Click on the required brand option on the left of the display to change the descriptive text in the middle of the screen and the price at the bottom will show as an addition to the original fare.

Example screen response:



Ancillary information displayed on the right of the screen is associated with the selected brand. Priced options are available for purchase in association with each brand. Click on each ancillary to display a description of the product.

We will look at booking an ancillary item later in this training course.

Click on the MATRIX tab to easily compare all the ancillaries/services provided for each fare option.

Example screen response:

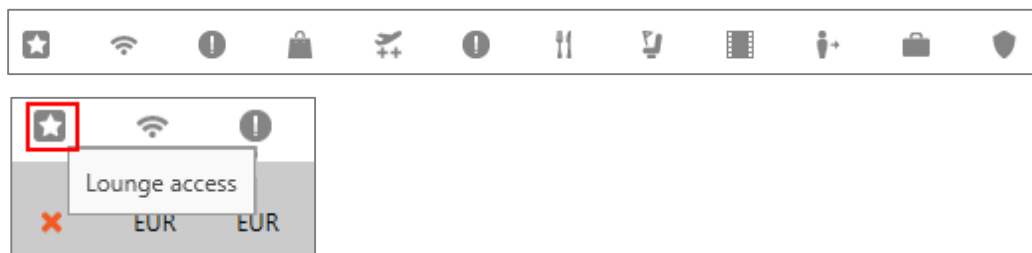
The screenshot shows a 'Brands and Ancillaries' window for the route FRA>EWR. It features a table of fare options with columns for various services and a summary bar at the bottom.

	✱	📶	ⓘ	🛍️	✈️	ⓘ	🍴	👤	🎬	👤+	🛒	🛡️
<input type="checkbox"/> Economy Basic Included	✗	EUR	EUR	✔️	✔️	✗	✔️	EUR	✔️	✗	✔️	✗
<input type="checkbox"/> Economy Basic Plus +107.00 GBP	✗	EUR	EUR	✔️	✔️	EUR	✔️	✔️	✔️	✗	✔️	✗
<input type="checkbox"/> Economy Flex +486.00 GBP	✗	EUR	✔️	✔️	✔️	✔️	✔️	✔️	✔️	✗	✔️	✗
<input checked="" type="checkbox"/> Business Basic Plus +900.00 GBP	✔️	EUR	EUR	✔️	✔️	EUR	✔️	✔️	✔️	✔️	✔️	✔️
<input type="checkbox"/> Business Flex +1150.00 GBP	✔️	EUR	✔️	✔️	✔️	✔️	✔️	✔️	✔️	✔️	✔️	✔️

Summary bar:
 ORIGINAL SELECTION INCLUDING TAX: 601.80
 FRA>EWR * (with + icon): 921.00
 EWR>FRA * (with + icon): 900.00
 SUBTOTAL EXCLUDING TAX: 2422.80 GBP

Buttons: FARE QUOTE, CANCEL

Hover text is available for the header icons.



Clicking on the tick, cross or currency code will give you further information on the relevant icon in a pop up window.

To upsell a fare, return to the DETAILS tab and select the required brand then click on 'FARE QUOTE'.

The 'Summary' screen is displayed.

Example screen response for Club World:

Brands and Ancillaries

Price has been updated.

Summary

Passenger	Subtotal	FRA>EWR	EWR>FRA
PAX 1 ADT	2141.00 GBP	Business Basic Plus 1070.00 GBP	Business Basic Plus 1071.00 GBP

BAGGAGE INFORMATION

ADT
Baggage Allowance
 LH FRA>NYC 2P
Bag1 - NO FEE UPTO70LB/32KG AND UPTO62LI/158LCM **Bag2** - NO FEE UPTO70LB/32KG AND UPTO62LI/158LCM
 Click [here](#) for more information
 LH NYC>FRA 2P
Bag1 - NO FEE UPTO70LB/32KG AND UPTO62LI/158LCM **Bag2** - NO FEE UPTO70LB/32KG AND UPTO62LI/158LCM

SUBTOTAL 2141.00 GBP TAXES 377.80 GBP FARE TOTAL 2518.80* GBP

*Additional airline fees may apply

CONFIRM MODIFY CANCEL

The price is updated and the total of the fare and taxes for the selected brand is shown in the bottom-right of the screen.

Note: You can click 'MODIFY' at the bottom of the screen if you wish to make a new selection.

Click 'CONFIRM' to make the booking. The flights are booked in the required class, and the fare filed in the Booking File.

Example Booking File:

```

1.1TRAVELER/SMARTMR
1. LH 7603 Z 12SEP FRAEWR HS1 1120 1405 0 E SA
   OPERATED BY UNITED AIRLINES INC
2. LH 403 Z 19SEP EWRFRA HS1 1805 #0745 0 E SA/SU

*ALL *FF *RV *PI

FQ1 - S1-2 AP 07JUL15 IM/AG
P1 TRAVELER/SMARTMR ADT G 07JUL15 * GBP 2494.20
FRA LH NYC 1670.26ZRCDEW LH FRA 1670.27ZRCDEW NUC3340.53END RO
E0.889078
FARE EUR2970.00 EQU GBP2121.00 TAX 5.90DE TAX 30.10Y TAX 23.9
0RA TAX 3.60AY TAX 22.80US TAX 3.20XA TAX 2.90XF TAX 4.50XY TA
X 3.50YC TAX 272.80YQ TOT GBP2494.20
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-ZRCDEW B-2PC NB-12SEP NA-12SEP
S2 FB-ZRCDEW B-2PC NB-19SEP NA-19SEP
FL/CNX/CHG RESTRICTED
CHECK FARE NOTE
LAST DATE TO PURCHASE TICKET: 29AUG15

T P1/S1-2/ET/CLH
    
```

Using Focalpoint Shopping without a Booked Itinerary

Help FS

Focalpoint Shopping can also be used when there is no booked itinerary. You must specify the travel details after the FS function identifier.

The basic entry starts with routing and dates but there are many optional entries that may be added to tailor the shopping request to your customers' requirements.

Example entry: **FSAMS12AUGSIN30AUGAMS**

Note: This entry is only valid if there is no itinerary present. You can add many options to the basic entry.

The Focalpoint Shopping screen displays. In this example, it shows 87 pricing options and 226 itinerary options:

TTL OF 87 PRICING OPTIONS AND 226 ITINERARY OPTIONS RETURNED										
PRICING OPTION 1						TOTAL AMOUNT		486.50 GBP		
ADT						TAX INCLUDED				
1	TK	1954	L	12AUG	AMS IST	1815	2245	WE	332	LN2PRO
2	TK	54	L	13AUG	IST SIN	0105	1710	TH	330	LN2PRO
3	TK	55	L	30AUG	SIN IST	2315	0540 +	SU	330	LN2PRO
4	TK	1951	L	31AUG	IST AMS	0820	1100	MO	321	LN2PRO
BOOK +TQ								D R		+2
PRICING OPTION 2						TOTAL AMOUNT		571.89 GBP		
ADT						TAX INCLUDED				
1	BA	433	S	12AUG	AMS LHR	1755	1800	WE	319	VHRCEUR
2	BA	11	V	12AUG	LHR SIN	2000	1550 +	WE	744	VHRCEUR
3	BA	12	V	30AUG	SIN LHR	2255	0505 +	SU	388	VHRCEUR
4	BA	428	S	31AUG	LHR AMS	0650	0910	MO	767	VHRCEUR
BOOK +TQ								D R		+5
PRICING OPTION 3						TOTAL AMOUNT		571.89 GBP		
ADT						TAX INCLUDED				
1	BA	2761	S	12AUG	AMS LGW	1400	1405	WE	319	VHRCEUR
2	BA	11	V	12AUG	LHR SIN	2000	1550 +	WE	744	VHRCEUR
3	BA	12	V	30AUG	SIN LHR	2255	0505 +	SU	388	VHRCEUR
4	BA	428	S	31AUG	LHR AMS	0650	0910	MO	767	VHRCEUR
BOOK +TQ								D R		+1
PRICING OPTION 4						TOTAL AMOUNT		571.89 GBP		
ADT						TAX INCLUDED				
1	BA	@ 8496	S	12AUG	AMS LCY	1040	1045	WE	770	VHRCEUR
2	BA	11	V	12AUG	LHR SIN	2000	1550 +	WE	744	VHRCEUR
3	BA	12	V	30AUG	SIN LHR	2255	0505 +	SU	388	VHRCEUR
4	BA	428	S	31AUG	LHR AMS	0650	0910	MO	767	VHRCEUR
BOOK +TQ								D R		+1

Optional Entries without a Booked Itinerary

Request Focalpoint Shopping:	Enter:
Star Alliance	FSLAX11JUNLON19JUNLAX+// *A
Surface sector	FSLON10JANDXB--AUH20JANLON
2 Passengers	FS2FRA10JUNLON20JUNFRA
Airline Private Fares	FSFRA10JUNLON17JUNFRA+-ACCT
Preferred carriers	FSSYD11JUNTYO/QF19JUNHKG/CX
Surface sector	FSCHI10JULLON--PAR20JULCHI//+AA
Direct	FSLAX11JUNLON19JUNLAX++.D

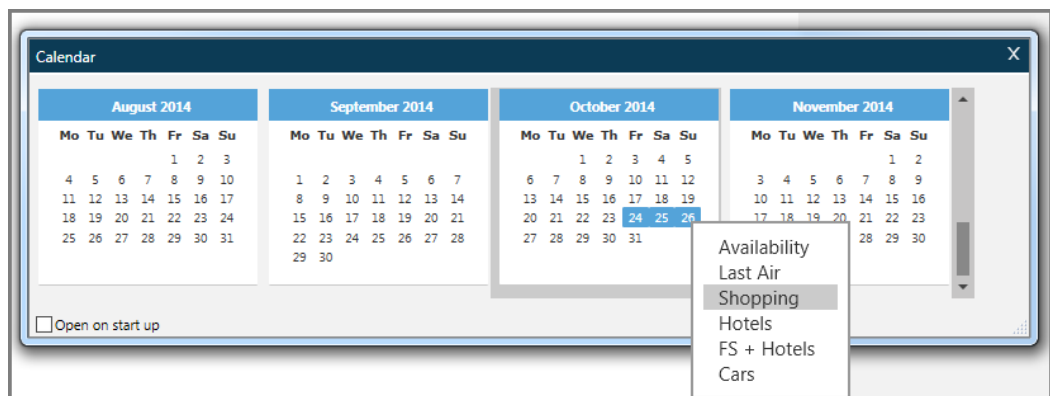
Business class outbound first inbound	FSSIN11JUNHKG-BUSNS 10JUNPAR-FIRST
Adult and child	FS2FRA10JUNLON20JUNFRA +P1.2*C07

Using the Calendar

Open the calendar from Main Application Menu > Tools > Calendar.

The Smartpoint Calendar is contextual, that means that you can trigger air availabilities, Fare Shopping requests, hotels and cars from the calendar.

Select the date range by clicking on a start date and holding to the end date. Right click to display the options.

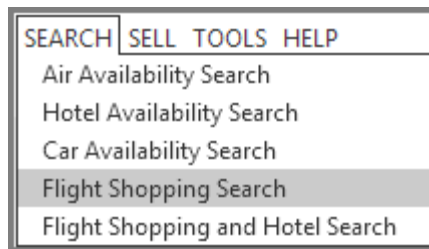


Select Shopping to display the Flight Shopping Search.

The boxes for the departure date and return date are pre-populated from the calendar.

Example screen display:

Note: You can also launch the Flight Shopping Search from the Search menu.



Enter the origin and destination, and time if required. You may also specify an airline and cabin, and number of passengers if more than one is travelling.

Completed screen example:

Select Search.

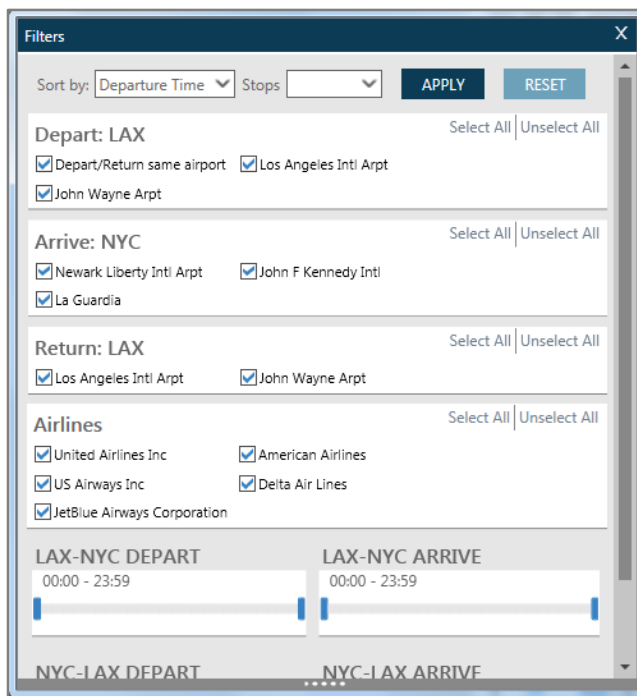
Filter shopping results

Travelport Smartpoint offers two ways to filter your shopping results. Using the filter icons on the right of the screen you can filter by price, departure time, journey time and number of stops. You can also select specific airlines, airports and times that have returned in the results screen. The second option is to use the maps icon. This filters the results in the same way but also displays the route map of the selected journey, and the flying times. This gives you a more visual and informative view of the results.

Example:

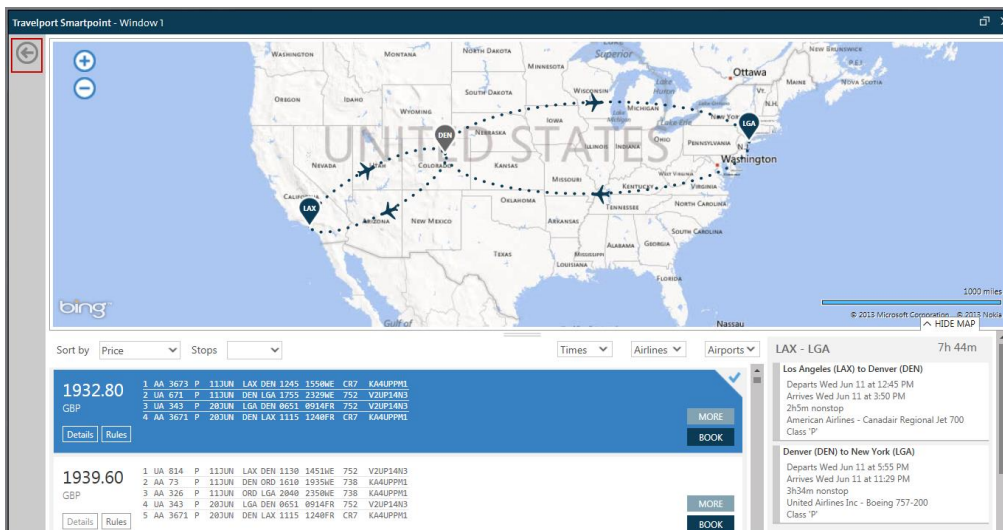


Click on the filter icon to display options to filter down the results screen.



Click on apply to add your filters, as the options are updated the results update in the terminal window, 'Filters Applied' will be displayed at the top of the screen.

Click on the maps icon to view the route map and journey information:




To exit the map view click on the arrow on the top left of the screen.

Using Smartpanel

Smartpanel is a component of Travelport Smartpoint. Smartpanel applies pre-selected parameters, such as classes of service, departure time windows or account code, via a fill in-format to perform a fares-led search.

Launching Smartpanel

Click on the  icon located at the bottom right of the active Window, and the following pop up box will launch.

Note: Alternatively, you can launch Smartpanel via the Search menu or by entering #FS

The screenshot shows the Smartpanel interface with the following details:

- Header: Basic (selected), Advanced, Choose a template to apply...
- Table:

Depart	From	Multi	To	Multi	Time	Cabin	Direct	I/E/O	Carriers	I/E/S	Cnx	Cnx
> 11Dec					ANY	No preference						
- Controls:
 - Insert segment after: 1 (+)
 - Fare Type: Published and private
 - Account Code: []
 - Process As One Ways: []
 - Passengers: 1 (ADT) (+)
- Buttons: Refresh, Search, Save As, Cancel

Smartpanel contains two tabs: Basic and Advanced.

Basic Tab

Use the Basic tab to enter travel parameters such as the departure and destination points and outbound and return travel dates.

Component:	Function:
Depart	Month view select date
From	Type name or city code
Multi	Y or M for multi airport city
To	Destination city name or code
Multi	Y or M for multi airport city
Time	Arrow down to select time
Cabin	Arrow down to select cabin
Direct	Y for direct blank displays all
I/E/O	Include, Exclude or Only
Carriers	Specific Carriers
I/E/S	Include, Exclude or Via Specific city
CNX	Connections via cities
Insert after Segment	Option to add to existing itinerary
Fare Type	Options to select fare options
Account code	Add in the account code for Private fare
Process as one ways	Option to calculate fare as round trips using one way pricing
Passengers	Number of passengers and PTC
Refresh	Refresh / Clear display

Search	Search for fare following set criteria
Save As	Option to save search for future use
Cancel	Close the Smartpanel

Advanced Tab

You may check the appropriate boxes to specify the following parameters:

Fare Modifiers

- Agency Private
- Airline Private
- Account Code Only
- Tax Exempt
- No Cabin Downgrade

Penalty Modifiers

- No minimum Stay
- No maximum stay
- No Advanced Purchase
- Specify a Penalty Tolerance

Discount Modifiers

- Amount
- Percentage

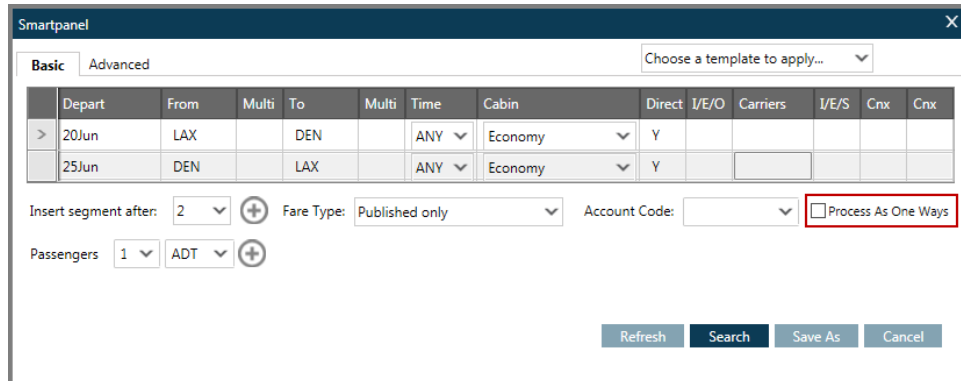
Connections

- Stop Direct
- Non-Stop Direct
- Single Interline Connection
- Double Interline Connection
- Single Online Connection
- Double Online Connection

Availability Modifiers

- Multi Airport Connections
- Reduce Flight Times
- Reduce Overnights

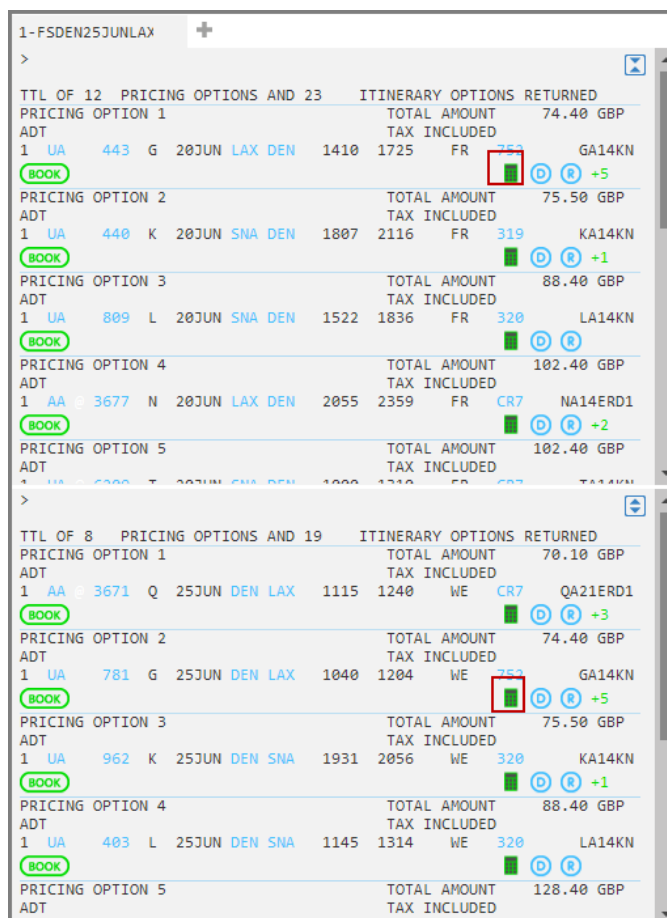
Completed Basic Tab screen example:



Note: To request a round trip using one way pricing, select the “Process As One Ways” checkbox and click the Search button.

Two one-way searches appear in the divided Smartpoint App window.

Example screen response:



Note the ‘calculator’ icon. To work out the total cost of the fare without selecting the flights individually click on the calculator icon for each fare required. This will

give you a total cost on screen for the combined fares without booking or storing the fares.

Example:

The screenshot displays a flight pricing interface with a calculator overlay. The calculator shows the following details:

Origin	Destination	Class	Carrier	Flight	Class	Carrier	Flight	Amount
LAX	DEN	nonstop						£74.40 GBP
DEN	LAX	nonstop						£74.40 GBP
TOTAL								£148.80 GBP

The background interface shows several pricing options:

- PRICING OPTION 1:** LAX DEN, 20JUN, UA 443 G, 1410, 1725, FR 752, GA14KN, Total Amount 74.40 GBP.
- PRICING OPTION 2:** DEN SNA, 20JUN, UA 440 K, 1807, 2116, FR 319, KA14KN, Total Amount 75.50 GBP.
- PRICING OPTION 3:** DEN LAX, 25JUN, AA 3671 Q, 1115, 1240, WE CR7, QA21ERD1, Total Amount 70.10 GBP.
- PRICING OPTION 4:** DEN LAX, 25JUN, UA 781 G, 1040, 1204, WE 752, GA14KN, Total Amount 74.40 GBP.

Option 1 of the outbound and option 2 of the inbound has been selected in this example.

Direct Payment Carriers

Both Direct Payment Carriers and GDS carriers are returned in the same Fare Shopping response.

Refer to the following example for travel from London to Barcelona.

Enter: **FSLON1SEPBCN**

Example screen response:

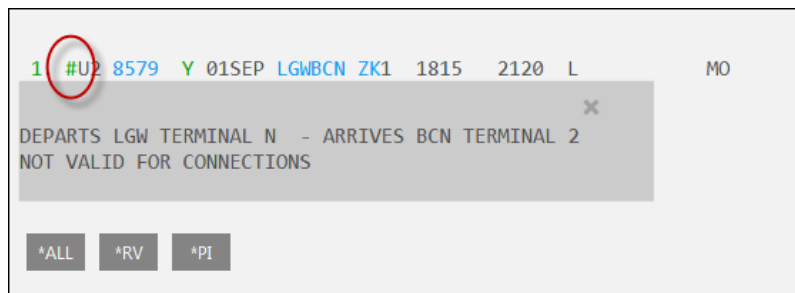
PRICING OPTION 1		TOTAL AMOUNT	34.29 GBP
ADT		TAX INCLUDED	
1	#U2 2263 Y 01SEP LTN BCN 0705	1015 TU	Y
	BOOK +TQ		(D) (R) +1
PRICING OPTION 2		TOTAL AMOUNT	36.29 GBP
ADT		TAX INCLUDED	
1	#U2 8571 Y 01SEP LGW BCN 0725	1030 TU	Y
	BOOK +TQ		(D) (R) +5
PRICING OPTION 3		TOTAL AMOUNT	39.99 GBP
ADT		TAX INCLUDED	
1	#FR 9810 Y 01SEP STN BCN 0815	1130 TU 738	A10LOW
	BOOK +TQ		(D) (R) +3
PRICING OPTION 4		TOTAL AMOUNT	53.44 GBP
ADT		TAX INCLUDED	
1	DY 5165 H 01SEP LGW BCN 1915	2225 TU 737	HJIPPI
	BOOK +TQ		(D) (R)
PRICING OPTION 5		TOTAL AMOUNT	55.29 GBP
ADT		TAX INCLUDED	
1	#U2 2263 B 01SEP LTN BCN 0705	1015 TU	B
	BOOK +TQ		(D) (R) +1
PRICING OPTION 6		TOTAL AMOUNT	57.29 GBP
ADT		TAX INCLUDED	
1	#U2 8571 B 01SEP LGW BCN 0725	1030 TU	B
	BOOK +TQ		(D) (R) +5
PRICING OPTION 7		TOTAL AMOUNT	57.74 GBP
ADT		TAX INCLUDED	
1	IB @ 5551 P 01SEP LGW BCN 1445	1745 TU 320	POWNVY
	BOOK +TQ		(D) (R) +2
PRICING OPTION 8		TOTAL AMOUNT	57.74 GBP
ADT		TAX INCLUDED	
1	VY 7827 P 01SEP LGW BCN 1445	1745 TU 320	POWVY
	BOOK +TQ		(D) (R) +2

The response shows a mix of Direct Payment Carriers and GDS carriers.

The # symbol before the carrier code identifies 'Instant Purchase' for a Direct Payment Carrier.

To book an EasyJet flight, click on BOOK.

Example screen response:



Click on the # symbol in front of the carrier code (U2) to display the Low cost Selling input screen.

Example screen display:

Add the data necessary to complete the booking and click 'Apply'. If data is missing or the airline returns an error, the error will be displayed indicating what information is required.

Note: More information is available later in this course regarding booking Direct Payment Carriers.

Summary

In this module, you learnt how to:

- Use Focalpoint Shopping with a booked itinerary
- Use Focalpoint Shopping without a booked itinerary
- Work with 'Branded Fares'
- Use the calendar to access Fare Shopping options
- Use the filter options
- Use the Smartpanel to search for fares
- Identify and book Direct Payment Carriers

Module Review

1. What does +3 indicate in a shopping results display?

a. More than 3 different fares exist _____

b. More than 3 different itineraries exist _____

c. More than 3 seats available at this price _____

2. What function will the FS icon at the lower part of the screen launch?

3. What does the E in the following screen shot from Smartpanel indicate?



4. What does the - - in this Fare Shopping entry indicate?: FSLON12SEPPER- -SYD12OCTLON.

5. How are 'Branded Fares' identified in a Fare Shopping display?

6. What does the # symbol in front of a carrier code identify in a Fare Shopping display?

Module 10: Ancillary Services for GDS Carriers

Ancillary services allow you to book through the GDS additional items such as paid seats, baggage and meals. These are dependent upon the airline making such things available and may vary by route, cabin, fare basis code and the region of the world you are working. They will also potentially be affected by frequent flyer information, which may change not only the availability of ancillary services but also the price paid by the traveler.

Certain ancillaries may be displayed for information purposes only and although these cannot be booked through Galileo, they are an indication of whether the airline supports such a request through direct contact and the cost of such a service.

By offering these services through the GDS, we help to reduce your need to call the airline or use a web site to complete your customers' requirements. This delivers an increased efficiency and reduced cost, while providing a more complete service to your customer.

Note: for Ancillary Services with Direct payment carriers see Module 17

Module Objectives

On completion of this module, you will be able to:

- Display and request an ancillary prior to ending the PNR
- Display and request an ancillary on an ended PNR
- Cancel an ancillary service from a PNR
- Display and book paid seats

Displaying Available Ancillaries before End Transact

Once an itinerary and name are present in the PNR, it is possible to request a list of available ancillaries. These could be for any service offered by the airline and will display in a numbered list format.

```
1.1TRAVELLER/ALANMR
1. AZ 317 Y 12SEP CDGFCO HS1 0700 0905 0 E FR
2. AZ 316 Y 19SEP FCOCDG HS1 0755 1005 0 E FR

*ALL *RV *PI
```

The format to display the list is: **DAS***

Following this command the ancillary services screens will be displayed and in this instance, shows a list of 13 bookable services. In addition, another 4 are shown for information only purposes and would require direct contact with the airline to book.

Example screen display:

```

*SVCS REQUIRING FARE DATA MAY EXIST - REQ SVCS AT PRICING TIME*
ADDITIONAL SVC                                FOR DETAIL >DAS*L*
LN  VEN  DESCRIPTION                            PTC    AMNT  CUR  SEG   F
1   AZ   SECOND CHECKED BAG                      ADT    161.90 GBP 02
2   AZ   THIRD CHECKED BAG                      ADT    161.90 GBP 02
3   AZ   FOURTH CHECKED BAG                    ADT    161.90 GBP 02
4   AZ   FIFTH CHECKED BAG                    ADT    161.90 GBP 02
5   AZ   SIXTH CHECKED BAG                    ADT    161.90 GBP 02
6   AZ   SKI EQUIPMENT UP TO 23KG             ADT    161.90 GBP 02
7   AZ   SNOWBOARD UP TO 23KG                ADT    161.90 GBP 02
8   AZ   SPORTING EQUIPMENT UP TO 23KG       ADT    161.90 GBP 02
9   AZ   EXCESS SIZE PC                       ADT     60.70 GBP 02
10  AZ   FIRST EXTRA PC                       ADT    161.90 GBP 02
11  AZ   EXCESS WEIGHT PC                     ADT     44.50 GBP 02
12  AZ   LOUNGE ACCESS                        ADT     24.30 GBP 02
13  AZ   FAST TRACK                          ADT     6.50 GBP 02

-- INFORMATIONAL SERVICE LISTING --
-- AZ BICYCLE                                ADT    161.90 GBP 02
-- AZ WEAPONS MUNITION UP TO 20KG          ADT     56.70 GBP 02
-- AZ WINDSURF UP TO 78 IN 200 CM         ADT     44.50 GBP 02
-- AZ WINDSURF FROM 200CM TO 300CM       ADT     60.70 GBP 02
>|
    
```

The following table lists the components of the Display Ancillary Service (DAS*) screen.

Component:	Description:
LN	Line number of item in display If the line number is followed by an asterisk (*) then this item is a bundled service. (View details of bundled services in the detailed display on the next page)
VEN	The vendor/carrier offering the service
DESCRIPTION	Commercial name of item
PTC	The passenger type code to which the service applies. ADT applies to all passengers, however if the code is different from ADT, only that passenger type code is eligible for this service
AMNT	Cost of item
CUR	Currency
SEG	Air segments to which the service applies
F	Minimum frequent flyer priority code required to book this service.*

Note: * The frequent flyer priority displayed is the minimum priority necessary to be eligible for this service. The highest priority being 1 and the lowest being 9. Therefore, a passenger with priority code 7 would be eligible for service requiring priorities of 7, 8 or 9 and a service displaying a minimum requirement of 3 will only be available for passengers with priorities 1, 2 or 3.

Details Display

To view a detailed description of the chosen ancillary service tab to the >DAS*L prompt and enter the line number of the ancillary required.

DAS*L1

LINE	COMMERCIAL NAME	CARRIER	SERVICE TYPE	RFND	COM
001	SECOND CHECKED BAG	AZ	FLIGHT	R	N
	APPLICATION	GBP	TOTAL	OR/AND	MILES
	PER TRAVEL	161.90	161.90	OR	
BOOKING - SSR					
SSR - ASVC					
FULFILLMENT - ASSOCIATED TO A FLIGHT COUPON OF A TICKET					
SUB CODE-0CD GROUP-BG DESC1-B2					
CXR - AZ					
RFIC - C					
LOCATION 1	LOCATION 2	DIR	WITHIN	VIA	
U 43592	U 43592				
SEQUENCE - 102000					
>					

The following table lists the components of the Detail Ancillary Service screen:

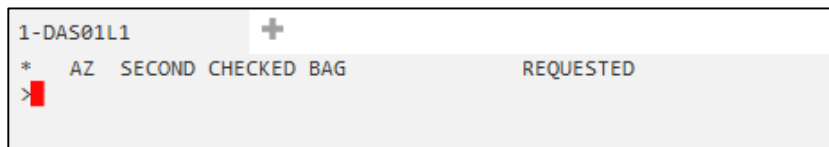
Component:	Description:
LINE	Line number in the *DAS display
COMMERCIAL NAME	Commercial name of the service
CARRIER	Providing carrier
SERVICE TYPE	ATPCO standard service type. Possible values are: - Flight - Merchandise - Ticket - Rule buster
RFND	Refundable (Y / R/ N)
COM	Commissionable (Y/ N)
INCLUDED SERVICES	List commercial names of included services in this bundle
SUB CODE	The industry sub code reference for this service

APPLICATION (line)	<p>Price decomposition for the service:</p> <ul style="list-style-type: none"> - Monetary value - Taxes applied - Total monetary price of the service - OR/AND field - OR gives equivalent value in miles; AND gives additional charge in miles - Miles value
FULFILLMENT	<p>Fulfilment method for this service. Possible values:</p> <ul style="list-style-type: none"> - Standalone (EMD) - Associated (EMD) - EMCO
SUB CODE	Industry service sub-code
GROUP	Industry service group
SUBGROUP	Industry service sub-group
DESC1	Industry description line 1
DESC2	Industry description line 2
CXR	Supplying carrier
RFIC	Industry Reason For Issuance Code
LOCATION 1 & 2	Geographic location for the application of this service
DIR WITHIN	Use of the geographic location information. By default, the locations determine origin and destination geographies for application. Service may be applied "within" a given geography or specifically for travel in the "direction" Location 1 to 2.
VIA	Service applicable only if travel is "via" the indicated geographic location.

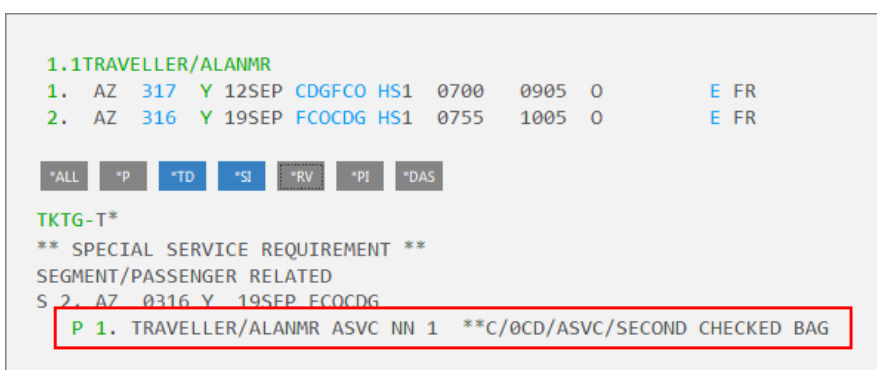
Booking Ancillary Service Before End Transact

The booking of the chosen ancillary service can be done from either the display or detail screen. The entry is comprised of DAS to indicate an ancillary service and then a reference sell type entry of zero, a quantity, an L and a line number.

DAS01L1



Once the Ancillary Service is requested it can be seen in *SI area of the PNR. It shows as a Special Service Requirement with the code of ASVC and a status of NN, for on-request.



Component:	Description:
ASVC	Ancillary Service SSR Code
NN 1	Request Status and number requested
**C	Industry reason for issuance code
OCD	Industry reason for issuance sub code
ASVC	SSR that should be issued in conjunction with this ASVR*
SECOND CHECKED BAG	Commercial description.

* This item will appear as ASVC or blank if the item being booked is a stand-alone service (e.g. baggage). Alternatively, if this ancillary service is booked in conjunction with another service requirement such as a meal, it will be the relevant meal code that appears in this position (e.g. VGML).

Once the PNR is ended and retrieved there will be data shown in the *DAS field. This will display a breakdown of the ancillary service booked.

```

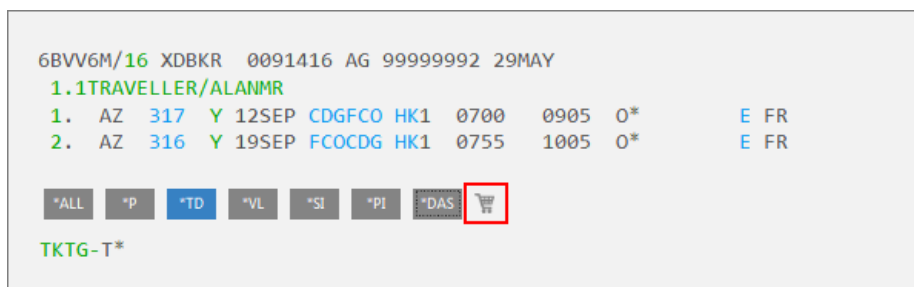
6BVV6M/16 XDBKR 0091416 AG 99999992 29MAY
1.1TRAVELLER/ALANMR
1. AZ 317 Y 12SEP CDGFCO HK1 0700 0905 0* E FR
2. AZ 316 Y 19SEP FCOCDG HK1 0755 1005 0* E FR

*ALL *P *TD *VL *SI *PI *DAS
TKTG-T*
ADDITIONAL SERVICES
PASSENGER TRAVELLER/ALANMR
LN SUP DESCRIPTION STAT AMNT CUR FLT DETAIL
01 AZ SECOND CHECKED BAG OF 161.90 GBP AZ0316 FCOCDG
    
```

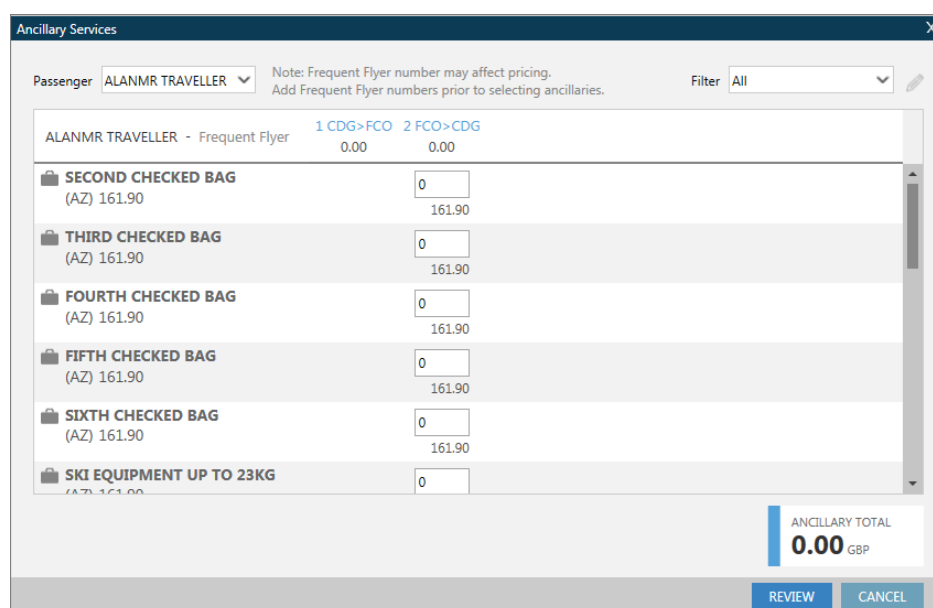
Component	Description
LN	Line number
SUP	Supplier/Airline code
DESCRIPTION	Commercial name of the ancillary.
STAT	AC = Active CX = Cancelled PD = Pending RF = Refunded OF = Offered (Requested) PR = Priced CD = Confirmed AP = Auto priced FD = Fulfilled
AMNT	Cost of booked ancillary
CUR	Currency of cost
FLT DETAIL	Applicable flight number and routing of ancillary

Displaying and Booking Available Ancillaries after End Transact

Once the PNR has been ended, any booking that has ancillary services available will show the addition of a shopping trolley icon, situated at the end of the display buttons.



Click on the Shopping Trolley Icon to access the available ancillary services for this itinerary.



There is the facility to select the passenger name at the top of the screen and also to filter the display by ancillary type. A reminder to add any frequent flyer information prior to booking ancillaries is also shown, remembering that this may affect the price and availability.

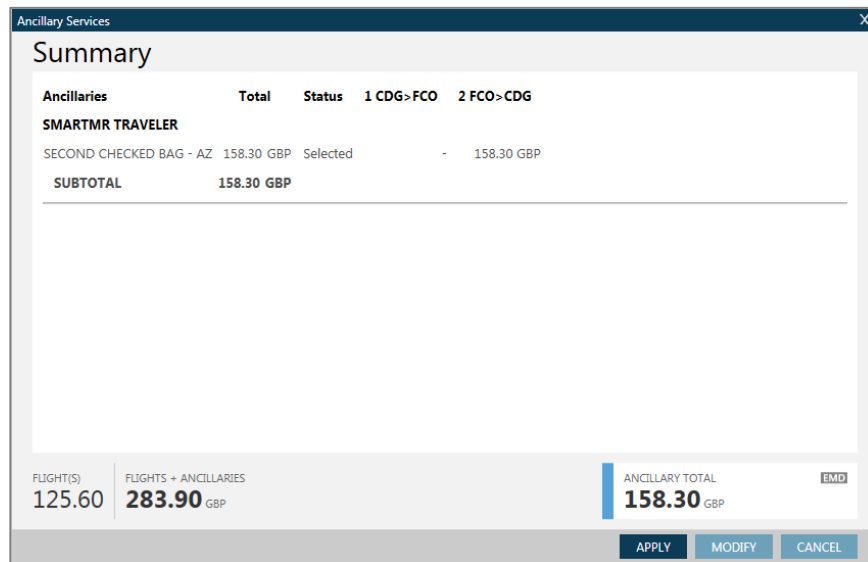
The table below lists the flights relating to this itinerary across the top and the ancillaries shown on the left of the screen. Those ancillaries with a grey background in the quantity box are unavailable through the GDS and are for information purposes only. When the quantity box of these ancillaries are hovered over they will show a message "this ancillary is not available for purchase"

To book ancillaries enter number 1 beside each desired ancillary, for the respective segment. It is not currently possible to request more than one of each ancillary service per person per segment through the shopping trolley icon. In instances when 2 or more of the same item is required, use the manual DAS entries.

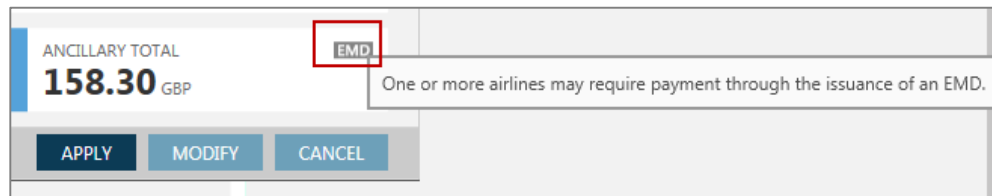
By selecting the required ancillaries, we are able to see the ancillary total in the bottom right hand corner change to reflect the appropriate costs.

If an ancillary service is selected that requires additional information click the pencil icon in the upper right corner to add or edit the additional SSR/ freeform text. (Airlines typically expect the text in a specific format, so be sure to follow any airline instructions.)

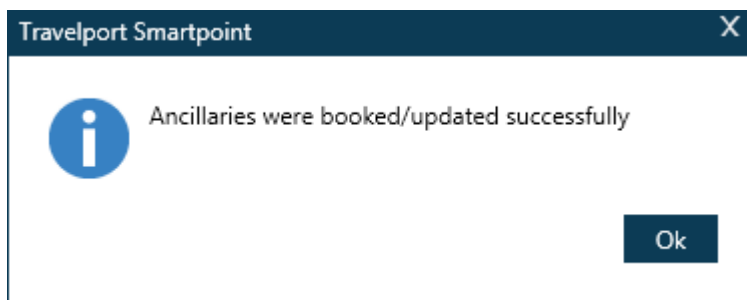
Once all ancillaries are selected you are then required to click on the Review button. This will present a summary of those ancillaries chosen and a total price.



An EMD Icon will display to advise that an EMD is applicable for this service.



You may then select Apply to continue with the request and book ancillary services. The follow response would be received.



Should there be a need to adjust the request, the modify button may be used to return to the previous screen.

The cancel button would be used if you wish to abandon this update to the ancillary services product.

Should an ancillary service fail to book when other items in the PNR have been successful, a notification summary screen will display.

Example:

Ancillaries	Total	Status	Segments 1-2	1 DEN>CHI	2 CHI>LON
Robert Miller					
Third Checked Bag - AA	150.00 USD	Submitted	150.00 USD	-	-
Third Checked Bag - UA *	175.00 USD	Submitted	-	-	-
United Club One Club - UA	50.00 USD	Submitted	-	-	-
InFlight Meal - AA *	0.00 USD	Rejected	-	-	10.00 USD
InFlight Dining - UA	15.00 USD	Submitted	-	-	-
SUBTOTAL	390.00 USD				
Mary Smith					
InFlight Meal - AA	20.00 USD	Submitted	-	6.00 USD	-
Checked Pet - UA *	150.00 USD	Submitted	-	-	-
SUBTOTAL	170.00 USD				
FLIGHT(S)	3626.00	FLIGHTS + ANCILLARIES	4196.00 USD	ANCILLARY TOTAL	560.00 USD

Amending an existing Ancillary Service

It is currently not possible to amend an ancillary service that has been confirmed. It would require a cancellation of the original ancillary and a new booking of the required ancillary.

Cancelling an Ancillary Service

The cancellation of an ancillary service is carried out in the same way as other Service information

```

6BVV6M/16 XDBKR 0091416 AG 99999992 29MAY
1.1TRAVELLER/ALANMR
1. AZ 317 Y 12SEP CDGFCO HK1 0700 0905 0* E FR
2. AZ 316 Y 19SEP FCOCDG HK1 0755 1005 0* E FR

*ALL *P *TD *VL *VR *SI *PI *DAS
FONE-PART*033 876N 3387
TKTG-T*
** SPECIAL SERVICE REQUIREMENT **
SEGMENT/PASSENGER RELATED
S 2. AZ 0316 Y 19SEP FCOCDG
P 1. TRAVELLER/ALANMR ASVC KD 1 **C/0CD/ASVC/SECOND CHECKED BAG/A
NO PASSENGER INFORMATION EXISTS
>
ADDITIONAL SERVICES
PASSENGER TRAVELLER/ALANMR
LN SUP DESCRIPTION STAT AMNT CUR FLT DETAIL
01 AZ SECOND CHECKED BAG CD 161.90 GBP AZ0316 FCOCDG
>
    
```

Click on the *SI button or *ALL to display the Special Service requirement section of the PNR.

Click on the relevant SSR requiring cancellation.

Highlight the appropriate ASVC from the list the select the remove button. To confirm this cancellation select the Save button.

This process will also remove the associated data from *DAS field of the PNR.

Note: When cancelling a PNR which contains ancillary services the system will respond with the following

```

1-XI
PAID SERVICE CANCELLED
*** PROG SSR(S) DELETED ***
CNLD FROM 1
>
    
```

Displaying and Booking Paid Seats

Once a PNR is ended it is possible to book paid seats. These are only available on a PNR that has been ended and a vendor locator returned.

```

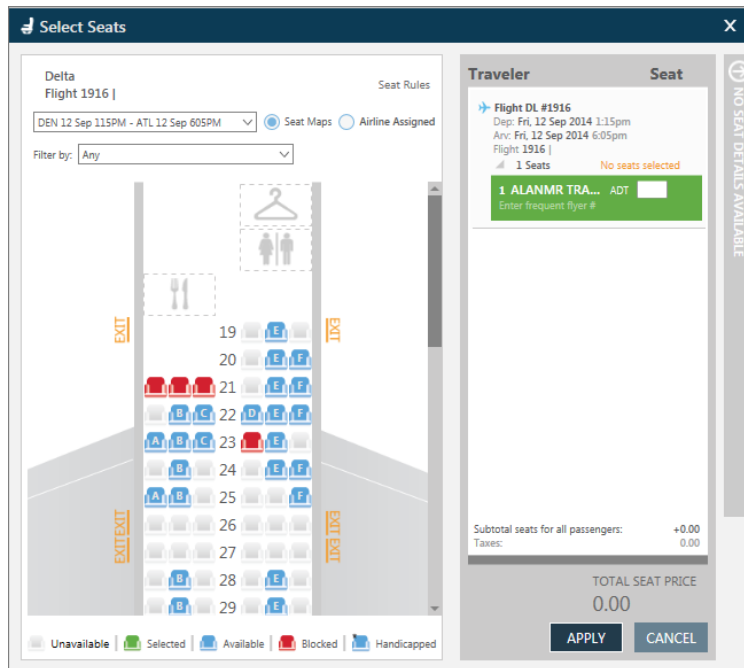
6Q74X0/16 XDBKR 0091416 AG 99999992 29MAY
1.1TRAVELLER/ALANMR
1. DL 1916 X 12SEP DENATL HK1 1315 1805 O* E FR
    
```

*ALL *P *TD *VL *PI

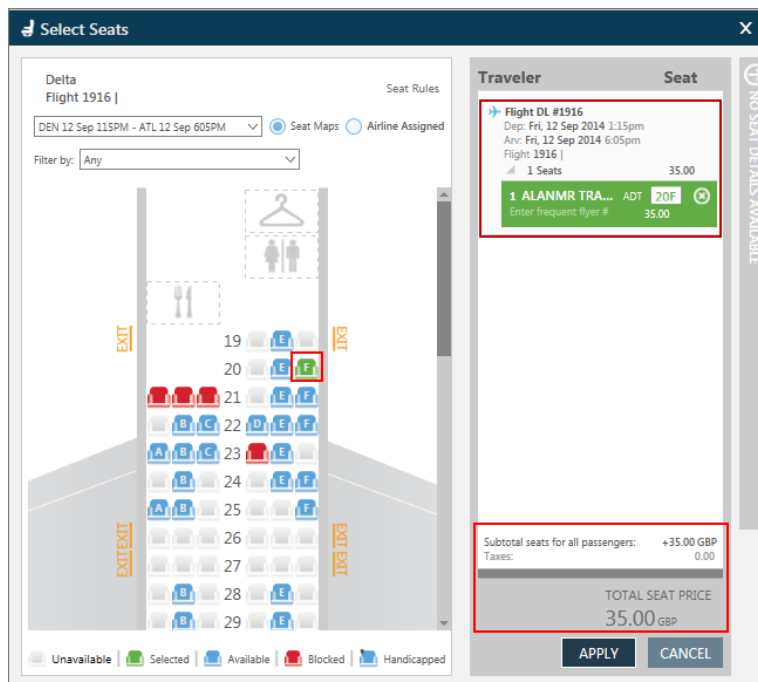
TKTG-T*

Simply click on the class of service or enter the cryptic command to display a seat map (SA*S1)

The seat map will appear showing available seats according to the cabin currently booked.



Select the required seat by clicking on it with the mouse, the display will be updated to show a seat number and any charges appropriate for the chosen seat.



At this point you will click on Apply to reserve the paid seat. For those airlines such as Delta who require a credit card to pay for this ancillary service a Form of Payment screen will appear asking for credit card details relating to the seats requested.

Form of Payment X

Enter payment information for this purchase.

Cardholder Name:
Full Name (As shown on the card)

Credit Card Type: Card Number:

Expiration Date: / Security Code: 3 numbers on the back. Amex is 4 numbers on the front.

Street Address 1:

Street Address 2: Country:

City: State/Province/Region: Zip/Postal Code:

Delta Air Lines
Seats: 1

TOTAL
35.00 GBP

SUBMIT Cancel

Once the boxes have been completed click on the submit button to complete the payment. A series of remarks are added to the PNR confirming the price and collection of payment.

Other airlines will allow for the collection of the paid seat amount via Electronic Miscellaneous Document (EMD.) In this case please see Module 14 for details of EMD issuance.

When cancelling an ancillary service that has been purchased via a credit card directly with the airline, all refunds, where applicable would require contacting the airline to arrange any reimbursement.

If payment was made via an EMD, then prior to attempting an EMD refund in the system, you should check that refunds are permitted for this service. (If the service for which the EMD was issued is non-refundable then a message advising coupon is non-refundable will be presented when attempting the refund.)

Module Review

1. What is the entry to display all ancillaries prior to ending the PNR?

2. What do the following status codes relating to ancillaries mean?

CD _____

FD _____

OF _____

3. What are the steps to cancel an ancillary service?

Module 11: Selling Hotels

The Galileo hotel booking program is an advanced selling tool that includes enhanced room reservation capability and extensive access to the latest hotel information.

Galileo Inside Availability with Inside Shopper provides access to a hotel's inventory to view and sell from availability. Through Travelport Smartpoint, you can sell a room quickly using a customer-specific search.

Module Objectives

Upon completion of this module, you will be able to:

- Identify and explain hotel participation levels in Galileo.
- Determine hotel company codes and names.
- Search for and sell hotels quickly and easily using the interactive features available in Travelport Smartpoint.
- Modify and cancel hotel segments
- Display a hotel index.

Hotel Participation Levels

Galileo hotel participation levels are:

- Inside Shopper
- Inside Availability

Inside Shopper

Inside Shopper provides Inside Availability participants with the ability to display integrated, real-time rate and availability data on the hotel availability screen. These participants have the ability to accept a frequent guest and/or corporate discount information with other hotel availability search qualifiers, enabling the hotel company to respond with customer-specific information as well.

Inside Shopper availability codes of A (available), O (other rates), and C (closed) appear to the right of the line number on the availability screen.

Inside Availability

Inside Availability participants provide detailed availability (rates and room description) for a single property. When you sell a room you receive an immediate confirmation number. The hotel's computer system builds a room reservation before you end the Booking File.

Complete Pricing

Inside Availability participants can offer Complete Pricing on the Complete Availability screen and on the Rules screen for a property. This means that you can view the approximate total amount including any rate changes and taxes for the entire stay.

Complete Pricing Plus

ASK Answer 3890

Complete Pricing Plus is the next generation of Complete Pricing. The "Plus" in Complete Pricing encompasses enhanced pricing on Complete Availability screens to include the extra option costs.

It also includes the provision of enhanced rate, rule and leisure focused room data during the booking process. It then stores this enhanced data in the Booking File for future reference.

Best Available Rate (BAR) Program

Best Available Rate participants guarantee that the same rates available via the hotel chain's web site or by calling the property directly, are also available in Galileo. The Best Available Rate indicator appears as an exclamation point (!) next to the chain code in Galileo hotel availability and hotel index.

Lowest Public Rate (LPR) Program

The Lowest Public Rate program takes the BAR program one step further. In the LPR program chain participants agree not only to provide Galileo users with the lowest unrestricted rate but also to those rates that have deposit or prepayment requirements or a more stringent change or cancel policy. You can identify LPR rates by the pound symbol # on the hotel availability display.

Encoding and Decoding

Use Galileo encoding and decoding to find a hotel company name or two-letter chain code.

The function identifier to encode and decode hotel companies is: **GC*11/HTL/**

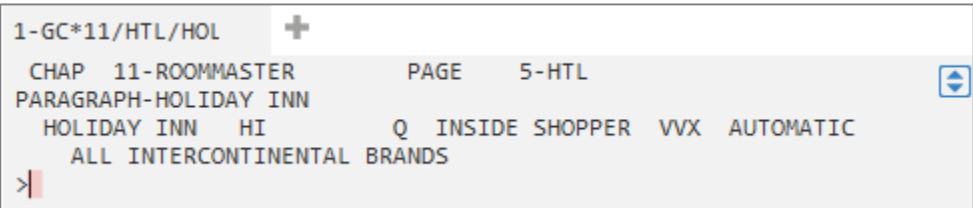
Finding a Hotel Company Code

H/HTLV

To encode a hotel company, enter GC*11/HTL followed by a slash (/) and the hotel company name.

Example: **GC*11/HTL/HOLIDAY INN**

The following screen appears.



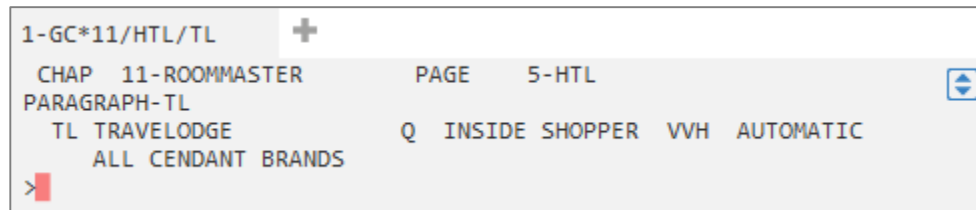
```
1-GC*11/HTL/HOL +
CHAP 11-ROOMMASTER PAGE 5-HTL
PARAGRAPH-HOLIDAY INN
HOLIDAY INN HI Q INSIDE SHOPPER VVX AUTOMATIC
ALL INTERCONTINENTAL BRANDS
>|
```

Finding a Hotel Company Name

To decode a hotel company, enter GC*11/HTL followed by a slash (/) and the two-letter hotel company code.

Example: **GC*11/HTL/TL**

The following screen appears:



Steps to Selling a Hotel

To sell a hotel through Galileo, use these four basic steps:

Display hotel availability.

Display complete availability.

Display room rate rules and policies.

Sell the hotel room.

Following these steps saves you time when completing the Booking File and ensures the best accommodations for your customer. The following sections explain each step in detail.

Step 1: Display Hotel Availability

H/HOA

Use hotel availability to display a list of hotel properties to determine which best meets your customer's needs. You can display hotel availability with Travelport Smartpoint using interactive links, menus and the calendar either with or without air segments.

With air segments

When using Travelport Smartpoint it makes several assumptions when you request hotel availability with an air segment.

- It pre-populates the hotel search with the check-in and out dates based on the flight segments in the Booking File.

- It assumes the airport city code in the search.

- It displays hotels within a 30-mile radius of the destination airport.

Click on the air segment number to launch the hotel search screen:

1. 1TRAVELER/SMARTMR										
1.	DL	1991	Y	01AUG	MSPATL	HS1	0530	0900	0	E SA
2.	DL	2610	Y	04AUG	ATLMSP	HS1	0725	0910	0	E TU

A search box displays. Note the pre-populated fields match the flight destination and travel dates as booked.

Search for Hotel or Car
✕

Hotel
Car

Reservation Data

City:
Check-in date:
Check-Out Date:

ATL - Atlanta, GA, United States
01/08/2015
04/08/2015

Hotel location:
Adults:
Reference point:

ANY
1
ANY

Hotel Loyalty:

Select supplier
000000000

Additional Search Options

Vendor:
Property number:
Property name:

Country:
Postal Code:

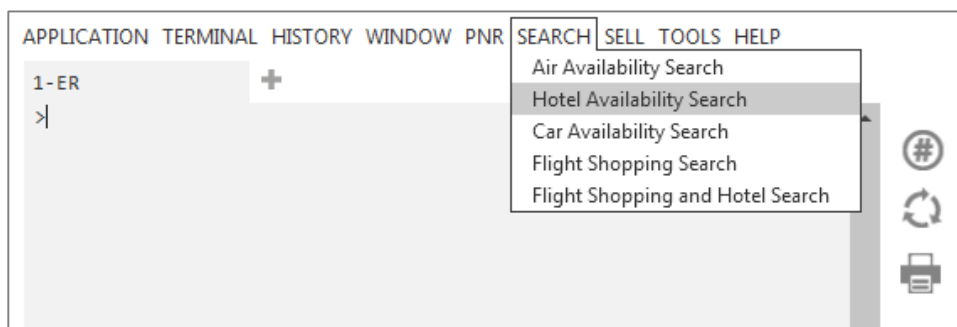
Rate access code:
NTM Rating
AAA Rating

Search
Reset

Without air segments

To display hotel availability *without* an air segment you can use the hotel availability search option in the search menu.

Example screen display:



On selecting this option a search dialog box will appear. Here you can enter the travelers search requirements.

Hotel Availability Search
X

Reservation Data

City: Check-in date: Check-Out Date:

Hotel location: Adults: Reference point:

Hotel Loyalty:

Additional Search Options

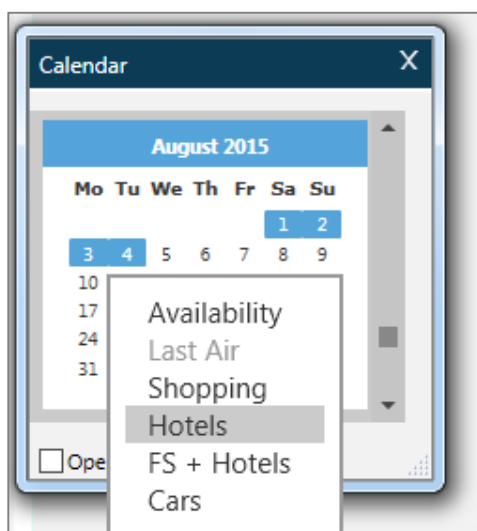
Vendor: Property number: Property name:

Country: Postal Code:

Rate access code: NTM Rating: - AAA Rating: -

Alternatively you can search for hotel availability using the calendar function. The calendar maybe launched from the tools menu. Select the dates the traveler wishes to stay. Right click and select hotels.

Example screen:



The same dialog box will appear but with the pre-selected dates entered in the calendar.

Hotel Availability Search

Reservation Data

City: Check-in date: Check-Out Date:

Hotel location: Adults: Reference point:

Hotel Loyalty:

Additional Search Options

Vendor: Property number: Property name:

Country: Postal Code:

Rate access code: NTM Rating: - AAA Rating: -

Hotel Search screen explanation:

Item:	Explanation:
City	Enter the airport or city code where the traveler wishes to stay. If the code is unknown, Travelport Smartpoint will display a name list when you type in the full city name
Check in / Check out Date	Select the check in and out dates by typing the date or selecting a date from the calendar
Location	Select the location from the drop down list where the traveler wishes to stay. For example: Downtown or Airport
Adults	The number of Adults per room
Reference Point	You can search hotel properties based on landmarks or places of interest. Travelport Smartpoint will list reference points in the city you have entered
Hotel Loyalty	Enter guest loyalty number to include in availability
Vendor	The hotel supplier / chain
Property Number	Each hotel in Room-master is assigned a property number. If this number is known you can enter this in your search
Property Name	Enter the specific property name / word or first 3 characters of a word to search for properties containing that. For example 'Park' will display a list of hotels with the word park in the name of the property
Country	Enter a country
Postal Code	Enter the postal or zip code of a property
Rate Access Code	Search up to three rate access codes. Rate access codes are generally given to corporate companies for negotiated rates from a specific hotel vendor.
NTM Rating	Enter the NTM rating. Note: NTM identifies Northstar Crown Rating. The property crown ratings are received directly from Northstar Travel Media.
AAA Rating	Enter the AAA rating

Note: Additional search qualifiers may be used if using format entries.

Hotel Availability Results Screen

Once you have entered the travelers search criteria the interactive availability results screen is displayed.

Example screen display:

1- /1+HOA01AUG-€ +						
HARTSFIELD JACKSON INTL ARPT 01AUG-04AUG 3NT 1ADULT MI						
TEST - 1G HOTEL - ANY DESTINATIONS >HL1						
1	A	#IN	HOTEL INDIGO AIRPOR	COLLEGE PARK GA	1SE	
			95.00 - 145.00	USD		
				Ratings	○○○○○	
2	C	!WI	THE WESTIN ATLANTA	4736 BEST ROAD	1SW	
			NOT AVAILABLE FOR DATES REQUESTED			
				Ratings	○○○○○ 4 A 4	
3	A	#HI	HOLIDAY INN AIRPORT	1380 VIRGINIA AVENUE	2N	
			103.00 - 144.00	USD		
				Ratings	○○○○○	
4	A	#CP	CROWNE PLAZA ATLANT	1325 VIRGINIA AVENUE	2N	
			85.00 - 129.00	USD		
				Ratings	○○○○○ 4 A 3	
5	A	#HI	HOLIDAY INN EXP COL	4601 BEST ROAD	1SW	
			74.00 - 116.00	USD		
				Ratings	○○○○○ 2 A 3	

Hover over or click on the 2 letter vendor code to decode the hotel vendor.

3	A	#HI	HOLIDAY INN EXP COL	4601 BEST ROAD	1SW	
			74.00 - 116.00	USD		
				Ratings	○○○○○ 2 A 3	
4	A	#IN	HOTEL INDIGO AIRPOR	COLLEGE PARK GA	1SE	
			95.00 - 145.00	USD		
				Ratings	○○○○○	

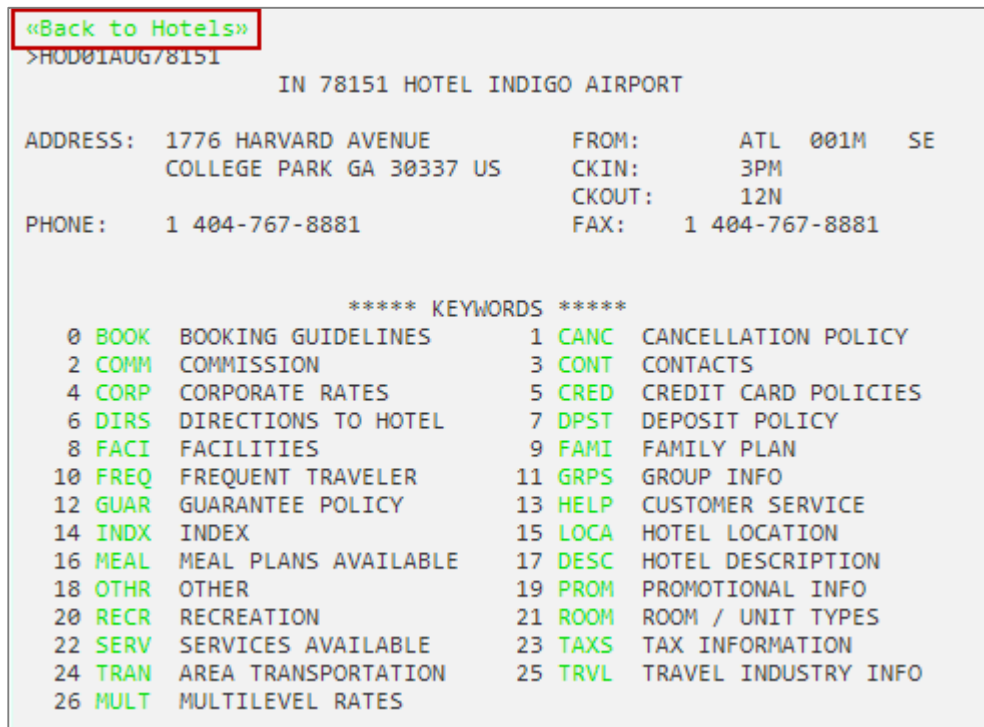
Hotel Description

Hotel property descriptions contain information such as directions to the hotel, facilities, and room descriptions.

To view this information, simply click on the hotel name. In this screen example the color is green which means it is interactive.

4	A	#IN	HOTEL INDIGO AIRPOR	COLLEGE PARK GA	1SE	
			95.00 -			
5	C	!WI	THE WESTIN ATLANTA	4736 BEST ROAD	1SW	
			NOT AVAILABLE FOR DATES REQUESTED			
				Ratings	○○○○○ 4 A 4	

Example screen display:

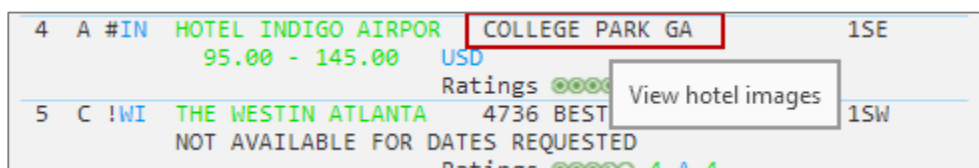


To display information, click on the relevant category. You can go back to results at any time by clicking on the 'Back to Hotels' link at the top of the page.

Hotel Images

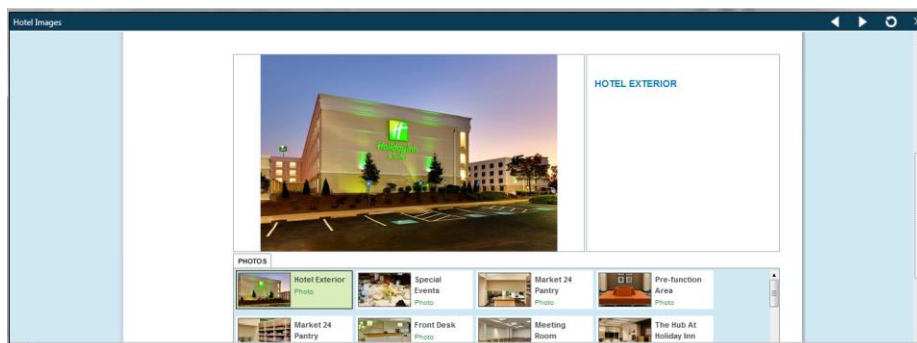
Hotel Images is an application that is integrated within Travelport Smartpoint.

Clicking on the hotel address will automatically launch specific hotel images for the selected property. This is designed to help save time searching websites for information and enables you and your traveler to make a more informed choice at time of booking.



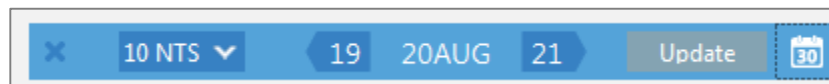
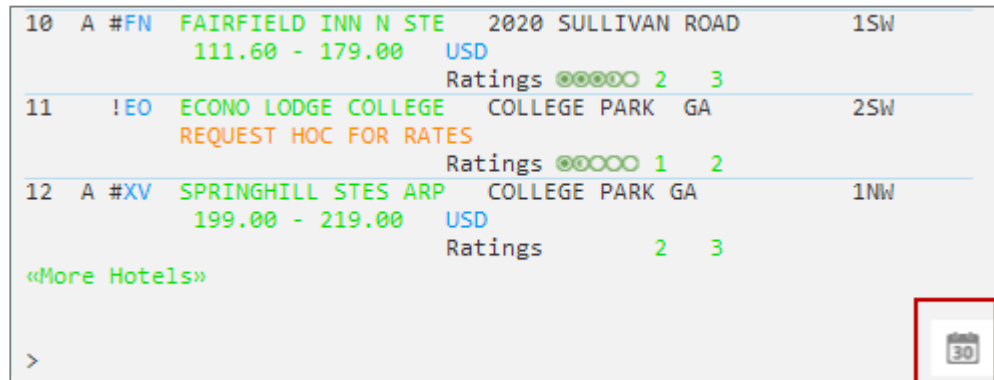
The response screen will contain a large image, thumbnails, picture labels and descriptive text (optional). Some hotels may also load virtual tours.

Example screen display:




Updating Availability

Click the calendar icon at the bottom right of the availability screen to display the Hotel Availability Modifier toolbar. This allows you to change dates and the number of nights after an initial availability has been performed.

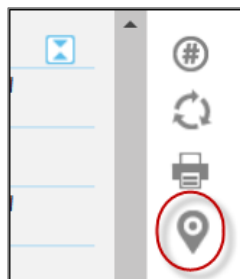


This allows quick access to the same availability request for the day before or the day after, or for a different number of nights up to a maximum of eight.

To minimize the toolbar, simply click on the  calendar icon again.

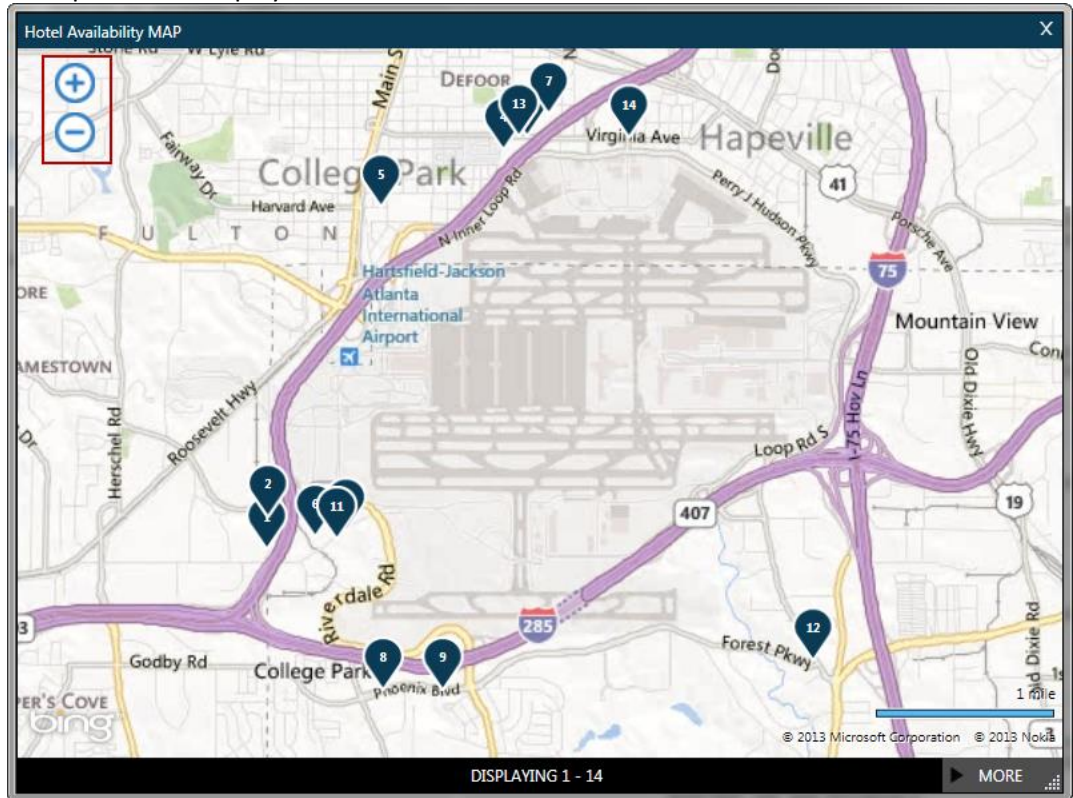
Hotel Availability Map

When you display hotel availability, the following Hotel Availability Map icon is available to the right of the display:




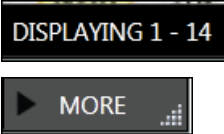
Click on this icon to display the Hotel Availability Map.

Example screen display:



Note: You may see a maximum of 50 hotels on a map. If you have selected ‘MORE’ at the bottom of the screen, you can then click on the ‘LESS’ button at bottom of the display to reduce the number of hotel pins on the map.

Screen explanation:

Component:	Description:
	<p>Click on the + or – to zoom or unzoom the map display.</p>
	<p>The map displays the location of the 1-14 hotels listed in the availability display.</p> <p>Click on MORE at the bottom-right of the display to display additional hotels.</p>
	<p>Click on a numbered hotel to display availability and details for that hotel.</p> <p>Blue and green items are interactive, as they are from the availability listing.</p>

	<p>Click on AMSTERDAM AIRPORT shown in green to display the Hotel Description.</p> <p>Click on VUURSTEEN1 in blue to display Hotel Images.</p> <p>Click on the rates in green to display Complete Availability.</p>
	<p>Click on the X at top-right to close the window.</p>

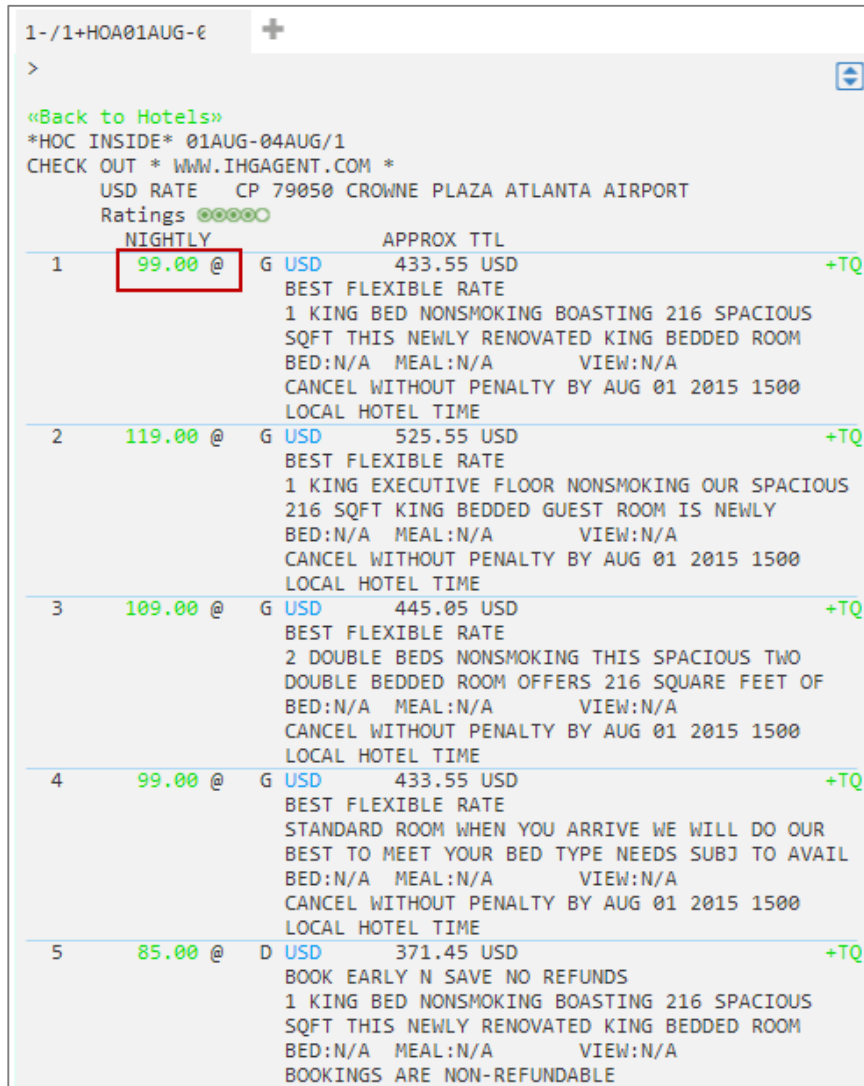
Step 2: Display Complete Availability

After choosing a hotel from availability, click on the rate range to display complete availability to get the best rate for your customer. Complete availability provides rates, room types, and the approximate total cost for the stay. From this display, you can determine the best room rate for your customer.

To view complete availability click on the hotel rate

2	A	#CP	CROWNE PLAZA ATLANT	1325 VIRGINIA AVENUE	2N
			85.00 - 129.00	USD	
			Display complete hotel rates		3
3	A	#HI	HOLIDAY INN B		1SW
			74.00 - 116.00	USD	
			Ratings ○○○○○ 2 A 3		

The following screen is an example of complete availability.




The following table lists the complete availability screen components including the components of line 5:

Component	Description
Ratings	Trip Advisor Ratings & Top 5 Reviews
1	Line Number 1
99.00	Local currency nightly rate
@	Indicates there is a rate change during the stay
G USD 433.55	Guaranteed rate and approx. total
Best Flexi Rate	Rate Type
King Bed	Bedding Configuration

Trip Advisor Ratings

For a more informed choice click on the trip advisor link to view ratings and top 5 reviews prior to selling the room.

1- /1+HOA01AUG-€ +


> 

«Back to Hotels»

HOC INSIDE 01AUG-04AUG/1

CHECK OUT * WWW.IHGAGENT.COM *

USD RATE CP 79050 CROWNE PLAZA ATLANTA AIRPORT


Ratings 

NIGHTLY


1	99.00 @		<p>TripAdvisor rating based on 361 reviews, click for reviews +TQ</p> <p>1 KING BED NONSMOKING BOASTING 216 SPACIOUS SQFT THIS NEWLY RENOVATED KING BEDDED ROOM BED:N/A MEAL:N/A VIEW:N/A CANCEL WITHOUT PENALTY BY AUG 01 2015 1500 LOCAL HOTEL TIME</p>
2	119.00 @	G USD	<p>525.55 USD +TQ</p> <p>BEST FLEXIBLE RATE 1 KING EXECUTIVE FLOOR NONSMOKING OUR SPACIOUS 216 SQFT KING BEDDED GUEST ROOM IS NEWLY BED:N/A MEAL:N/A VIEW:N/A CANCEL WITHOUT PENALTY BY AUG 01 2015 1500 LOCAL HOTEL TIME</p>
3	109.00 @	G USD	<p>445.05 USD +TQ</p> <p>BEST FLEXIBLE RATE 2 DOUBLE BEDS NONSMOKING THIS SPACIOUS TWO DOUBLE BEDDED ROOM OFFERS 216 SQUARE FEET OF BED:N/A MEAL:N/A VIEW:N/A CANCEL WITHOUT PENALTY BY AUG 01 2015 1500 LOCAL HOTEL TIME</p>

Top 5 TripAdvisor Reviews X

CROWNE PLAZA ATLANTA AIRPORT

Amazing Service!
 Reviewed 7 days ago

the room was clean but dated, the elevator slow but in good shape, the shuttle doesn't go to the international terminal but did show me how to check in at the curb and how to get to the gate by taking the train. But the front desk staff were awesome!
[... \[more\]](#)

Great place, close to the airport.
 Reviewed 2 weeks ago

stayed here overnight waiting for a flight. Was located right next to the airport, but we never heard any noise in our room.

[Close](#)

Step 3: Display Room Rate Rules

Hotel companies can have restrictive rate policies. Checking room rate rules is an important part of the booking process in order to:

- Sell the correct rate for the requested dates.
- Advise the customer of any rate changes during the stay and of any guarantee, deposit, or cancellation policies.

Note: Rules vary for each hotel company and room type.

Click on the selected rate and room type to view the rules.

Example screen display:

```

1- /1+HOA01AUG-€ +
>
CP 79050
ADDRESS: 1325 VIRGINIA AVENUE      PHONE: 1-404-7686660
          ATLANTA US 30344 GA      FAX: 1-404-7666121

*RATE*
THIS RATE APPLIES TO 1 ADULTS
KNG013A: BEST FLEXIBLE RATE
USD      99.00 PER NIGHT STARTING 01AUG FOR 1 NIGHT
        139.00 PER NIGHT STARTING 02AUG FOR 2 NIGHTS
        377.00 TOTAL RATE STARTING 01AUG FOR 3 NIGHTS
        377.00 SUB TOTAL FOR STAY
        433.55 APPROX TOTAL INCL ALL KNOWN TAXES/FEES

COMMISSIONABLE
BOASTING 216 SPACIOUS SQFT THIS NEWLY RENOVATED KING BEDDED ROOM
OFFERS A CONTEMPORARY FEEL AND FEATURES A 42 INCH FLAT SCREEN HD
TV WITH PREMIUM CHANNELS IN ROOM WIFI AND A SPACIOUS WORK DESK
ENJOY PLUSH BEDDING AND UPGRADED BATH AMENITIES.
TAXES -
SALES TX - 15.00PCT P/ROOM P/NIGHT
1 KING BED NONSMOKING

*RULE*
ACCEPTED CREDIT CARDS-AX CB DC DS CA VI
BOOKING HELD UNTIL-0000 LOCAL HOTEL TIME ON ARRIVAL DATE
COMMISSIONABLE Y NON SMOKING

*RULES*
GUARANTEE REQUIRED GUARANTEE METHOD: ACCEPTED CREDIT CARDS PRE
APRVD ARC-IATA NBR
CC ACCEPTED AX CB DC DS CA VI
CXL: CXL AFTER 1500 01AUG FORFEIT FIRST NITE STAY
15 PCT TAX PER NIGHT 7 PCT STATE AND 8 PCT CITY TAX SALES TAX
EXCLUDES GRATUITY

*PROPERTY LOCATION*
WELCOME TEST MESSAGE

*MISCELLANEOUS*
CHECK IN: 1500 CHECK OUT: 1200

```

Step 4: Sell the Hotel Segment

After viewing hotel availability, complete availability, and rate rules, you are ready to sell the hotel room. Travelport Smartpoint provides two options when selling. The quick sell option and advanced sell option. The sell options are available on the bottom of the hotel rate rules screen.

Hotel participants respond as follows:

- Inside Shopper and Inside Availability participants respond with a sold segment and an instant confirmation number.

Although a sell prompt appears on the complete availability screen do *not* sell the hotel without first checking the rules.

Most hotels require a guarantee or deposit payment so it is best practice to use the Advanced Sell option at the top of the rules screen.



Ensure the passenger name has been entered prior to selling a room.

Depending on the hotel participation an instant confirmation will be made prior to end transaction.

Note: Never ignore a hotel reservation as the reservation will remain live and the traveler could be charged no show fees. If the traveler no longer requires the booking, complete the Booking File then take the steps shown later in this module to cancel.

Hotel Sell Options
X

SELL OPTIONS

Reservation Data

Rooms: Extra adults: Extra children:

Infant Crib: Adult rollaway: Child rollaway:

Rate Guarantee

Guarantee:

Card Type: Single Use Card

Cardholder Name:

Card Number:

Security Code: Expiration Date:

Additional Request

Special service (/SI-):

Frequent traveller (/FT-):

Frequent guest (/FG-):

Corporate discount (/CD-):

Name override (/NM-):

Address (/W-):

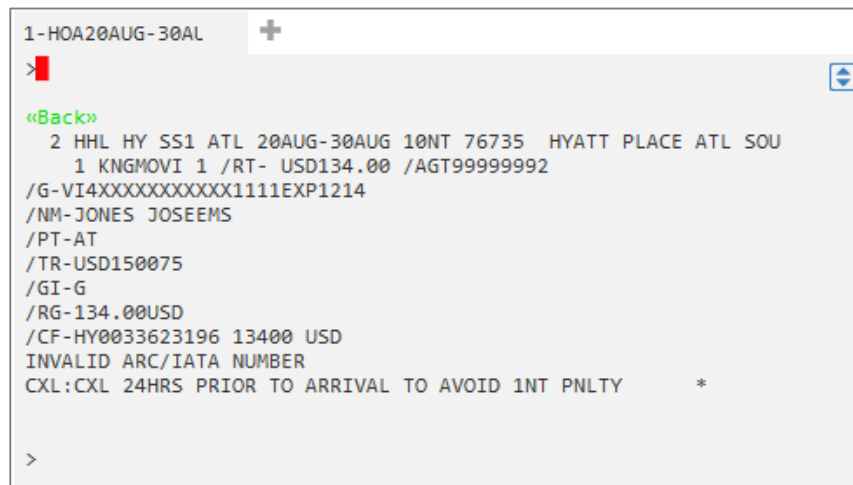
Tour number (/IT-):

Sell Room(s)
Cancel

Complete the relevant data to secure the reservation.

Click on the Sell Room(s) button.

Sell response screen:



The following table lists the components of the Inside Availability sell response:

Component	Description
1	Segment number
HHL	Galileo sold hotel
HY	Hotel chain code
SS1 / HS1	Status code, number of rooms
ATL	City/airport code
20AUG-30AUG	In and out dates
10NT	Number of nights
76735	Hotel property number
HYATT PLACE ATL	Property name
1KNGMOVI1	Room type, number sold
RT-USD134.00	Room rate
AGT999999992	Agency IATA number
G-VI4444333322221111EXP1214	Guarantee/deposit credit card number
NM-SMITH JOSEEMS	Name of reserved hotel guest.
RG-134.00 USD	Rate guarantee with amount and currency code.
TR-USD150075	Approx. total amount
CF-HY0033623196	Confirmation number.
CXL: 24 HRS PRIOR TO ARRIVAL TO AVOID 1NT PENALTY	Alert advising cancelation policy

Modifying a Hotel Segment

H/HOM

You have the ability to modify any hotel booked in Galileo after you have ended the Booking File.

You can modify a hotel segment to:

- Change check-in/out dates.
- Change room type.
- Add, change, or delete optional fields.

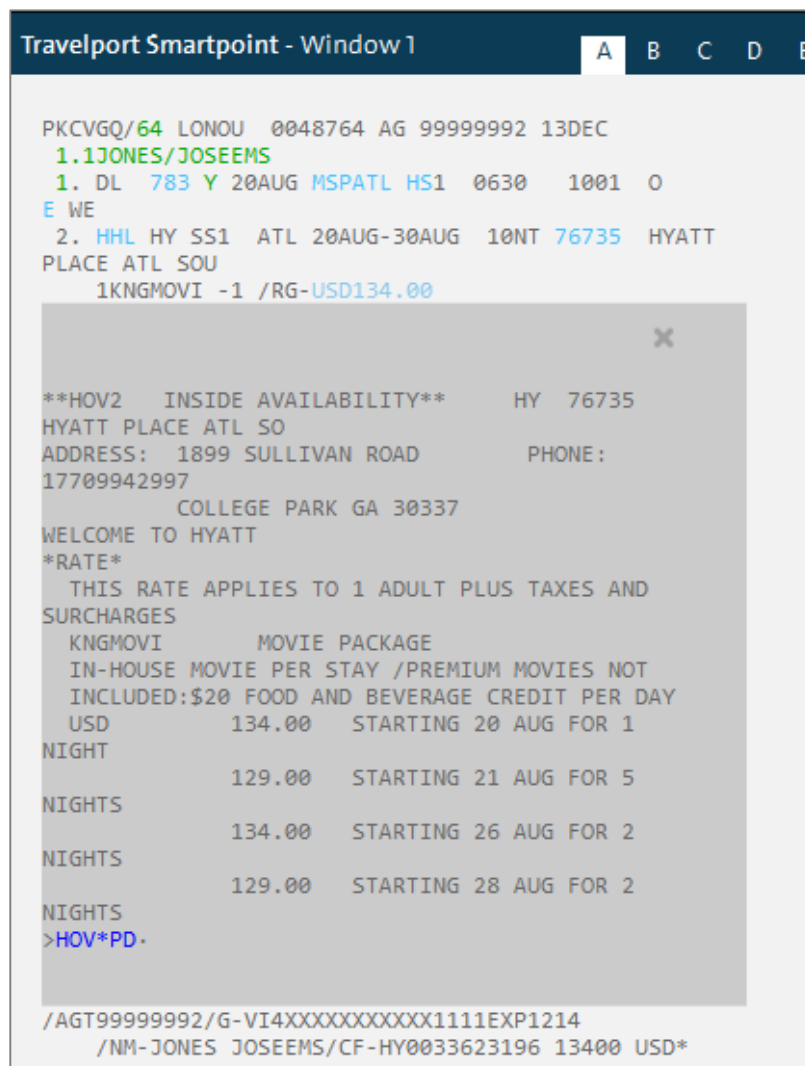
The function identifier to modify a hotel booking is: **HOM**

This identifier generates a message to cancel *and* rebook the hotel using the new information.

Note: Before modifying a hotel segment, view rules and then display hotel availability and check complete availability to verify that the hotel can accommodate your change.

To view rules from a confirmed hotel segment, click on rate amount.

The rules screen displays:



To check complete availability, select Hotel Availability Search from the Search menu. Enter the new date or dates and the property number from the sold hotel segment and click Search.

Hotel Availability Search
✕

Reservation Data

City: Check-in date: Check-Out Date:

Hotel location: Adults: Reference point:

Hotel Loyalty:

Additional Search Options

Vendor: Property number: Property name:

Country: Postal Code:

Rate access code: NTM Rating: - AAA Rating: -

If the hotel is available, enter **HOM** followed by the segment number, date, modification code (D), slash (/), and the new dates.

Example entry: **HOM3D/2OCT-7OCT**

The following table lists examples of other hotel modifiers.

To modify:	Use this format:
Number of rooms, type of room and number of adults	HOM2R/1A1K-1
Optional field with addition or change	HOM3O/FG-7654321
Multiple optional fields	HOM4O/FG-7654321/CD-3499012
Optional qualifier by deleting it	HOM5X/FG

Cancelling a Hotel Segment

Once you sell an Inside Availability or Inside Link hotel, Galileo instantly sends a message to the hotel participant. The hotel booking is confirmed as soon as you sell it.

Important: If you ignore the Booking File containing an Inside Availability or Inside Link hotel *before* ending it, the hotel space is still confirmed.

The function identifier for canceling a hotel booking is: **X**

To cancel a hotel segment, use the following steps:

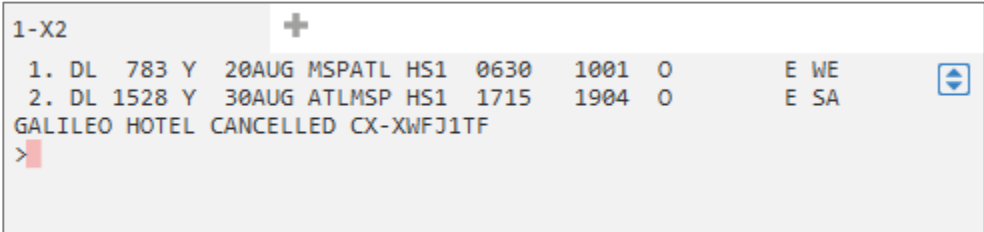
1. Enter X followed by the hotel segment number.

Example entry: **X2**

2. Receive and end transaction the Booking File.

Note: Response times vary according to the hotel's participation level.

The following screen shows a cancellation response for an Inside Availability participant.



```

1-X2
1. DL 783 Y 20AUG MSPATL HS1 0630 1001 O E WE
2. DL 1528 Y 30AUG ATLMSP HS1 1715 1904 O E SA
GALILEO HOTEL CANCELLED CX-XWFJ1TF
>

```

An Inside Availability participant responds immediately to a cancellation and provides you with a cancellation number (CX-XWFJ1TF). After you end the Booking File, the hotel enters an OSI message in the Booking File that includes the hotel company code, airport or city code, check-in date, and cancellation number.

Displaying a Hotel Index

H/ HOI

There are occasions when your customer may wish to stay at a specific hotel location. Galileo provides an index of all hotel properties regardless of their availability for a particular date. You can view them in three different categories:

- Airport and surrounding area
- City and surrounding suburbs
- Surrounding area of a reference point

When requesting a hotel index, you can append availability search qualifiers to the format to view hotel properties that specifically meet your needs.

The hotel index function identifier is: **HOI**

You can request a hotel index with or *without* air segments.

Requesting an Index

To request a hotel index, enter HOI followed by the city name/code, airport name/code, or reference point name.

Example entries:

HOIMIA (airport code)

HOIMIAMI (city name)

HOIHIALEAH (reference point)

Note: If more than one occurrence of a city or reference point exists in Galileo (e.g. Springfield), a similar names list appears. If item 3 is the desired item, enter **HOI*3** to view the desired hotel index.

Enter **HOIMIA** and the hotel index appears:

1-HOIMIA	+				
>		LOCATION	MI DIR		
1	!LQ	LA QUINTA MIA AP E	3501 NORTHWEST 42ND	1	NE
2	#CP	CROWNE PLAZA AIRPOR	950 NW 42ND AVENUE	2	SE
3	#HI	HOLIDAY INN EXP MIA	5125 N.W. 36TH STREE	1	N
4	#HI	HOLIDAY INN - INTL	1111 SOUTH POINCIANA	2	NE
5	!HH	HILTON MIAMI ARPT	5101 BLUE LAGOON DRI	1	S
6	EA	EXTENDED STAY AMERI	6605 NORTH WEST 7TH	2	SW
7	!CI	COMFORT INN AND SUI	MIAMI SPRINGS FL	1	N
8	!GI	HGI MIAMI AIRPORT W	3550 NW 74TH AVE	3	W
9	#CY	COURTYARD MIAMI ARP	1201 NW LE JEUNE ROA	1	SE
10	!ES	EMBASSY STES AIRPRT	3974 NW SOUTH RIVER	2	NE
11	!DT	DBLTREE MIAMI AIRPO	711 N.W. 72ND AVENUE	3	SW
12	!UI	MIAMI INTERNATIONAL	NW 20TH ST/LEJEUNE	0	E
13	!HX	HAMPTON INN STE MIA	777 NW 57TH AVENUE	1	SW
14	#CY	COURTYARD CORAL GAB	CORAL GABLES FL	3	S
15	EA	EXTENDED STAY AMERI	7750 NORTH WEST 25TH	3	W
16	!UI	CHATEAUBLEAU HOTEL	1111 PONCE DE LEON B	3	SE
17	MX	MOTEL 6 MIAMI FL	7330 NW 36TH STREET	2	NW
18	!DI	DI MIAMI AIRPORT N	4767 N.W. 36TH ST.	1	N
19	#MC	MIAMI AIRPORT MARRI	1201 NW LE JEUNE ROA	1	SE
20	WV	EB HOTEL MIAMI	4299 NW 36TH STREET	1	N
21	!CZ	COMFORT SUITES MIAM	657 MINOLA DRIVE	1	N
22	!HX	HAMPTON INN MIA APT	3620 NW 79TH AVENUE	3	W
23	#RC	RESIDENCE INN MIA A	1201 NORTHWEST LE 7	1	SE

The following table lists the components of the hotel index screen and line 2 of the display:

Component	Description
2	Property line number
#	Lowest Public Rate Indicator
CP	Hotel Chain Code
CROWNE PLAZA AIRPORT	Hotel Name
MI DIR	MI and DIR - Distance and direction between the airport, city or reference point and the hotel property.
940 NORTHWEST 42 nd AVE	Abbreviated address.

The hotel list is interactive. Clicking on the hotel name will display the hotel description pages. Clicking on the address will display hotel images.

Summary

In this module you learned how to:


- Identify and explain hotel participation levels in Galileo
- Use Galileo to determine hotel company codes and names
- Sell hotels in Galileo using the Travelport Smartpoint and steps identified in this module
- Modify and cancel hotel segments sold in Galileo
- Display a hotel index

Module Review

1. What is the format to find the code for Hampton Inns?

2. What is the format to find which hotel is represented by code SZ?

3. List the steps to sell a hotel through Galileo.

4. What would you see if you clicked on the  icon?

5. What assumptions does Galileo make when requesting hotel availability with an air segment present in the PNR?

6. What is the function to update your original availability request?

Module 12: Selling Rental Cars

There are two ways to sell a rental car in Galileo:

- Direct sell with a corporate discount (CD) number
- Reference sell from low-to-high availability

Module Objectives

Upon completion of this module, you will be able to:

- Use Galileo to determine car company codes and names
- Identify different car type codes
- Sell rental cars in Galileo using the steps identified in this module
- Search for car availability using qualifiers
- Update a car availability display
- Cancel a sold car segment
- Modify a sold car segment
- Display car company descriptions and policies
- Display a car index

Car Company Participation Level

The car rental companies that participate in Galileo use Inside Availability participation level.

Inside Availability

Inside Availability makes it quick and easy for you to find the best value for your customers. An Inside Availability participant gives you direct access into the rental car company's inventory, rates, and rules.

The participant's computer system automatically builds the car reservation *before* you end the Booking File so you must have a Name field before you book the car.

When you rent a car from an Inside Availability participant, you receive an instant confirmation number.

Inside Availability features include:

- Up-sell opportunities to display promotional vehicle types and/or rates.
- Alert screens that provide informative alerts and error messages.
- CD qualifiers to use with the availability entry to view the applicable car types and/or rates *before* selling.
- Rates for one-way rentals that include any drop-off charges.

On an Availability screen, Inside Availability car rental companies have an end item (+) in front of the company name.

The following car availability screen sample shows end items (+) in front of all the vendors indicating they are Inside Availability participants.

1	+	FOX	C	S	G	ECAR
2	+	FOX	C	S	G	CCAR
3	+	FOX	C	S	G	ICAR
4	+	FOX	C	S	G	EBAR
5	+	ADVANTAGE	T	S	G	ECAR
6	+	ENTERPRISE	T	S	G	ECAR
7	+	THRIFTY	T	S	G	ECAR
8	+	THRIFTY	T	S	G	EDAR
9	+	EZ RENT A	T	S	G	ECAR
10	+	ADVANTAGE	T	S	G	CCAR
11	+	DOLLAR	T	S	G	ECAR
12	+	DOLLAR	T	S	G	EDAR
13	+	EZ RENT A	T	S	G	CCAR
14	+	ADVANTAGE	T	S	G	ICAR

Determining Car Company Codes and Names

ASK Answer ID 1559

To determine car rental company codes and names, you can use encoding and decoding. Encoding lets you find the two-letter code for a car rental company, and decoding provides the car company name for the two-letter code.

The function identifier to encode and decode car rental companies is: **GC*12**

Finding a Car Code

HELP CAR VENDOR

Use the encode format when you have the name of the car rental company and need to find its corresponding code.

To encode a car rental company, enter GC*12/CAR followed by the car vendor name.

Example entry: **GC*12/CAR/HERTZ**

The screen with information for Hertz appears.

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-GC*12/CAR/HER +
CHAP 12-CARMASTER PAGE 1-CAR
PARAGRAPH-HERTZ
HERTZ ZE INSIDE AVAILABILITY
QUEUE CITY: VWA
>
```

Finding a Car Name

HELP CAR VENDOR
C*CAR/

Use the decode format when you have the two-letter code of the car rental company and you need to determine its name.

To decode a car rental company code, enter GC*12/CAR followed by a slash (/) and the car rental company code.

Example entry: **GC*12/CAR/ZI**

The screen with information for Avis appears.

```
1-GC*12/CAR/ZI +
CHAP 12-CARMASTER PAGE 1-CAR
PARAGRAPH-ZI
ZI AVIS INSIDE AVAILABILITY
QUEUE CITY: VWB
>
```

Car Types

In availability, Galileo displays rental car types with four-letter codes to represent the features of the car. The codes represent four car features:

- Car size
- Car category
- Transmission/Drive type
- Fuel/Air conditioning

The following table lists the car codes for each of the four features and their descriptions:

Size:	Category:	Transmission /Drive:	Air conditioning /Fuel:
C - Compact	B 2-3 door	A - Automatic unspecified drive	A - Hydrogen with A/C
D - Compact elite	C 2 door or 4 door	B - Automatic four wheel drive	B - Hydrogen without A/C
E - Economy	D 4-5 door	C - Manual all-wheel drive	C - Electric without A/C
F - full size	E - Coupe	D - Automatic all-wheel drive	D - Diesel with A/C
G - Full size elite	F - SUV (sport utility vehicle)	M - Manual unspecified drive	E - Electric with A.C
H - Economy elite	G - Crossover	N - Manual four wheel drive	H - Hybrid with A/C
I - Intermediate	H - Motor home		I - Hybrid without A/C
J - Intermediate elite	J - All terrain open air		L - LPG compressed gas with A/C
L - Luxury	K - Van or truck (commercial)		N - Unspecified fuel without A/C
M - Mini	L - Limousine		Q - Diesel without A/C
N - Mini elite	M - Monospace		R - Unspecified fuel with A/C
O - Oversize	N - Roadster		U - Ethanol with A/C
P - Premium	Q - Pickup extended cab		V - Petrol with A/C
R - Standard elite	P - Pickup regular cab		X - Ethanol without A/C
S - Standard	R - Recreational vehicle		Z - Petrol without A/C
U - Premium elite	S - Sport		
W - Luxury elite	T - Convertible		
X - Special	V - Van (passenger)		
	W - Wagon/estate		
	X - Special		
	Y - Two-wheel vehicle		
	Z - Special offer <i>car</i>		

For example, an ECAR type is an economy, 2- or 4-door car with automatic transmission and air conditioning.

Note: When you display car availability, unique car type codes can appear in your response. To make it easier to shop and compare similar vehicles for multiple vendors, you may see codes like JEAD (Elite Intermediate/Coupe/ Automatic/Diesel with Air Conditioning) and OJBR (Oversize/All Terrain/Automatic with 4-Wheel Drive/Air Conditioning).

To decode car types, enter CAR/ and the car type code.

Example entry: **CAR/OJBR**.

Direct Selling a Rental Car with a CD Number

You can direct sell a rental car for a customer qualifying for a negotiated rate program using a corporate discount number (CD) to obtain a special car rental rate.

You can direct sell a car using a CD number:

- With air segments and a Name field.
- *Without* air segments and a Name field.

The function identifier to direct sell a car is: **OCAR**

With Air Segments

When selling a rental car using a CD number, Galileo assumes that the air segment:

- *Before* the car segment is the arrival air segment with the pickup airport, date, and time.
- *After* the car segment is the departure air segment with the drop-off airport, date, and time.

To direct sell a car with air segments, enter a slash (/) followed by the segment number after which you are inserting the car segment, end item, OCAR followed by the car rental company code, car type, slash (/), CD- and the corporate discount number.

Example entry: **/1+OCCRALCCAR/CD-123456A**

Without Air Segments

You can sell a rental car using a CD number when air segments do *not* exist in the Booking File.

Note: Since there is *no* Booking File information, you *must* specify pickup and drop-off dates and times in the format

To direct sell a rental car *without* air segments, enter OCAR followed by the car rental company code, airport code, pickup date, dash, drop-off date, car type, slash (/), the arrival time, slash (/), drop-off time, and corporate discount number.

Example entry:

OCCRZIYUL25OCT-30OCTECAR/ARR-1200/DT-0900/CD-A123456

When you sell the rental car, Galileo Inside Availability participants respond with a sold segment and an instant confirmation number.

Selling a Rental Car from Low-to-High Availability

Travelport Smartpoint provides an availability display with rates appearing in low-to-high order, so you can choose the best available rate using the Calendar, Menu and interactive Booking File functions. You can also add search qualifiers to narrow your search for specific types of rates.

Reference selling a rental has three steps:

Display low-to-high availability.

Display rate rules.

Sell the car.

Step 1: Display Low-to-High Availability

You can display low-to-high availability to view car company rates and availability. Use car availability to display a list of car rental options to determine which best meets your customer's needs. You can display car availability with Travelport Smartpoint using interactive links, menus and the calendar either with or without air segments.

With air segments

When displaying low-to-high availability with air segments, Travelport Smartpoint will pre populate the car search screen with the airport code and flight arrival and departure times of the air segments booked.

Galileo assumes that the availability display is for the primary location for all car companies and all car types.

To display low-to-high availability click on the air segment you require. The rental will use the information booked to populate the search screen:

1. ITRAVELER/SMARTMR										
1.	DL	1991	Y	01AUG	MSPATL	HS1	0530	0900	0	E SA
2.	DL	2610	Y	04AUG	ATLMSP	HS1	0725	0910	0	E TU

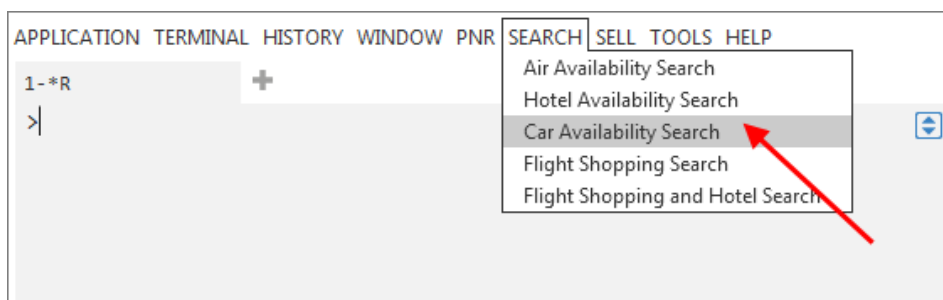
The availability search screen appears.

Without air segments

You can display low-to-high availability when air segments do *not* exist in the Booking File. Because there is *no* information in the Booking File concerning pickup and drop-off date and time, you need to specify that information in the search screen.

To display car availability *without* an air segment you can use the Car Availability Search option in the search menu.

Example screen:



On selecting this option a search dialog box will appear. Here you can enter the traveler's rental requirements.

Alternatively you can search for car availability using the calendar function. The calendar maybe launched from the tools menu located next to the search menu. Select the required rental dates. Right click and select cars.

Example screen display:



The same dialog box will appear but with the pre-selected dates entered in the calendar.

Car Availability Search screen explained:

Pick-up City	Enter the city code where the traveler will be picking up the vehicle
Date / Time	Enter the date and time for collection
Pick-up Location	Select from the drop down menu the location type for the city. Example: Airport / Downtown.
Car Type	Select from the drop down menu the type of vehicle the traveler wishes to hire. Example: 4 Door full size
Drop-off City	Enter the city code where the traveler is returning the vehicle
Date / Time	Enter the date and time the vehicle will be dropped off
Drop-off Location	Select from the drop down menu the location type for the city. Example: Airport / Downtown
Supplier	Car Vendor drop down menu
Rate Code	Enter the rate code for the selected vendor
Corporate Discount Number	If applicable, a corporate discount code.
Loyalty Number	Enter the customer loyalty number for the supplier
Promotional Code	Enter any special promo code applicable for the selected supplier

Additional search qualifiers may be used with format entries. To refer to these please see H/CAL.

Car Availability Results Screen

Once you have entered the travelers search criteria the interactive availability results screen is displayed.

Example screen:

1- /1+CAL01AUG-€ +

HARTSFIELD JACKSON GA * SA 01AUG 09:00 -04AUG * STND/PROM * USD

LOC A R TYPE RATE FM CHG APPROX TOTAL

FULLY QUALIFIED RATES

1	+	EZ RENT A	T S G	ECAR	20.69	RD	UNL	0.00	101.49	+TQ
2	+	EZ RENT A	T S G	CCAR	21.67	RD	UNL	0.00	105.08	+TQ
3	+	EZ RENT A	T S G	ICAR	22.66	RD	UNL	0.00	108.70	+TQ
4	+	ENTERPRISE	T S G	ECAR	20.00	RD	UNL	0.00	118.28	+TQ
5	+	EZ RENT A	T S G	FCAR	26.60	RD	UNL	0.00	123.16	+TQ
6	+	EZ RENT A	T S G	SCAR	26.60	RD	UNL	0.00	123.16	+TQ
7	+	ENTERPRISE	T S G	CCAR	22.00	RD	UNL	0.00	125.61	+TQ
8	+	ENTERPRISE	T S G	ICAR	24.00	RD	UNL	0.00	132.95	+TQ
9	+	ADVANTAGE	T S G	ECAR	30.00	RD	UNL	0.00	133.14	+TQ
10	+	ALAMO	T S G	ECAR	25.00	RD	UNL	0.00	136.61	+TQ
11	+	ADVANTAGE	T S G	CCAR	31.00	RD	UNL	0.00	136.82	+TQ
12	+	ENTERPRISE	T S G	SCAR	26.00	RD	UNL	0.00	140.28	+TQ
13	+	ALAMO	T S G	CCAR	27.00	RD	UNL	0.00	143.95	+TQ
14	+	ADVANTAGE	T S G	ICAR	33.00	RD	UNL	0.00	144.14	+TQ
15	+	ALAMO	T S G	ICAR	29.00	RD	UNL	0.00	151.28	+TQ
16	+	NATIONAL	T S G	ECAR	30.00	RD	UNL	0.00	154.95	+TQ
17	+	ALAMO	T S G	SCAR	31.00	RD	UNL	0.00	158.61	+TQ
18	+	ADVANTAGE	T S G	SCAR	37.00	RD	UNL	0.00	158.82	+TQ
19	+	ADVANTAGE	T S G	CFAR	37.00	RD	UNL	0.00	158.82	+TQ
20	+	NATIONAL	T S G	CCAR	32.00	RD	UNL	0.00	162.28	+TQ

«More Cars»

The following table lists the components of the low-to-high availability screen:

Component	Description
1	Line Number
+	+ = Inside Availability® participant.
FOX	Car Vendor
O / T / C	Location of the car rental company: T = Terminal O = Off-terminal C= City
S or N	Availability status: S = Available to sell. N = On request.
G or Q or ⚡	Rate guarantee indicator: G = Rate guaranteed. Q = Quoted rate subject to change. ⚡ = Rate converted from currency originally displayed (estimate <i>only</i>).

ECMR	Car type code (click or hover to decode)
16.50 D (RW / RD / D / W)	Rate. Shown in local currency can be weekly or daily rate depending on the length of rental
FM	Free mileage or kilometers: UNL= Unlimited mileage. 150 = Specific mileage allowance.
CHG	Charge for additional mileage or kilometers: .25 = Additional mileage or kilometer charges. .00 = No charge.
APPROX TOTAL	Estimated applicable car rental charges including base rate, taxes, surcharges, mandatory fees, any applicable drop charges for car rental duration.
+TQ	Add to Trip Quote

With a CD number

When you use a corporate discount (CD) number with a CAL request, Inside Availability vendors display car types and rates affiliated with the CD qualifier. You can then view the applicable car types and rates *before* selling.

When you include a CD qualifier in the availability request, the CD number carries over to the reference-sell request:

AT AVIS WE TRY HARDER FOR YOU THE TRAVEL PROFESSIONAL									
AVIS THANKS YOU FOR YOUR BUSINESS									
LOS ANGELES INTL A CA * TU 23SEP 12:00 -24SEP * STD/PROM * USD									
	LOC	A	R	TYPE	RATE	FM	CHG	APPROX TOTAL	
1 +	AVIS	T	S	G	CCAR	93.00	RD	UNL 0.00	244.44
2 +	AVIS	T	S	G	IFAR	95.00	RD	UNL 0.00	249.73
3 +	AVIS	T	S	G	ICAR	98.00	RD	UNL 0.00	257.15
4 +	AVIS	T	S	G	FCAR	99.00	RD	UNL 0.00	259.63
5 +	AVIS	T	S	G	SCAR	99.00	RD	UNL 0.00	259.63
6 +	AVIS	T	S	G	SFAR	105.00	RD	UNL 0.00	275.02
7 +	AVIS	T	S	G	LCAR	126.00	RD	UNL 0.00	326.98
8 +	AVIS	T	S	G	PCAR	131.00	RD	UNL 0.00	338.80

One-way rental

You may have a customer who would like to pick up a car in one city and drop off in another city. When you specify a drop-off location in the availability request, Inside Availability vendors display car types and rates that allow a pickup and drop-off at the requested points.

Inside Availability vendors return base rate totals that include all applicable one-way fees and drop-off charges.

Example:

Car Availability Search
✕

Reservation Data

Pick-Up City: Date: Time:

Pick-Up Location: Car Type:

Drop-Off City: Date: Time:

Drop-Off Location:

Additional Search Options

Submit a rate code to limit the search result to that supplier.

Supplier: Rate Code:

Rate Search Options

Supplier: Corporate Discount: Loyalty Number: Promotional Code:

Updating an availability display

Once you have requested car availability, you may need to make changes. Travelport Smartpoint has update capability to reflect new or changed requirements to a current availability display. You can save time by quickly changing what is displayed without having to request a new availability.



To update the vendor use the format function identifier CAU/ followed by the vendor code or name:

CAU/ZE

The following table lists frequently used formats.

To update availability by:	Use this format:
Car type	CAU.FCAR
Specific rental company	CAU/ZI

Step 2: Display the Rate Rules

Because of car rental rate restrictions, you should display rate rules to verify that you can sell a particular rate. You can then confirm any particulars with your customer, such as:

Rental requirements (e.g. minimum and maximum days).

Guarantee or deposit requirements.

Cancellation policies.

You can display rate rules for *all* participant levels, as well as from *any* availability screen.

To display rate rules click on the interactive rate

Note: Once you have displayed the Rate Rules screen, you can redisplay availability *before* selling. To redisplay availability, enter: CAL*R

Example:

1 +	THRIFTY	T	S	G	CCAR	247.50	W	UNL	0.00	405.20
2 +	THRIFTY	T	S	G	CDAR	247.50	W	UNL	0.00	405.20
3 +	THRIFTY	T	S	G	ECAR	247.50	W	UNL	0.00	405.20
4 +	THRIFTY	T	S	G	EDAR	247.50	W	UNL	0.00	405.20
5 +	THRIFTY	T	S	G	XYAR	247.50	W	UNL	0.00	405.20

Note: A red arrow points to the rate '247.50' in the third row. A yellow tooltip box says 'View booking screen with rate rules'.

Example screen response:

```

«Back to Cars»          «Sell Car(s)»          «Advanced Sell»
** Alamo  INSIDE AVAILABILITY RULES DISPLAY **

*SUMMARY INFORMATION*
ARRIVAL 09:00AM SA 01AUG ATLT71 / RETURN 09:00AM TU 04AUG
ECAR DESCRIPTION: CHEVROLET SPARK OR SIMILAR
ESTIMATED BASE RATE:                264.00 USD
APPROX TOTAL COST OF RENTAL:        343.16 USD

*RATE DETAIL*
BASE RATE INCLUDES:  DAY/HOUR CHARGES
APPROX TOTAL INCLUDES:  BASE RATE PLUS TAXES AND SURCHARGES
D - DAILY:  (* 3DY)      88.00 USD  UNL  FM-    0.00MI
EXTRA DAY:  (* XD)       88.00 USD  UNL  FM-    0.00MI
EXTRA HOUR: (* XH)       29.33 USD  UNL  FM-    0.00MI
RATE GUARANTEE PERIOD: -01JAN01
RATE CODE: A3D18 - ONE WAY DAILY 3 DAY
RATE TYPE/CATEGORY: D - DAILY / STANDARD

*TAXES*
SALES TAX
                7.00          PERCENT - INCLUDED IN APROX TTL

*SURCHARGES / FEE AND OTHER REQUIRED CHARGES*
CUSTOMER FACILITY CH
                5.00  USD      PER DAY - INCLUDED IN APROX TTL
AIRPORT CONCESSION F
                11.11         PERCENT - INCLUDED IN APROX TTL
RENTAL MOTOR VEHICLE
                3.00          PERCENT - INCLUDED IN APROX TTL
VEH LIC RECOVERY FEE
                1.50  USD      PER DAY - INCLUDED IN APROX TTL
* TAXES APPLY TO ALL CHARGES MARKED BY AN ASTERISK

*COVERAGE*
NOT APPLICABLE

*ADVANCE BOOKING AND PICKUP/RETURN RULES*
    
```


The following table lists the rate rule components and their description:

Component	Description
** INSIDE AVAILABILITY RULES DISPLAY **	Rules display header line and sell prompt.
SUMMARY INFORMATION	Confirmation of car rental pickup/return date, times, and location. Includes car type description and approximate total..
RATE DETAIL	Day/hour charges, recap of unit rate, breakdown of approximate total amount, drop charge, rate guarantee period, rate code, rate type and category. Note: Weekend rates appear as a daily rate e.g. 'Wkend Daily.'
TAXES	All applicable taxes and amounts.
SURCHARGES / FEES AND OTHER REQUIRED CHARGES	All applicable mandatory charges.
COVERAGE	Types of insurance coverage.
ADVANCE BOOKING AND PICKUP/RETURN RULES	Rules for advance booking and pickup/return.
PICKUP LOCATION SUMMARY	Summary information on pickup location.
RETURN LOCATION SUMMARY	Summary information on return location.
CREDIT CARDS ACCEPTED	Credit cards accepted for payment and guarantee.
RESERVATION GUARANTEE/DEPOSIT/PREPAY REQUIREMENT	Requirements for reservation guarantee, deposit, and prepay.
SPECIAL TEXT COMMENTS	Freeform text of additional rules.

From a sold car segment

To display rules from a Booking File, enter CAV followed by the segment identifier (S), and the car segment number.

Example entry: **CAVS3**

Note: Some vendors may *not* provide this feature.

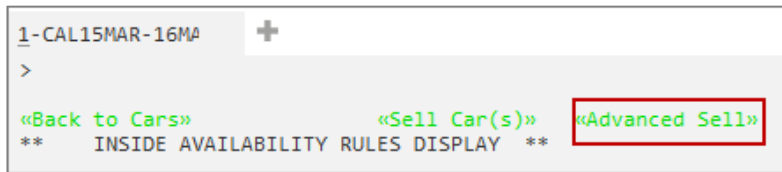
Step 3: Sell Rental Car

After viewing car availability and rate rules, you are ready to sell the rental. Travelport Smartpoint provides two options when selling. The quick sell option and advanced sell option. The sell options are available on the car rate rules screen.

The sell response varies with the participation level of the car rental company. However, the sold segment appears the same way in the Booking File.

Some rental companies may require a guarantee or deposit payment or your agency may use E-vouchers.

Use the Advanced Sell option at the top of the rules screen. If no additional information is required at time of sell and no guarantee is required you may use the sell option.



Ensure the passenger name has been entered prior to selling a car.

Depending on the vendor participation an instant confirmation will be made prior to end transaction.

Note: Never ignore a car reservation as the reservation will remain live and the traveler or agency could be charged no show fees. If the traveler no longer requires the booking, complete the Booking File then take the steps shown later in this module to cancel.

When using the advanced sell options you are presented with a dialog box to enter relevant information at time of sell.

Example:

Car Sell Options
✕

Reservation Data

Warranty
 CC Guar:

Name override (/NM-):

Special service (/SI-):

Frequent traveller (/FT-):

Special equipment (/SQ-):

Corporate discount (/CD-):

Customer ID (/ID-):

Drop off location (/DO-):

e-Voucher value (/EVV-):

Billing number (/BN-):

Billing reference (/BR-):

Car Delivery Information

Delivery Collection

Site ID: Address:

City: State code: Postal code: Country:

Location: Customer phone number:

Collection information is the same as delivery address

Advanced sell options explained:

Item:	Explanation:
Warranty	Reservation guarantee, e.g. credit card or Agency IATA/ARC number
Name override	Main driver name if more than one passenger in reservation
Special Information	Special Requests, e.g. Red car
Frequent Traveler	Frequent Traveler Number
Special Equipment	Request for special equipment such as child seats or satellite navigation systems. For a list of codes refer to HELP CARS
Corporate Discount	Corporate discount code if applicable
Customer ID	Customer identification number
Drop off location	If different from the pick up
E-Voucher Value	Total value of pre-paid E-voucher
Billing Number	Billing number if applicable
Billing Reference	Billing reference if applicable
Car Delivery	For participating vendors only. The customer may wish for the car to be delivered to a specific location for example a hotel or home address
Car Collection	For participating vendors only. The customer may wish for the car to be collected from a specific location for example a hotel or home address

Car Sell Response:

```

1. 1SMITH/JOHNMR
1. DL 1168 X 12SEP LAXMIA HS1 2250 #0647 0 E FR/SA
2. DL 1169 V 19SEP MIALAX HS1 0705 0944 0 E FR
3. CCR SX SS1 MIA 13SEP-19SEP CCAR/RG-USD139.76WY-UNL KM -1IR/
BS-99999992/PUP-MIAT01/ARR-0647/RC-1IR/DT-0605/NM-SMITH JOHN
MR/CF-9804875042

```

The sell response will include information such as dates, the guaranteed rate, pick-up and drop-off location codes and the confirmation number.

Cancelling a Car Segment

When a customer no longer wants to rent a car or changes an itinerary and needs a different car rental, you can cancel the rental car.

The function identifier to cancel a car segment is: X

To cancel a car segment, use the following steps.

Display the Booking File.

Enter X followed by the segment number.

Example: X2

Add a Received field and end the Booking File.

Note: Because the booking may exist in the participant's system, cancel the car segment instead of ignoring it before you end transaction. Follow the steps above to avoid having a confirmed reservation in the company's system while it is not present in Galileo.

Modifying a Car Segment

You can also modify a sold car segment by changing:

- Pickup and/or drop-off dates
- Car type
- Or deleting optional sell fields

Galileo generates a message to the car company canceling and reselling the car reservation using the new information.

Note: Before modifying, check availability to be sure the car rental company can accommodate your change.

The function identifier to change a sold car segment is: **CAM**

To modify a sold car segment, enter CAM followed by the car segment number, the modification code (D), slash (/), and the new information.

Example entry: **CAM2D/20DEC**

The following table lists format examples for modifying a car segment.

To:	Use this format:
Change pick-up and drop-off date and time	CAM4D/11SEP-17SEP/ARR-0800/DT-1700
Change drop-off date and time	CAM2D/-19SEP/DT-0900
Change car type	CAM6T/CCAR
Change optional field	CAM10/FT-AA1234567
Delete optional field	CAM4X/SI

Displaying Car Company Description and Policy

You can display corporate policies and descriptions of car rental companies. You can also display individual location descriptions from an availability screen or sold car segment.

There are two types of descriptions:

- Location describes policies and procedures that are specific to a location, such as hours of operation, car types, minimum age, and guarantee requirements.
- Corporate describes policies specific to a car rental company, such as acceptable credit cards, promotions, and special equipment.

This section describes how to display, interpret, and use the description menus.

The function identifier to display a car description menu is: **CAD**

There is a standardized set of categories for each description menu. Car rental companies provide numbers and keywords to access these categories.

From Availability

To display a location description menu from car availability, click on the vendor name.

Example:

1-CAL12SEP-155E		+	
>			
«Back to Cars»			
THRIFTY CAR RENTAL ATLT01 HARTSFIELD JACK 12SEP			
ADDRESS: 2300 RENTAL CAR CENTER DR			
PHONE: 877-283-0898			
HOURS: OPEN 24 HRS DAILY			

1	AGE	AGE REQUIREMENT	>
3	CDW	COLL DAMAGE WAIVER	>
5	EXPR	EXPRESS SERVICE	>
7	HOURS	HOURS-OPER/BUSNS	>
9	PAI	PERSONAL ACC INSUR	>
11	SPEQ	SPECIAL EQUIPMENT	>
15	COMM	COMMISSION AGENTS	>
17	EQUIP	SPCL EQUIP RQSTS	>
21	PYMT	PAYMENT ACCEPTED	>
24	PHON	LOCAL PHONE INFO	>
30	VALID	DRIVER LICRS RQMENT	>
34	CONT	CONTACTS	>
38	FORM	FORMATS	>
45	GOVT	GOVERNMENT RATES	>
53	TIPS	INDUSTRY DISCOUNTS	>
57	XBORD	CROSS BORDER INFO	>
77	FEES	FEES/SURCHARGES	>
2	CARS	CAR/VEHICLE TYPES	>
4	DROP	DROPOFF/ONEWAYS	>
6	GAS	REFUELING POLICY	>
8	INS	INSURANCE/COVERAGE	>
10	SHTTL	SHUTTLE SERVICE	>
12	TAX	TAX-STATE/LOCAL	>
16	CRED	CREDIT CARD INFO	>
19	MISC	MISCELLANEOUS INFO	>
22	PROM	PROMO/MARKET INFO	>
27	SPCL	SPECIAL SERVICES	>
32	ADDR	LOCATION ADDRESS	>
36	CORP	CORPORATE RATES	>
40	FQTV	FREQUENT TRAVELER	>
46	HELP	HOW TO BOOK-HELP	>
56	ARRV	ARRIVAL INFO	>
68	AWARD	AGENT AWARDS	>

From a Booking File

To display a location description menu from a sold car segment, enter CAD followed by the letter S and the segment number. (Segment 1 is a sold Avis car.)

Example entry: **CADS1**

To display a specific category, click on the interactive category code.

By Car Rental Company

Sometimes you need to look up corporate policy information for a specific car rental company. To view this type of description, you can display the car company's corporate description menu.

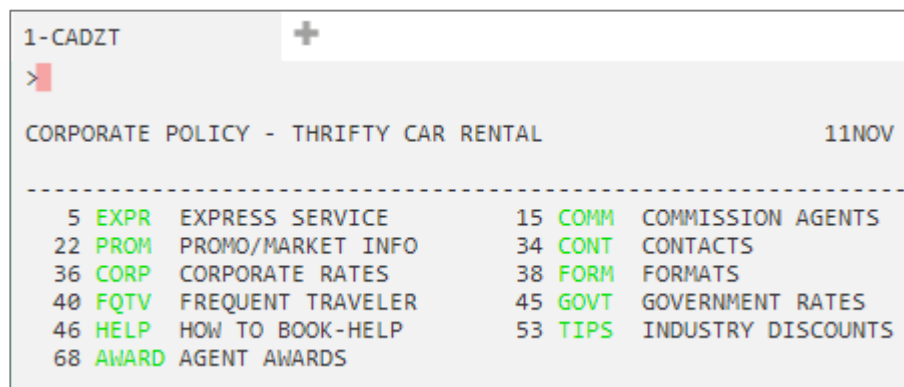
To display a corporate description menu, enter CAD followed by the car rental company code.

Example entry: **CADZT**

The Thrifty corporate description menu appears.

Keywords and associated numbers identify the categories of information that appear for the specified car rental company.

To display a category, tab to the CAD/ prompt at the bottom of the menu click on the interactive key word.



Note: Although all car rental companies have a description menu, not every company includes information for each item. Therefore, you may *not* see every keyword listed.

To redisplay the last keyword description, enter: **CAD*R**.

By Car Rental Company and City

To display a specific car rental company in a specific city, enter CAD followed by the car rental company code and the city or airport code.

Example entry: **CADZLYWG**

The location description menu for National Car Rental at Winnipeg International airport appears.

NATIONAL CAR RENTAL		YWGT01	WINNIPEG INTL A	11NOV	
ADDRESS: WINNIPEG INTL ARPT					
PHONE: 204-925-3529					
HOURS: SEE HOURS					

1	AGE	AGE REQUIREMENT	2	CARS	CAR/VEHICLE TYPES
3	CDW	COLL DAMAGE WAIVER	4	DROP	DROPOFF/ONEWAYS
5	EXPR	EXPRESS SERVICE	6	GAS	REFUELING POLICY
7	HOURS	HOURS-OPER/BUSNS	8	INS	INSURANCE/COVERAGE
9	PAI	PERSONAL ACC INSUR	10	SHTTL	SHUTTLE SERVICE
11	SPEQ	SPECIAL EQUIPMENT	12	TAX	TAX-STATE/LOCAL
15	COMM	COMMISSION AGENTS	16	CRED	CREDIT CARD INFO
17	EQUIP	SPCL EQUIP RQSTS	18	GUAR	GUARANTEED RATES
19	MISC	MISCELLANEOUS INFO	20	NEWS	HOT NEWS ITEMS
21	PYMNT	PAYMENT ACCEPTED	22	PROM	PROMO/MARKET INFO
24	PHON	LOCAL PHONE INFO	25	POLY	POLICIES/RQIRMENTS
26	RATE	RATE INFORMATION	27	SPCL	SPECIAL SERVICES
30	VALID	DRIVER LICs RQMENT	32	ADDR	LOCATION ADDRESS
33	CLUB	CLUB/MEMBERSHIP	34	CONT	CONTACTS
35	CONV	CONVENTION RATES	36	CORP	CORPORATE RATES
38	FORM	FORMATS	40	FQTV	FREQUENT TRAVELER
44	GRPS	GROUPS	45	GOVT	GOVERNMENT RATES
46	HELP	HOW TO BOOK-HELP	47	INTL	INTL INFORMATION
50	SAFE	SAFETY	51	SPLY	SUPPLY FORMS
52	TACT	TRAVEL AGT CONTEST	53	TIPS	INDUSTRY DISCOUNTS
55	TITLE	LOCATION NAME	56	ARRV	ARRIVAL INFO
57	XBORD	CROSS BORDER INFO	74	INSI	INSIDE AVAILABILITY
85	EUROP	EUROPE	89	LATIN	LATIN AMERICA NEWS
91	CANAD	CANADA			

Displaying a Car Index

The car index provides a listing of car rental locations. You can display car rental locations by:

- Airport code.
- City.
- Reference point.

The function identifier to display a car index is: **CAI**


By Airport Code

You can display an index of all car rental locations near an airport.

To display an index of airport car rental locations, enter CAI followed by the airport code.

Example entry: **CAISNA**

The index for airport car rental locations appears.

1-CAISNA						+
>CAI09DECSNA						
JOHN WAYNE ARPT	CA	* MO	09DEC	*	MI DIR	
AREA A -- SNA AIRPORT MAIN LOCATIONS -----						
1	AL	+ALAMO	SNAT71	JOHN WAYNE ARPT	0	
2	ZI	+AVIS	SNAT01	JOHN WAYNE ORANGE CO APO	0	
3	ZD	+BUDGET	SNAT01	JOHN WAYNE ORANGE CO. APT	0	
4	ZR	+DOLLAR	SNAT01	IN TERMINAL	0	
5	ET	+ENTERP	SNAT01	ORANGE COUNTY AIRPORT	0	
6	ZE	+HERTZ	SNAT19	JOHN WAYNE AIRPORT	0	
7	ZL	+NATIONA	SNAT01	ORANGE COUNTY AIRPORT	0	
8	FX	+FOX RAC	SNA001	766 ST. CLAIR STREET	1N	
>CAI*PD-					P 1	
>						

By City

You can display an index of all car rental locations in a city.

To display an index of city car rental locations, enter CAI followed by the city code or city name.

Example entry: **CAINYC**

The index for New York City car rental locations appears.

```

1-CAINYC +
>CAI09DECNYC
NEW YORK NY * MO 09DEC * MI DIR
AREA A -- NYC CITY LOCATIONS -----
 1 ZE +HERTZ NYCC10 310 EAST 48TH STREET 0E
 2 ZE +HERTZ NYCC28 ALLIANCE PARKING 0E
 3 AL +ALAMO NYCC77 138-146 E 50TH ST 0NE
 4 ET +ENTERP NYCC03 12 W 48TH ST 0NE
 5 ZL +NATIONA NYCC07 138 E 50TH ST #146 0NE
 6 ZE +HERTZ NYCC15 222 EAST 40TH STREET 0S
 7 ZI +AVIS NYCC01 225 E 43RD ST - MANHATTAN 0SE
 8 ZI +AVIS NYCC09 MANHATTAN - 153 W 54TH ST 1N
>CAI*PD- P 1
>
    
```

Note: You can also display an index by full city name.

Example entry: **CAICLEVELAND**

By Reference Point

To locate a specific car rental company by reference point, use the following steps:

Display a reference point list using the RoomMaster reference point function identifier: **HOR**

Example entry: **HORYHZ**

The reference point list for Halifax, Nova Scotia appears.

```

1-HORYHZ +
>HORYHZ
REFERENCE POINTS FOR YHZ NS CA
 1 ANTIGONISH 2 BRIDGEWATER NS
 3 CHESTER NS 4 DARTMOUTH
 5 DIGBY NS 6 HUNTS POINT
 7 IBM HALIFAX DUKE ST 8 KINGSTON N S
 9 LIVERPOOL 10 LUNENBURG NS
11 NEW GLASGOW NS 12 NEW MINAS
13 PORT DUFFERIN 14 SAINT MARTINS
15 WAVERLY 16 WHITE POINT
17 WOLFVILLE 18 XDG HALIFAX RAIL STATION
>HOR*PD-
>
    
```

To locate a specific car rental company for a reference point, enter CAI followed by the reference point, slash (/), and the car rental company code.

Example entry: **CAIDARTMOUTH/ZI**

A similar name list appears.

```

1- CAIDARTMOUTH/ +
>CAI09DECDARTMOUTH/ZI
SIMILAR NAMES LIST          STATE  CITY
1 DARTMOUTH                 NS     YHZ  -
2 DARTMOUTH                 NS     YHZ  -
ENTER LINE NO. >CAI*

```

Tab to the CAI* prompt and enter the line number.

The list of ZI locations in Dartmouth appears.

```

1- CAI* - 2 +
>CAI09DECYHZ/R-DARTMOUTH/ZI
DARTMOUTH          NS * MO 09DEC          *          KM DIR
AREA A -- YHZ CITY LOCATIONS -----
1 ZI +AVIS         YHZC03  3275 KEMPT ROAD      2W
2 ZI +AVIS         YHZC04  121 ILSLEY AVE       3N
3 ZI +AVIS         YHZC02  1717 GRAFTON STREET  3S
4 ZI +AVIS         YHZC01  CLAYTON PARK BAYERS LAKE 8W
P 1

```

Redisplaying the Last Index

If you have displayed a car index and have completed another task in Galileo such as selling a flight, you can redisplay the last index. To redisplay the last index enter:

CAI*R

The last index appears.

Summary

In this module you learned how to:

- Use Galileo to determine car company codes and names
- Identify different car type codes
- Sell rental cars in Galileo using the steps identified in this module
- Search car availability using qualifiers
- Update a car availability display
- Cancel a sold car segment
- Modify a sold car segment
- Display car company descriptions and policies
- Display a car index

Module Review

1. Which car vendor is represented by the code ZA?

2. Describe the car type represented by SCAR.

3. If viewing the availability screen, what would you click on to view the company policies of Hertz?

4. When you are ready to sell the car, if you wish to add pick up/drop off information where would you need to click?

5. What format would you use to change your current car availability to request an Intermediate size car?

6. From the following availability screen, how do you display the car vendor information?

1 +	HERTZ	T	S	G	ECAR	345.49	W	1500	0.10	542.81
2 +	HERTZ	T	S	G	CCAR	345.49	W	1500	0.10	542.81
3 +	HERTZ	T	S	G	EDAR	360.49	W	1500	0.10	563.75
4 +	HERTZ	T	S	G	ICAR	360.49	W	1500	0.10	563.75
5 +	HERTZ	T	S	G	SCAR	365.49	W	1500	0.10	570.73
6 +	HERTZ	T	S	G	FCAR	365.49	W	1500	0.10	570.73
7 +	HERTZ	T	S	G	PCAR	395.49	W	1500	0.10	612.64
8 +	HERTZ	T	S	G	LCAR	663.49	W	1500	0.10	986.97
9 +	ENTERPRISE	T	S	G	ECAR	156.68	W	UNL	0.00	273.52
10 +	ENTERPRISE	T	S	G	CCAR	156.68	W	UNL	0.00	273.52
11 +	ENTERPRISE	T	S	G	ICAR	156.68	W	UNL	0.00	273.52
12 +	ENTERPRISE	T	S	G	SCAR	156.68	W	UNL	0.00	273.52
13 +	ENTERPRISE	T	S	G	FCAR	156.68	W	UNL	0.00	273.52
14 +	DOLLAR	T	S	G	CCAR	153.46	W	UNL	0.00	273.55
15 +	DOLLAR	T	S	G	CDAR	153.46	W	UNL	0.00	273.55
16 +	DOLLAR	T	S	G	ECAR	153.46	W	UNL	0.00	273.55
17 +	DOLLAR	T	S	G	EDAR	153.46	W	UNL	0.00	273.55
18 +	DOLLAR	T	S	G	FCAR	153.46	W	UNL	0.00	273.55
19 +	DOLLAR	T	S	G	FDAR	153.46	W	UNL	0.00	273.55
20 +	DOLLAR	T	S	G	ICAR	153.46	W	UNL	0.00	273.55

Module 13: Managing Booking Files in Queues

Galileo provides a queue system for the management, sorting and storage of Booking Files. Each pseudo city has a set of numbered queues. Within this set, there are queues with predetermined functions and queues that your agency can customize for internal use.

The queue system allows you to sign into and out of queues, place Booking Files on a queue and perform various maintenance functions on the Booking Files currently on queue.

Module Objectives

Upon completion of this module, you will be able to:

- Identify the types of queues and their purpose.
- Display the number of Booking Files on queue
- Access Booking Files in a queue, explain queue categories, and date ranges.
- Place Booking Files on a queue with categories and date ranges.
- Work Booking Files in queues.
- Identify status codes and advice codes
- End transaction, ignore, remove and place Booking Files in queue while working in a queue.

Types of Queues

H/QUEUE

ASK Answer ID 8453 – Queues Formats

Galileo assigns each pseudo city 100 queues, numbered 0 to 99. 26 of them are programmatic queues and Booking Files are placed on these queues automatically. These queues usually contain items such as flight confirmations, waitlist clearances, and schedule changes. The other 74 non-programmatic queues can be customized for your office needs.

A queue category is a divider within a queue defined by your agency's secondary authorizer. Categories subdivide your queues for more filing space. They are useful for organizing and sorting Booking Files and their information. Categories are subdivisions of queues and *cannot* exist *without* them. You can add up to 100 categories to a single queue.

You name each category using the letter C plus 2 alpha or numeric characters.

Additionally, there are four queues used to receive or count Booking File messages. These special queues are identified by title instead of by number.

Programmatic Queues

Programmatic queues hold messages sent by airlines, car, train, cruise, hotel, and leisure travel companies about changes you need to make to Booking Files.

The following table lists the majority of available programmatic queues, their associated number, and the types of Booking Files they contain.

Queue name/number:	Contains Booking Files with:
Queue 0 - Urgent (URG)	Requiring urgent action (within 24 hours).
Queue 1 - General (GEN)	If no queue number is specified, a Booking File placed on queue will automatically fall onto the general queue.
Past Date Quick default 1*PD	Past date bookings for subsequent retrieval.
Queue 2 - Seat confirmation	Replies to seats requests.
Queue 9 - Ticket arrangement (TAW)	Ticket review dates.
Queue 10 - Ticket arrangement (TAU)	Ticket review dates.
Queue 12 - Review Booking	Booking Files that contain a Review Booking field.
Queue 16 - Vendor Remarks	Booking Files that contain vendor remarks from airlines.
Queue 17 - Waitlist	Waitlist confirmations (status KL).
Queue 18 - Urgent confirmation	Booking Files with confirmation (status KK) from carriers, for travel within the next 14 days.
Queue 19 - General confirmation	Booking Files with confirmation (status KK) from carriers, for travel outside the next 14 days.
Queue 20 - Unable	Booking Files with UU or US status.
Queue 21 - Unable to confirm	Booking Files with UC, UN or NO status.
Queue 22 - Time change	Time changes (TK or TL status).
Queue 24 - Auxiliary service advice	Service responses from hotel and car vendors
Queue 25 - Service information advice	Replies to SSRs.

Special Queues

Special queues have three-letter titles. They hold messages and Booking File counts for special functions.

The following table lists each special queue, its associated title, and the types of information found there.

Queue	Title	Format	Information
Supervisor	SPV	QS	Messages for the attention of the supervisor or manager of an office. Need authorization to access.
Message	MSG	QM	Messages of a more general nature to colleagues in the same office, or between associated agencies and a Galileo office.
Unable to contact	UTC	QUTC	Count of Booking Files with “unable to contact” notices. Note: You <i>cannot</i> sign into the UTC queue, and is little used in an agency environment.
Left message to call back	LMT	QLMCB	Booking Files can be placed on this queue if you have been unable to contact your customer and will call later. Note: You <i>cannot</i> sign into the LMT queue, and is little used in an agency environment.

Note: These queues will be worked by your agency supervisor or servicing department.

Non-Programmatic Queues

There are 74 non-programmatic queues that you can structure any way you like. Some agencies use certain queues to store Booking Files that need additional work, that need to be reviewed by a quality control department, or that need to be assigned to a specific individual in the agency.

Some agencies assign a non-programmatic queue to each individual working in the agency, so that they can follow-up with customers on Booking Files that they have created themselves.

Queue Categories

Non-programmatic queues may be divided into categories and date ranges to allow additional storage capacity. A category is a sub-division of a queue and may be defined for use by your agency supervisor. Each category may be further divided into four date ranges to permit more filing space.

Queue Management

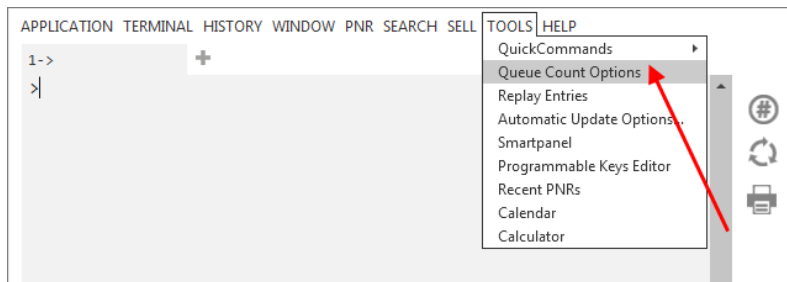
You can manage work to be done on Booking Files by performing various queue counts. In addition, Galileo enables you to view a list of Booking Files in a queue. These functions are important factors in increasing office productivity.

Counting Booking Files in Queue

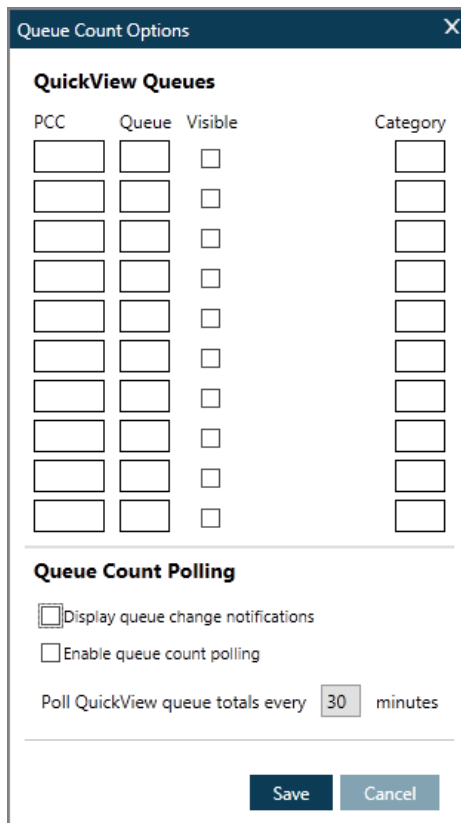
Working queues is easy using Travelport Smartpoint.

To help you manage your queues, you can set up a maximum of 10 Quick View queues or queue categories.

Select Queue Count Options from the Tools menu.



Example screen response:



Refer to the following completed example, specifying pseudo EA7 and queues 16, 17, 19, 20, 22 25 and 36 with queue category JU.

Check the Visible box so that queues 16, 22 and 25 will be visible at the bottom of the Smartpoint Terminal Window.

If you check “Display queue change notifications”, Smartpoint will automatically advise you when Booking Files are added to a queue.

Check the box to enable Queue count polling and specify that you wish your queues to be polled every 30 minutes.

Note: The minimum polling time is 15 minutes.

Example:

PCC	Queue	Visible	Category
EA7	16	<input checked="" type="checkbox"/>	
EA7	17	<input type="checkbox"/>	
EA7	19	<input type="checkbox"/>	
EA7	20	<input type="checkbox"/>	
EA7	22	<input checked="" type="checkbox"/>	
EA7	25	<input checked="" type="checkbox"/>	
EA7	36	<input type="checkbox"/>	JU
		<input type="checkbox"/>	
		<input type="checkbox"/>	
		<input type="checkbox"/>	

Queue Count Polling

Display queue change notifications

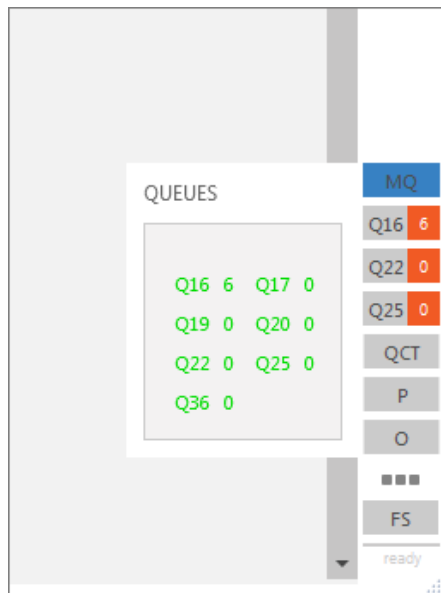
Enable queue count polling

Poll QuickView queue totals every minutes

Note: You can select a maximum of three visible queues.

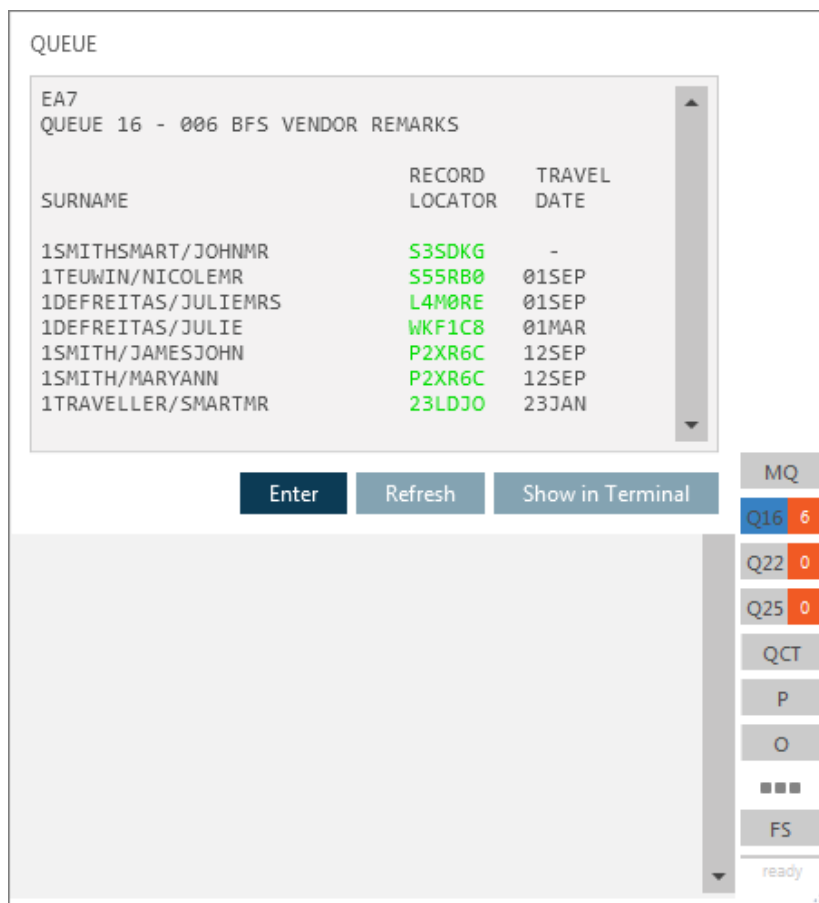
Click Save and the **MQ** button at the side of the screen is activated.

Click on it to display the numbers of Booking Files on your selected queues.

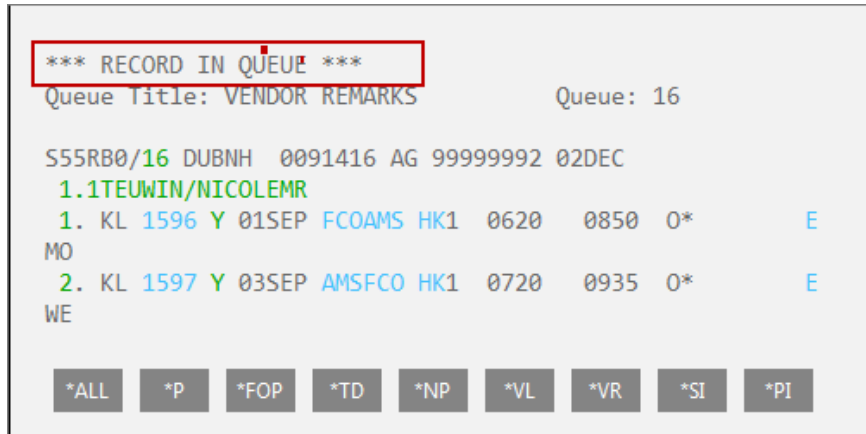


In addition, the total numbers of Booking Files on each queue that you “made visible” are displayed in red ‘bubbles’.

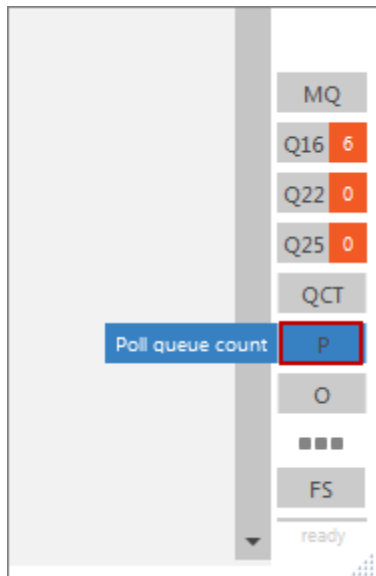
Click your cursor over a red ‘bubble’, and the Booking Files on that queue are displayed in a separate window.



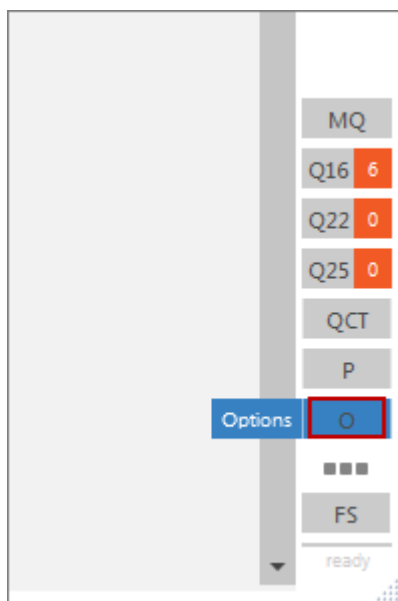
Click on a Booking File record locator to take you into the queue and open the booking in the PNR Viewer Window.



Note that you can click the **P** button if you wish to poll your queues at any time.

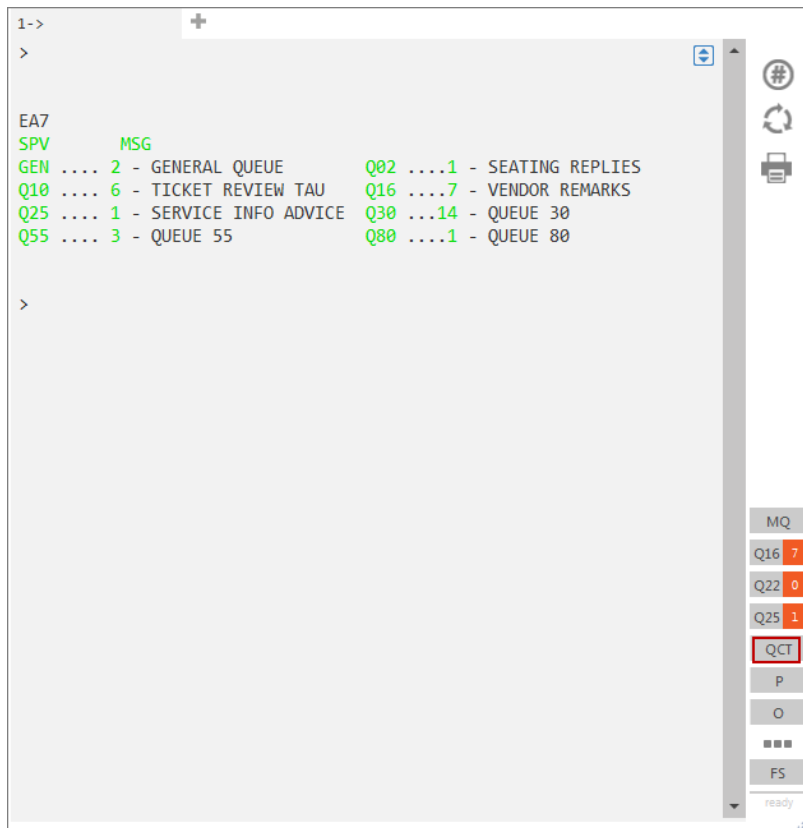


You can also click the **O** button to get easy access to the Queue Count Options table if you wish to make any changes to it.



Counting all Queues

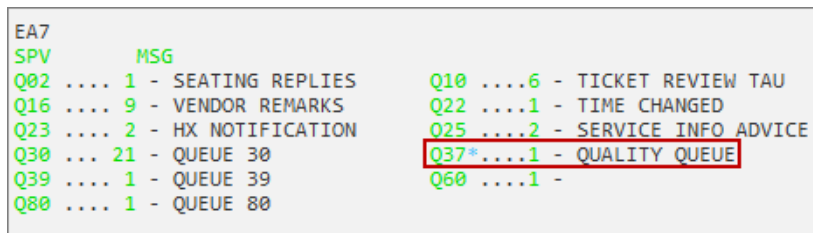
You can click the **QCT** button at the side of the screen to display the queue count for *all* queues.



Queue Categories

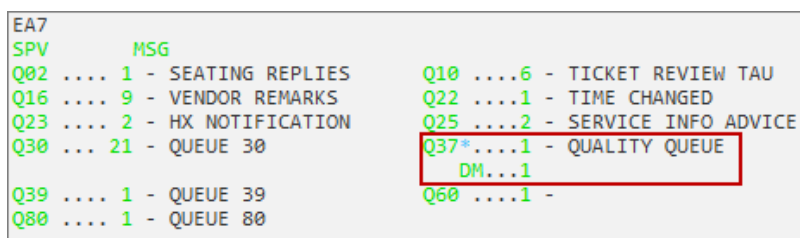
A queue number with an asterisk identifies a queue with categories.

Example:



Click on the asterisk (shown here in blue) to display the categories and the Booking File count. Click on the asterisk again to close the display.

Example:



Listing Booking Files in a Specific Queue

Click on a number to the right of the queue number or queue category to display a list of the bookings residing on that queue.

1-QCTA/ALL +

>|

«Back to Queue Count»

EA7

QUEUE 30 - 014 BFS

SURNAME	RECORD LOCATOR	TRAVEL DATE
1SMITH/JAMESJOHN	P2XR6C	12SEP
1SMITH/MARYANN	P2XR6C	12SEP
1SMITHSMART/JOHNMR	S3SDKG	-
1TEUWIN/NICOLEMR	S55RB0	01SEP
1TRAVELLER/SMARTMR	23LDJO	23JAN
1LOSND AHL/CATHMRS	1SPWHM	03MAR
1DEFREITAS/JULIEMISS	KVN87G	01JUL
1SMITH/JAMESMR	VBH7P2	09FEB
1DEFREITAS/JULIEMRS	L4M0RE	01SEP
1SMITH/JAMESMR	RKZKB4	01MAR
1PEIRCE/SALLYMRS	SDNVXU	-
1PEIRCE/STEPHENMR	SDNVXU	-
1PEIRCE/ROMANMSTR	SDNVXU	-
I/1PEIRCE/POPPYMISS	SDNVXU	-
1BRONTE/EMILYMISS	SPDX0E	-
1DEFREITAS/JULIE	WKF1C8	01MAR
1HEMPSTOCK/TRACEY	ZG0XXM	23JAN
1SMITH/JAMESMR	X10Z96	03JUN

>

MQ

Q16 7

Q22 0

Q25 1

QCT

P

O

FS

ready

Click on any of the record locators to open the Booking File in queue in the PNR Viewer window if you wish to start working the queue.

Alternatively, click “Back to Queue Count” to return to the queue count.

Accessing Booking Files in Queue

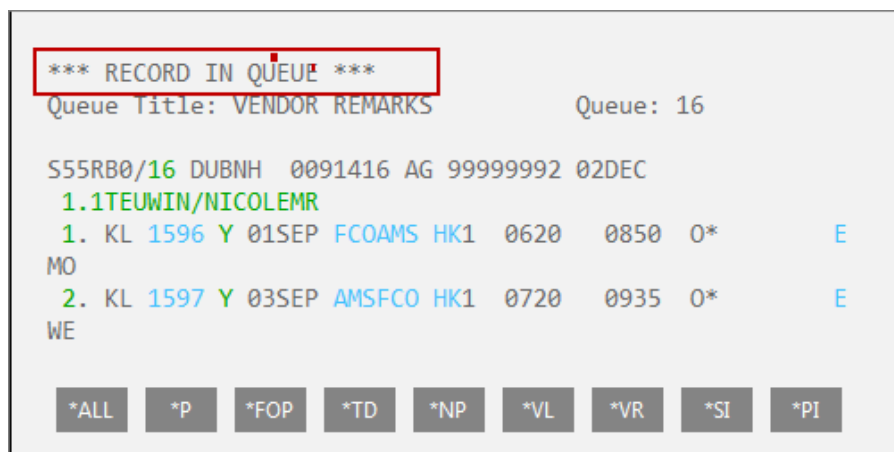
H/QUEUE

To access and work on the bookings stored in a queue, category, or date range, you need to sign into one of them. You can also access bookings on a branch office queue, category or date range.

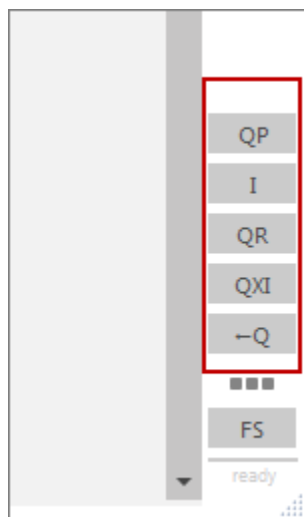
To access a queue, select either the **MQ** or **QCT** buttons, and then click on the required queue number or category.

You can also click on a Booking File record locator from a list of bookings on Queue as shown earlier.

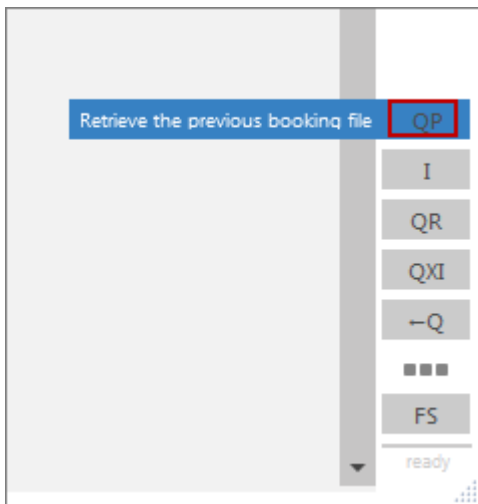
The first booking on queue is displayed in the PNR Viewer Window.



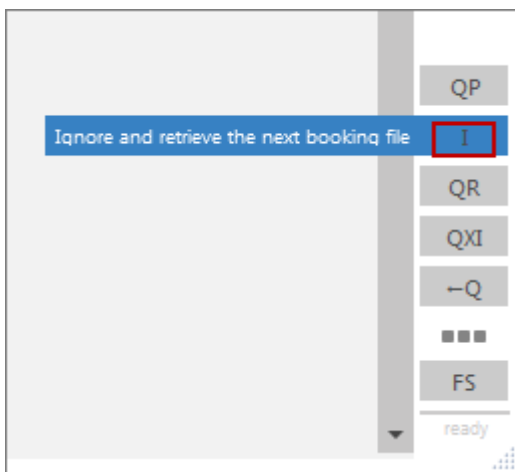
When you access a Booking File on queue, new buttons become available at the side of the active window, and you can work the queue quickly and easily.



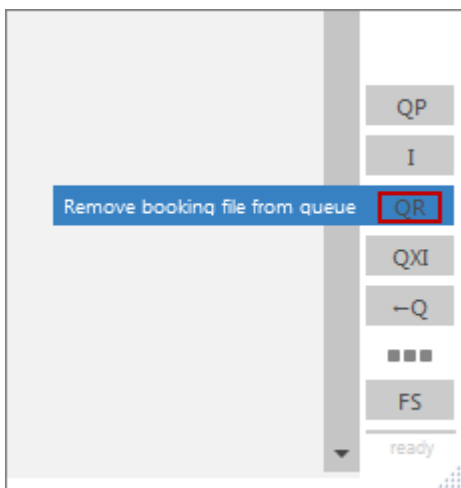
Click the **QP** button to retrieve the previous Booking File on queue.



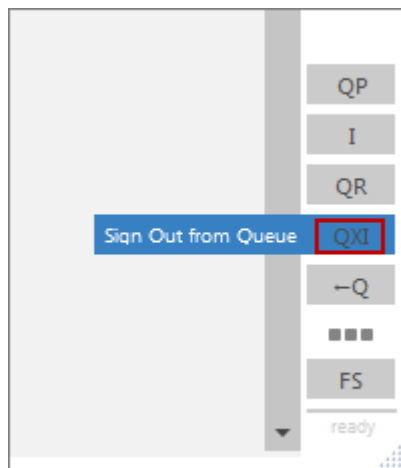
Click the **I** button to ignore and retrieve the next Booking File.



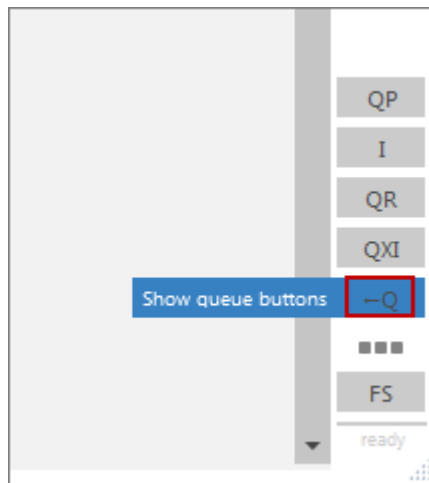
Click the **QR** button to remove the booking from queue.



Click the **QXI** button to ignore the booking and sign out of the queue.



Click the **-Q** to take you back to the queue buttons.



Example screen response:

Placing Booking Files on Queue

You can place Booking Files on any of the 100 queues assigned to your office (including programmatic queues). You can also place a booking in a specific category within a queue, or in a specific date range within a category.

After you place bookings on queue, Galileo begins a history trail of the queue entries you make.

Note: You can place the same Booking File on multiple queues, but you *cannot* place the same Booking File in the same queue multiple times.

The function identifier to place a Booking File on queue is: **QEB**

Placing Booking Files on a Specific Queue

To place a Booking File on a queue, display the booking and enter QEB followed by a slash (/), and the queue number.

Example entry: **QEB/50**

To place a Booking File on a queue at a branch location, display the booking and enter QEB followed by a slash (/), branch location pseudo city, and queue number.

Example entry: **QEB/E9G/39**

The Galileo system responds with the message “ON QUEUE” followed by the booking record locator.

Example screen response:



Note: Once you place a booking in a queue, it is *no* longer active in your agent work area. Therefore, in order to continue working on that same Booking File, you must retrieve it again.

Placing Booking Files on a Specific Queue and Category

To place a booking into a queue category, display the booking and enter QEB followed by a slash (/), queue number, asterisk (*), category code (C), and the category name.

Example entry: **QEB/55*CJD**

Use the following format example to place a Booking File into a category at a branch location:

QEB/E9G/42*CMK

Galileo responds with the message “ON QUEUE” followed by the booking record locator.

Placing Booking Files on a Specific Queue, Category, and Date Range

To place a Booking File into a queue category date range, display the Booking File and enter QEB followed by a slash (/), queue number, asterisk (*), category code (C), category name, asterisk (*), date range code (D), and the date range number.

Example entry: **QEB/33*CDL*D1**

You can place a booking into a queue category date range at a branch location.

Example entry: **QEB/E9G/50*CTE*D1**

The message “ON QUEUE” appears followed by the booking record locator.

Placing Booking Files on Multiple Queues, Specific Categories

To place a Booking File into multiple queues and categories, display the booking and enter QEB followed by a slash (/), first queue number, asterisk (*), category code (C), category name, end item (+), second queue number, asterisk (*), category code (C), category name.

Example entry: **QEB/33*CDL+40*CJD**

The message "ON QUEUE" appears followed by the booking record locator.

Working Booking Files in Queue

When signed into a queue, you can:

- Change segment status and update advice codes in a Booking File.
- End transaction the Booking File.
- Ignore the Booking File.
- Remove the booking from queue.
- Place the Booking File on another queue.
- Exit queues.

Status Codes and Advice Codes

Vendors use advice codes to advise you of the change of status of a booking, and a status code may indicate whether a flight reservation is confirmed, waitlisted, or on request. It is also used to confirm a seat request or an SSR item.

When you receive an advice from a vendor, you should advise your customer of the change and update the Booking File to show the status of the flight.

The following is a list of codes, and required action.

Advice code:	Definition:	Change to status code:
KK	Confirmed from request	HK
KL	Confirmed from waitlist	HK
NO	No action taken	XK
TK	Schedule change on a confirmed flight	HK
TL	Schedule change on a waitlisted flight	HL
TN	Schedule change on a requested flight	HN
UC	Unable to confirm	XK
UN	Unable to confirm, flight not operating	XK
US	Unable to accept sale, have waitlisted	HL
UU	Unable to confirm, have waitlisted	HL

Updating Advice Codes

When you have advised your customer of relevant changes, the advice code must be updated in the Booking File with a change entry. The following are sample entries.

Flight changes

Advice codes that advise you of a change of flight status may be updated with the following entries.

Advice code:	Change to status code:	Format:
KK - confirming reservation	Change flight segment 2 to HK	@2HK
KL - confirming from waitlist	Change flight segment 5 to HK	@5HK
TL - waitlisted, advising new flight times	Change flight segment 3 to HL	@3HL
UU - unable, have waitlisted	Change flight segment 4 to HL	@4HL

SSR items

Advice codes that advise you of a change of status for an SSR item may be updated with the following entries.

Advice code:	Change to status code:	Format:
KK - confirming item	Change status of special meal VLML to HK	SI.VLML@HK
KK - confirming item	Change status of special meal DBML to HK for passenger 1 segment 3	SI.P1S3/DBML@HK
UU - unable, have waitlisted	Change status of special meal SFML for segment 3 to HL	SI.S3/SFML@HL

Seat requests

Advice codes that advise you of a change of status for a seat request may be updated with the following entries.

Advice code:	Change to status code:	Format:
KK - confirming item	Change segment status of all seats for all passengers to HK	S.*@HK
KL - confirming from waitlist	Change segment status for seat request for segment 2 to HK	S.S2.*@HK

Flights, SSR and Seats

Action:	Format:
To update all air segments, SSR items and seat request with one entry. (This will also remove items with NO, UC, UN or HX advice codes.	@ALL

Ending Transaction

In addition to the buttons that become available at the bottom of the Smartpoint screen when you are working a Booking File on a queue, Galileo formats are also available.

When you make changes to a Booking File in queue, you end transaction to save the changes. You have two options available when you end transaction a booking in queue:

- Redisplay the Booking File in queue.
- Remove the Booking File from queue.

Ending transaction and redisplaying

To end transaction a Booking File and redisplay it in queue:

- Change or update the Booking File.
- Add a Received field.
- Enter: ER

Ending transaction and removing

To end transaction and remove a Booking File from queue:

- Change or update the Booking File.
- Add a Received field.
- Enter: E

Ignoring

You can ignore a displayed Booking File in queue. However, Galileo ignores any changes made to the booking and places it at the bottom of the queue. You can then:

Redisplay the Booking File *without* changes.

Place the displayed Booking File at the bottom of the queue.

Ignoring and redisplaying

To ignore and redisplay a Booking File, enter: **IR**

Ignoring and placing at the bottom of queue

To ignore and place the Booking File at the bottom of the queue, enter: **I**

Exiting the Queue

Galileo provides several single-entry formats that allow you to exit a queue.

The following table lists the most frequently used formats.

To exit a queue and:	Use this format:
Ignore a displayed Booking File	QXI
Ignore a Booking File, then redisplay it	QXIR
End transaction a Booking File	QXE
End transaction a Booking File, then redisplay it	QXER

End of Queue Markers

H/QEND

Queues in the Galileo system work in a continuous loop. You have the option of turning on a queue marker to indicate when you have reached the end of a queue. If the queue marker is not used, the first booking remaining on queue will be redisplayed.

Turning on queue markers

To turn on queue markers at your terminal enter QENDON, before entering a queue.

Example:

```
1-QENDON +
>QENDON *
>
```

At the end of the queue if *no* other items exist, Galileo will respond with: END OF QUEUE – OFF QUEUE

Example:

```
1-QR +
END OF QUEUE - OFF QUEUE
>
```

If Booking Files remain on queue, Galileo responds with:

END OF QUEUE – OFF QUEUE – ITEMS EXIST

Example:

```
1-QR +
END OF QUEUE - OFF QUEUE - ITEMS EXIST
TAB AND ENTER TO RETURN TO QUEUE
>Q/EA7/16
>
```

Turning off queue markers

To turn the queue marker feature off at your terminal enter: **QENDOFF**

Queue Bounce

H/QB

The queue bounce feature in Galileo allows you to move Booking Files from one queue to another. You can also move Booking Files from one queue category to another queue category or move Booking Files to a branch queue.

The following table lists the most frequently used formats.

To bounce all Booking Files from queue:	Use this format:
9 to queue 47	QB9/47
50 to queue 20, category MH	QB50/20*CMH
32, category TR to queue 34, category MW	QB32*CTR/34*CMH
9 to queue 60 at branch E9G	QB9/E9G/60

Additional Queue Formats

H/QUEUE, H/BFQM

The following table lists frequently used formats for working in queues.

To:	Use this format:
Display list of queue titles	QPB*
List all queues containing active Booking Files	QCA
List all queues containing more than 30 Booking Files	QCA*30
Count number of people signed into a queue	QINC/50 (50 = queue number)
Sign into message queue	QM
Count messages in the message queue.	QCM
Sign out and place message at bottom of queue with a single entry	QX+QEMI
Sign out of queue and delete message	QX+QI

Summary

In this module, you learned how to:

- Identify the types of queues and their purpose.

- Display the number of Booking Files on queue

- Access Booking Files in a queue and explain queue categories and date ranges.

- Place Booking Files on a queue with categories and date ranges.

- Work Booking Files in queues.

- Identify status codes and advice codes

- End transaction, ignore, remove and place Booking Files in queue while working in a queue.

Module 14: Issuing Travel Documents

Once you have completed a Booking File in Galileo for your customer, you may need to issue documents such as tickets, invoices or itineraries. This module describes how to issue these documents through the Galileo system.

Module Objectives

Upon completion of this module, you will be able to:

- Check printer status and ticket and itinerary/invoice stock
- Issue both electronic and paper tickets
- Describe document issuance activities
- Void tickets
- Exchange tickets
- Process refunds

Printer Status

HELP TINS or H/HMLD
ASK Answer ID 8684
ASK Answer ID 600

Before using the Galileo system to issue any documents, you should check your printer status. From your workstation, you can check your printer status and ticket and invoice (TINS) tables to verify correct document numbering (TINS is the Galileo Ticket/Invoice Numbering System).

The function identifier to check printer linkage and status from your workstation is: **HMLD**

The following linkage screen appears:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-HMLMF101BADA +
CRT      TKT DEV  ST FM / ITN DEV  ST FM / MIR DEV  ST FM /
FE09C7   C5F061D  U I    C5F062D  U T    F101BAD  D
>
```

The following table describes the linkage screen components:

Component:	Description:	Example:
CRT	Workstation address	FE09C7
TKT DEV	Ticket device address	C5F061
ITN DEV	Itinerary/invoice printer address	C5F062
MIR DEV	Accounting interface address	F101BA
D (following each printer address)	Demand	

Note: You may also be linked to a hardcopy printer (**PRT DEV**) if available.

Component:	Description:	Example:
ST	Printer/interface status	U (Up) D (Down)
FM	Type of form in device/printer	T (Ticket) I Itinerary/invoice)

If you are not linked to a device and do not know the GTID, it is possible to check the GTIDs by viewing the linkage for your Pseudo City Code: HMLDXC7

The entry to then link to the appropriate device would be (linking to itinerary/electronic ticket support document printer GTID C5F061):
HMLMF52343DIE

If the link is showing with a D for Down under the ST (status) column, to bring the status UP again would be: **HMOMC5F061-U**

Ticket and Invoice Tables

H/TINS

ASK Answer ID 578 TINS Table

Galileo has the Ticket/Invoice Numbering System (TINS) to help you reconcile auto-generated tickets and invoices. For each transaction, Galileo assigns ticket and invoice numbers that cross-reference each other.

There is a table for ticket data and a table for itinerary data. You can view these tables and generate reports on the data from your workstation.

The entry to check the ticket table is: **HMTN/D**

If you have multiple ticket printers in your office, you may see a response similar to the one below.

<u>1</u> -HMTN/D			
DEV	NEXT	END	REMAINING
C5F061	1248523000	1248523999	1000
D8498F	1248520000	1248520999	1000
C5F748	4440008000	4440008499	500

To check the itinerary/invoice table, enter HMIN followed by a slash (/), and the letter D for display.

Example entry: **HMIN/D**

Preparation for Ticket Issue

HELP TICKET or H/TICKET

ASK Answer ID 8684

The Galileo system checks for the presence of a filed fare, plating carrier and form of payment (FOP) when a ticketing entry is made. The plating carrier is selected automatically by Galileo in agencies in markets that use Automatic Plating Carrier Logic.

Ensure the Booking File has been completed with the mandatory items, plus a filed fare and a form of payment. End and retrieve the Booking File before making the ticketing command.

Galileo can issue two types of tickets:

- Electronic tickets
- Paper tickets

To display the list of carriers that offer electronic ticketing, enter: **CGET**.

The Default field on the CGET table controls whether an airline allows electronic or paper tickets.

```

ELECTRONIC TICKETING - 002 GB
TKT TYPES
ATB - Y   ATB PLAIN PAPER SUPPORT DOCUMENTS - Y
OPTAT - Y

DOCUMENT TYPES
AUD - N   AGT - O   PAX - O   UCF - N   EXC - N   REF - N

DEFAULT KEY: P-PAPER TKT   E-ELECTRONIC TKT   V-VIRTUAL ETKT
COUNTRY: GB
CARRIERS  DEFAULT POSACK ELIGIBLE
  AA      V      Y      N
  AB      V      Y      N
) >
    
```

CARRIERS	DEFAULT	POSACK	ELIGIBLE
AA	V	Y	N
AB	V	Y	N
AC	V	Y	N
AF	V	Y	N
AH	V	Y	N
AI	V	Y	N
AM	V	Y	N
AO	V	Y	N
AR	V	Y	N
AS	V	Y	N
AT	V	Y	N
AV	V	Y	N
AY	V	Y	N
AZ	V	Y	N
A3	V	Y	N

Here are the settings that are currently in use.

V – Virtual electronic ticket required

P – Paper ticket

E – Electronic ticket required

From the GCET table you can also determine whether the vendor locator must be present in the Booking File for the e-ticket to be issued.

Under the **POSACK** column, next to each carrier, **Y** = Vendor Locator is required, **N** = Vendor Locator not required.

E-Ticketing Inter–Airline Agreement Table

ASK Answer ID 2347

To display a list of interline electronic agreements for a specific carrier, enter:
DT/IAT/DISXX (XX= carrier code) (ASK Answer ID 3882)

Example entry: **DT/IAT/DISAF**
(AF = Air France)

The display shows those airlines that accept an AF ticket. For example for AC (Air Canada), Y appears next to the carrier code. This indicates that you can validate an Air Canada itinerary against Air France, even if no Air France flights exist in the itinerary.

```

GALILEO INTERLINE ELECTRONIC TICKETING TABLE
VALIDATING VENDOR - AF          LAST UPDATE: 05NOV13 BY C112D0
INDICATORS: Y- AF  NOT MANDATORY
AA  - Y
AB
AC  - Y
AE  - Y
AH  - Y
AI  - Y
AM  - Y
AP  - Y
AR  - Y
)>

```

Galileo issues all travel documents including the accounting interface simultaneously, although modifiers can be used to issue only the type of document required.

Galileo prints the supporting documents depending on how this has been set up in the Support Document Print Table options table. **HMET**

```

>HMET/ EA7
          REQUIRED BY:
COUPON   GTID   TYPE   BSP  AGENCY  STATUS  PRINT NOW
AGENT CPN -C5F062  TKT   O     -N      U       -N
PSGR RCPT -C5F062  TKT   O     -N      U       -N
RFND NOTC -C5F062  TKT                   U
REFUND NOTICE GTID SHOULD BE ITN
>

```

To change settings, tab to the N under print now and change to Y.

Issuance Activities

When you issue travel documents, in addition to printing documents, Galileo:

- Sends Booking File information to the accounting system (if linked)
- Checks that the fare quote status is still valid for ticketing.
- Validates airline plating
- Updates the Ticketing field to show ticketed
- Updates the Filed Fare to show ticketed
- End transacts the Booking File

Accounting Information

If your workstation is linked to an agency accounting system, Galileo automatically sends the Booking File accounting information to the system when you issue travel documents for your customer.

Fare Validation

When you issue travel documents for your customer, Galileo checks that the Filed Fare is still valid for ticketing. If it is not, a new fare quote must be obtained and any fare increase advised to the passenger.

Point to note:

If no filed fare is present in the Booking File, the system obtains an automatic fare quote for the classes as booked (FQ entry) when the ticketing entry is made.

Validation of Airline Plating

When you issue a ticket for your customer, Galileo automatically validates that your agency has a validation plate authority to ticket the first airline in the itinerary.

Plating authority override

To store a price and override plate authority, enter TKPC followed by the airline code that you are using to override the plating authority.

Example entry: **TKPCBA**

Update of Ticketing Field and Filed Fare

Galileo changes the Booking File ticketing field (T.) to show that your customer has been ticketed. Galileo changes the ticketing field to show the nearest airport code to the agency issuing the ticket, ticketing date, ticketing time in Greenwich Mean Time (GMT) and the issuing agent sine and duty code.

When issuing travel documents for a customer, Galileo adds the ticket number into the Filed Fare.

End Transact Booking File

The final activity that Galileo performs when issuing travel documents is to automatically end the Booking File. Galileo also displays a tab and format to redisplay the Booking File if you wish.

Form of Payment

HELP JV

See also ASK Answer ID 2281 (If passenger needs to pay by more than one FOP)

Once you know the Form of Payment that a passenger will be using to pay for their journey, there are several ways to enter this into the Booking File. There are various forms of payment that can be added.

One option is to use the Booking File Form of Payment entry:

Format:	Explanation:
F.S	Cash
F.CK	Check / Cheque
F.INV12345	Invoice Number
F.NONREF	Non-refundable without reference to issuing agent
F.487652221110028*D1215*A1234	Credit card with date of expiry (no spaces in the credit card number), with a previously obtained approval number
F.MSfreetext	Miscellaneous payment
F.@CK	To change the FOP to check/cheque

If no approval code is added to the credit card entry, the system will automatically seek approval for the fare amount.

Alternatively, add the Form of Payment as Ticket Modifier Update entries:

Entry:	Description:
TMU	Ticketing modifier update
1	Filed fare number 1
F	Form of payment entry code
CK	FOP code (check/cheque)

Another alternative is to add the Form of Payment in the ticketing entry:

Entry:	Description:
TKP1	Ticketing modifier update
P1	Filed fare number 1
F	Form of payment entry code
CK	FOP code (cheque)

Refer to Ask Answer ID 30252 for a full list of possible credit card error responses and solutions.

Response:	What it means:
AUTHORISATION IS NOT ALLOWED	The link in the vendor control database is set to OFF. Contact your Galileo Help Desk.
CARD EXPIRED	Telephone the card vendor for authorization.
CARD NUMBER/VENDOR DO NOT MATCH	You have included the two-letter card vendor code in the entry that does not match the card number. Note: The card number also identifies the card issuer. You do not need to include the vendor code in your entry.
CARD NOT VALID FOR USE ON GALILEO	The optional vendor ID code is invalid, or the card number that was input does not match an existing vendor code.
CARD NOT YET VALID	Check whether the cardholder has another copy of the card which is about to expire and re-enter using the details of that card. Alternatively, telephone the card vendor for authorization.

Electronic Tickets

HELP E-TICKET ISSUE or H/ETKT

ASK Answer ID 8430 – E-Ticket Functionality

You can issue an electronic ticket for those airlines that participate in electronic ticketing in Galileo, provided that the booking is eligible for electronic ticketing. Below are some of the requirements that must be met in order for the successful production of e-tickets:

- The carrier must be an e-ticketing participant
- The flight segments must be e-ticket eligible (should have E indicator)
- If there are multiple carriers in the Booking File, the interline agreement must be verified
- Positive acknowledgement from each carrier is required
- The form of payment must be accepted for e-ticketing by the carrier
- The passenger type code (PTC) must be accepted for e-ticketing by the carrier
- The travel agency must be within carrier’s e-ticketing points of sale
- The secure flight SSR must be present when required

Additional requirements may be applicable, depending on the carrier.

Note: To determine whether or not the current itinerary is eligible for e-ticketing, use the format **DT/ETEO**

Example screen response:

```

DEFAULT PLATING CARRIER TRACE.          PCC: EA7
ITINERARY TYPE: BETWEEN AREAS          RELATIVE SEGMENT #: 1
UA      - VALID FOR ELECTRONIC TICKET
ZK (UA) - UNAUTHORIZED/INVALID PLATING CARRIER CODE
>
    
```

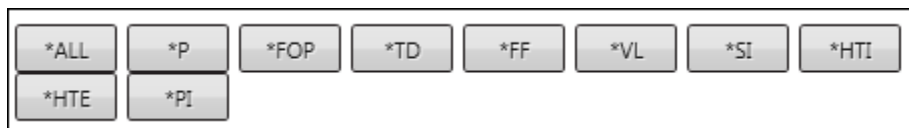
To issue all documents, including an electronic ticket, enter: **TKP**

Galileo issues the electronic ticket, prints related documents, and the following alert appears. As long as the default ticketing type is E-ticket for the airlines booked, an E-ticket will automatically be generated.

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TKP +
ELECTRONIC TKT GENERATED TTL FARE GBP 1192.25
MIR GENERATED - TTL FARE GBP 1192.25
RECORD LOCATOR: >*P45972.
-----
ITINERARY/INVOICE GENERATED
>
    
```

There will now be two additional boxes shown beneath the itinerary to indicate that an electronic ticket has now been issued: ***HTI** and ***THE**.



When you click on the ***HTI** box the following screen will be displayed showing the ticket number, currency and total fare.

```

** NO HISTORY TIN DATA **
** CURRENT TIN DATA **
ELLIOTT/WILLIAMM-/1259901891906/-GBP/1192.25/ET
>
    
```

When you display the Filed Fare, ***FF** the ticket number will now be shown:

```

1-*FF +
>
FQ1 - S1 AP 18DEC13 /
P1 ELLIOTT/WILLIAMMR ADT G E 1259901891906
    
```

Electronic Ticket Record

ASK Answer ID 420 – ETR Status Codes

When you click on *HTE the electronic ticket record is shown.

When you issue an electronic ticket, an image of the ticket is stored in the carrier's database. This image is referred to as an Electronic Ticket Record (ETR).

The Booking File is not linked to the Electronic Ticket Record. Any updates to the Booking File do *not* affect the Ticket Record.

The following are the status indicators that you will see in an ETR.

ARPT	Airport Carrier controlled (unused, exchanges and refunds are allowed by most carriers)
CKIN	Passenger has checked in with the operating carrier (most carriers do not allow exchanges/refunds)
CLSD	Closed
EXCH	Coupon has been exchanged
LFTD	Passenger has boarded the aircraft
OPEN	Open for use
PRTD	Printed by carrier (converted from electronic record to a paper document)
RFND	Coupon has been refunded
SUSP	Restricted use by validating carrier
USED	Passenger has flown
UNVL	Made unavailable for use by validating carrier-can only be exchanged
VOID	Ticket voided

Display the Electronic Ticket Record

You can display an e-ticket from a displayed Booking File, by the e-ticket number or by other means.

To access the ETR from the Booking File, display the Booking File and then type ***HTE** and enter or click on the box ***HTE** in the ticketing field and enter.

To access the ETR by e-ticket number, without the Booking File being displayed, type ***TE/** followed by the ticket number (13 digits) and enter.

Example entry: ***TE/0161234567890**

The following table lists formats to view an Electronic Ticket Record.

To view the Electronic Ticket Record:	Use this format:
From an active Booking File	*HTE
By ticket number	*TE/0141667436821
Display e-Ticket record held in the American Airlines database using the passengers mileage membership number	*TE/AA/FF10087654
Display e-Ticket record held in the Deutsche Lufthansa database using the credit card number	*TE/LH/CC37390000000000
Retrieve an e-Ticket record from the Air France database using the date, routing and passenger family name	*TE/AF/10APR08PARMRS-LEBLANC

Display Electronic Ticket Record History

If the carrier allows, an Electronic Ticket Record History can be displayed. It is helpful if you need to verify the ticket number on the first screen or track any changes that were made to the ticket.

The format to display ETR history is: ***TEH**

Retransmitting Electronic Ticket Support Documents

To reprint Support Documents enter the ticket number with the check digit:
TSD1259900191818

Paper Tickets

You may have to issue a paper ticket for a carrier that offers e-ticketing but your customer wishes to have a paper ticket or you may have to issue a paper ticket for a carrier that does *not* offer e-ticketing.

Paper Ticket for Carrier Offering E-ticketing

ASK Answer IS 3046

For an airline that offers electronic ticketing, you may choose to issue a paper ticket.

Note: Some airlines may add a charge to issue a paper ticket, or may not allow a paper ticket to be issued. In this case, you may need to check the Interline Agreement Table to see if there is an alternate airline on which you can issue the ticket.

To issue all documents *including a paper ticket instead of an electronic ticket*,

Example entry: **TKPPT**

Galileo issues a paper ticket and an itinerary/invoice.

Paper Ticket for Carrier Not Offering E-ticketing

For an airline that does *not* offer electronic ticketing, you must issue a paper ticket.

To issue all documents including a paper ticket for a carrier that does *not* offer e-ticketing:

TKP

Galileo issues a paper ticket and an itinerary/invoice.

Issuing Tickets for Specific Passengers/Filed Fares

The ticket command TKP assumes that tickets are required for all passengers and all filed fares. However, it is possible to identify a specific passenger and/or a specific filed fare for ticketing.

It is usually more efficient to make the passenger selection at the time of the fare request, often paired with a segment selection, and this will determine which passengers and/or segments will be produced at the time of ticketing.

The entry TKP will issue tickets for all passengers in the Booking File, irrespective of the number or type of passengers or different fare quotes. Each passenger is automatically linked to a fare quote.

If the filed fare is for all of the passengers in the Booking File but you only wish to issue tickets for some of them.

TKP1P1 Issue ticket for Filed Fare 1 passenger 1. When specifying a passenger it is also necessary to specify the Filed Fare.

TKP2 Issue ticket for all passengers for filed fare 2. When there are multiple passengers on one filed fare, if no passenger number is specified all passengers will be issued for that filed fare.

Format:	Explanation:
TKP3	Ticket for filed fare 3 only
TKP1P3	Ticket for filed fare 1 passenger 3
TKP1P3-5	Ticket for filed fare 1 passengers 3 through to 5
TKP2P2.4	Ticket for filed fare 2 passengers 2 and 4 only

Specific Document Type Production

ASK Answer 2164

You can use ticketing entries to specify the device to which you transmit ticketing/document information. For example, you may just need to print an Itinerary.

The following table lists commonly used device modifiers and formats.

To issue:	Use this format:
Itinerary/invoice <i>only</i>	TKPDID
Accounting <i>only</i>	TKPDAD
Itinerary/invoice and accounting	TKPDIDAD
Ticket <i>only</i>	TKP
Ticket and accounting image	TKPDTDAD

TINS Report

ASK Answer ID 16210

The TINS report displays a list of transactions for today, and is updated automatically as each ticket is issued, with details of the passenger name, fare, total taxes, commission and form of payment.

It is more commonly referred to as the Payment Report or Daily Activity Report and is forwarded to BSP electronically overnight. It is useful to view it when you need to know details of tickets issued in your office.

HMPR

The TINS report provides system generated ticket numbers. It will also show any tickets that have been voided.

GALILEO TRAINING		TINS REPORT		14 OCT 13	
CURRENCY CODE	GBP	IATA NUMBER	99999992		
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
			*FEES		
125E9901891854	TEST/JULIE	VOID 14OCT			
125E9901891855	TEST/JULIE	298.00	59.80	0.00	FS
SUBTOTAL - CASH		298.00	59.80		
SUBTOTAL - CHEQUE		0.00	0.00		
SUBTOTAL - NONREF		0.00	0.00		
SUBTOTAL - MISC		0.00	0.00		
)>					

TINS records may be displayed for up to 32 historical working days. It is also possible to view TINS for refunded tickets only.

To view:	Use this format:
Payment report for a specific date	HMPR/12MAR
Payment report for refunds (date range must be included in the entry, even when displaying a single day)	HMPR/REF/12MAR-15MAR
Payment report for domestic flights only	HMPR/D
Payment report for international flights only	HMPR/I

Voiding Tickets

HELP VOID

ASK Answer ID 570 and 12748

Galileo enables you to easily void a ticket.

The period during which you can void a ticket differs in each country. The voiding period is specified by BSP and in some countries, it is only possible to void a ticket on the day of issuance.

To display the current day ticket/itinerary numbering system (TINS) report, enter:
HMPR

To void a ticket on the same date of issue enter ticket number:
TRV/05799000354401

Note: If you accidentally void the wrong ticket number it is not possible to un-void it

Exchanging Tickets

HELP EXCHANGE

Ask Answer ID 436

When a passenger changes his travel plans and he has a flexible fare, it is possible to use the old ticket as part or full payment towards the cost of the new ticket.

The types of exchange that can result, depending on the cost of the original ticket compared to the new ticket are:

- Even
- Add collect
- Refund

This is an example of a blank exchange screen:

```

1-TMU1FEX      +
>*EX **TICKET FOR** : ELLIOTT/WILLIAMMR          PSGR 1/ 1
NEW FARE: GBP 1373.00 EQUIV:.....
TX1: 85.00 GB TX2: 39.75 UB TX3: 24.60 TU TX4: 213.00 YQ
*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                .....
COUPONS FOR TKT1:..... TKT2:..... TKT3:..... TKT4:.....
PD TAXES 1:..... 2:..... 3:..... 4:.....
PD TAXES 5:..... 6:..... 7:..... 8:.....
TTL VALUE:..... BSR:..... ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                ...../.....
.
>

```

The first part of the screen contains the new fare details, including the fare and any increased amounts of tax, and any new taxes:

```

>*EX **TICKET FOR** : ELLIOTT/WILLIAMMR          PSGR 1/ 1
NEW FARE: GBP 1373.00 EQUIV:.....
TX1: 85.00 GB TX2: 39.75 UB TX3: 24.60 TU TX4: 213.00 YQ

```

The next part of the screen is where the details of the old ticket being used to pay for the new one will be entered:

```

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                .....
COUPONS FOR TKT1:..... TKT2:..... TKT3:..... TKT4:.....
PD TAXES 1:..... 2:..... 3:..... 4:.....
PD TAXES 5:..... 6:..... 7:..... 8:.....
TTL VALUE:..... BSR:..... ORIG FOP:.....

```

The final part of the screen would contain details of the original issue.

```

*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                ...../.....

```

Before processing an exchange, you must complete the following tasks:

1. Display the Booking File. Take note of the original fare details, in particular the taxes.
2. Change the Booking File to reflect the new itinerary.
3. Enter a Filed fare for the new itinerary

Note: You must store fares individually for multi-passenger Booking Files and you must execute exchanges individually.
4. Add a Received field and save the Booking File.
5. Using Fare Build Entry commands, remove any taxes that have already been paid on the original ticket, retaining only any new or increased amounts of tax.

Enter the command to bring up the Exchange Ticket fill in format.

TKP1FEX125990001234 (Ticket filed fare 1, form of payment exchange), followed by the ticket number. Once the exchange screen and additional collection screen (if applicable) have been completed, the ticket will be produced.

Additional Collection – Unused Ticket

Example – Refer to the following ticketed Booking File, showing details of the original Filed Fare.

Travelport Smartpoint - Window 1 A B C D E

```

P86MSG/67 XDBKR E361675 AG 99999992 18DEC
1.1SMITH/JOHNMR
1. BA 2706 O 010CT LGWBCN HK1 0640 0940 0* E WE
2. BA 2711 Y 030CT BCNLGW HK1 2155 2305 0* E FR

*ALL *P *FOP *TD *FF *VL *SI *HTI *HTE *PI

FQ1 - S1-2 AP 18DEC13 67/AG
P1 SMITH/JOHNMR ADT G E 1259901891907
LON BA BCN 17.980LV1K BA LON 482.58YV3K NUC500.56END ROE0.6392
64
FARE GBP320.00 TAX 13.00GB TAX 12.27UB TAX 12.80JD TAX 3.70QV
TAX 37.00YQ TOT GBP398.77
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-OLV1K B-1PC NB-010CT NA-010CT
S2 FB-YV3K B-1PC
NONREF/-V1K
LAST DATE TO PURCHASE TICKET: 18DEC13

T P1/S1-2/ET/CBA
    
```

The passenger now wishes to upgrade to a Business Class ticket.

Book the new flight details and store a Filed Fare for the new details.

Compare the new and original taxes.

```

FQ1 - S1-2 AP 18DEC13 67/AG
P1 SMITH/JOHNMR ADT G 18DEC13 * GBP 608.77
LON BA BCN 398.11CV3K BA LON 398.11CV3K NUC796.22END ROE0.6392
64
FARE GBP509.00 TAX 26.00GB TAX 12.27UB TAX 12.80JD TAX 3.70QV
TAX 45.00YQ TOT GBP608.77
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-CV3K B-2PC
S2 FB-CV3K B-2PC
LAST DATE TO PURCHASE TICKET: 010CT14

T P1/S1-2/ET/CBA
    
```

In this case, the YQ tax has increased by GBP8.00.

Using Manual Fare Build entries, remove the paid taxes:

***FB1**

FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/8.00YQ+TTL/

FBF

R.P+ER

Note: Only the increased amount of the YQ tax is to be retained.

The total is recalculated automatically when TTL/ is entered. Remember to file the changes using the FBF entry. Once the booking has been ended, the Exchange fill in format can now be completed:

TKPFEX12599018919071

You will find most of the fields are automatically completed.

If there are more than 8 taxes, they will be grouped together as XT.

When possible the breakdown of taxes should be shown.

```
>*EX **TICKET FOR** : SMITH/JOHNMR                PSGR 1/ 1
NEW FARE: GBP 509.00 EQUIV:.....
TX1: 8.00 YQ TX2: 0.00 TX3: 0.00 TX4: 0.00
*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                -12599018919071 . . . . . 02
COUPONS FOR TKT1:12.. TKT2:..... TKT3:..... TKT4:.....
PD TAXES 1:13.00..GB 2:12.27..UB 3:12.80..JD 4:3.70..QV
PD TAXES 5:37.00..YQ 6:..... 7:..... 8:.....
TTL VALUE: GBP320.00.. BSR:..... ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                . . . . . -LGW/LGW -LON -18DEC13 -9999999
```

Description of fields:

TICKET FOR Passenger name automatically placed here from the filed fare.

NEW FARE Automatically placed here from the filed fare.

TX1 to TX4 All taxes from the filed fare will be displayed here.

EQUIV If applicable, the currency code (not the amount) of the original currency of issue and of the additional collection currency should be shown here from the manually updated filed fare. Up to three currency codes may be entered, leaving a space between each.

TKT NO The ticket number will have been filled in automatically. If not, type in the ticket number to be exchanged substituting the check digit with P

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

TKT NO Enter the last conjunction ticket number of the sequence (including the check digit). If not applicable, leave blank.

NO. CPNS The number of flight coupons to be exchanged, e.g. 02 will be automatically added here by the Galileo system.

COUPONS FOR The coupons to be exchanged will be added automatically here by the Galileo system, e.g. 12 to signify coupons 1 and 2

PD TAXES All paid taxes (shown individually) will be displayed; it is not permissible to show a combination of taxes using the XT tax code.

TTL VALUE: The original fare excluding taxes is reflected here; along with the currency code e.g. GBP149.00.

BSR If dealing with different currencies, enter the Bank Selling Rate according to the FZS entry. Prefix the BSR with an oblique (/) to indicate divide. If the BSR contains more than 4 numbers, ignore the last one(s)

- ORIG FOP** Enter the Form of Payment used on the original ticket, for example NONREF. If it was a credit card, it will be displayed as CC.
 - *ORIG ISSUE*** Line of information relating to original ticket
 - TICKET NUMBER** If the ticket being exchanged has previously been re-issued the original ticket number must be shown here.
 - ORG/DES** Enter the origin/destination of the whole journey, using the city, not airport, codes. For example, the ORG/DES fields for an itinerary STNTLVSTN would be reflected as LONLON. This will need to be manually amended as for an e-Ticket the system will take the first two city codes from the Booking File that would only be correct for a one way journey.
 - CITY** The city code where the original ticket was issued.
 - DATE** The date the original ticket was issued in DDMMYY format.
 - IATA CODE** The original office IATA number
- If the new ticket costs more than the original ticket, this will result in an additional collection being required and the following screen will appear:

```

>*MR            TOTAL ADD COLLECT      197.00 GBP
 /F.....
 /F.....
 /F.....
 .
    
```

Ensure the insert button is switched off before tabbing to and completing the FOP field, entering the form of payment for the outstanding amount.

Tab to the first line and enter the form of payment being used to pay for the additional amount. If the customer wishes to pay by two different forms of payment enter:

```

>*MR            TOTAL ADD COLLECT      197.00 GBP
 /F-S$97.00.....
 /F-CK$100.00.....
 /F.....
    
```

Note: The \$ symbol is always used to indicate the amount being paid on each FOP regardless of the currency.

Even Exchange

If the new ticket is of equal value to the original ticket, this is called an even exchange and as such no TOTAL ADD COLLECT screen will appear and the ticket is issued once the Exchange FIF is complete.

Exchange with Partial Refund

Example - Your passenger may wish to change their flight to one that is cheaper. Maybe he was originally flying in club class and has down-graded to a cheaper cabin class fare that will result in a refund.

Take the following steps:

Rebook the flights and re-quote, compare the new fare.

Normally there will not be any additional amounts or new taxes, but use Manual Fare Build Update entries to remove the taxes that have already been paid.

***FB1**

FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TTL/

FBF

R.P+ER

Bring up the ticket exchange FIF using the entry: **TKPFEX12599018919082**

```
>*EX **TICKET FOR** : SMITH/JOHNMR                PSGR 1/ 1
NEW FARE: GBP    23.00  EQUIV:.....
TX1:  13.00 GB TX2:  12.27 UB TX3:  12.80 JD TX4:  40.70 XT
*EXCH TICKET*: TICKET NUMBER  THRU  TICKET NUMBER  NO. CPNS
                12599018919082  .   .               .02
COUPONS FOR  TKT1:12..  TKT2:.....  TKT3:.....  TKT4:.....
PD TAXES 1:8.00...YQ 2:.....  3:.....  4:.....
PD TAXES 5:.....  6:.....  7:.....  8:.....
TTL VALUE:GBP509.00.. BSR:.....  ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .....  LGW/LGW  LON  18DEC13  9999999
```

The Exchange screen will be presented with all fields completed.

The following screen will then be presented with the option to create an MCO for the refund amount, tab to enter Y or N. If no MCO is created, the refund will have to be processed through BSP.

```
>*ER REFUND DUE  486.00 GBP
CREATE MCO Y/N  .
>
```

Refunding an e-Ticket

First, establish that there are no cancellation or service fees to be charged. To process the refund, you must create a refund notice in the system by making the entry:

TRNE1259901891821/05AUG13 (Ticket refund electronic) followed by ticket number and date of ticket issue.

The following screen displays:

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 18DEC13 ORIGINAL COMM RATE -0.00. CURRENCY GBP
ISSUE DATE OF REFUNDED DOC 18DEC13 AIRLINE BA DOM/INT I
PASSENGER NAME ELLIOTT/WILLIAMMR
DOCUMENT NUMBER 12599018919060 THRU DOC
UNUSED COUPONS FOR DOC1: 1 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 961.00 CASH AMOUNT USED .....
CREDIT AMT EX TAX PAID CREDIT AMOUNT USED .....
TOTAL TAX AMOUNT PAID 231.25 CANCELLATION CHARGE .....
UNUSED TAXES TO BE REFUNDED Y/N .
>|
    
```

This is the first screen of the refund procedure. Note “Page 1 OF 4” in the top right of the screen. The fare and ticket information on this screen is captured from the electronic ticket details. You will need to complete all relevant fields before you press ENTER to move on.

Cash Amount Used

When ticket payment was made by cash or cheque, tab to this field to enter the total value used on the ticket, excluding taxes, i.e. the value of the journey actually travelled.

If no sectors were flown, the value will be 0.00.

Credit Amount Used

When payment for the ticket was made by Credit Card, tab to this field to enter the total value used on the ticket, excluding taxes.

If no sectors were flown, the value will be 0.00

Cancellation Charge

When a cancellation charge is to be applied to the transaction, tab to this field to enter the appropriate amount.

If no cancellation charges apply, leave blank.

Unused taxes to be refunded Y/N.

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

Here is an example of the tax screen. Any taxes to be refunded will have been automatically added.

Note: If there is a ZP tax to be refunded (US domestic journeys only), the tax should be entered using the tax boxes at the top and then the 3 letter code of the airport that it is being charged by.

The amount in USD should be entered in the section starting BT.


```

>*TRNTAX
TX1  ·85.00...GB TX2  ·39.75...UB TX3  ·106.50...YQ TX4  ·.....
TX5  ·..... TX6  ·..... TX7  ·..... TX8  ·.....
TX9  ·..... TX10·..... TX11·..... TX12·.....
TX13·..... TX14·..... TX15·..... TX16·.....
TX17·..... TX18·..... TX19·..... TX20·.....
BT01 ·... ·..... BT02 ·... ·..... BT03 ·... ·.....
BT04 ·... ·..... BT05 ·... ·..... BT06 ·... ·.....
BT07 ·... ·..... BT08 ·... ·..... BT09 ·... ·.....
BT10 ·... ·..... BT11 ·... ·..... BT12 ·... ·.....
BT13 ·... ·..... BT14 ·... ·..... BT15 ·... ·.....
BT16 ·... ·..... BT17 ·... ·..... BT18 ·... ·.....
BT19 ·... ·..... BT20 ·... ·.....
>
    
```

Put the cursor after the last tax code, in this case YQ and hit enter; the following screen will now appear:

```

>*TRN2  A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE          REFUND AMOUNT .....
CREDIT FOP CODE      NUMBER
EXPIRY DATE          REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE            NET Y/N ·N NET FARE AMT
TOTAL CREDIT REFUND DUE 0.00
TOTAL CASH REFUND DUE  1192.25          THIRD SCREEN Y/N ..
>█
    
```

The refund due, calculated from the previous screens, is shown at the bottom of the page.

PFC

To be used when PFCs (Passenger Facility Charges) are to be refunded. When applicable enter the 3 letter PFC airport code and then tab to enter the appropriate USD amount, i.e. 2, 3 or 4.

If no PFC is to be refunded, leave blank.

Refund Amount

The amount to be refunded to a credit card if one was used as the Form of Payment.

If no amount is refundable to a credit card, leave blank.

Comm Percentage/Amount on Cancellation Charge

When appropriate, enter either a commission percentage or the amount that is due to your agency from any cancellation charge.

If no amount is due to your agency, leave blank.

Third Screen

Used only when more than one credit card was used for payment. Usually you will enter "N" in this field.

Note: Many BSP authorities will only permit one credit card per passenger. Agents in those countries will only use the first Refund amount field, and never go to the third screen.

When you hit enter, the following screen will appear to advise that the refund is now complete.

```
REFUND COMPLETE  
CASH REFUND AMOUNT 1192.25  
>
```

Module 15: Booking File History and Troubleshooting

There are several ways of troubleshooting customer problems and getting on line help.

Module Objectives

Upon completion of this module, you will be able to:

- Display Booking File history
- Get help from Travelport
- Access Travelport Training Services

Booking File History

HELP HISTORY

Booking File history is the programmatic recording of the events taking place during the “life” of a Booking File in a GDS.

A complete Booking File, as it is stored in the processor consists of two main elements – current and historical. The information displayed on retrieval is considered the current element and reflects the most up-to-date reservation information. The historical element is that portion which captures all past date data and is viewed only on request.

The history of a Booking File contains a record of the initial Booking File creation as well as all modifications (manual and programmatic) that were made since that creation. This record includes schedule changes, queuing actions and other generated messages.

Creation and development of history is accomplished programmatically within the processor. It cannot be created manually, erased or replaced. After a transaction is complete, (End Transact) new history data is written to the Booking File.

As each modification is recorded in history, a RCVD- (received) line will follow those history items and will include information about the source of the change, i.e. when, where and by whom the change was made.

Booking Files are purged from the Galileo system 24 hours after the completion of the last segment ever held. Booking File data may be obtained by an agency for 11 months by use of the Past Date Quick function.

Booking File history does *not* contain:

- ARNK segments
- Added phone fields (only changed or deleted phones)
- Original Booking File elements if never changed

Sometimes a Booking File is split or divided from another. The split Booking File will not carry any of the past history.

The only history element retained for this new Booking File is the original RCVD-name. Date, agent and duty sign are all from the split and divide transaction.

How to Read Booking File History

When Booking File history is more than one screen, you can use the scroll functions to move through it, e.g. MD, MU, MB, MT, MU9, etc.

Historical data is cumulative and is always added at the top of the displayed history.

The easiest method of reading the history is to start at the bottom and work up. This way you can see the information from the creation to its current state.

When a Booking File is first created, initial historical data is added along with a RCVD- source. Each subsequent transaction is then added, always followed by a RCVD- line.

The first two lines of history are part of the original transaction and will remain at the top of all history data.

The function identifier to display Booking File history is: ***H**

The balance of the history will vary according to the number and type of transactions on the Booking File.

One important note is that a single RCVD- source line will follow each and every transaction in history. This will always be the last line of each new history element.

Each Action is preceded with a history code indicating the action, such as AQP - Auto Queue Placement or AVL - Added Vendor locator.

The following is a history example from a Galileo agency Booking File.

The first four lines of the history details the original creation. Regardless of how long the history is, this always appears on the first page.

The user entered the Received from R.P in this example, and the system stamped the sign on, 4885 (RCVD-VM/0048856). The system also added where the terminal is located (CRDT-LON) and the Date and Time (1631Z/17SEP)

```

1-*H
|
|
|          «Enhanced View»
|          TGRX8E      *****
|
| ***** HISTORY
| ** ONLY ACTIVE PRODUCTS EXIST **
| ** ORIGINAL CREATOR **
| RCVD-VM/0048856
| CRDT- LON          AG 85          1631Z/17SEP
| ** HISTORY **
| XQ QR/30 XDBKR C1C169
| CRDT- XDB/ EA7/1G AG 41          2138Z/19SEP
| XQ QR/23 XDBKR C1C169
| CRDT- XDB/ EA7/1G AG 41          2138Z/19SEP
| XQ ET/16 XDBKR C1C169
| AQP PROQ/EA7*30
| XS DL1316 V 10NOV ATLDEN HK/HX1  950 1110 O*
| XS DL1916 V 15NOV DENATL HK/HX1 1310 1750 O*
| XT T*
| XFQ MAGLI/VICKYMS          I-ADT I  GBP 136.90          17SEP14
| >XFQ
|
|   ATL DL DEN 90.23 DL ATL 90.23 USD180.46END
|   S1  FB-VA14B3SA
|       BG-0PC NB-10NOV          NA-10NOV
|   S2  FB-VA14B3SA
|       BG-0PC NB-15NOV          NA-15NOV
|   T S1-2/CDL/ET
| RCVD-P/0091416
| CRDT- XDB/ EA7/1G AG 41          2138Z/19SEP
| SC DL1316 V 10NOV ATLDEN HK/HX1  950 1110 O*
| SC DL1916 V 15NOV DENATL HK/HX1 1310 1750 O*
| AFQ MAGLI/VICKYMS          -ADT G  GBP 136.90          17SEP14
| >XFQ
    
```

History Codes

ASK Answer ID 867

When you display Booking File history, the most current history is at the top of the display. Booking File history codes precede each line of history except the RCVD credit line.

These codes describe segment history and customer information history. All history codes starting with A reflect an addition (of a segment etc.), while history codes starting with X reflect a cancellation/deletion.

Codes can be found in HELP HISTORY.

The following table lists history codes that appear frequently.

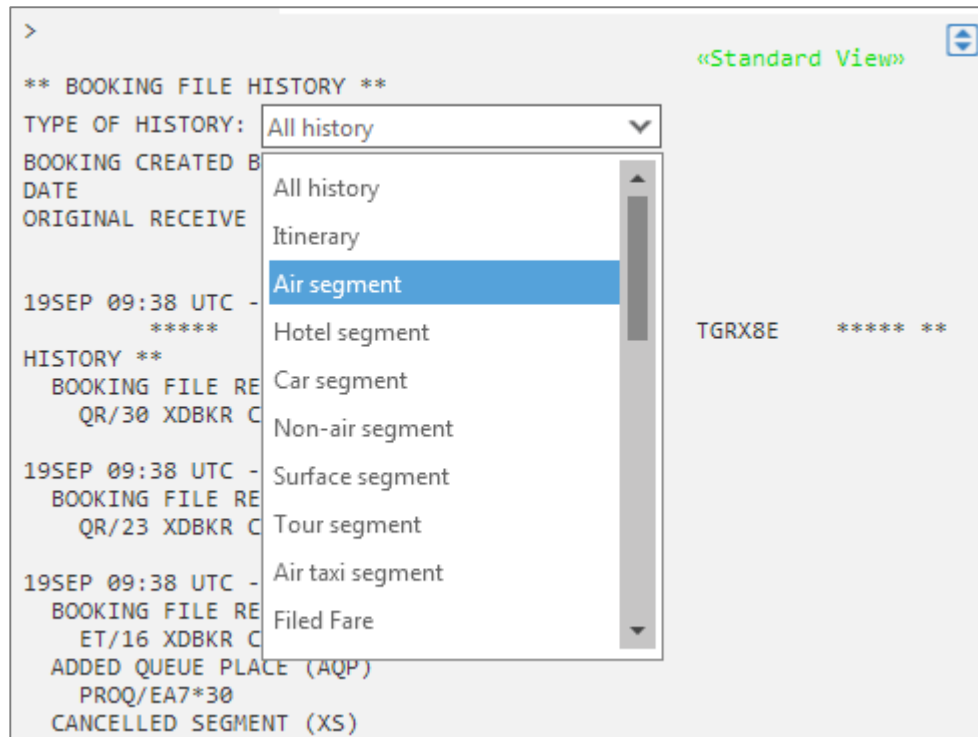
History code:	Translation:
HS	Historical Segment/original booking for flights
AS	Added segment
XS	Canceled segment
SC	Status Change (schedule change <u>or</u> segment status change)
CF	Confirmation number added
AT	Actual Ticketing (or Added Ticketing)
AQ	Added Queue
AQP	Automatic Queue process
AVI	Vendor incoming remark
HSD	History of seat data remarks

Selective History Display

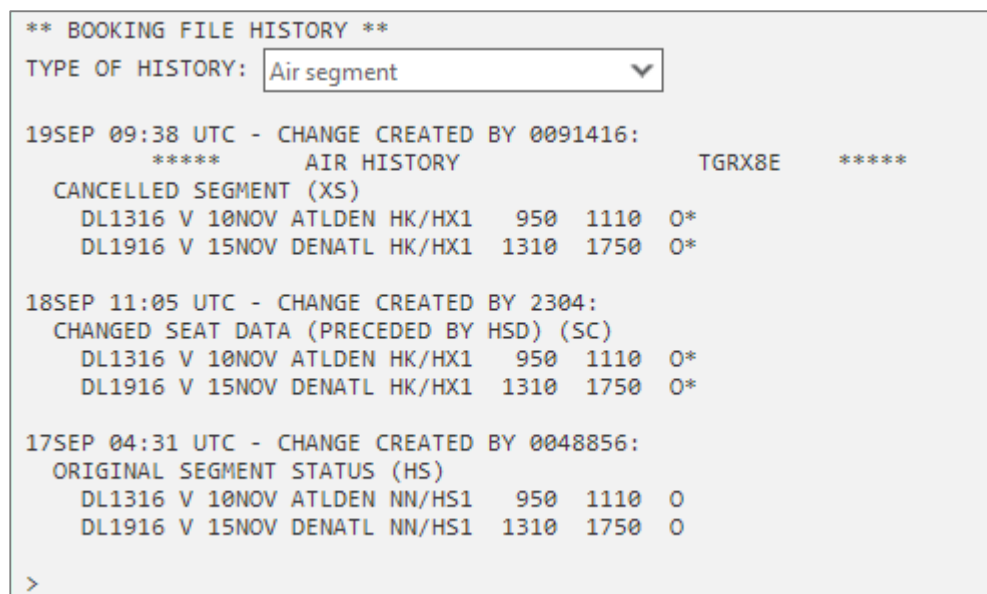
The most helpful shortcut in reading history is the use of the enhanced view display. Instead of always looking at the entire history of a Booking File (*H), you may select certain parts of history to view.



Click on the enhanced view link to display a drop down menu for history types.



Example screen response:



You may also use history formats should you prefer the standard view.

Some of the more frequently used select displays are:

History code:	Indicates:
*HIA	History of itinerary air segments only
*HIC	History of car changes
*HIH	History of hotel changes
*HQT	History of Queue trail
*HFF	History of filed fare
*HSD	History or seat data

Example Entry: ***HVR** – History of vendor remarks

*****	VENDOR REMARKS HISTORY	WQLLR2	*****
AVI	AEK *RITL/ PLS ADV TKT NOS BY 19AUG13 09:20 SWI LT		
	RCVD-DXBRMEK18JUL/1122		
CRDT-	DXB/ /1G RM EK	1122Z/18JUL	

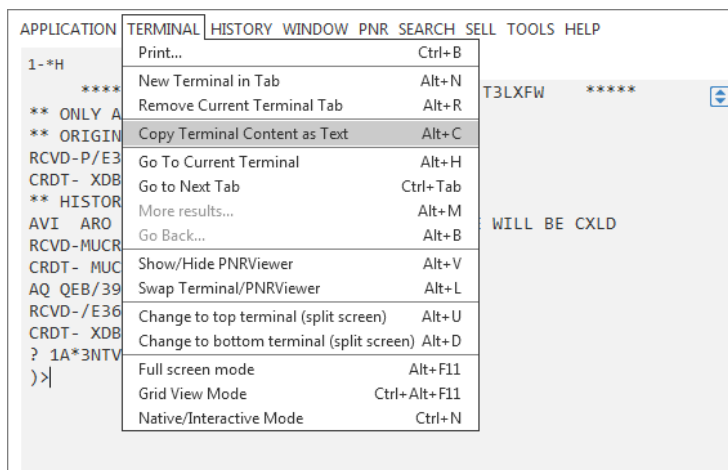
Example Entry: ***HQT** - History of the queue trail

*****	QUEUE TRAIL HISTORY	WQLLR2	
AQ	QEB/99 FE09C8		
	RCVD-/0091416		
CRDT-	DUB/ EA7/1G AG 41	1120Z/18JUL	
AQP	PROQ/EA7*30		
	RCVD-		
CRDT-	/ /1G	1120Z/18JUL	
AQP	PROQ/EA7*30		
	RCVD-P/0091416		
CRDT-	DUB/ EA7/1G AG 41	1120Z/18JUL	

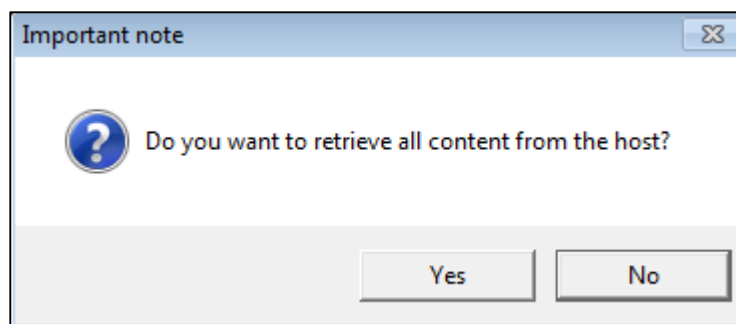
Copy Terminal Content as Text

Copy Terminal Content as Text is a useful feature when there is a large amount of data available to view. A good example is when there are several pages of History to look through.

By using the Copy Terminal Content as Text, it removes the need to MU or MD and you can scroll through the information. The information can also be copied to the clipboard for future use.



First type the entry to display the history, ***H**. Then click the “Terminal” drop down menu and select “Copy Terminal Content as Text”.



Click Yes.

All the data is then displayed on the screen and you can scroll up or down to read through the information.

You may also open a notepad or word document and paste the data.

Need Help with Galileo?

There are several options for you to get answers to your Galileo questions. These options include:

- ASK Travelport
- Check Galileo Product Advisories
- Contact the Help Desk

ASK Travelport

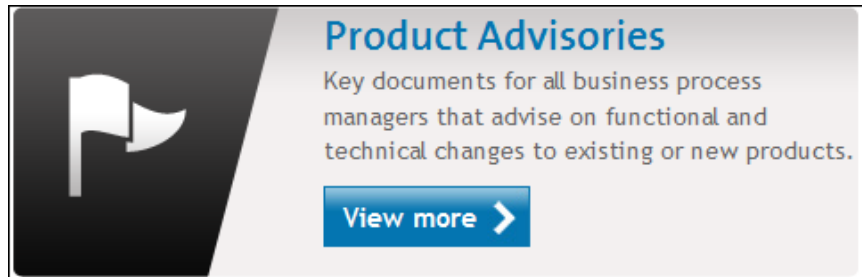
ASK Travelport is an intelligent knowledge base using industry- leading customer interaction technology of questions and answers that you can use to learn about Travelport products, procedures, and business processes.

For a detailed instruction on how to access and use this tool, please refer to Module 1: Getting Started.

Check Galileo Product Advisories

You can click on the Product Advisories link on the Ask Travelport home page.

Product Advisories bring you up to date with functional and technical changes to Travelport products.



Contact the Help Desk.

Your agency pseudo city has a unique customer identification Number (CIDB), and you will need this number if you contact your local helpdesk.

To find your CIDB number, in Galileo, enter: **C*CIDBNUMBER**

Travelport Training Services

You have learned the basics of Galileo in this course, but there is a lot more to learn. Travelport Training Services offers the following types of training to help you improve your skills.

Self-paced tutorials – Take these tutorials anytime and anywhere to learn about basic Galileo tasks. You just need an internet connection.

Instructor-led virtual training – Take a variety of classes scheduled throughout the workweek with a Galileo trainer who is happy to answer your questions.

Note: Cancellation charges may apply.

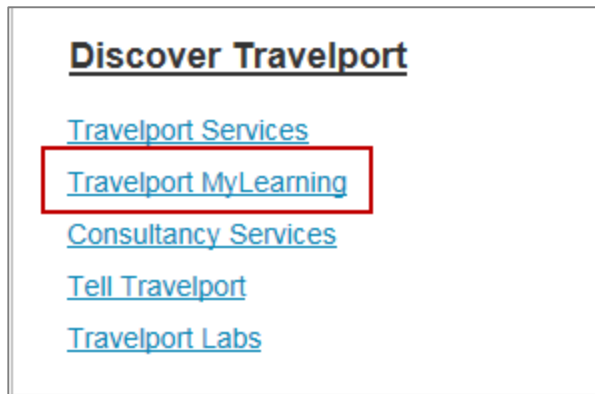
Recorded demonstrations – Play these demos on the basic tasks and procedures you need to do your job.

Classroom training – Attend these classes in person. They included intensive classes for agents new to Galileo, as well as classes on advanced products.

Note: There is a daily fee to attend classroom training. Cancellation charges may apply.

To access Travelport Training Services and register for these classes:

Click on the Travelport MyLearning link in the Discover Travelport Section on ASK Travelport home page



Summary

In this module, you have learned how to:

- Display Booking File history
- Get help from Travelport
- Access Travelport Training Services

Module Review

1. Name three subjects that will NEVER be in the history?

2. History can be created manually?

True/False _____

3. How do I find my CIDB number?

4. The following history codes show which information:

Hint: you may need to look at the HELP HISTORY

a. AS _____

b. HS _____

c. SX _____

d. SC _____

e. XFQ _____

Module 16: Time Savers

Both Galileo and Travelport Smartpoint have time saving features that help you do your job more efficiently. You can use them to increase office productivity and improve customer service.

Module Objectives

Upon completion of this module, you will be able to use Galileo to:

- Build bookings using shortcuts
- Claim a booking
- Build passive segments
- Access miscellaneous time savers to view:
 - local time
 - flight operations
 - inflight service information
- Access advanced Galileo products:
 - Private Fares
 - TravelScreen Plus
 - Custom Check
 - Script Writer Plus
- Access Programmable Keys and other tools

Shortcuts for Building Bookings

Galileo has several shortcuts to create bookings quickly. You can repeat a booking to create a new one. You can also divide a booking to create two new bookings.

Creating a Repeat Booking

H/ REPEAT
ASK Answer ID 2930

You can create a new booking based on the segments or customer information in a booking you have retrieved, or are currently creating. Repeating a booking creates the same itinerary or the same customer information for a new booking.

Booking segments

Repeating booking segments is especially helpful when you have a booking and another person needs the same itinerary. To create a new booking by repeating segments, use the following steps:

Enter a Received field in your current booking.

Use the formats in the following table to repeat and sell all or specific segments for the new booking.

To repeat:	Use this format:
All segments	RESALL Hint: To remember this format: RE – Repeat S – Sell ALL – All segments
All data, all segments	REALLSALL
Segment 2	RES2
Segments 2 through 4 and 7	RES2-4.7

Galileo stores the original booking and displays the new booking with the segments you repeated from the original booking.

Make any changes or additions and end transaction.

Booking data

Repeat booking data creates a new booking for the same customer who needs a new itinerary. You can repeat all customer data or any of the following fields:

- Name (N.)
- Phone (P.)
- Ticketing (T.)
- Form of Payment (F.)
- Frequent Flyer (M.)
- Address (W.)
- Delivery (D.)
- Notepads (NP.)
- SSR and OSI Remarks (SI.)

To create a new booking by repeating booking data, use the following steps:

1. Enter the Received field.
2. To repeat fields for a new booking, use the formats in the following table.

To repeat:	Use this format:
All data	REALL RE = Repeat ALL = All data
All data, all segments	REALLSALL
Name, Phone, Ticketing, Form of Payment and Address fields Note: The Ticketing field indicating that the customer is ticketed does <i>not</i> repeat to new booking.	REN.P.T.F.W.
Name and Frequent Flyer fields Note: The Frequent Flyer field repeats <i>only</i> if you repeat the Name field.	REN.M.

Galileo stores the original booking and displays the new booking with the data repeated from the original booking.

3. Make any necessary changes and end transaction.

Dividing a Booking

H/ DIVIDE

ASK Answer ID 118

Certain customers booked in the same Booking File may need to change plans. You can divide a Booking File to rebook those customers.

In order to be divided, a booking must contain valid air segments. Existing car and hotel segments remain with the original booking. If you need to amend existing segments or add new car, hotel or air segments for the new booking, add them *after* completing the divide procedure.

The function identifier to divide a booking is: **D**

The function identifier to file a booking is: **F**

To divide a booking use the following steps:

1. Retrieve the booking and enter D followed by P and the Passenger number of the customer you are dividing out.

DP1

The Galileo system adjusts the number of seats and creates a booking for the customer you have divided out.

The header line displays a warning message that the Booking File may not be modified. It must be filed and the divide completed before any changes may be made.

A Divided Bookings Exist field is created. A notepad item is also automatically created, advising the date and time of the divide action, and record locator of the original Booking File.

2. Add a received from field, enter: **R.YOUNG/MR**

3. File the Booking File, enter: **F**

Note: If a filed fare was stored, it will be automatically deleted with the divide transaction.

Galileo displays the original booking with the adjusted number of seats.

Note: The message RECORD FILED and a remark indicating the new record locator of the divided booking appears in the original booking.

4. Enter a Received field

5. End transaction. Enter **E or ER**

Divide Results

When dividing a booking, it is important to be aware of the following:

- Auxiliary segments (e.g. cars, hotels) stay with the original booking
- Galileo adds divided booking and notepad fields to the original and new bookings to store the record locator of the booking from which it has been divided. This can be displayed using the entry ***DV**
- Galileo duplicates the SSR and OSI from the original booking to the new booking. You must remove the SSR DOCS that are no longer applicable.

Claiming a Booking

H/ CLAIM

ASK Answer ID 248

A customer may reserve flights directly with an airline and want you to issue the ticket. How you issue the ticket depends on whether the airline permits you to claim their bookings through the Galileo system. To check whether an airline is a claim participant in Galileo refer to Ask Travelport.

Claim PNR allows you to issue a ticket when the airline has made the original booking.

The claim entry enables you to take ownership of an airline's PNR. Claim can also be used for Group Booking File ticket issue.

The airline must enter an authority into the PNR before you are able to claim it.

Note: If your customer has flown the first segment of the booking, you *cannot* claim the booking.

Claim Process

When you need to claim a booking from a participating airline to issue a ticket, use the following steps.

Retrieve the PNR

PNRs may be retrieved using the source airline's record locator or flight and name. Use airport codes in your entry. Refer to the following example for Alitalia (**AZ**).

Retrieval by Record Locator

Example entry: C/AZ*JTU2UI

Retrieval by Flight and Name

Example entry: C/AZ*AZ374/12APRFCO-VERDI/AMR

Note: If a passenger is waitlisted, precede the flight number with W, e.g. C/AZ*W/AZ374/12APRFCO-VERDI/AMR

Complete the Claim

Once the Booking File is displayed, you must confirm the claim to complete the transaction. Take care, as a claim cannot be reversed.

Enter: C/AZ/OK

The response is the completed, retrieved Galileo Booking File with the new Galileo record locator. The new record locator is transmitted to all carriers in the itinerary.

Note: The following conditions may prevent you from making a claim:

- Prepaid bookings
- PNRs belonging to another agency
- PNRs created by another airline
- Negotiated fare
- Ticketed PNR
- Net remit fare
- SSR FQTR (redemption tickets)
- SSR FQTU (upgrade tickets)
- No active segment
- No REQD air nor ATO/CTO
- Date beyond GDS range
- Status code 'SA' (on the vendor side)
- Negotiated space
- Amadeus extended security ES elements do not match

Note: Call the airline if you get the response: CLAIM FAILED - ERROR IN VENDOR SYSTEM.

Booking File Lend

Ticketing Facility (Booking File Lend) is commonly used to enable ticket issue when the airline has made the original booking.

The airline may use this facility instead of Claim PNR. It enables you to display the Booking File for ticket issue only, and you do not take ownership.

Entry: *YY/*LOCATOR (YY represents the airline code)

Enter: T.T* and receive and end the Booking File.

A limited number of airlines participate in Ticketing Facility, including:

- AF Air France
- AZ Alitalia
- BA British Airways
- IB Iberia
- KLM
- KQ Kenya Airways
- LH Lufthansa
- LX Swiss International Airlines
- OS Austrian Airlines
- SN Brussels Airlines
- SV Saudi Arabian Airlines

Note: Ticketing Facility is only available to selected agents in selected countries at the discretion of the airline.

Building Passive Segments

ASK Answer ID 352

When a flight has been booked directly with the airline, you can build a booking with passive segments in Galileo.

The status code of a passive flight segment is **AK or BK**

BK status:

- Allows you to communicate with the airline using OSI and SSR messages.
- Allows you to issue an e-ticket provided you enter an ACKN field in the PNR with the airline's record locator, and the itinerary and name field matches the airline's record.
- Allows you to send a cancel message to the airline.

Note: To remove the segment without sending a message to the airline, change the segment status to XK.

AK status:

Is totally passive and does not allow communication with the airline.

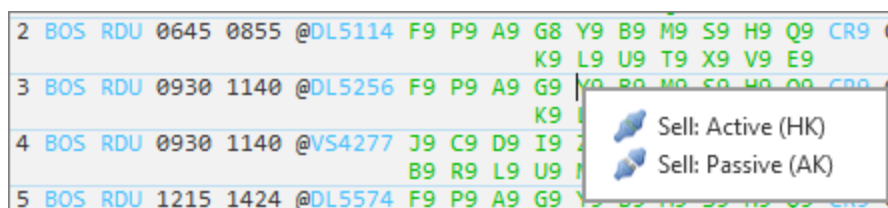
- Allows you to issue an e-ticket provided you enter an ACKN field in the PNR with the airline’s record locator and the itinerary and name field match the airline’s record.
- Does not generate a cancellation message.

To add a passive segment with an AK or BK status, reference sell the flight using the passive status code required.

Example entry: ODL4249T12JANBOSRDUAK1 (or BK1)

Alternatively, **AK** status can be booked by right clicking over the class of service with the mouse.

Example screen display of using the mouse to sell an AK status flight:



The following screen appears with the status code for the passive segment.



The airline's record locator/acknowledgement is required in the booking in order to issue an e-ticket. You may want to advise the client of the airline record locator.

You may need to add the airline/carrier record locator manually into the Vendor Locator area of the booking if:

- A booking with live air segments is not updated by the airline
- Tickets need to be issued in a booking with passive air segments

Contact the airline for the locator and enter it in the booking.

Use format RL.airline code*locator

Example entry: RL.AA*VX5VGC

Note: Some carriers use the 2-character code for their Host GDS.

All Amadeus-hosted carriers use 1A. For example, a BA acknowledgement would be entered as RL.1A*VX5VGC.

Miscellaneous Time Savers

Galileo provides several useful features to save you time. The most frequently used time savers display:

- Local time
- Airport and flight information
- Country specific information

Displaying Local Time

H/ TIME

ASK Answer ID 345

The function identifier to display local time is: **@LT**

To display local time, enter @LT followed by the city or airport code.

Example entry: @LTHNL

The local time for the city or airport code is displayed.

Note: To check local time in your city, enter @LT

Displaying Flight Information using Timetables

H/ TT

You can display flight information in Galileo by flight or from an availability display or from a booked segment.

The function identifier to display flight information is: **TT**

To display flight information for a specific flight for 12 January, enter TT followed by the airline code, and the flight number.

Example entry: TTDL325/12JAN

The following table lists frequently used flight information formats.

To request flight information:	Use this format:
For a specific date	TTDL325/24NOV
From line 2 of availability	TTL2
From booked segment 3	TTB3

Displaying Inflight Service

H/ *SVC

To display inflight service in Galileo, click the flight number (from availability or sold segment).

Example screen displays:

```
4 BOS RDU 0930 1140 @DL5256 F9 P9 A9 G9 Y9 B9 M9 S9
                                K9 L9 U9 T9 X9
DEPARTS BOS TERMINAL A - ARRIVES RDU TERMINAL 2
ELAPSED FLYING TIME: 02:10
```

```
1. DL 5256 Y 12SEP BOSRDU AK1 0930 1140 FR
   OPERATED BY EXPRESSJET DBA DELTA CONNECTION

1 DL 5256 Y BOSRDU CR9 REFRESH AT COST 2:10
   INTERNET ACCESS/NON-SMOKING

OPERATED BY EXPRESSJET DBA DELTA CONNECTION
DEPARTS BOS TERMINAL A - ARRIVES RDU TERMINAL 2
TSA SECURED FLIGHT
```

Advanced Galileo Products

Advanced Galileo products can help you do your job more efficiently, increase office productivity, and improve customer service.

The advanced Galileo products are:

- Agency Private Fares
- TravelScreen Plus
- Custom Check

Agency Private Fares

H/ PRIVATEFARES

Agency Private Fares (APF) is a web-based product providing travel agents and consolidators the means to maintain their contracts of private, negotiated fares.

After contracts have been loaded into APF, the fares are available to integrate with public fares and airline filed private fares for fare display, quote and shopping.

Contracts are maintained using the APF application located at

<https://www.agencyprivatefares.galileo.com/login.do>.

The following table lists the features and benefits of APF.

Feature:	Benefit:
Integrated fares	Combines private and published fares for pricing or tariff display.
Secured data	Provides customized access with host database control.
Improved productivity	Eliminates pricing records, extra ticket entries and cumbersome paper or Client File based reference sources.

TravelScreen

H/ TRAVELSCREEN
 ASK Answer ID 20824
 ASK Answer ID 20901
 ASK Answer ID 20914

TravelScreen is an advanced Galileo point-of-sale tool that works with Client Files to tailor availability screens for air, car and hotel to include customer preferences at both the business and personal levels.

The following table lists the features and benefits of TravelScreen.

Feature	Benefit
Corporate and personal preferences	Provides customized air, car and hotel availability screens.
Switchable availability	Provides the ability to toggle between preferenced and neutral availability.
Preferred air availability	Provides the ability to designate origin city, city pair or general availability for a maximum of three carriers.
Preferred car availability	Provides the ability to designate a maximum of four preferred car vendors.
Preferred hotel availability	Provides the ability to designate a maximum of four preferred hotel companies.

Custom Check

ASK Answer ID 3069

Custom Check is an advanced Galileo point-of-sale quality control tool that enables an agency to ensure that every Booking File they build conforms to their business practices.

The following table lists the features and benefits of Custom Check.

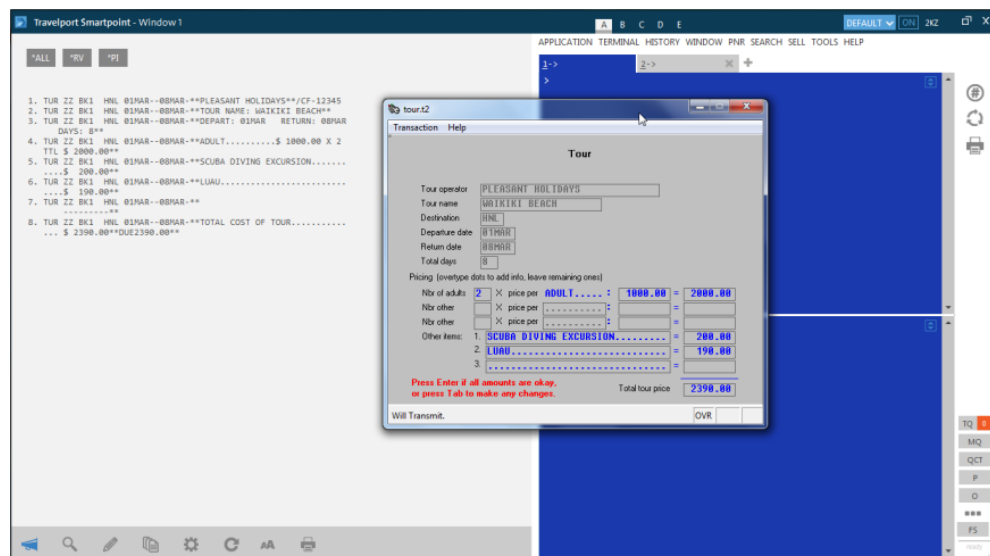
Feature:	Benefit:
Point of sale quality control	Provides a check for data accuracy at end transaction.
Enforcement levels	Control booking information prior to end transaction or ticketing.
Improved productivity	Allows rules to be included in Client Files reducing additional entries.
Accurate data	Allows definition of booking fields and content ensuring correct bookings.

Script Writer Plus

If your agency is using Script Writer Plus, you can access these scripts in Travelport Smartpoint by the following 3 methods:

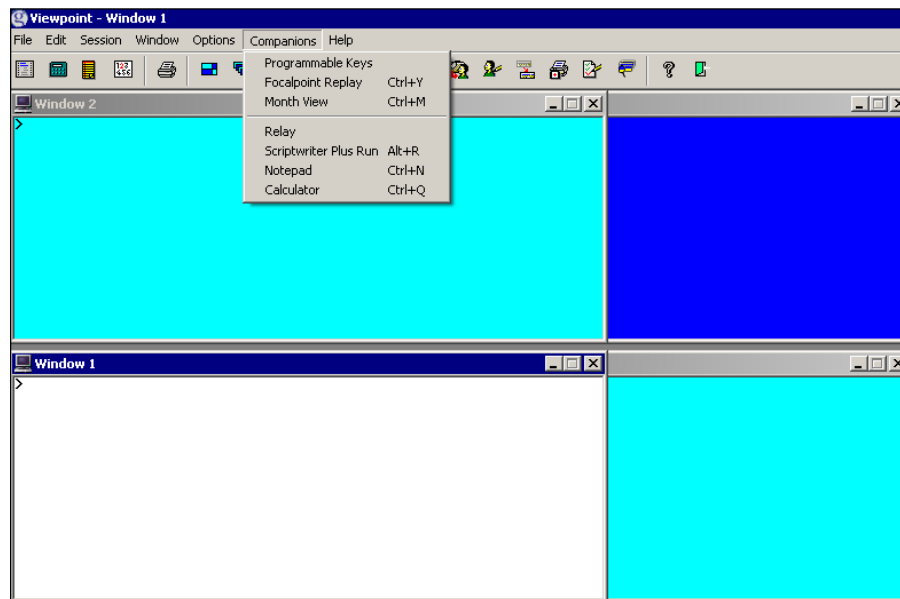
- Select “Tools, Scriptwriter Plus Run” from the Smartpoint menu
- Type “#SCRIPT” to just bring up Scriptwriter Plus Run
- Type “#SCRIPT c:\script1.key” to launch a specific script (in this example script1.key)

Script Writer will add windows 2, 3 and/or 4 in Smartpoint as required by the script



Focalpoint Companions

The following screen shows the Companions menu options within Galileo Desktop.



Programmable Keys

Ask Answer ID 719

The first option on the Companions menu is Programmable Keys. P-Keys help you quickly execute Galileo formats saving you time. P-Keys are a macro facility that enables you to compress a number of keystrokes into one keystroke.

Galileo Desktop programmable keys have an additional selection for HTML and other types of browser based scripts (Browser Script).

You can pre-program many of your commonly used entries, so that a touch of a P-Key places the entry on the screen, with *no* need for you to remember those lengthy inputs. You can also use P-Keys to launch specific applications and scripts.

There are almost 50 P-Key combinations available to you within each P-Key file. You can create custom settings for your PC by saving your own P-Key files, and thereby increase your efficiency.

You can access newly created P-Keys immediately so you do *not* have to re-launch Focalpoint.

Accessing programmable keys

To access Programmable keys, use the following steps.

On the Focalpoint menu bar, click Companions.

The Companions menu appears.

On the Companions menu, click Programmable Keys.

The Programmable Keys screen appears.

Creating Programmable Keys

You can create command keys and hot keys. You can also create script keys to execute scripts. This section describes how to create command keys and hot keys.

Command keys

You can use a command key to store a Galileo format.

To create a command key, use the following steps.

From the Type list, select Command.

Select the key you wish to program from the Key List.

Note: You can access keys labeled BF1 through BF12 only by assigning them to the Toolbar.

Click in the Command Box and type the command. If the command is lengthy, it will scroll across the box.

Note: You can access host commands from the Host Table. To access the Host Table, select Find.

To leave a space for you to fill in variables in the command (such as Dates, Cities etc.), use the Tab Stop host command, followed by the number of spaces you require. When you have completed the command, choose Apply.

Click in the Description and type in the description (maximum of 18 characters) for this P-Key.

Click Apply to create the P-Key.

The command appears in the P-Keys window, showing gaps left where you can enter variables.

To add more P-Keys, repeat these steps.

Note: If you wish to ignore the changes you have made, select Reset. You will lose all the changes you have made since you last saved.

When you have programmed all desired P-Keys, click OK. Save the P-Keys as required in your file directory.

Hot Keys

Use a hot key to open an application, such as a Focalpoint Companion.

To create a hot key, use the following steps.

From the Type list, select Hot Key.

Select the key you wish to program and click the Search button.

The Select Companion dialog box appears.

Scroll through the list of applications shown, and select the appropriate one.

Note: If the application you are looking for does *not* appear in the List Box, move to Other Apps and select the appropriate executable (.EXE) program from the relevant directory.

The command should be the name of the executable program name, e.g. MONTHVW.EXE.

The name of the executable file appears in the Command Box.

Click in the Description and type in a name you wish to associate with this P-Key, using a maximum of 18 characters.

Click Apply to create the P-Key.

To add more P-Keys, repeat these steps.

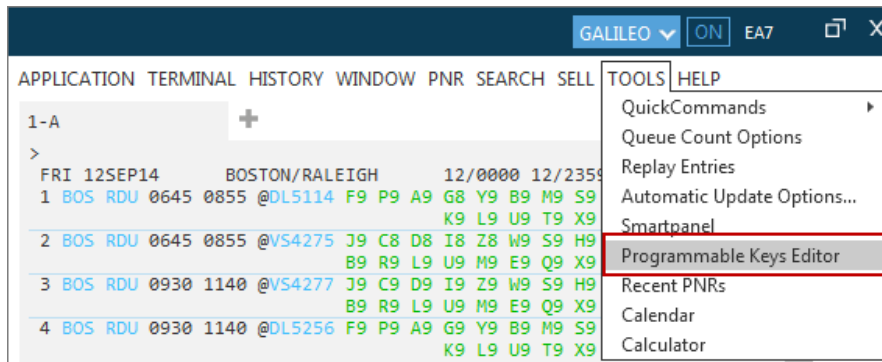
Note: If you wish to ignore the changes you have made, select Reset. You will lose all the changes you have made since you last saved.

When you have programmed all desired P-Keys, click OK. Save the P-Keys as required in your file directory.

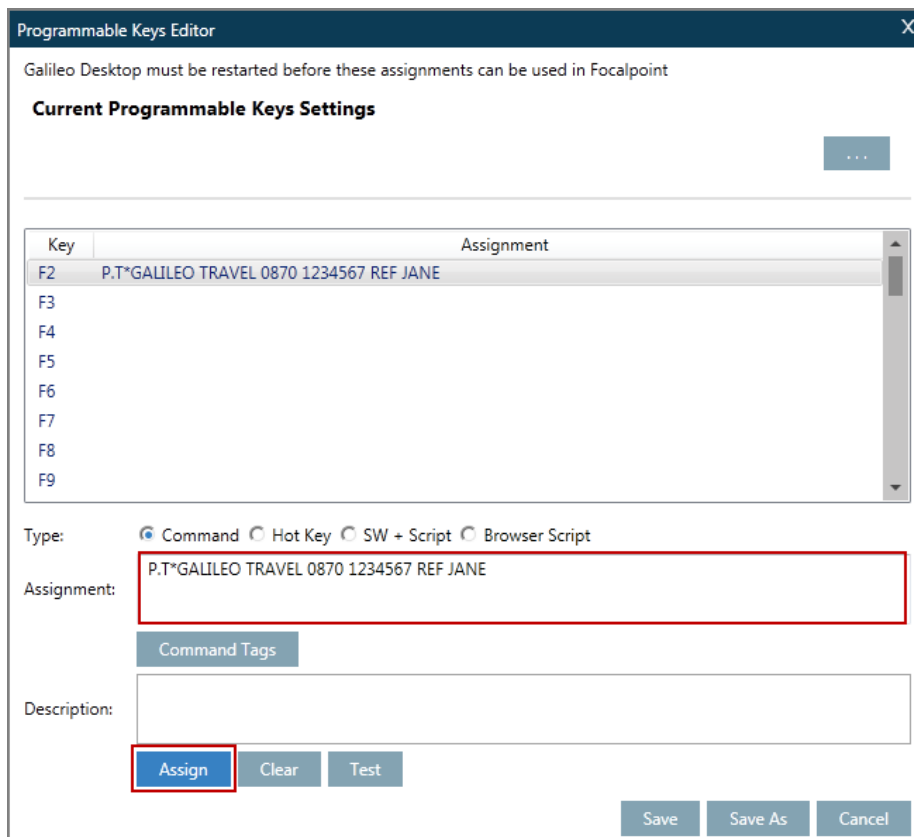
Programmable Keys using Travelport Smartpoint

Any keys previously configured in Galileo Desktop will be available within Travelport Smartpoint.

Go to Tools in the menu and select Programmable Keys Editor.



The following screen will be presented;



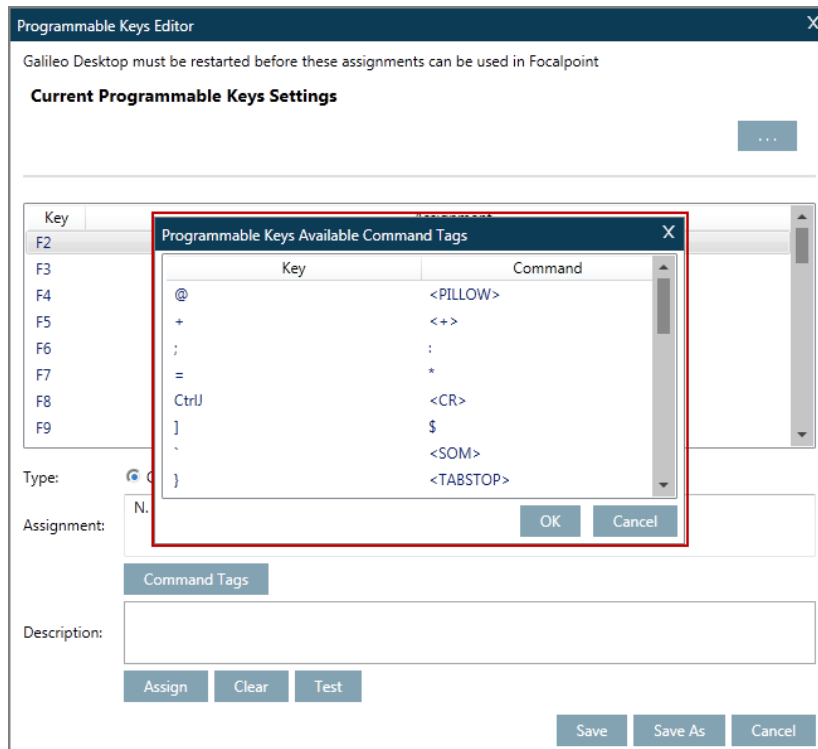
Command will be the default option highlighted.

Select the Key you wish to assign e.g. F2.

Enter the Galileo command into the blank Assignment box highlighted above in red, then type in the command.

You can also add a description in the blank box below.

To select symbols or the ENTER command, click on Command Tags. The following box displays:



Scroll down to find the relevant command, click to select and then OK.

When you have set up your keys, click on Save.

Travelport Smartpoint Hot Keys

Select the Hot Key radio button.

A Browse option will now be presented, click on this.

Programmable Keys Editor

Galileo Desktop must be restarted before these assignments can be used in Focalpoint

Current Programmable Keys Settings ...

Key	Assignment
F2	P.T.*GALILEO TRAVEL 0870 1234567 REF JANE
F3	
F4	
F5	
F6	
F7	
F8	
F9	

Type: Command Hot Key SW + Script Browser Script

Assignment:

Browse

Description:

Assign Clear Test

Save Save As Cancel

Search for the application you want and select.

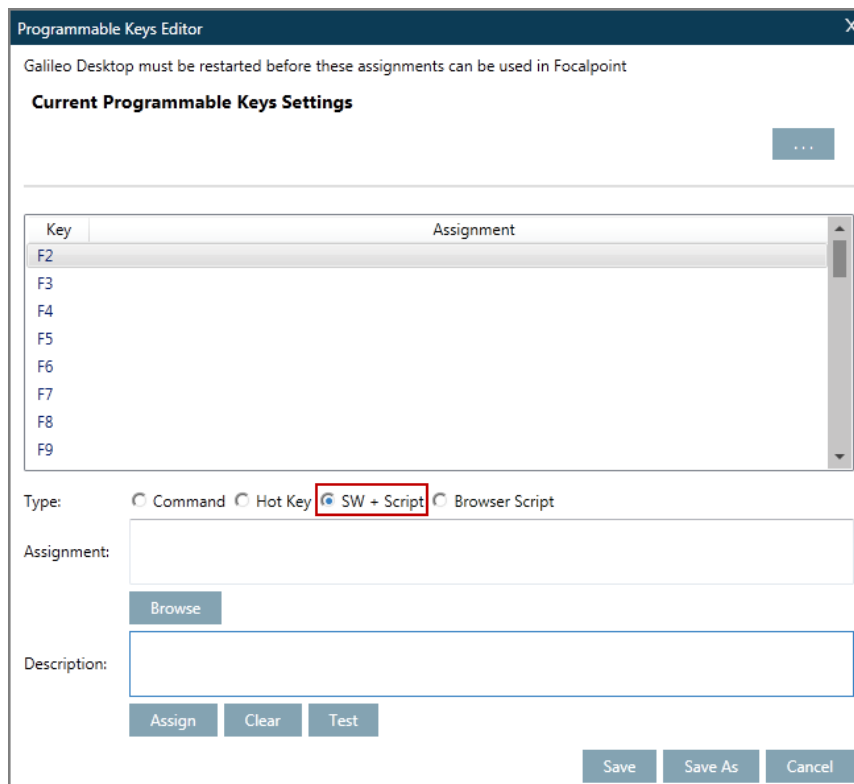
You can add a description in the blank box to the right of Description.

Click on Assign and Save to complete.

Travelport Smartpoint Scriptwriter Plus script keys

Use a Scriptwriter Plus Script key to launch a Scriptwriter Plus script.

To create script P-Key, use the following steps:



Click on the SW + Script radio button.

Choose the P-Key Type for the script you wish to program, from the list.

When you have selected a key, click the browse button.

A dialog box listing available scripts appears (scripts have a .KEY extension).

Make your selection and click Open.

The pathway for this script automatically appears in the Assignment Box.

Move to the Description box and type in a name you wish to associate with this P-Key.

Click Assign, to create the P-Key.

You can either Save the key directly, or program a number of P-Keys before saving.

Travelport Smartpoint Browser Script keys

Use a Browser Script key to launch a browser script written in HTML, HTM, or HTA.

To create a COM script P-Key, use the following steps:

Click on the Browser Script radio button.

Choose the P-Key type for the script you wish to program.

When you have selected a key, click the Browse button.

A dialog box listing available scripts are displayed (scripts have a .HTML, .HTM, or .HTA extension).

Make your selection and click Open.

The pathway for this script automatically appears in the Assignment Box.

Move to the Description box and type in a name you wish to associate with this P-Key.

Click Assign, to create the P-Key.

You can either Save the key directly, or program a number of P-Keys before saving [Alt + F, then S].

Saving Programmable Keys

Travelport Smartpoint saves P-Key files with an .XML extension. The default directory is \DATADIR\PKEYS.

Note: If your workstation has custom settings, Focalpoint saves the files in a sub-directory within the \DATADIR\PKEYS\ directory.

To save a new file, use the following steps:

From the File Menu, select Save As.

The Save As dialog box appears.

Select the appropriate Drive and Directory, and type the file name.

The file will automatically pick up the .XML extension.

Click OK.

The file is saved.

Note: To close P-Keys, click the Close button in the upper-right corner of the window.

To set defaults, use the following steps.

From the Options menu, click Set Defaults.

Select P-Keys, type the filename and click OK.

Note: You can also click Browse and select from list. Then double click the folder that contains the file you want to open.

Click the filename and click Open.

Click OK again to exit the utility.

From the File menu, click Save to store the default changes.

After you have exited the P-Keys dialog, click File, Save.

The Save dialog appears.

Type a file name for the file.

Click OK to store the changes.

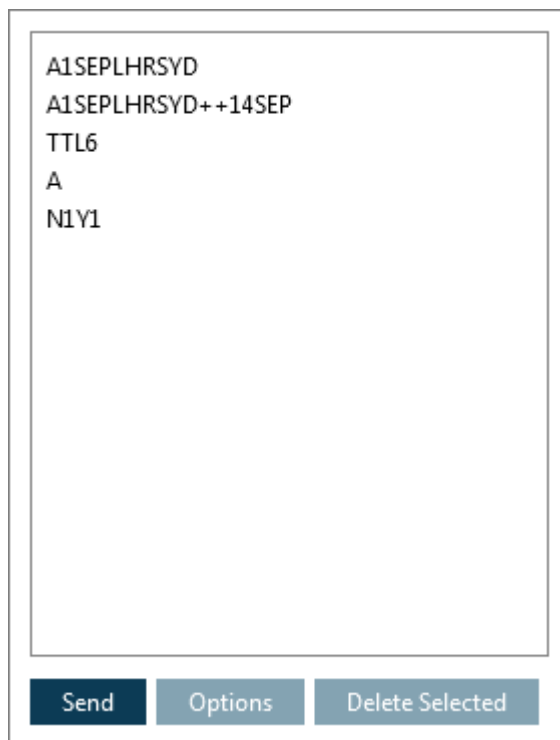
Other P-Key Options


To change a P-Key, under Tools, select Programmable Keys Editor then click the key to change. Make the appropriate changes and click Assign.

Replay Entries

Replay Entries allow you to recall and replay previous entries from a list, which stores the previous 50 entries by default. This feature is useful when you need to repeat a series of Galileo formats. It saves time and reduces keystrokes.

From the Tools menu, click on Replay Entries:



Note: You can also access Replay by clicking on the  icon to the right of the Terminal Window.

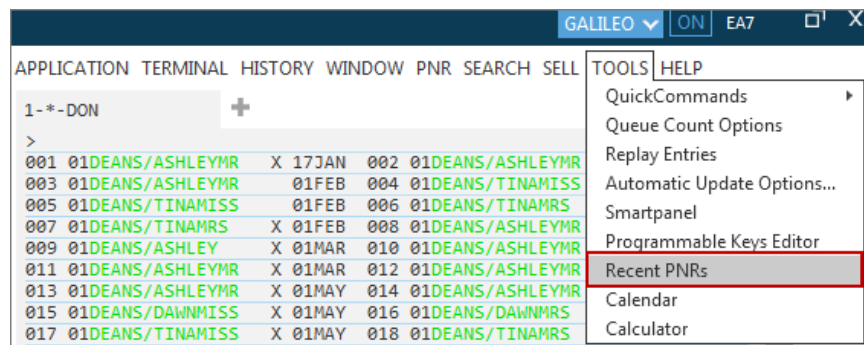
Use the guidelines in the following table to manage and send Replay commands.


To:	Do this:
Delete a command	Highlight the command in the list and select the Delete Selected button
Select commands to run	Press Shift + arrow and drag mouse or use Ctrl + click to select non-consecutive commands. Then click on the Send button
Change number of entries recorded	Select the Options button and change the number in the Entries Recording Limit box and Save.

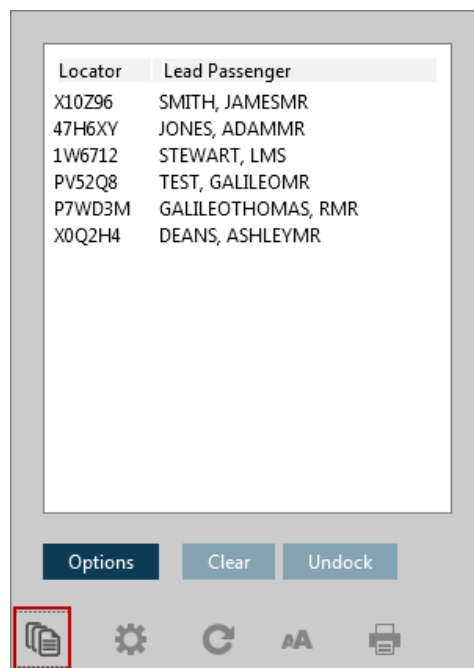
Recent Bookings/PNRs

Recent PNRs allows you to review a list of previously inspected Booking Files. This list will show the lead passenger name and record locator for each booking.

From the Tools menu click, on Recent PNRs to access this facility:



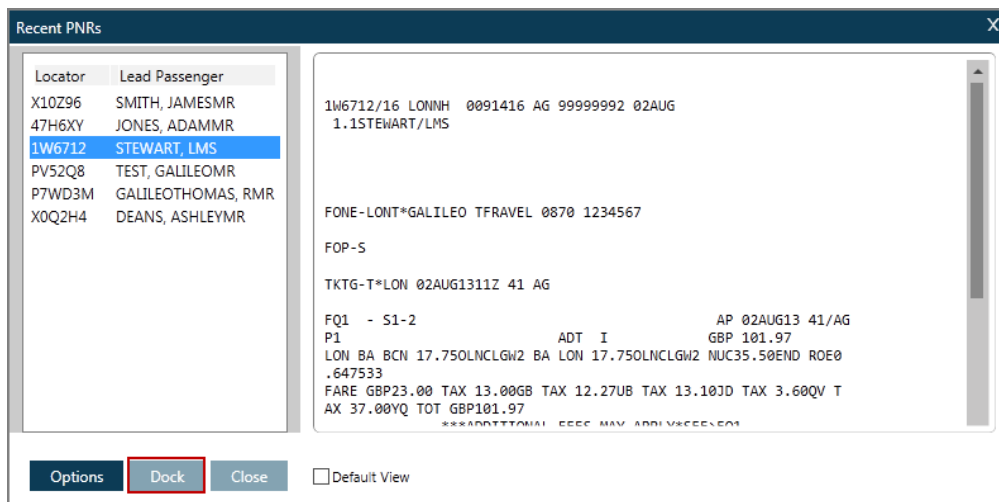
Note: You can also view a list of Recent PNRs by clicking the  icon in the PNR Viewer window:



Select an item by double-clicking on it from the list and it will be displayed in the PNR Viewer window. This can be particularly useful when wishing to quickly retrieve a recent booking.

Alternatively, if you just require a brief view of the booking, a single click and use the Undock button to give you a limited view of the booking.

Once it is no longer required, use the Dock button to return you to the list of bookings.



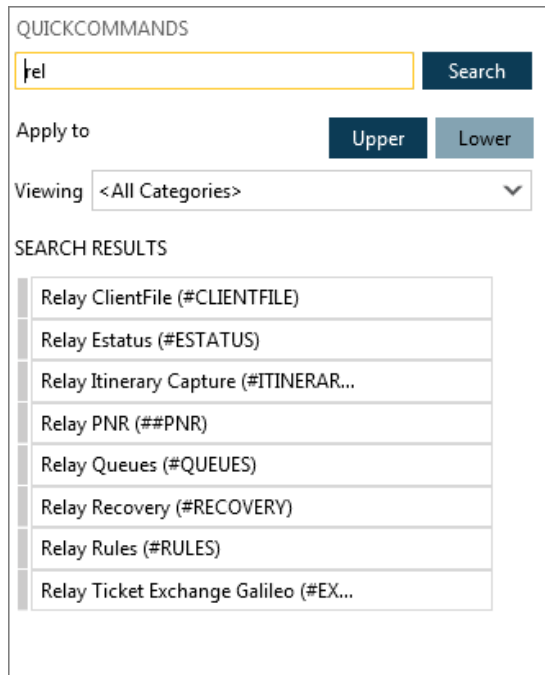
Use the guidelines in the following table to manage and send Replay commands.

To:	Do this:
Retrieve a booking	Highlight the Locator/Passenger name and double click with the mouse
High level view	Highlight the Locator/Passenger name and select Undock
Return to the booking to the list	Select Dock

QuickCommands

QuickCommands is an alternative way to access options available through the menus. Some commands have been pre-configured with a command trigger to launch the related screen, for example #SEATS will present the seat map for the booked itinerary. By clicking on the # icon to the right of the Terminal window, you will then be presented with a list of quick command options. You can either scroll to the one you wish to choose, or type in the first few letters of the option you are looking for, to short cut to the required option.

This is also an easy way to access Relay, a series of Windows-based tools that quickly accomplish complex and time-consuming Galileo tasks. Type in Rel and the Relay options displays:

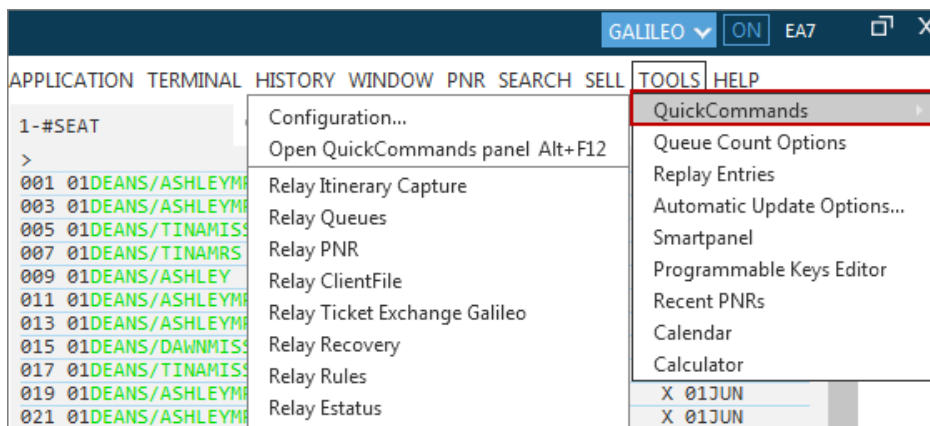


It provides you with several productivity tools with an easy-to-use interface. When you want to perform daily tasks, use one or more of the Relay tools.

The following table lists Relay tools and their description.

This tool:	Does this:
Itinerary Capture	Collects itinerary data and sends it to other destinations.
Queues	Helps monitor and maintain agency queues.
PNR	Creates a Business File or a Personal File from data stored in a booking.
Client File	Provides the ability to cut, copy, and paste information to and from Windows-based applications to create or update a profile.
Ticket Exchange	Determines exchange type based on booking information. Provides graphic of ticket coupon to identify additional information on current ticket.
Recovery	Simplifies linking and de-linking printers, clearing printer buffers, and managing TINS tables.
Rules	Provides the ability to copy and change rules for point-of-sale booking quality control check.
E-Status	Automated way to track status of unused electronic tickets.

An alternative way to access the Relay toolbar is to take the following step. From the Tools drop down menu select Quick Commands.



Click the tool button to you wish to use.

Itinerary Capture

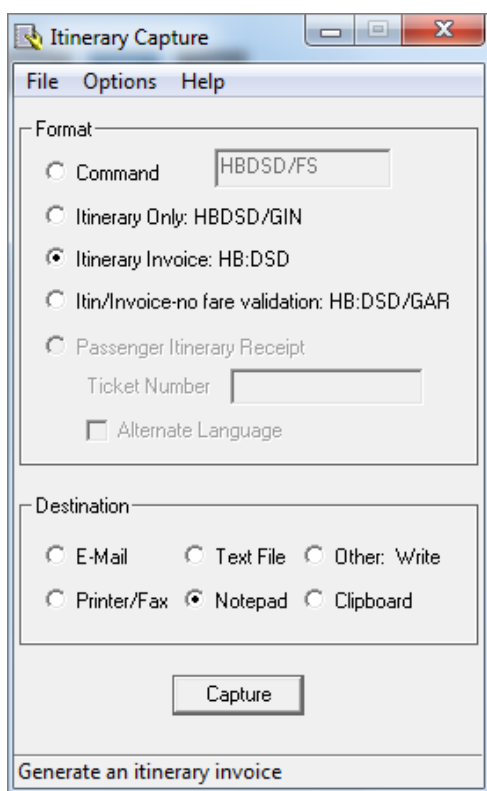
To give you a better understanding of how a Relay tool works, this section describes the Itinerary Capture tool.

Itinerary Capture takes a copy of an itinerary and allows you to send it to a choice of destinations.

Use Response Capture when you want to send a screen capture to one of the following destinations: via email, fax or printer, text file, Notepad, WordPad or the Windows Clipboard.

To open Itinerary Capture, either use the Travelport Smartpoint QuickCommand **#ITINERARYCAPTURE**, or click the option for QuickCommands in the Tools menu.

The Response Capture window appears.



The Response Capture window gives you the option of using one of the default formats or entering your own format for capturing a screen response.

Select the options you want and then press Enter.

The following table lists Response Capture options and their description.

Use this option:	To:
Complete Active Display	Will move down through all the pages of the response and capture all of the data returned in the active window
All Windows	Will capture data that can be viewed in all of your windows
Selected Windows	Provides the option to select one or multiple windows to capture data that can be viewed there
Destination	Send itinerary to another destination, such as e-mail, printer, fax, etc.

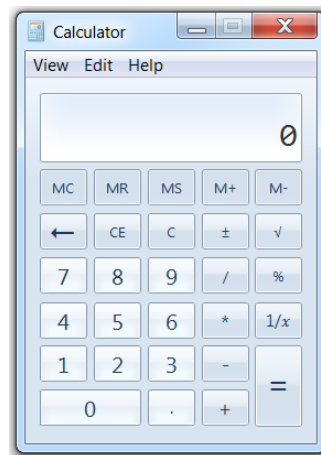
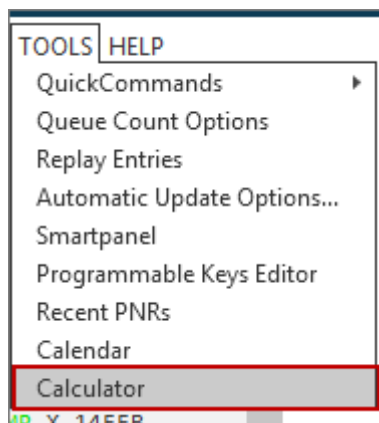
Notepad

You can access and use Microsoft® Notepad in Travelport Smartpoint with the use of the command #NOTEPAD in the Terminal window.

To:	Do this:
Open Notepad	#NOTEPAD in the terminal window
Print Notepad	Open Notepad. From file menu, click Print Notepad.
Close Notepad	Click Close button in upper-right corner.

Calculator

You can access the calculator from the Tools menu.



Options

The following table lists the options you can use with many applications.

To:	Do this:
Open a file	From File menu, click Open. Type the file name and click OK or select from list, double-click folder that contains the file you want to open, click file name, and click OK.
Save existing file	From the File menu, click Save.
Save new file	From File menu, click Save As. Type name in File Name box. To change file type, click arrow next to Save File As Type box, and click type you want. To save to a different folder, double-click folder where you want to save file. Click OK.
Select text	Drag mouse over text to be selected or position cursor at beginning of text, and then press Shift + arrow.
Select entire document	Press Ctrl + Home to go to beginning of document. Press Shift + Ctrl + End to select entire document. Note: With some applications, you can click Select All from Edit menu or Ctrl + A.
Cancel text selection	Press any arrow key.
Undo last action	From Edit menu, click Undo.
Delete text	Press Delete or Backspace key.
Print text	From File menu, select Print.
Copy and paste	Select text by pressing Shift + arrow or drag mouse. From Edit menu, click Copy (Ctrl + C). Move cursor to a location in document or application where you want to insert text. From Edit menu, click Paste (Ctrl + V).
Cut and paste	Select text by pressing Shift + arrow or drag mouse. From Edit menu, click Cut (Ctrl + X). Move cursor to a location in document or application. From Edit menu, click Paste (Ctrl + V).

Summary

In this module you learned how to use Galileo to:

- Build bookings using shortcuts
- Claim a booking
- Build passive segments
- Access miscellaneous time savers to view:
 - Local time
 - Flight operation
 - Inflight service

In addition, you learned how to access advanced Galileo products of:

- Agency Private Fares
- TravelScreen Plus
- Custom Check
- Script Writer Plus
- Programmable Keys and other tools

Module 17: Direct Payment Carriers

Direct Payment Carriers may be booked in Travelport Smartpoint using traditional availability and shopping requests.

All low fare search and TAS (Travelport Aggregated Search) searches will be routed by Smartpoint to the SOA Shared Services.

Direct Payment Carriers load their own data and agents can access this content alongside the Traditional GDS carrier fares through Travelport Smartpoint.

All fares are obtained directly from the carrier during the shopping and pricing process. When a shop request is sent to a Direct Payment Carrier, the carrier will return available flights and fares. They do not return flights that are not available.

Modify and cancel are supported through Travelport Aggregated Shopping, if the carrier supports them via their API. The form of payment is sent to the carrier for purchase, the agency does not issue the ticket. Direct Payment Carriers and full service carriers may be booked in the same PNR, but must be purchased and ticketed separately.

Module Objectives

Upon completion of this module, you will be able to:

- Use Travelport Aggregated Shopping – without a booked Itinerary
- Use Travelport Aggregated Shopping – with a booked itinerary
- Use Neutral Availability Screen
- Use Carrier specific Availability screen
- Sell from a fare shop with and without a booked itinerary
- Sell from Neutral and Carrier Specific Availability Screens
- View Branded fares and upsell flights
- Price an Itinerary
- Ancillary Services
- Complete a PNR – Required Passenger Data
- Modify and Cancel

Travelport Aggregated Shopping (TAS)

Without a Booked Itinerary

Help FS

Using Focalpoint Shopping allows you to search for low fare alternatives without having a booked itinerary offering both GDS and Direct Payment Carrier options. As well as one way and round trip journeys, a maximum of 8 flight segments specified and a maximum of 9 passengers can be included in each transaction.

You must specify the travel details after the FS function identifier.

The basic entry starts with routing and dates but there are many optional entries that may be added to tailor the shopping request to your customers' requirements.

Example: **FSLON12NOVAMS30NOVLON**

The Focalpoint Shopping screens appear.

In this example, the result show 100 pricing options and 400 itinerary options.

Note: This entry is only valid if there is no itinerary present. There are many options that you can add to the basic entry:




Response:

TTL OF 171 PRICING OPTIONS AND 400 ITINERARY OPTIONS RETURNED									
PRICING OPTION 1								TOTAL AMOUNT	107.88 GBP
ADT								TAX INCLUDED	
1	#U2	3001	Y	12DEC	STN AMS	0700	0910	FR	Y
2	#U2	3002	Y	30DEC	AMS STN	0935	0940	TU	Y
BOOK +TQ								D	R +1
PRICING OPTION 2								TOTAL AMOUNT	109.88 GBP
ADT								TAX INCLUDED	
1	#U2	8869	Y	12DEC	LGW AMS	0610	0830	FR	Y
2	#U2	8868	Y	30DEC	AMS LGW	0710	0720	TU	Y
BOOK +TQ								D	R
PRICING OPTION 3								TOTAL AMOUNT	111.54 GBP
ADT								TAX INCLUDED	
1	#U2	8869	Y	12DEC	LGW AMS	0610	0830	FR	Y
2	#U2	8870	Y	30DEC	AMS LGW	0855	0905	TU	Y
BOOK +TQ								D	R +1






The results are displayed in the active window. Pricing options will be ordered from low to high and results will contain both GDS and Direct Payment Carrier content if available, but not mixed within the same pricing option.

The following table explains the shop response:

Component:	Description:
TTL OF 171 PRICING OPTIONS AND 400 ITINERARY OPTIONS RETURNED	Total number of pricing options and itinerary options.
PRICING OPTION 1	Pricing options always start with the lowest price to the highest price, regardless of the airline

TOTAL AMOUNT 107.88GBP	Total amount for all passengers including tax. The amount showing in green shows the ability to view Branded fares with this carrier. Note: further information regarding Branded Fares is in the Travelport Smartpoint Fare Shopping module 9.
ADT TAX INCLUDED	Adult fare. Tax included.
3 U23001 Y 12 DEC 4 U23002 Y 30 DEC	Option 1 itinerary with applicable booking codes.
 BOOK + TQ	Book the selected pricing option +TQ add to trip quote
 DETAILS	Prompt to view the fare breakdown.
 RULES	Prompt to view rules text. You can then enter FN1/ALL to see full rules text for first fare component or click
+1	Pricing options are returned in low-to-high fare order and may involve the same fare with several different itineraries. These itineraries are known as itinerary options within the pricing option group. Click the link to view alternative itinerary options for the fare.

In the results screen you can decode airline codes, elapsed flying time and airport codes by hovering the mouse over the interactive blue links.

PRICING OPTION 1		TOTAL AMOUNT	107.88 GBP
ADT		TAX INCLUDED	
1	 3001 Y 12DEC STN AMS 0700 0910 FR		Y
2	 3002 Y 30DEC AMS STN 0935 0940 TU		Y
AIRLINE Easyjet Airline Company Limited		LIMITED	
		  +1	

The participation level shows as a hash symbol (#) which when you hover over it lets you know that it is a Direct Payment Carrier.

Click on the filter icon to display options to filter down the results screen.



Trip Quote

Beneath each flight option returned, there is a **+TQ** option.

PRICING OPTION 4		TOTAL AMOUNT		54.58 GBP	
ADT		TAX INCLUDED			
1	#U2 2157 Y 12NOV LTN AMS 1325	1530	TH	Y	
2	#U2 2152 Y 30NOV AMS LTN 0930	0935	MO	Y	
«BOOK» +TQ			D R +1		

If you have discussed this option with your customer, click **+TQ** to add it to Trip

Quote. You are permitted a maximum of 10 items. Click on the **TQ 2** icon to the right of the screen to view all the options they have added into Trip Quote.

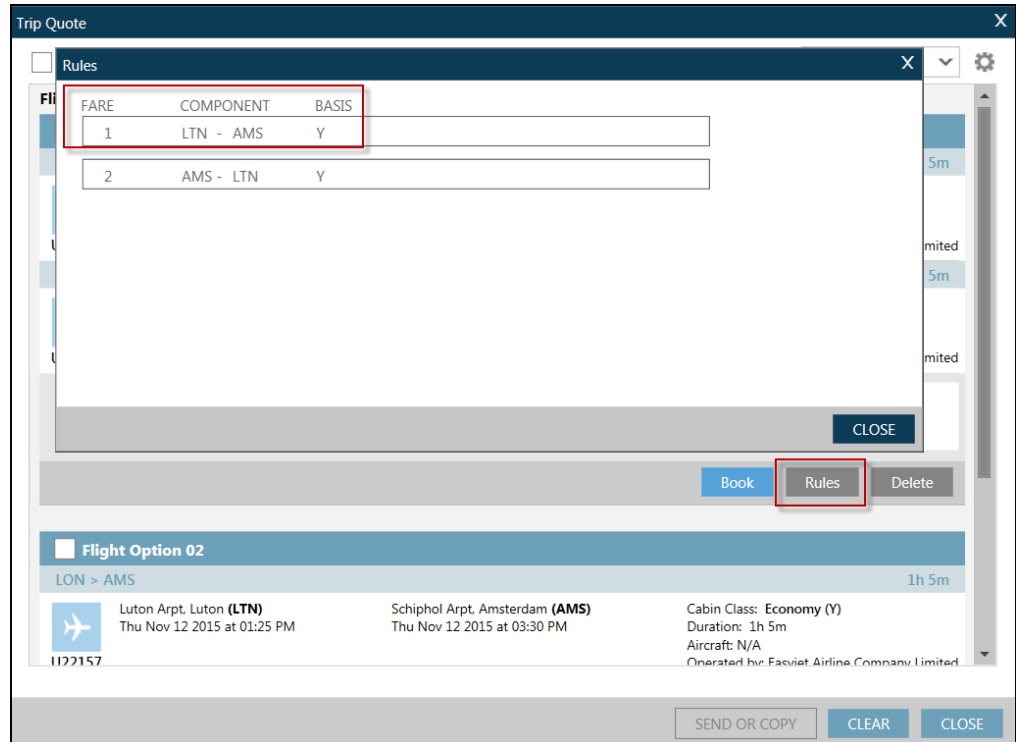
The screenshot shows the 'Trip Quote' window. At the top left, there is a 'Select All Options' checkbox. A 'Filter By:' dropdown menu is open, showing options: 'All', 'Flights - Shopping', 'Hotels', and 'Cars'. The main content area displays two flight options. 'Flight Option 01' is selected and highlighted. It shows a round-trip itinerary: LON > AMS on Thu Nov 12 2015 at 01:25 PM (Luton Arpt, LTN) and Thu Nov 12 2015 at 03:30 PM (Schiphol Arpt, AMS), and AMS > LON on Mon Nov 30 2015 at 09:30 AM (Schiphol Arpt, AMS) and Mon Nov 30 2015 at 09:35 AM (Luton Arpt, LTN). The price per ADT is 54.58 GBP. Below the flight details, there are buttons for 'Book', 'Rules', and 'Delete'. 'Flight Option 02' is also visible below. At the bottom right, there are buttons for 'SEND OR COPY', 'CLEAR', and 'CLOSE'.

You may select an individual item by clicking on 'Flight Option 1', for example, or you may 'Select All Options'. Results can also be filtered if a variety of flights, cars and hotels have been added into Trip Quote.

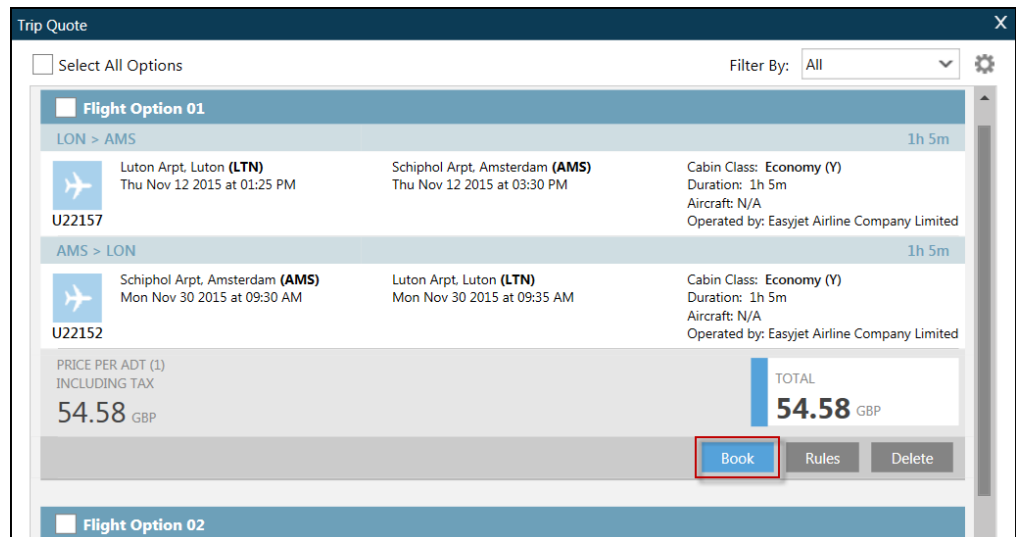
There is a tools option which can be selected to configure the format of the times, rules and the email details of the sender.

This close-up shows the settings gear icon (highlighted with a red box) next to the 'Filter By:' dropdown. The dropdown menu is open, showing options: '12 Hour Clock' (checked with a green checkmark), '24 Hour Clock', 'Time Format', 'Rules Format', and 'Email Configuration'.

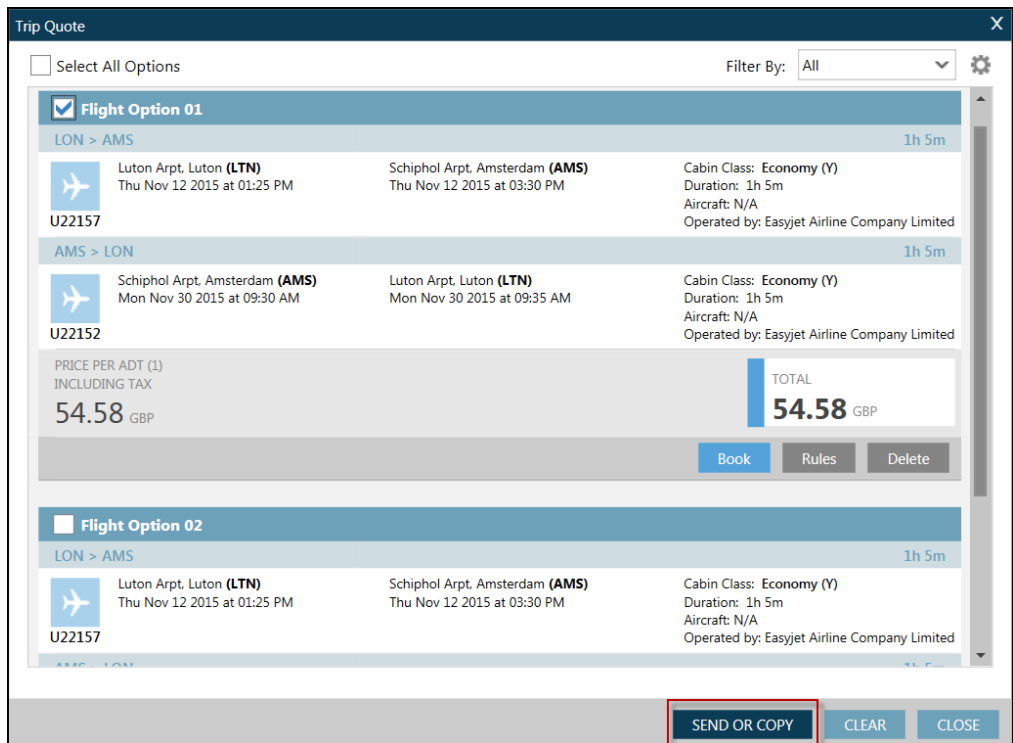
Rules can also be viewed from within Trip Quote. As there may be more than one component per flight option it may be necessary to view each set of rules individually by clicking on each.



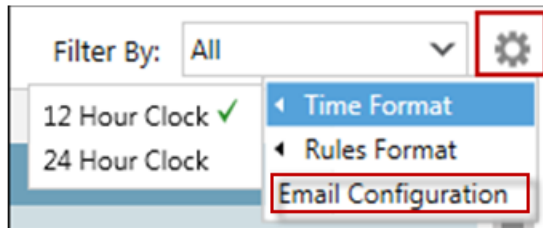
Once a flight has been individually highlighted it is possible to BOOK from Trip Quote, by clicking on the BOOK option which is shown beneath each option.



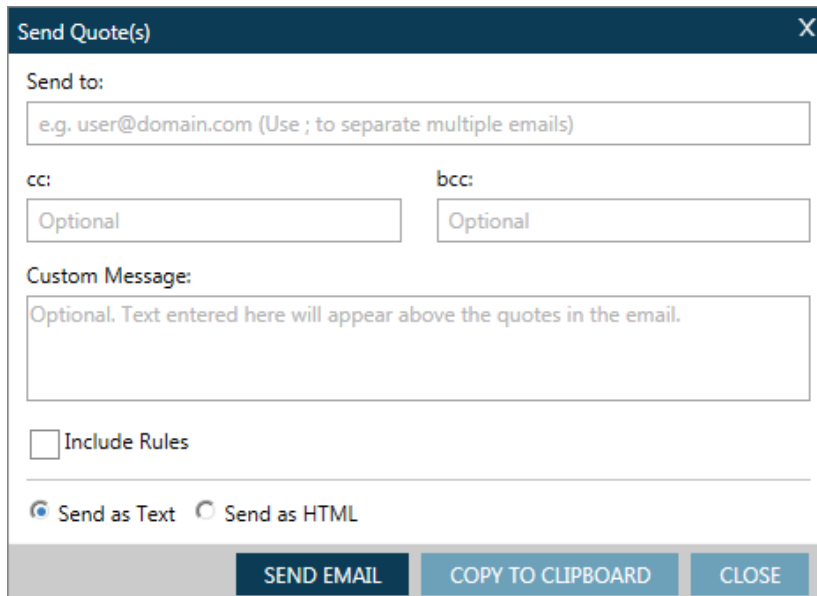
If you wish to send the details to a customer click on 'SEND OR COPY' at the bottom of the screen.




To send as an email, you must configure your own email details from the tools (cogs) icon.





The following screen will be displayed.



Details Display

To view the fare breakdown and elapsed flying details, click on the details icon 

Example screen display:

PRICING OPTION 1							TOTAL AMOUNT	107.88 GBP		
ADT							TAX INCLUDED			
1	#U2	3001	Y	12DEC	STN AMS	0700	0910	FR	Y	
2	#U2	3002	Y	30DEC	AMS STN	0935	0940	TU	Y	
BOOK		+TQ								
TOTAL JOURNEY TIME										
STN-AMS: 01:10										
AMS-STN: 01:05										
FS-1 ADT										
FARE GBP124.92 XT DU13.00 DU0.00 TOT GBP107.88										



Note: Click on Details again to close the display.

Rules


You can view the rules by clicking on Rules icon of the desired option. 

You will then need to click on the component of the journey you wish to view.

Response:

PRICING OPTION 1							TOTAL AMOUNT	107.88 GBP		
ADT							TAX INCLUDED			
1	#U2	3001	Y	12DEC	STN AMS	0700	0910	FR	Y	
2	#U2	3002	Y	30DEC	AMS STN	0935	0940	TU	Y	
BOOK		+TQ								
FARE	COMPONENT	BASIS								
1	STN-AMS	Y								
2	AMS-STN	Y								

1-FSLON12NOVAMS +

«Back to Pricing Options» 

>|

Terms and Conditions The Standard Fare must be paid in full at time of booking. Names of passengers may be changed on payment of a "name change" fee. Passengers can transfer reservations (subject to availability) for an administration fee per passenger per flight, plus any difference in the total cost of the flight at the time the change is made. If the new fare is lower, no refund will be made. Any additional services must be paid for in full at time of booking. For full terms and conditions please refer to <http://www.easyjet.com/EN/Book/conditions.html>. http://www.easyjet.com/en/terms_and_conditions.html

The rules of a Direct Payment Carrier will display in a pop-up window giving brief information regarding changes and whether the ticket is refundable or non-refundable. It will also advise customers to refer to the airline website for full terms and conditions of carriage.

With a Booked Itinerary

Focalpoint Shopping prices a booked itinerary at the lowest available fare and searches schedules and fares to find the lowest priced alternative itineraries.

As each segment is sold, it immediately returns the cost per segment. When using N1Y1 the pricing details are returned.

Example: N1Y1

1-N1Y1		+		Currency:GBP	
Itm.	36.29	OptSvcs:	0.00	Total:	36.29
City Pair	+	Class / Fare Family	-----+	Cabin	-----
LTN CDG	Y	/ Economy		Economy	

FLIGHTS:	U2 2431 Y 12AUG	LTNCDG 0600	0820		
	ARRIVES CDG	TERMINAL 2D			
	NOT VALID FOR CONNECTIONS				

	Base Fare Amount:			23.29	
	Taxes Amount:			13.00	
	Fees Amount:			0.00	

The same process is performed on the return journey.

To price a booked itinerary using Focalpoint Shopping, enter the function identifier **FS**

Refer to the following PNR:

1.#U2	3001	Y	12DEC	STNAMS	ZK1	0700	0910	L	FR
2.#U2	3002	Y	30DEC	AMSSTN	ZK1	0935	0940	L	TU
<div style="display: flex; justify-content: space-around; margin-top: 10px;"> *ALL *RV *PI </div>									

Example entry: **FS**

Example screen response:

PRICING OPTION 1 - BOOKED ITIN								TOTAL AMOUNT	107.88	GBP
ADT								TAX INCLUDED		
1	#U2	3001	Y	12DEC	STN	AMS	0700	0910	FR	Y
2	#U2	3002	Y	30DEC	AMS	STN	0935	0940	TU	Y
+TQ										
PRICING OPTION 2								TOTAL AMOUNT	107.88	GBP
ADT								TAX INCLUDED		
1	#U2	3001	Y	12DEC	STN	AMS	0700	0910	FR	Y
2	#U2	3002	Y	30DEC	AMS	STN	0935	0940	TU	Y
BOOK REBOOK +TQ										+1
PRICING OPTION 3								TOTAL AMOUNT	117.88	GBP
ADT								TAX INCLUDED		
1	#U2	3005	Y	12DEC	STN	AMS	1515	1720	FR	Y
2	#U2	3002	Y	30DEC	AMS	STN	0935	0940	TU	Y
BOOK REBOOK +TQ										

Note: FS quotes a total fare for all passengers in the Booking File instead of quoting a fare for each passenger.

Note: The first pricing option performs an FQBB entry and displays the best fare for the itinerary already held. It will only show a rebook option as the flights and dates for this option are booked already.

Both traditional GDS and Direct Payment Carriers are returned in the availability results screen.

Branded Fares are indicated by «B» below each option. Branded Fares are studied later in this module.

Direct Payment Carrier flights are displayed in neutral availability. Even though numeric availability status may not be shown, reference sell from availability is supported.

Return availability is displayed in exactly the same way as a traditional GDS Carrier.

Example entry: **AR25SEP**

To request outbound and return availability in a single entry use the following entry:

A20SEPLONAGP++25SEP

Example screen response:

The screenshot displays two panels of flight availability results. The top panel is for 'SUN 20SEP15 /MALAGA' and the bottom panel is for 'FRI 25SEP15 MALAGA/'.



Top Panel: SUN 20SEP15 /MALAGA

Option	Carrier	Class	Time	Code	Availability	Price	Status
1	LGW AGP	0545 0935	U28601	W B Y	320	E	
	«B»						
2	LTN AGP	0600 0950	U22403	W B Y	319	E	
	«B»						
3	STN AGP	0610 1000	U23111	W B Y	319	E	
	«B»						
4	LGW AGP	0645 1035	BA2712	J9 C6 D3 R9 IC Y9 B9 H9 K9 M9	319	C E	
	«B»						
5	LGW AGP	0645 1035	@IB7578	J9 C9 D9 R9 IC Y9 B9 H9 K9 M9	319	C E	
	«B»						
6	STN AGP	0725 1120	FR8162	B Y	738	E	
	«B»						
7	SEN AGP	0800 1150	U27435	W B Y	319	E	
	«B»						
8	LGW AGP	0800 1150	U28603	W			
	«B»						

Bottom Panel: FRI 25SEP15 MALAGA/

Option	Carrier	Class	Time	Code	Availability	Price	Status
1	AGP LGW	0105 0245	BA2723	J9 C6 D3 R9 I5 Y9 B9 H9 K9 M9	320	C E	
	«B»						
2	AGP LGW	0730 0910	DY5580	D9 C9 E9 S9 A9 K9 Y9 R9 B9 U9	73H	B E	
	«B»						
3	AGP LGW	1010 1200	U28602	W B Y	319	E	
	«B»						
4	AGP LGW	1100 1250	@IB7580	J9 C9 D9 RC IC Y9 B9 H9 K9 M9	319	C E	
	«B»						
5	AGP LGW	1100 1250	BA2713	J9 C6 D3 R1 IC Y9 B9 H9 K9 M9	319	C E	
	«B»						
6	AGP STN	1155 1355	FR8163	B Y	738	E	
	«B»						
7	AGP LGW	1225 1415	U28604	W B Y	319	E	
	«B»						
8	AGP LCY	1320 1505	@IB7554	J9			
	«B»						

The screen automatically splits to view outbound and return availability at the same time.

Click the split screen icon  to return the screen to single mode view .

Decoding Items

As with the GDS carriers, the display for Direct Payment Carriers is interactive.

Black: Items in black on the availability display indicate static information with no interactive capability.

Green: Class available

Grey: Closed or zero seats available

Orange: Waitlist

Blue: Click on or hover for more information

Many of the same tool tips for Traditional GDS Carriers apply to Direct Payment Carriers including the carrier code, a 3-letter airport code and equipment code. Hover the mouse over the flight number to display terminal information as well as elapsed flying time.

SUN 20SEP15 /MALAGA		20/0000		20/2359		
1	LGW AGP 0545 0935	U28601	W	B	Y	320
	«B»					
2	LTN AGP 0600 0950	U22403				
	«B»					
3	STN AGP 0610 1000	U23111	W	B	Y	319

Departs LGW Terminal N - Arrives AGP Terminal 2
 Elapsed Flying Time: 02:50

Carrier Specific Availability

You can also make availability requests for Direct Payment Carrier availability.

Example Entry: **A20JULLONMAD*U2**

The availability response is similar to the booked shop request, although the flight routing and times are listed in the left hand column, and on the right hand column, the one way price will be displayed for the selected flight. An asterisk will be shown next to the flight option that is currently selected. To display the details of the next flight option click on **Next Opt: >A*U2/02** or make the manual entry for the option of your choice.

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-A20SEPLONAGP*
>A20SEPLONAGP*U2
SAT 20SEP14 LON AGP *** EASYJET *** Currency:GBP
Opt:01/11 ----- 01:00 HR ----- *U2
1* LGW AGP 0545 0935 U28601 0# | Adult Prices From:
2 LTN AGP 0605 0950 U22403 0# | 88.29
3 STN AGP 0615 1005 U23111 0# | U28601
4 LGW AGP 0805 1155 U28603 0# | Y9 B9 W9
5 LGW AGP 1145 1535 U28607 0# |
6 LTN AGP 1215 1605 U22407 0# |
7 LGW AGP 1250 1640 U28609 0# |
8 SEN AGP 1600 1950 U27435 0# |
Next Opt:>A*U2/02-----Page:>AM*U2-----+Details:>FDL01-----
>
  
```

Tab to the Page:>AM*U2 to view later flights.

Tab to the Details section to view the other fares available for these flights.


```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-FDL01 +
>FDL01 *** easyJet *** Currency:GBP
SAT 20SEP14 LON AGP 1 LGW AGP 0545 0935 U28601
FARE CLASS / FARE FAMILY CABIN SELL
1 88.29 Economy Economy >01Y1
2 109.29 InclusiveFare Economy >01B1
3 155.99 FlexiFare Economy >01W1

Rules:>FN1/01-----Availability:>A*R*U2-----
>
    
```

Selling a Seat

Selling a Seat from a Fare Shop without an itinerary

To sell a Direct Payment Carrier from a fare shopping request simply click on Book on the required flight option.

PRICING OPTION	TOTAL AMOUNT
PRICING OPTION 1 ADT 1 #U2 3001 Y 12DEC STN AMS 0700 0910 FR 2 #U2 3002 Y 30DEC AMS STN 0935 0940 TU BOOK +TQ	107.88 GBP TAX INCLUDED
PRICING OPTION 2 ADT 1 #U2 8869 Y 12DEC LGW AMS 0610 0830 FR 2 #U2 8868 Y 30DEC AMS LGW 0710 0720 TU BOOK +TQ	109.88 GBP TAX INCLUDED
PRICING OPTION 3 ADT 1 #U2 8869 Y 12DEC LGW AMS 0610 0830 FR 2 #U2 8870 Y 30DEC AMS LGW 0855 0905 TU BOOK +TQ	111.54 GBP TAX INCLUDED
PRICING OPTION 4 ADT 1 #U2 8869 Y 12DEC LGW AMS 0610 0830 FR 2 #U2 8876 Y 30DEC AMS LGW 1720 1730 TU BOOK +TQ	114.05 GBP TAX INCLUDED

Travelport Smartpoint will display the sold segments in the PNR Viewer window.

Active Direct Payment Carrier bookings reside directly with the carrier, not in the GDS. Travelport Aggregated Shopping will create a passive segment for each flight booked using a ZK status code (this code cannot be manually added by agents).

The # symbol before the carrier code identifies 'Instant Purchase' for a Direct Payment Carrier.

```

1.#U2 8869 Y 12DEC LGWAMS ZK1 0610 0830 L FR
2.#U2 8870 Y 30DEC AMSLGW ZK1 0855 0905 L TU

*ALL *RV *PI
    
```

Click on the # symbol in front of the carrier code (U2) to display the 'Lowcost Selling' input screen.

Add the data necessary to complete the booking and click 'Apply'. If data is missing or the airline returns an error, the error will be displayed indicating what information is required.

Selling a Seat from a booked shop

There are two options to sell a Direct Payment Carrier from a booked shopping display; the book option will BOOK the selected pricing option without cancelling the existing reservation; the second option REBOOK will cancel the existing booking and rebook in the new class.

Existing itinerary:

1.	#U2	182	B	12SEP	BFSLTN	ZK1	0700	0810	L	FR
2.	#U2	841	B	18SEP	LGWBFS	ZK1	2115	2240	L	TH

*ALL *RV *PI

Entry: FS

Example screen response:

PRICING OPTION 2										TOTAL AMOUNT	60.58 GBP
ADT										TAX INCLUDED	
1	#U2	830	Y	12SEP	BFS LGW	0620	0740	FR			Y
2	#U2	841	Y	18SEP	LGW BFS	2115	2240	TH			Y
<input type="button" value="BOOK"/> <input type="button" value="REBOOK"/> D R +1											
PRICING OPTION 3										TOTAL AMOUNT	60.58 GBP
ADT										TAX INCLUDED	
1	#U2	182	Y	12SEP	BFS LTN	0700	0810	FR			Y
2	#U2	841	Y	18SEP	LGW BFS	2115	2240	TH			Y
<input type="button" value="BOOK"/> <input type="button" value="REBOOK"/> D R +1											
PRICING OPTION 4										TOTAL AMOUNT	61.58 GBP
ADT										TAX INCLUDED	
1	#U2	182	Y	12SEP	BFS LTN	0700	0810	FR			Y
2	#U2	831	Y	18SEP	LGW BFS	0820	0945	TH			Y
<input type="button" value="BOOK"/> <input type="button" value="REBOOK"/> D R +3											
PRICING OPTION 5										TOTAL AMOUNT	61.58 GBP
ADT										TAX INCLUDED	
1	#U2	830	Y	12SEP	BFS LGW	0620	0740	FR			Y
2	#U2	831	Y	18SEP	LGW BFS	0820	0945	TH			Y
<input type="button" value="BOOK"/> <input type="button" value="REBOOK"/> D R +3											

Choosing Book will add the chosen segment to the existing itinerary,

1.	#U2	182	Y	12SEP	BFSLTN ZK1	0700	0810	L		FR
2.	#U2	182	B	12SEP	BFSLTN ZK1	0700	0810	L		FR
3.	#U2	831	Y	18SEP	LGWBFS ZK1	0820	0945	L		TH
4.	#U2	841	B	18SEP	LGWBFS ZK1	2115	2240	L		TH

*ALL *RV *PI

Choosing Rebook will cancel the existing itinerary and rebook the chosen option.

1.1TRAVELLER/SMART										
1.	#U2	182	Y	12SEP	BFSLTN ZK1	0700	0810	L		FR
2.	#U2	831	Y	18SEP	LGWBFS ZK1	0820	0945	L		TH

*ALL *RV *PI

Selling a Seat from Neutral Availability

To sell a Direct Payment Carrier from a Neutral availability display click once on the required booking class.

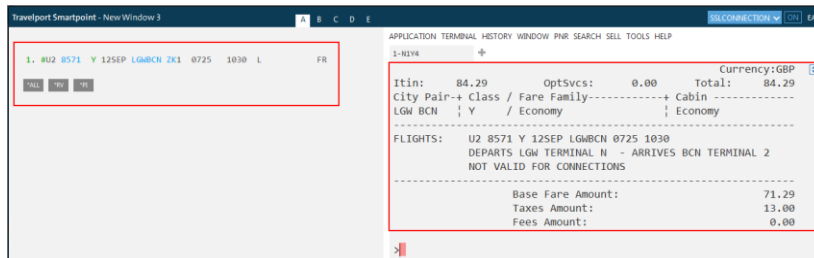
SAT 12SEP15 /BARCELONA 12/0000 12/2359												
1	LHR	BCN	0625	0925	@IB7471	J9	C9	D9	R9	I9 Y9 B9 H9 K9 M9 320	C E	
										«B»		
										L9 S9 OC QC V9 N9		
2	LHR	BCN	0625	0925	BA 472	J9	C7	D4	R9	I6 Y9 B9 H9 K9 M9 320	C E	
										«B»		
										L9 V9 N9 Q2 OC S9 G9		
3	LGW	BCN	0700	1005	U28571	W	B	Y			319	E
										«B»		
4	LGW	BCN	0725	1025	@IB4694	J9	C9	D9	R9	IC Y9 B9 H9 K9 M9 320	C E	
										«B»		
										L9 SC OC QC V9 NC		
5	LGW	BCN	0725	1025	BA2706	J9	C6	D3	R9	IC Y9 B9 H9 K9 M9 320	C E	
										«B»		
										L9 V9 NC QC OC SC G0		
6	LHR	BCN	0750	1055	BA 478	J9	C7	D4	R9	IC Y9 B9 H9 K9 M9 320	C E	
										«B»		
										L9 VC NC QC OC SC G0		
7	LHR	BCN	0750	1055	@IB7451	J9	C9	DC	R9	IC Y9 B9 H9 K9 M9 320	C E	
										«B»		
										L9 SC OC QC VC NC		
8	STN	BCN	0815	1130	FR9810	B	Y				738	E
										«B»		

You can also use cryptic formats to sell seats.

Enter **N1Y3** to sell one seat in Y class from line 4 of the availability.

Note: If you have split the screen to search for outbound and return flights in one entry and wish to use cryptic entries to sell, you must place the cursor in the top partition for the outbound flight and in the bottom partition for the return flight.

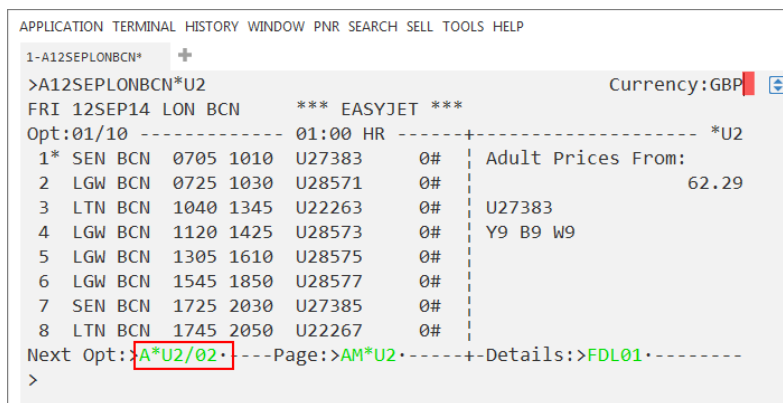
The system will respond with the sold flights in the PNR Viewer window and the fare and taxes displaying in the active window.



Selling from Carrier Specific Availability

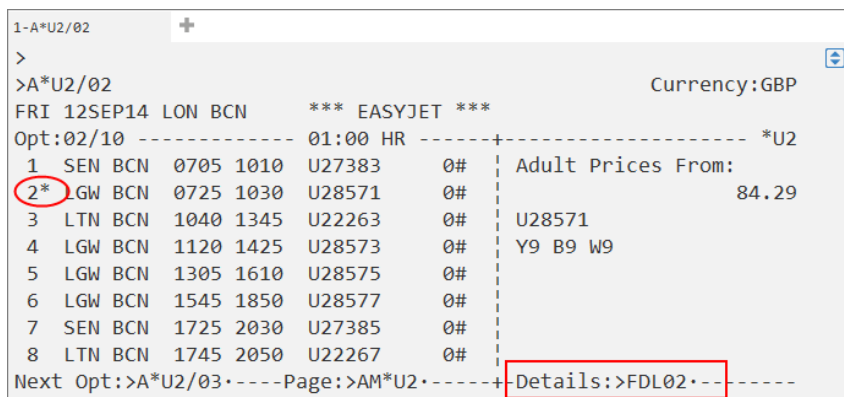
To sell a Direct Payment Carrier from a Carrier Specific availability display, click on the class of travel you want to book.

This will display the carrier specific flights.



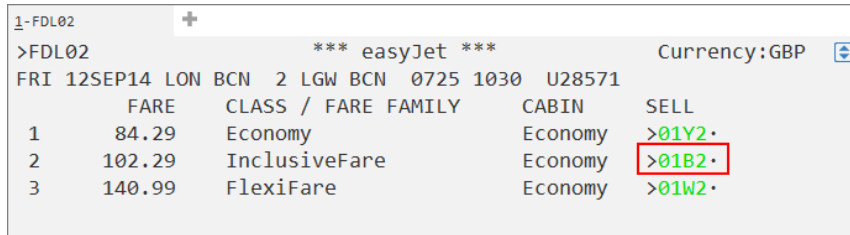
From the results screen choose the flight you wish to book by tabbing to the A*U2/02 prompt at the bottom of the screen. This places the asterisk next to the flight on line 2. To move down further tab to the prompt again until you get to your required flight.

Use the Details tab to choose the fare family that you wish to sell e.g. Economy or Inclusive and click on the desired class.



To sell your required flight tab to the prompt next to the line number and enter.

Note: You can also use the manual entry to sell, for e.g. N1B2



Your flight details will be displayed in the PNR Viewer window with the fare and fare breakdown appears in the active window.

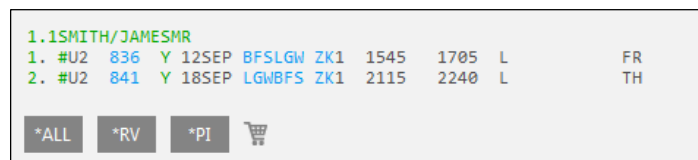


Booking Formats

Commands:	Description:
02Y1 or N2Y1	Reference sell from neutral availability or carrier specific display
0U27946W20FEBEDIMADNN1	Manual sell

Pricing an Itinerary

If you booked from availability display you will need to quote your fare. Using Fare shop will automatically store the fare if a passenger name is present. Although price details will have been listed when you made your booking you still need to do a fare quote entry to store your fare and end your PNR. If the PNR contains both Direct Payment Carriers and traditional GDS segments, segment select must be used to price separately.



Once a passenger name has been added to your PNR, the easiest way to price your flight booking is to use the following basic pricing entry:

FQ

Response:

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-FQ
>FQ
>FQ *** easyJet *** Currency:GBP
Itin: 78.11 OptSvcs: 0.00 Total: 78.11
Pricing for: S1-2
-----
Fare Basis : Y/Y
Description: Economy/Economy
-----
Summary For All Passengers:
Base Fare Amount : 38.58
Taxes Amount : 26.00
Fees Amount : 13.53
-----
Total Fare Amount : 78.11
P01:ADT/SMITH/JAMES: Total: 64.58
-----
Base Fare Amount : 38.58
Taxes Amount : 26.00
XT : 26.00
-----
Fees Amount: Total: 13.53
CCB : 13.53
-----
Rules:>FNS01-----OptSvcs:>DAS*CU2
FOP:>ZF/CU2/
«Display Rules»
    
```

The system will quote your fare in the currency of your set location, it will show the currency and a total cost at the top of the screen and then a breakdown of taxes and fees.

If you have not done so already, you can check the rules for the outbound sector by clicking on **Rules: FNS01**

```

Rules:>FNS01-----OptSvcs:>DAS*CU2
FOP:>ZF/CU2/
«Display Rules»
    
```

The response displays as follows:

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-FNS01
>FNS01 *** easyJet *** Currency:GBP
Itin: 78.11 OptSvcs: 0.00 Total: 78.11
S01:U2836 Y 12SEP BFS LGW Y/Economy
-----Fare Rules-----
01. Terms and Conditions
The Standard Fare must be paid in full at time of booking.
Names of passengers may be changed on payment of a @name
change@ fee. Passengers can transfer reservations (subject to
availability) for an administration fee per passenger per
flight, plus any difference in the total cost of the flight at
the time the change is made. If the new fare is lower, no
refund will be made. Any additional services must be paid for
in full at time of booking. For full terms and conditions
---NextSeg:>FNS02-----PriceDetails:>ZFQ*-----More:>MD-----
)>
    
```

Rules for the outbound flight will be displayed in the bottom part of the screen to view rules for the return flight click on **Next Seg: FNS02**. Price Details :ZFQ* will review the pricing screen.

Example screen response:

```

APPLICATION  TERMINAL  HISTORY  WINDOW  PNR  SEARCH  SELL  TOOLS  HELP
1-ZFQ*      +
>ZFQ*      *** easyJet ***      Currency:GBP
Itin:      78.11      OptSvcs:      0.00      Total:      78.11
Pricing for: S1-2
-----
Fare Basis : Y/Y
Description: Economy/Economy
-----
Summary For All Passengers:
Base Fare Amount      :      38.58
Taxes Amount          :      26.00
Fees Amount           :      13.53
-----
----Rules:>FNS01-----OptSvcs:>DAS*CU2-----PaxDetails:>MD-----
----FOP:>ZF/CU2/-----
    
```

Optional Services can also be added by clicking **OptSvcs: DAS*CU2**. Clicking on **Pax Details: MD** will display the passenger name.

Pricing Formats

Commands:	Description:
FQ	Price request for all names all segments. <i>(Assumes all segments are for the same Direct Payment Carrier)</i>
FQS1	Price request for all names, segment 1.
FQS1.3	Price request for all names, segment 1 and 3
FQS1-3	Price request for all names, segment 1 through 3
FQP1/S1-2	Price request for name 1, segment 1 and 2
FQP3-4/S2	Price request for name field 3 and 4, segment 2
FQP1-2*C06	Price request for name field 1 and 2 specifying passenger 1 is ADT and passenger 2 is CNN (Child 6 yrs old)
FQP1.2*INF	Price request with 2 nd passenger infant
4PS1-4/6	Price request for segment 1 through 4, and 6

Working with Branded Fares

The Fare Shop response screen identifies which fares returned are ‘Branded Fares’.

‘Branded Fares’ are displayed in **green**.

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP									
1-FSLON12SEPAGF +									
> +									
TTL OF 125 PRICING OPTIONS AND 204 ITINERARY OPTIONS RETURNED									
PRICING OPTION 1							TOTAL AMOUNT	75.29 GBP	
ADT							TAX INCLUDED		
1	#U2	2409	Y	12SEP	LTN AGP	1915	2305	FR	Y
2	#U2	2410	Y	18SEP	AGP LTN	2340	0125	+ TH	Y
							BOOK		Ⓧ Ⓡ
PRICING OPTION 2							TOTAL AMOUNT	96.95 GBP	
ADT							TAX INCLUDED		
1	#U2	8611	Y	12SEP	LGW AGP	1730	2115	FR	Y
2	#U2	8616	Y	18SEP	AGP LGW	2340	0125	+ TH	Y
							BOOK		Ⓧ Ⓡ
PRICING OPTION 3							TOTAL AMOUNT	97.95 GBP	
ADT							TAX INCLUDED		
1	#U2	8615	Y	12SEP	LGW AGP	1920	2305	FR	Y
2	#U2	8616	Y	18SEP	AGP LGW	2340	0125	+ TH	Y
							BOOK		Ⓧ Ⓡ
PRICING OPTION 4							TOTAL AMOUNT	101.98 GBP	
ADT							TAX INCLUDED		
1	#FR	8162	H	12SEP	STN AGP	1730	2120	FR	738 H10LOW
2	#FR	8163	C	18SEP	AGP STN	1310	1505	TH	738 C10LOW
							BOOK		Ⓧ Ⓡ +1

Click on the green interactive fare link to display branding information.

Example screen response:

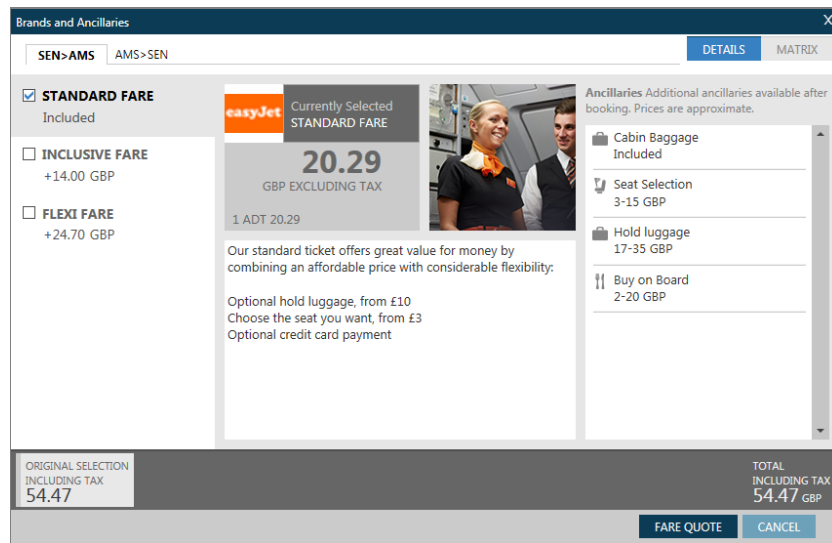
The screenshot shows the 'Brands and Ancillaries' interface for an easyJet flight. It features a 'STANDARD FARE' section with a price of 35.66 GBP excluding tax. Below this, there are details about the fare and optional services. On the right, a list of ancillaries is provided, including Cabin Baggage (Included), Seat Selection (3-15 GBP), Hold Luggage (17-35 GBP), and Buy on Board (2-20 GBP). At the bottom, the total price including tax is 96.95 GBP. The interface includes navigation buttons like 'FARE QUOTE' and 'CANCEL'.

The initial screen displays branding for the price selected from the Fare Shopping response, and one Upsell fare if returned for the outward journey.

Fare information shown in the middle of the screen display (GBP 35.66) is the outbound fare of the round trip shown in the detail on the previous page, *not* including taxes. The total *including* taxes is shown at the bottom of the screen.

Click on ALL OPTIONS to display other Branded Fares for this sector, shown on the left of the display.

Example screen response:

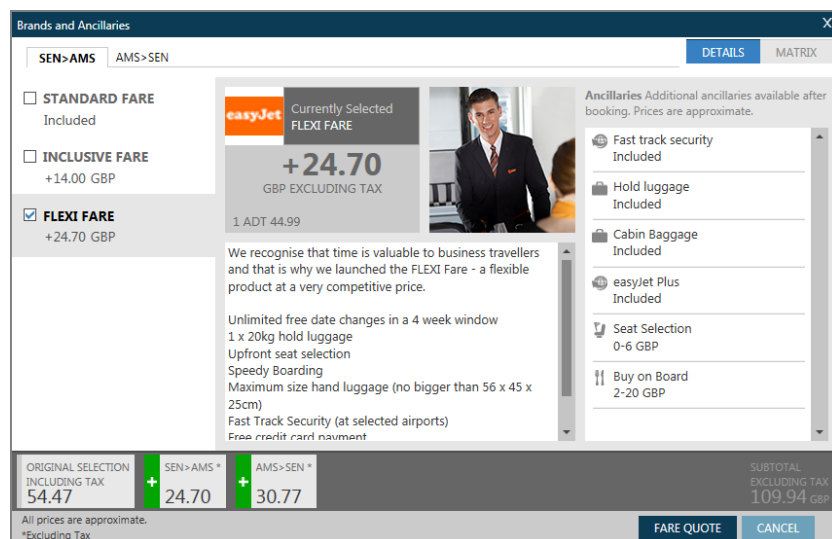


Points to note:

- Prices are approximate
- Some carriers include taxes in the Fare Shopping response and some do not
- When the Brand is selected, the Price is specified. There may also be additional fees that are not included in the shopping response.
- Click on the **AMS>SEN** tab at the top of the screen to display Branded Fares for the Amsterdam to Southend sector that may be different. If you select a 'Flexi' fare for a Direct Payment Carrier, you must use the same fare type for both the outward and return sectors.

Click on the required brand option on the left of the display to change the descriptive text in the middle of the screen and the price at the bottom will show as an addition to the original fare.

Example screen response:

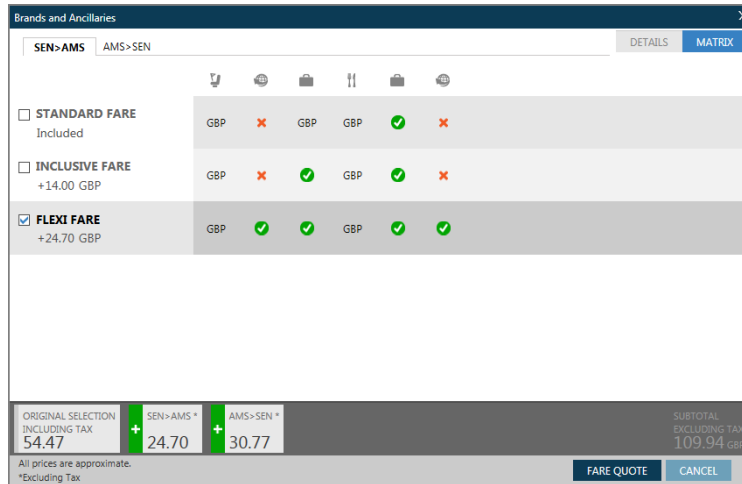


Ancillary information displayed on the right of the screen is associated with the selected brand. Priced options are available for purchase in association with each brand. Click on each ancillary to display a description of the product.

We will look at booking an ancillary item later in this training course.

Click on the MATRIX tab to easily compare all the ancillaries/services provided for each fare option.

Example screen response:



Hover text is available for the header icons.

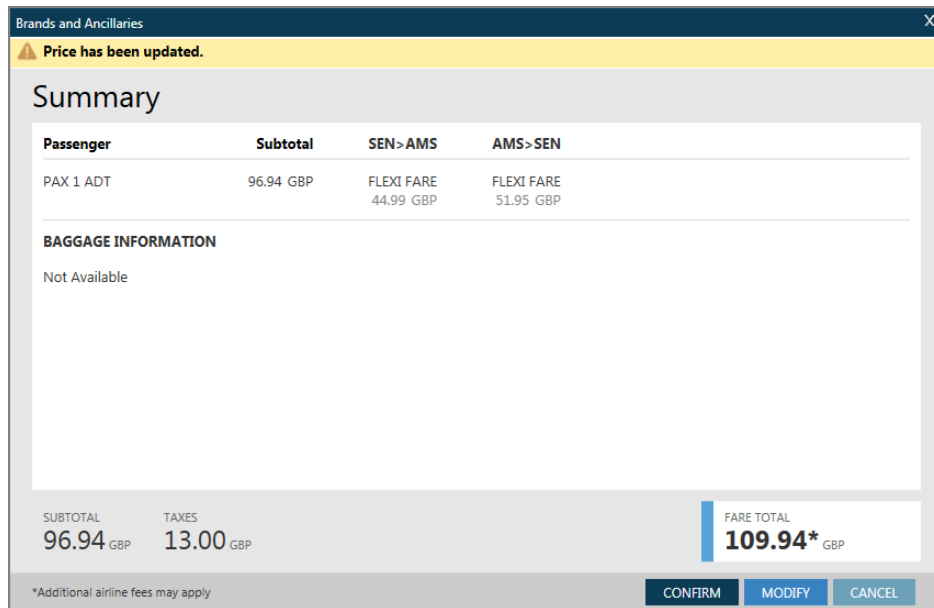


In order, they identify:

- Seat Selection
- Fast Track security
- Hold luggage
- Buy on Board
- Cabin Baggage
- Easyjet Plus

To upsell a fare, return to the DETAILS tab and select the required brand and click 'FARE QUOTE'.

The 'Summary' screen is displayed:



The price is updated and the total of the fare and taxes for the selected brand is shown in the bottom-right of the screen.

Note: You can click 'MODIFY' at the bottom of the screen if you wish to make a new selection.

Click 'CONFIRM' to make the booking. The flights are booked in the required class, and the fare filed in the Booking File.

Accessing Branded Fares from Fare Quote

You can access Branded Fares and Ancillaries from a fare quote.

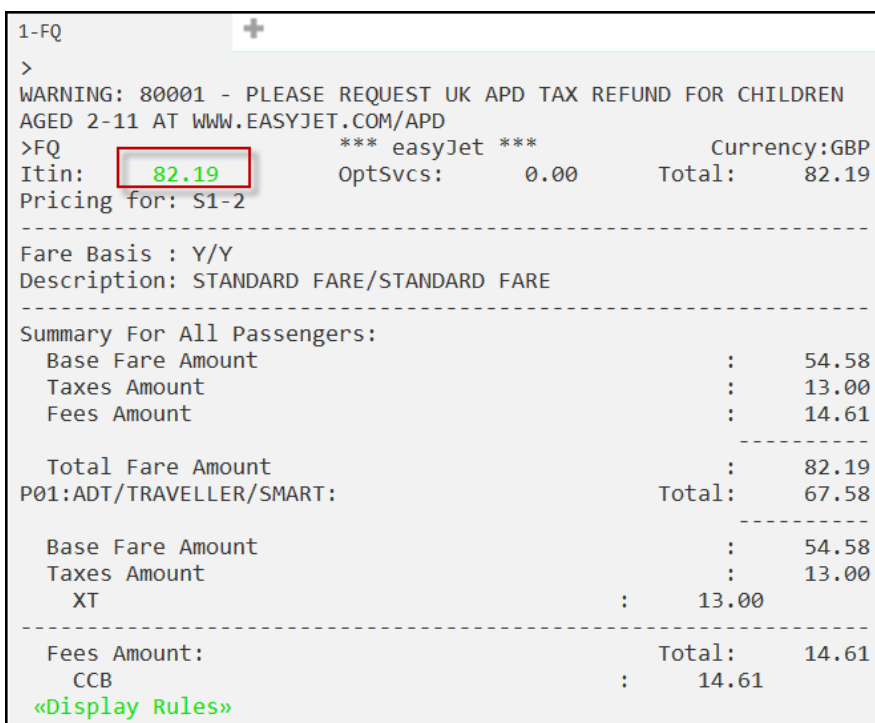
Refer to the following example Booking File.

1.1TRAVELLER/SMARTMS									
1.#U2	8871	Y	10OCT	LGWAMS	ZK1	0800	1020	L	SA
2.#U2	8868	Y	17OCT	AMSLGW	ZK1	0705	0720	L	SA

Price as booked.

Enter: **FQ**

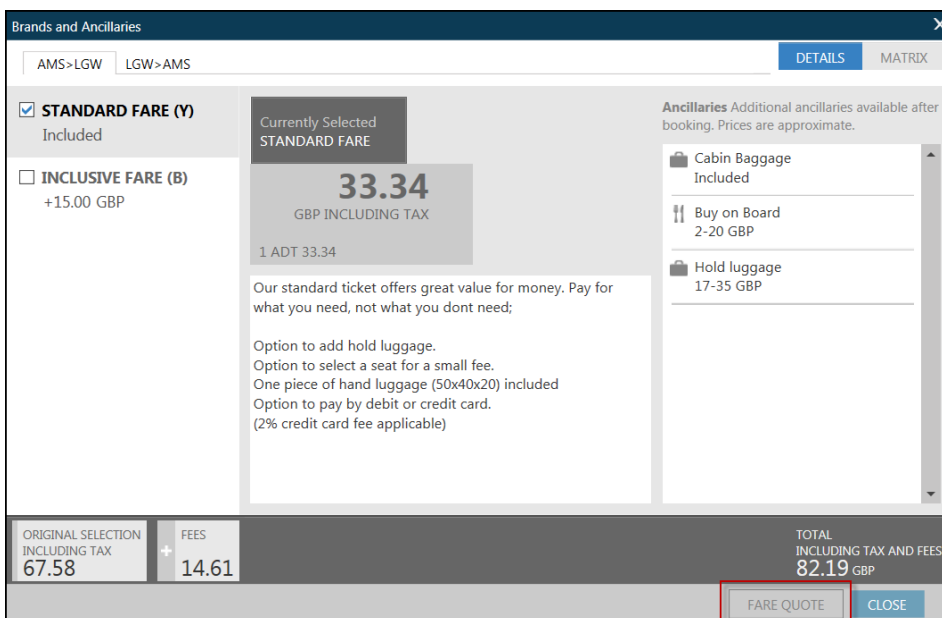
Example screen response:



Click on the price in **green** to display the Brands and Ancillaries screen.

Note: If you hover over the price, hover text states 'Branded fares are available, click to view'.

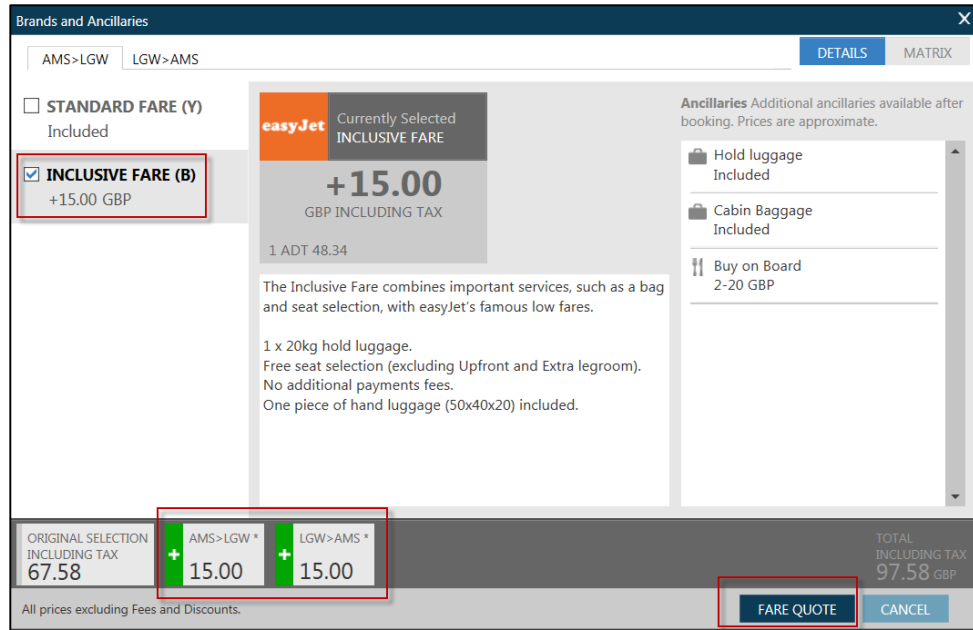
Example screen response:



Note that the 'FARE QUOTE' button is disabled as the fare is already stored in the Booking File.

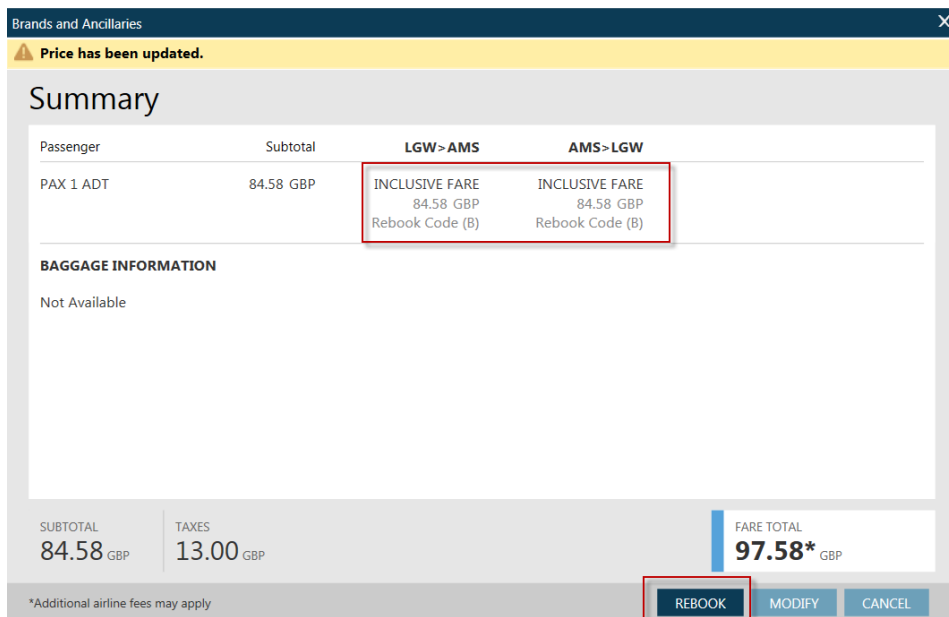
If you select a brand for a higher fare, the total is adjusted, and the FARE QUOTE button made active.

Refer to the following screen example.



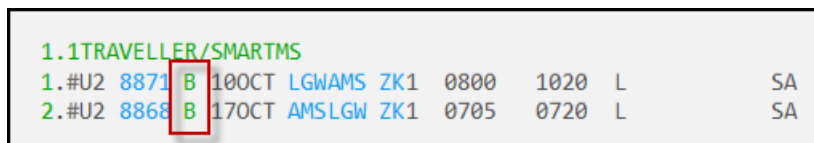
When the choice has been finalized, press FARE QUOTE to display a summary with the final price.

Example screen display:



The Summary screen shows the new class of service in which the flight will be rebooked.

In addition, when you click on REBOOK, Travelport Smartpoint will rebook the new class of service and store the new fare in the Booking File.



Ancillary Services

Ancillary Services may be added to your selected Direct Payment Carrier flights before you end your PNR. Check with your airline for any exceptions offering post booking optional services.)

All passenger names must be entered in to the PNR and a pricing entry must be made prior to requesting optional services.

Ancillary Services may be passenger and/or segment related. This means that passenger 3 could have 1 bag on the outbound flight and 2 bags on the return and the other passengers have nothing.

To add ancillary services you can either click on the Ancillaries shopping cart icon in the PNR viewer window or use the Travelport Smartpoint entry of DAS*.

Select the passenger name from the drop down list. All Segments or individual segments may be selected. A list of applicable ancillaries with their relevant cost are displayed.

Enter the amount required of each desired ancillary, for the respective segment.

Example screen response:

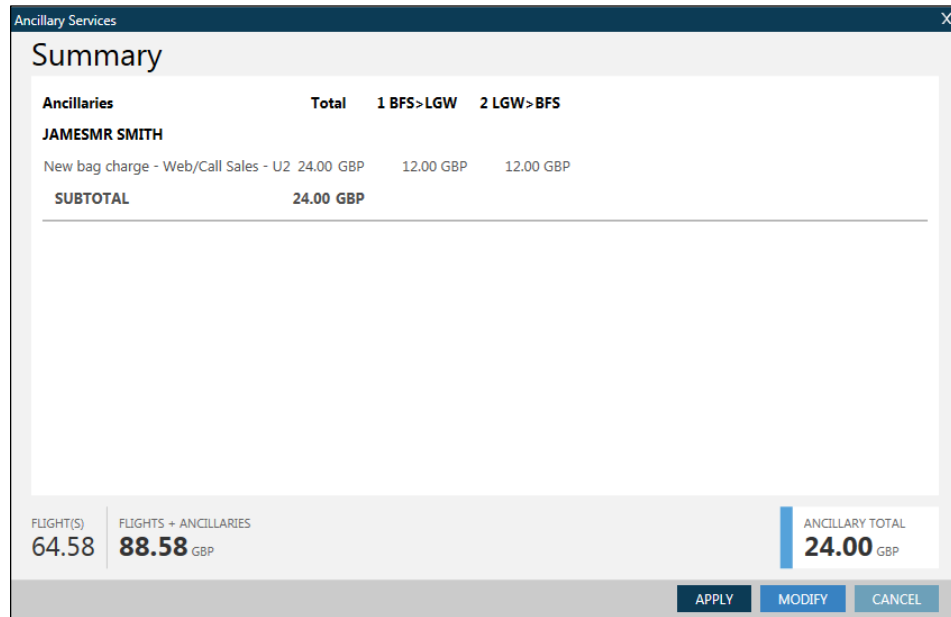
The screenshot shows the 'Ancillary Services' window for passenger JAMESMR SMITH. It lists several services with input fields for quantity and price. The 'New bag charge - Web/Call Sales' service is highlighted with a red box, showing a quantity of 1 and a price of 12.00. The '3kg top up for Baggage weight' service is also highlighted, showing a quantity of 0 and a price of 9.00. At the bottom, a summary table shows the total cost for flights and ancillaries.

Service	Quantity	Price
JAMESMR SMITH - Frequent Flyer	1 BFS>LGW	12.00
JAMESMR SMITH - Frequent Flyer	2 LGW>BFS	12.00
Large Sports Equipment Charge - Wind Surfer - Maximum weight allowance of a large sports equipment is 32 KG - Wind Surfer (U2) 35.00	0	35.00
Standard Seat - Standard Seat (U2) 1.99	0	1.99
New bag charge - Web/Call Sales (U2) 12.00	1	12.00
3kg top up for Baggage weight - 3kg top up for Baggage weight (U2) 9.00	0	9.00

FLIGHT(S)	FLIGHTS + ANCILLARIES
64.58	88.58 GBP

ANCILLARY TOTAL
24.00 GBP

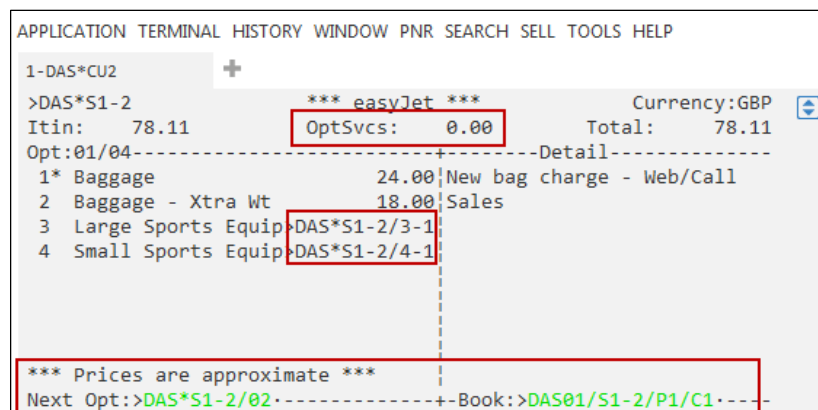
A running total will be displayed at the bottom of the screen, once you have completed your selections click on Review.



You will be presented with a summary screen listing all selected Ancillaries with a Total cost at the bottom of the screen. If you are ready to send your request through click on Apply, you can also click to modify or cancel your request. Smartpoint will respond letting you know your ancillaries are booked.

All Direct Payment Carriers will require payment by credit card for ancillary services. If you are adding ancillaries before end transaction then you will just need to add your credit card information in the normal way along with all the other required fields. If you are adding ancillaries after you have ended your PNR then a pop-up window will appear immediately after clicking on Apply for you to enter credit card details.

Another way to add optional services is to click on the **OptSvcs: DAS*CU2** link once you have priced your booked flights.



A list of bookable extras will be displayed with the relevant price for each option. The asterisk will be placed on the first option if you would like to select an option that is further down the list click on **Next Opt: DAS*S1-2/02** or make the manual entry for the option of your choice.

Here we have entered on "Book" DAS01/S1-2/P1/C1

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-DAS01/S1-2/P1 +
>DAS*S1-2          *** easyJet ***          Currency:GBP
Itin: 78.59          OptSvcs: 24.00          Total: 102.59
Opt:01/04-----
1* Baggage          24.00|P1 - SMITH/JAMES          24.00
2 Baggage - Xtra Wt 18.00|S1 - BFSLGW - Count 1
3 Large Sports Equip>DAS*S1-2/3-1 S2 - LGWBFS - Count 1
4 Small Sports Equip>DAS*S1-2/4-1
*** Prices are approximate ***
Next Opt:>DAS*S1-2/02-----+Book:>DAS01/S1-2/P1/C1--
    
```

On some airlines, a clickable link will be available next to Sports Equipment.

Enter: **DAS*S1-2/4-1** or make the manual entry for a list of items that can be added.

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-DAS*S1-2/4-1 +
>DAS*S1-2          *** easyJet ***          Currency:GBP
Itin: 78.59          OptSvcs: 24.00          Total: 102.59
Opt:04-01/05-----
4-01* Golf Equipment 60.00|Small Sports Equipment
4-02 Other Small Sport 60.00|Charge
4-03 Pair of Skis     60.00|Maximum weight allowance of
4-04 Snow Board       60.00|a large sports equipment is
4-05 Sporting Firearm 60.00|20 KG
Next Opt:>DAS*S1-2/04-02-----+Book:>DAS04-01/S1-2/P1/C1--
    
```

To book an ancillary service click on **Book: DAS04-01/S1/P1/C1** to confirm option 1 in this example which is Gold Equipment, or make the manual entry to book the option of your choice.

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-DAS04-01/S1-2 +
>DAS*S1-2          *** easyJet ***          Currency:GBP
Itin: 79.79          OptSvcs: 84.00          Total: 163.79
Opt:04-01/05-----
4-01* Golf Equipment 60.00|P1 - SMITH/JAMES          60.00
4-02 Other Small Sport 60.00|S1 - BFSLGW - Count 1
4-03 Pair of Skis     60.00|S2 - LGWBFS - Count 1
4-04 Snow Board       60.00|
4-05 Sporting Firearm 60.00|
Next Opt:>DAS*S1-2/04-02-----+Book:>DAS04-01/S1-2/P1/C1--
    
```


The ancillary service is added to the booking and a breakdown of the price is shown with the total cost. If you then do the pricing entry **FQ** you can see a full breakdown including the ancillary services that have been booked.

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-FQ +
>
>FQ *** easyJet *** Currency:GBP
Itin: 79.79 OptSvcs: 84.00 Total: 163.79
Pricing for: S1-2
-----
Fare Basis : Y/Y
Description: Economy/Economy
-----
Summary For All Passengers:
Base Fare Amount : 38.58
Optional Services Amount : 84.00
Taxes Amount : 26.00
Fees Amount : 15.21
-----
Total Fare Amount : 163.79
P01:ADT/SMITH/JAMES: Total: 148.58
-----
Base Fare Amount : 38.58
Optional Services Amount : 84.00
Taxes Amount : 26.00
XT : 26.00
-----
Fees Amount: Total: 15.21
CCB : 15.21
----Rules:>FNS01-----OptSvcs:>DAS*CU2.-----
----FOP:>ZF/CU2/.
«Display Rules»
    
```

Optional Services Formats

Commands:	Description:
DAS*	Display Optional Services
DAS*Cxx	xx = carrier code for multi-carrier PNRs
#nn	Option Number
#Cn	Count per passenger If count is not entered then TAS will default to 1
/Sn /Sn.n (and) /Sn-n (range)	Segment number If Segment is not entered then TAS will default to those on line 1 of the display
/Nn	Passenger number
DAS01/P1/C2	Book Optional Services for segment 1, passenger 1, count of 2 (number of options desired such as 2 bags)
DAS01/S1-2/P1/C1	Book Sports Equipment Option 1 for segment 1, passengers 1, count of 1
DAS*S1#03	Display segment 3 option 3
DAS*SUM	Display summary of booked options
DAS*SEG	Display Summary of booked options by segment
DAS*PAX	Display Summary of booked options by passenger
DAS*:currency code	Display Optional Services in currency if filed by the airline

Direct Sell Optional Services Formats:

Commands:	Description:
DAS0BGSPGF/S1/P1/C1	Book 1 set of golf clubs for Segment 1, Passenger 1
DAS0BGPP/S1-3P1/C1	Book 1 bag for Segment 1, 2 and 3, Passenger 1
DAS0BGSPGF/S1/P1.3/C1	Book 1 set of golf clubs for Segment 1, Passenger 1 and 3
DAS0BGPP/S1-3/P1.3/C2 DAS0BGPP/S1-3/P2/C1	Book 2 bags for Segment 1, 2 and 3, Passenger 1 and 3. Passenger 2 only requires 1 bag so second entry needed

Required Passenger Data

The best practice to make a Direct Payment Carrier booking is to begin by firstly moving in the traveler profile or adding passenger information to a PNR. The required fields may be added using manual entries or the PNR drop down menu and selecting Create/Edit Customer Information. You can also click on the pencil icon in the PNR Viewer window.

Required fields:

- Name (including title)
- Phone Field
- Address (5 fields including valid country code)
- Email Address
- Form of payment

You will need to ensure that all mandatory items are completed. Check Ask Travelport to see if there are any carrier specific requirements. To view individual airline clue cards enter the key word **CLUE CARD** in to Ask Travelport and select the relevant airline.

When an attempt is made to End Transact a PNR, Aggregated Shopping will check that the PNR contains all the mandatory information required before sending the book request. Each Direct Payment Carrier may have different mandatory fields and as such Aggregated Shopping will provide an error if the correct fields have not been entered.

In addition to the required fields, a pricing entry must be made prior to End Transact. If a Pricing Entry is not made the following error message will be displayed: TASERR078-NEED PRICING ENTRY BEFORE END TRANSACTION

Passenger Title

A passenger title is mandatory in the name field for Direct Payment Carriers. The following titles are supported:

- ✓ MR
- ✓ MRS
- ✓ MISS
- ✓ MS
- ✓ MASTER
- ✓ MSTR

If a Passenger title exists but is not supported by the requested Direct Payment Carrier, Travelport Aggregated Shopping will display an error.

Phone Field

A minimum of one phone number is required.

Galileo phone examples:

- HOME PHONE.....>P.LONH*0208 555 6427
- BUSINESS PHONE.....>P.NCLB*0191 404 456 8978
- TRAVEL AGENCY PHONE.....>P.LONT*0207 236 4598
- ADDRESS/HOTEL.....>P.BHXA*0121 667 5567

Ticket Field

A minimum ticket entry is required

T.T*

Address Line

An address line is required, either the ADRS or DVLR. The address must contain the minimum of 5 address elements including country.

Note: the postal code is mandatory in a Written Address.

- Name
- Address Line
- Town/City
- Country
- Zip/Postal code

Address examples:

Written Address example:

W.PERSON NAME*ADDRESS LINE*TOWN*COUNTRY*P/W1R 6TS

Delivery Address example:

D.PERSON NAME*ADDRESS LINE 1*TOWN*COUNTRY*SL3 8AG

Email Address

A minimum of one email address is required. If multiple email addresses exist, then the first email address will be sent to the Direct Payment Carrier. Additional email addresses may be sent if the carrier supports multiple email addresses

Email address example:

Mail To email address :

MT.yourname@yourdomain

Mail From email address:

MF.yourname@yourdomain

APIS / Secure Flight

Aggregated Shopping uses existing GDS formats for APIS/Secure Flight.

Form of Payment

The following forms of payment are supported by Travelport Aggregated Shopping:

- CREDIT CARD
- DEBIT CARD
- AGENCY PAYMENT
- CASH
- TRAVEL ACCOUNT CARD
- PREPAID CARD
- AGENCY PAYMENT (for Air Asia and Tiger Air)

Form of payment can be added to a booking by clicking on the instant purchase (#) symbol next to the carrier code and completing the booking form or by using manual entries.

The screenshot shows a web form titled "Lowcost Selling" with the easyJet.com logo. It contains fields for passenger information and credit card details. The passenger information includes Name (TEST/A), Title (Mr), DOB, Type (ADT), Gender, Passport Number, Nationality, Issue Country, and Expiry Date. The credit card details section is divided into "Credit Card Details" and "Credit Card Billing Address".

Passenger Name (SURNAME/NAME)	Title	DOB (DDMMYY)	Type	Gender	Passport Number	Nationality	Issue Country	Expiry Date (DDMMYY)
TEST/A	Mr		ADT					

Credit Card Details		Credit Card Billing Address	
Name on CC (if not the 1st passenger)	TEST	Address line 1	ROSE COTTAGE
CC Number	VI4444333322221111	Address line 2	23 HIGH STREET
CVV	123	City, State or Province	LONDON
Expires	D121 (ex: 1020)	Country	United Kingdom
		Postcode	SL3 8AG

Customer email (For email confirmation): atest@travelport.com
 Telephone number: 01753288000

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-FQ
>
>FQ          *** easyJet ***          Currency:GBP
Itin:      44.16      OptSvcs:      0.00      Total:      44.16
Pricing for: S1
-----
Fare Basis : Y
Description: Economy
-----
Summary For All Passengers:
Base Fare Amount           :      19.29
Taxes Amount               :      13.00
Fees Amount                :      11.87
-----
Total Fare Amount         :      44.16
P01:ADT/TEST/A:          Total:      32.29
-----
Base Fare Amount           :      19.29
Taxes Amount               :      13.00
XT                        :      13.00
-----
Fees Amount:              Total:      11.87
CCB                        :      11.87
-----
Rules:>FNS01-----OptSvcs:>DAS*CU2-----
FOP:>ZF/CU2/CC VI4444333322221111/1218/S123
«Display Rules»
    
```

Not all Direct Payment Carriers support all forms of payment; therefore Travelport Aggregated Shopping maintains a list of acceptable Forms of Payments by carrier.

To show a list of payment options for a specific carrier use the following entry:

ZF*CU2

This example shows forms of payment accepted by easyJet, the asterisk currently shows as Credit Card but the Debit Card option can be selected by clicking on the next option.

```

APPLICATION  TERMINAL  HISTORY  WINDOW  PNR  SEARCH  SELL  TOOLS  HELP
1-ZF*CU2
>ZF*CU2          *** easyJet ***
Card Holder Name:>ZF/CU2/NM-MR A TEST
Selected FOP:Not Selected
Opt:01/02 -----+----- Detail -----
1* Credit Card (CC)      |American Express (AX)
2  Debit Card (DC)      | Visa (VI)
                        | Diners Club (DN)
                        | Switch/Maestro (SW)
                        | Mastercard (MC)
                        | Visa Electron (EL)
                        | Carte Bleue (CB)
Next Opt:>ZF*CU2/02 -----+----- More:>MD -----
Book:>ZF/CU2/CC/
)>
    
```

Travelport Aggregated Shopping will generate an internal entry to retrieve unmasked FOP from the PNR when the **ZF** entry is made.

If no form of payment has been entered, or the form of payment is masked then the form of payment must be manually entered using the following format: **ZF/Cxx/** (xx = 2 letter airline code)

Example entry: **ZF/CU2/CC VI4444333322221111/D1116/S123**

The following entries can be used to enter the security code if the credit card was stored in the PNR:

ZF/CU2/CC/S123

ZF/CC/S123

Once all mandatory information has been added you can End Transact your PNR and view the booking in the PNR viewer window. All stored Direct Payment Carrier remarks appear in the Document Itinerary remarks; click on ***DI** to vie. Here you will find your Direct Payment Carrier code and record locator from the Direct Payment Carrier's system along with the currency code. Flight details, price, details of any ancillaries that have been booked and other related information will also be stored.

Form of Payment Formats

Commands:	Description:
ZF*Cxx	Display form of payment screen for carrier xx
ZF/NM-MR JOE TRAVELER	Change card holder name
ZF@	Delete form of payment prior to end transact
ZF/CC/S123 ZF/Cxx/CC/S123	Add CVV security code to credit card Single Direct payment carrier
ZF/CC/VI4444333322221111/D111 2/S123	Form of Payment with VISA Credit Card for the Direct Payment Carrier in the PNR
ZF/AP/X2345/Pagentx	Agency Payment with Agent Payment ID and password details for all segments in PNR
ZF/MO/12345687	Miscellaneous Charge Order with unused ticket number for all segments in PNR
ZF/C nn/CA	Cash as Form of Payment for carrier – nn = carrier code

Modify and Cancel

Before a PNR can be modified or cancelled it must be retrieved from the Direct Payment Carriers' system. To display the Direct Payment Carrier PNR use the following entry: **Z*R/Cnn**

Modify or Cancel cannot proceed unless the GDS Host PNR is in Synch with the Direct payment carrier PNR. (To synch Pnr : **ZSYNC/Cnn**)

Modify PNR segments, Optional Services/ Ancillaries, or Passenger Name, or APIS. A seat may be added if a new segment is added or an existing segment is modified.

Cancel is permitted.

Example: **X2 followed by 0U24909Y08NOVAMSLGWNN1**

If the PNR is modified by name or segment change, Aggregated Shopping will send or re-send the APIS data if it exists in the PNR.

Cancel of multiple Direct Payment Carrier segments in a single entry is not permitted.

Price the itinerary and all selected seats and options.

Example: **FQ**

When the price has changed due to modification, the following message will be displayed on the first line of the fare quote: ***** Price Changed – Amount due:

Add form of payment.

End the PNR.

Itinerary Remarks after cancel or modify.

All original itinerary remarks will be replaced with the revised booking data.

The original form of payment plus total amount will be retained plus the new form of payment and total amount including add collect will be added.

Example:

9.FREE TEXT-#TAS01#FOPCC/VIXXXXXXXXXXXXXX1111/525.20/2045Z/01AUG

10.FREE TEXT-#TAS01#FOPCC/VIXXXXXXXXXXXXXX1111/25.00/0945Z/02AUG

14.FREE TEXT-#TAS01#TOT550.20

As each Direct Payment Carrier may follow a slightly different procedure refer to Ask Travelport for specific carrier related information on cancelling and modifying Direct Payment Carrier bookings.

Summary

In this module you learned how to:

- Use Travelport Aggregated Shopping – without a booked Itinerary
- Use Travelport Aggregated Shopping – with a booked itinerary
- Use Neutral Availability Screen
- Use Carrier specific Availability screen
- Sell from a fare shop with and without a booked itinerary
- Sell from Neutral and Carrier Specific Availability Screens
- View Branded fares and upsell flights
- Price an Itinerary
- Ancillary Services
- Complete a PNR – Required Passenger Data
- Modify and Cancel

Module Review

1. The Fare Shop response screen identifies which fares returned are 'Branded Fares'. What color are these displayed in?

2. What is the status used for a Direct payment carrier Booking?

3. What is the participation code in an availability display for a Direct Payment Carrier?

4. What is the entry to check the FOP options for a specific carrier?

5. What are the main passenger data fields required to make a Direct Payment Carrier booking?

Appendix A: Answer Key



Module 1: Getting Started

1a	HELP CARS or H/Cars
1b	HELP PHONE or H/P.
1c	HELP FREQ or H/M.
1d	HELP Client or H/CF
1e	Help History or H/HIST
2	PNS
3	Hawaiian Airlines
4	.CD DPS INDONESIA
5	Displays a list of recently viewed booking files.
6	History menu
7	Ctrl + ↓↑ or TOOLS Replay Entries

Module 2: Checking Flight Availability and Selling Flights

1	Cryptic format Search Menu > Availability Search Tools > Calendar
2	Double click on the booking class on line 3 or N1B3B4 or N1B3*
3	TTB3
4	/5S2
5	XI

Module 3: Building a Booking File

1	CM/+*GEORGE (displayed move) or CMT/+*GEORGE (blind move)
2	PNR option Create/Edit Customer Information > Contact Tab > Add or click on the  icon and Create/Edit Customer Information>Contact tab
3	TAU Arrange Ticketing Date – accessed via PNR option or  icon and selecting the ticket option tab
4	Phone, Received, Name, Ticketing Fields
5	I
6	Select from the PNR drop down menu > Create/Edit Customer Information ...or click the Pencil icon at the bottom of the PNR Viewer Window

Module 4: Adding Optional Booking File Fields

1	Customer Address and Delivery Address
2	Create/Edit Customer Information
3	17
4	Associated remarks are itinerary remarks are associated to a specific segment in a Booking File. Unassociated remarks are freeform remarks you create for an itinerary that do <i>not</i> associate to a specific segment.
5	A Special Service Request (SSR) is a message sent to an airline that requires the airline to take action. Other Services Information (OSI) sends a message to an airline advising of information pertaining to the passengers in the Booking File. It does not require action.
6	Display: <ul style="list-style-type: none"> • Seat data • Itinerary remarks • Review Bookings • Invoice remarks
7	Display Customer information and go to Form of Payment, select new FOP from the drop down and click Save.

Module 6: Fare Display

1	6
2	:C
3	FD@C
4	Change the destination to SFO
5	<p>FDLON10SEPYYZ-RT</p> <p>a. FD/AC</p> <p>The below answers are dependent on the fare selected.</p> <p>b. KXNCGBW</p> <p>c. Ticket is VON-REFUNDABLE</p> <p>d. 25% discount for children -</p> <p>e. 90% discount for infants</p>

Module 7: Fare Quoting an Itinerary

1	<p>All passengers in the booking require fare quotes</p> <p>All passengers are adults unless an infant or a specific passenger type code has been used when the name field was added</p> <p>All segments to be quoted</p> <p>Ticketing to take place on the same date as the ticket is quoted or within the guarantee limits</p> <p>Sale and ticketing to take place in the country of set location.</p> <p>A stopover is assumed where connections are 24 hours or more for international travel and 4 hours or more if the journey is within North America</p> <p>Passengers are not exempt from any ticketable tax</p>
2	FQBB+-FIRST
3	Answer A - Lowest fare available in all cabins
4	FQBBS1.4
5	Expired
6	Accompanied Adult (PTC/A)

Module 8: Working with Manual Fare Build

1	FBCP4/CBA
2	FBCP4*C05.1-3

Module 9: Fare Shopping

1	More than 3 different itineraries exist
2	Open up Fare Shop or Smartpanel
3	Exclude connection points
4	Indicates this is into Perth and out of Sydney/Open Jaw
5	The fare is displayed in green
6	The # symbol before the carrier code identifies 'Instant Purchase' for a Direct payment carrier.

Module 11: Selling Hotels

1	GC*11/HTL/HAMPTON INNS
2	GC*11/HTL/SZ
3	<ol style="list-style-type: none"> 1. Display hotel availability 2. Display complete availability 3. Display room rate rules and policies 4. Sell the hotel room
4	Hotel Availability Maps Display
5	<p>It pre-populates the hotel search with the check-in and out dates based on the flight segments in the Booking File.</p> <p>It assumes the airport city code in the search.</p> <p>It displays hotels within a 30-mile radius of the destination airport.</p>
6	HOU

Module 12: Selling Cars

1	Payless
2	Standard 2 or 4 door Automatic A/C
3	The green Hertz
4	Advanced Sell
5	CAU.I
6	Click on the green vendor name

Module15: Booking File History and Troubleshooting

1a	ARNK segments Added phone fields (only changed or deleted phones) Original Booking File elements if never changed
2	False
3	C*CIDBNUMBER
4a	Added segment
4b	Original Segment Status
4c	Deleted seat
4d	Status change
4e	Cancelled Fare Quote

Appendix B: Format Summaries

This Appendix contains **format** summaries and steps to build a Booking File.

Air Availability and Timetable

Availability entries

Description	Format
Availability	A19JUNLONSYD
Availability with departure time	A19JUNLONSYD.2200
Availability with preferred airline	A30MAYSYDSIN/SQ
Availability with specific airline	A19JUNLONPER*BA
Return Availability with same return routing	A1SEPLONBKK++15SEP
Open jaw Availability	A1SEPLONMIA++15SEPMCOLON

Availability Follow-up

Description	Format
Change availability display to one day later	A#
Change availability display to six days later	A#6
Change availability display to one day earlier	A-
Change availability display to three days earlier	A-3
Return availability (reverses the city pair)	AR
Return availability for specified date	AR30MAR
Change availability display to specified departure time	A.1100
Change availability to show preference for specified carriers	A/BA/UA/AA
Display more flights	A*
Change availability to a carrier specific display	A*BA
Change availability display to a carrier specific display with a specified departure time	A.1800*BA
Return availability from a carrier specific display	AR18MAY*LH
Request specific class in a carrier specific display (does not work for all carriers)	A@B*BA

Availability Follow-up

Display last seat availability for specified line number	AL3
Display availability for single connecting flights via specified airport	A.LHR
Display next availability to specified city from the off point of the previous availability display	ANPAR
Display availability from a new specified board point	ABLHR
Display availability to a new specified off point	AOEWR

Timetable Display

Description	Format
Timetable display London to Brisbane 10 January with Qantas	TT10JANLONBNE/QF
Return timetable display	TTR
Move from a timetable display to an availability display for the same date and routing	A
Move from an availability display to a timetable display for the same date and routing	TT
Display timetable information for the flight on line 4 of an availability display	TTL4
Display timetable information for segment 2 in a Booking File	TTB2

Booking File Fields

Name Field

Description	Format
Display name field	*N
Single passenger, Mr James Cavanagh	N.CAVANAGH/JAMESMR
Multiple passengers with the same family name, Mr David Hall, Mrs Sarah Hall and Miss Amy Hall	N.3HALL/DAVIDMR/SARAHMRS/AMYMISS
Multiple passengers with different family names, Mr Mark Jenkins and Miss Joanne Bennett	N.JENKINS/MARKMR+N.BENNETT/ JOANNEMISS
Child aged 7 years, Miss Hannah Davis	N.DAVIS/HANNAHMISS*P-C07
For full list of Passenger Type Codes	H/PTC
Infant, Miss Kelly Brown, born 29 April 2013	N.I/BROWN/KELLYMISS*29APR2013
Change passenger name number 4 to Mr Oliver Peterson	N.P4@PETERSON/OLIVERMR
Change passenger name numbers 3 and 4 to Mr Daniel Bradley and Mrs Katherine Bradley	N.P3-4@2BRADLEY/DANIELMR/ KATHERINEMRS
Change a name remark for passenger 6	N.P6@*P-C04
Delete passenger name number 6	N.P6@
Delete passenger names numbers 3 and 4	N.P3-4@
Delete a name remark for passenger 2	N.P2@*

Phone Field Codes

Code	Identifies
T	Travel agency phone
H	Customer's home phone
B	Customer's business phone
E	Customer's email address
A	Customer's accommodation/hotel phone
F	FAX
N	No phone contact

Phone Field

Description	Format
Agency name and reference	P.T*01489 639821 WORLD TRAVEL REF STEVE
Passenger home phone number	P.H*0207 867 5831
Passenger business phone number in another city	P.FRAB*2258 7912
Email address	P.LONE*BEN.JOHNSON//GALILEO.COM Note: The city code must be included, and the @ sign is represented by two slashes
Change the first phone (agency) field to show 01895 588671 and reference Hannah	P.1@T*01895 588671 REF HANNAH
Change the third phone field to show business number 0207 736 9548	P.3@B*0207 736 9548
Delete phone field number 4	P.4@
Display phone field	*P

Ticketing

Description	Format
Future ticketing date	T.TAU/25JUL
Minimum entry	T.T*
Minimum entry including ticket number	T.T*1254392942613
Change the ticketing field to show a new review date of 29 June	T.@TAU/29JUN
Change the ticketing field to show a ticket number	T.@T*125317783925540
Delete the ticketing field	T.@
Display ticketing field	*P

Received Field

Description	Format
Received from Miss Bridges	R.MISS BRIDGES
Received from passenger	R.PSGR
Change the received from field to show Sam Howard	R.@SAM HOWARD
Delete the received from field	R.@
Display the received from field	*RV

Form of Payment

Description	Format
Cash	F.S
Cheque	F.CK
Invoice	F.INV (free text invoice number)
Non Ref	F.NONREF (non-refundable without reference to the issuing agency)
Miscellaneous	F.MS (free text)
Credit card AX3739000000000000 expiry 12/16	F.AX3739000000000000/D1216
Change the form of payment field to show cash	F.@S
Delete the form of payment field	F.@
Display the form of payment field	*FOP

Email

Description	Format
Add a mail 'to' address	MT.TOM-HILL@ABC.COM
Add a mail 'from' address	MF.ANDREW.WEST@AGENT.COM
Add or change email comment to first email address.	MC.1@HAVE A PLEASANT TRIP
Change the 2 nd email address	MT.2@AMY.HILL@HOTMAIL.COM
Delete 1 st email address	MT.1@
Delete 3rd email comment	MC.3@
Display the email field	*EM

Review Booking File

Description	Format
Issue hotel vouchers on 30June	RB.30JUN*ISSUE HOTEL VOUCHERS
Place review booking item on queue 40 on 25 July	RB.25JUL/Q40*CHECK PSGR HAS VISA
Change the first review booking file field, to show a date of 30 July and to issue car hire vouchers	RB.1@30JUL*ISSUE CAR HIRE VOUCHERS
Delete review booking item 4	RB.4@
Display the review booking field	*RB

Notepad

Description	Format
Notepad item with free text	NP.ADVISED PSGR REFUND NOT PERMITTED
Notepad with secondary qualifier H (hotel)	NP.H*SHERATON HOTEL AMS REQUIRES A DEPOSIT
Historical notepad item	NP.H**PSGR ADVISED THAT HOTEL MUST BE GUARANTEED WITH CC
Confidential notepad item	NP.C**CASH ONLY DO NOT ACCEPT CHEQUES
Notepad item with free text	NP.ADVISED PSGR REFUND NOT PERMITTED
Change the free text of the second notepad item	NP.2@NEW TEXT
Delete notepad item 3	NP.3@
Display the notepad field	*NP
Display notepad items with H qualifier	*NPH
Display notepad items with C qualifier	*NPC

Written Address

Description	Format
Passenger's mailing address	W.MR A JACOBS*78 THE ORCHARD*BENSON*OXFORDSHIRE*P/OX97YE
Change the detail of a mailing address	W.@MR B WILLIAMS*67 THE STREET*OXFORD*P/OX7 9RE
Change the detail of the second sub-field of a mailing address	W.@2*25 THE STREET
Insert an additional sub- field after existing sub-field 3	W.@/3*OXFORDSHIRE
Delete an entire written address	W.@
Delete the third sub-field	W.@3*
Display the written address field	*AW

Delivery Address

Description	Format
Passenger's delivery address	D.MR B JACOBS*RECEPTION* GROUND FLOOR* SHELL BUILDING *MANCHESTER
Change the detail of a delivery address	D.@MR A PHILIPS*FINANCE OFFICE*SHELL MAIN OFFICE *CHEPSTOW
Change the detail of the second sub-field of a delivery address	D.@2*BUILDING 7
Insert an additional sub-field after existing sub-field 3	D.@/3*FIRST FLOOR
Delete an entire delivery address	D.@
Delete the third sub-field	D.@3*
Display address field	*AD

Mileage Membership

Description	Format
Mileage membership number for passenger 1	M.P1/UAA56789
Mileage membership number for passenger 2 indicating tier level Gold	M.P2/UA123456A*-G
Delete all mileage membership numbers for all passengers	M.@
Delete mileage membership information for passenger 2	M.P2@
Delete mileage membership information for AA for passenger 2	M.P2*AA@
Display the mileage membership field	*MM
Display the membership accrual table for United Airlines (UA)	M*UA

Special Service Requests

Description	Format
SSR item (DBML) for all passengers	SI.DBML
Advise airline Passenger 2 is a child with optional free text	SI.P2/CHLD*12JUN13
SSR item (VGML) for passenger 3 segments 2 and 4	SI.P3/S2.4/VGML
Request language assistance for passenger 3 segment 4	SI.P3S4/LANG*SPEAKS ONLY FARSI
Ticket number for passenger 2 segment 3	SI.P2S3/TKNM*12534511678922
Change the free text of an SPML item	SI.P1/SPML@*NO EGGS
Delete a seafood meal for passenger 2	SI.P2/SFML@
Delete all SSR items for all passengers on segment 2	SI.S2@
Display service information	*SI

Other Service Requests

Description	Format
VIP	SI.CX*GODDARD/JANE DIRECTOR SWIRES GROUP HONG KONG
Ticket number to CX	SI.CX*16012345678942 GODDARD/JANE
Change the free text of the second OSI item	SI.2@CX*VICE PRES SWIRES HONG KONG
Delete item 1	SI.1@
Delete items 3 and 5	SI.3.5
Display service information	*SI

Advanced Seat Assignment

Description	Format
Display seat availability map for segment 2	SA*S2
Assign seats 14AB for segment 2	S.S2/14A.B
Display seat characteristics	SC*
Generic request no smoking aisle seats for segment 2	S.S2/NA
Change the assigned seat number for passenger 2, segment 1 to 11A	S.P2S1@11A
Change the seat assignment for passenger 2 to 28B for all segments	S.P2@28B
Change to no smoking window seats for all passengers for all segments	S.@NA
Cancel all seat assignments for all passengers and all segments	S.@
Cancel seat assignment for passenger 3 on all segments	S.P3@
Display seat data	*SD
Quick Command to view Seat Map	#SEAT

Enhanced Booking File Servicing - Keywords

Keyword	Type of service request
ADC	Additional collection
ETE	Electronic ticketing – even exchange
ETI	Electronic ticketing – issue
ETRF	Electronic ticketing – refund
ETV	Electronic ticketing – revalidation
FARE	Fare
GENR	General request
GRPD	Domestic group request
GRPI	International group request
LIMO	Limousine service
PTA	Prepaid ticket advice
STOP	Stopover package
TKI	Claim agency incentives
TOD	Ticket on departure

Enhanced Booking File Servicing (RQ requests)

Description	Format
Request ticket on departure with BA at Heathrow	RQ.TOD/BA/MPD.12577132398678/ IOD.LHR.BA/FF1*CHECK ID
Request PTA with LH at Frankfurt	RQ.PTA/LH/MPD.22070122340786/ IOD.FRA.LH/FF1*CHECK ID
To change the detail of the first EBFS item for a TOD	RQ.1@TOD/BD/MPD.23650139473086/IOD.LH R.BD/FF1
To delete item 2	RQ.2@
Display Enhanced Booking File servicing	*RQ

Vendor Remarks

Description	Format
Outgoing vendor remark to airline SA	V.ASA*PLEASE ADVISE COST OF KENNEL FOR DOG
Change the detail of the second vendor remark to SA	V.2@ASA*PLEASE ADVISE COST OF KENNEL FOR CAT
Delete item 2	V.2@
Display Vendor Remarks	*VR

Booking an Itinerary

Description	Format
Sell 1 seat C class from availability line 2	N1C2
Sell 1 seat Y class from availability line 1 and J class from connecting flight on line 2	N1Y1J2
Sell 3 seats in S class from availability lines 4 and 5	N3S4*
Waitlist 1 seat Y class from availability line 3	N1Y3LL
Direct sell 4 seats in Y class on specified flight	0AA101Y30JUNLHRJFKNN4
Open segment with 2 seats in Y class for specified city pair	0CXOPENYHKGBKKNO2
Open segment with 2 seats in Y class for specified city pair and date	0TGOPENY12JUNLHRBKKNO2
Surface segment	0A (or) Y
Add passive segment for specified flight	0UA907Y15MAYLHREWRAK2
Add passive segment, 1 seat in C class from specified line number	N1C3AK
Move segment 6 to follow segment 3	/3S6
Move segment 3 – 5 to follow segment 2	/2S3-5
Cancel segment 2	X2
Cancel segments 2, 3, 4 and 6	X2-4.6
Cancel the whole itinerary	XI
Change the date of segment 1 to 30 July	@1/30JUL
Change segments 2 and 4 to H class	@2.4/H
Change the booking code to K class on all flights	@A/K
Change flight number of segment 1 to BA902 (must be same route)	@1/BA902
Change all segments to 3 seats (only prior to End Transaction)	@A/3

Ending and Ignoring Transaction

Description	Format
End transaction	E
End transaction and re-retrieve the Booking File	ER
End transaction and mail itinerary	EM
End transaction, mail itinerary and re-retrieve	ERM
Ignore transaction	I

Ignore transaction and re-retrieve the Booking File in original state	IR
---	----

Retrieving a Booking File

Description	Format
Retrieve by family name	*-JACOB
By name and departure date	*15JUL-HILL
Name, date and flight number	*TG887/12AUG-JAMESON
Retrieve by locator	*JN2V4T
Retrieve all branch bookings by family name	**B-HOWARD
Retrieve 2 nd booking from list	*2

Galileo Fares

Fare Display

Description	Format
Basic input for specified date and city pair.	FD10SEPLONSIN
Re-display the active fare display	FD*

Fare Display Modifiers

Description	Format
Specified carrier	/QF (maximum of 3)
One way fares	-OW
Round trip fares	-RT
Passenger type – adult	*ADT
Passenger type – child	*CNN (or) *C07
Passenger type – infant	*INF
Fares with booking class B (carrier required)	-B
Business class fares only (@F for First class)	@C
Specifying fare basis code	@W2BA
Travel via specified global indicator	.EH
Private fares only	:P
Net fares only	:C
With specified account code	-PRI-ACCT
High to low order	/X

Fare Display follow-up formats

Description	Format
Updates the previous fare display to show one way fares only.	FD-OW
Updates the specified date of the previous fare display.	FD12MAY
Updates the previous fare display to show fares for Thai Airways (TG) and Singapore Airlines (SQ) and Malaysia Airlines (MH).	FD/TG/SQ/MH
Updates the previous fare display to show round trip fares for a child.	FD-RT*CNN (or C08)
Updates the origin city of the previous fare display to show Boston.	FDOBOS
Updates the destination city of the previous fare display to show Paris.	FDDPAR
Updates the previous fare display to show the YEE3M fare only	FD@YEE3M

Fare Display follow-up formats

Updates the previous fare display to show business class fares only	FD@C
---	------

Fare Notes

Description	Format
Display menu of paragraphs for specified line number	FN*12
Display fare notes for specified paragraph number	FN*P16
Display fare notes for paragraphs 6, 8 and 14 for the specified line number	FN*2/P6.8.14
Display all fare notes for the specified line number	FN*9/ALL
Display fare notes summary for the specified line number	FN*4/S
Display fare routing for line 5 of fare display	FR*5
Display the class of service to book for carrier AA for the fare on line 2 of the display	FDC*2//AA

Fare Quote

Description	Format
Quote lowest fare for class booked	FQ
Quote lowest fare for class booked for passengers 1 and 4 only	FQP1.4
Quote lowest fare for class booked, specifying passenger numbers and type (PTC not required if added to the name field)	FQP1.2.3*C09
Quote lowest fare for class booked for segments 2 and 3 only	FQS2-3
Force fare quote for fare basis YEE6M	FQ@YEE6M
Quote lowest private fare for class booked	FQ:P
Quote lowest net fare for class booked	FQ:C
Quote lowest fare private fare with/without specified account code	FQ-ACCT:P
Quote discounted passenger type (e.g. child) accompanied by an adult on a separate Booking File (when PTC in name field)	FQ/ACC
Quote lowest fare for class booked for markets not using Automated Plating Carrier	FQCAA

Fare Quote Best Buy

Description	Format
Quote lowest available fare for flights booked	FQBB
Quote lowest available Premium First	FQBB++-PREMF
Quote lowest available First	FQBB++-FIRST
Quote lowest available Business	FQBB++-BUSNS
Quote lowest available Premium Economy	FQBB++-PREME
Quote lowest available Economy Class	FQBB++-ECON
Quote lowest available fare for flights booked for segments 1 and 4 only	FQBBS1.4
Rebook classes for lowest available fare	FQBBK

Fare Quote Shopping (Booked Itinerary)

Description	Format
Focalpoint Shopping for booked itinerary	FS
Focalpoint Shopping for a child aged 10. Note: This is not necessary if the PTC has been entered in the name field.	FS*C10
Passenger 3 only	FSP3
Tax exempt	FSTE
Segments 1 through 3 only	FSS1-3
Private fares only	FS:P
Net fares only	FS:C
Specify maximum of three carriers	FS++/BA/LH/BD
Exclude maximum of three carriers	FS++/UA-/AA-/CO-
Cabin preference – Business Class Note: The first pricing option returned from a booked itinerary is always a FQBB of the itinerary without cabin preference.	FS++-BUSNS

Fare Quote Shopping (Unbooked Itinerary)

Description	Format
Round trip journey	FSLON10JANDXB20JANLON
Surface sector	FSLON10JANDXB--AUH20JANLON
Connecting point	FSROM1JUNX-JFKCVG20JUNX-JFKROM
Two passengers	FS2LON20DECJKT
Passenger type code	FSFRA1JUNLON10JUNFRA+*C10
Adult and child aged 4 years	FS2HKG10JUNTYO20JUNSIN+P1.2*C04
Private fares only	FSFRA1JUNLON10JUNFRA+:P
Private fares with an account code	FSFRA1JUNLON6JUNFRA+-ACCT CODE
Specified carriers for each segment	FSSYD1JUNTYO/QF10JUNHKG/CX
Preferred cabin class on each sector	FSSIN1JUNHKG-BUSNS10JUNPAR-FIRST
Specified carriers	FSSYD1JUNAKL10JUNSYD++/QF/NZ
Specified cabin	FSSIN10JUNHKG20JUNSIN++-FIRST

Follow-up entries

Description	Format
Rebook the required pricing option	FSKn
Display the fare construction	*FSn
Display fare rules	FQNn
Display additional itinerary options for the specified pricing option	More*n

Filed Fares

Description	Format
Display filed fare field	*FF
Display in detailed linear format	*FF1 Display filed fare 1 *FF2P3 Display filed fare 2 for passenger 3
Cancel	FX1 Cancel filed fare 1 FX1.3.5 Cancel filed fares 1, 3 and 5 FX1.3-6 Cancel filed fares 1, 3, 4, 5 and 6 FX1P2.4 Cancel filed fare 1, passengers 2 and 4 FXALL Cancel <i>all</i> filed fares
Restore filed fare for re-ticketing	FF1@R
Amend	FF1BG40K Note: Free baggage allowance may be amended without altering the guarantee status of the fare. Other areas of a fare may be amended using manual fare build entries.

Queues

Working with Queues

Description	Format
Display list of all queues and titles and Booking File count	QPB*
Display a count of Booking Files on queue	QCA
Sign into queue 2	Q/2
Exit queue, ignoring current booking file	QXI
Queue Remove	QR
Queue booking to queue 55 own pseudo	QEB/55
Queue to queue 50 specified pseudo ABC	QEB/ABC/50
Add an end of queue marker	QENDON
Remove the end of queue marker	QENDOFF

Updating Flight Status

Advice Code	Change to Status Code	Format
KK - confirming reservation	Change flight segment 2 to HK	@2HK
KL - confirming from waitlist	Change flight segment 5 to HK	@5HK
TL - waitlisted, advising new flight times	Change flight segment 3 to HL	@3HL
UU - unable, have waitlisted	Change flight segment 4 to HL	@4HL

Updating SSR Items

Advice Code	Change to Status Code	Format
KK - confirming item	Change status of special meal VLML to HK	SI.VLML@HK
KK - confirming item	Change status of special meal DBML to HK for passenger 1 segment 3	SI.P1S3/DBML@HK
UU - unable, have waitlisted	Change status of special meal SFML for segment 3 to HL	SI.S3/SFML@HL

Updating Seat Requests

Advice Code	Change to Status Code	Format
KK - confirming item	Change segment status of all seats for all passengers to HK	S.*HK
KL - confirming from waitlist	Change segment status for seat request for segment 2 to HK	S.S2.*HK

Updating Flights, SSRs and Seats

Advice Code	Change to Status Code	Format
To update all air segments, SSR items and seat request with one entry. (This will also remove items with NO, UC, UN or HX advice codes.	To update all air segments, SSR items and seat request with one entry. (This will also remove items with NO, UC, UN or HX advice codes.	@ALL

Timesavers

Divide Booking File

Description	Format
Divide passenger 2	DP2
Divide passenger 1 and 4	DP1.4
File divided booking File	F
Display divided bookings	*DV

Procedure to Divide

1. Divide applicable passenger(s). **DP2**
2. Enter Received From Field **R.BEN**
3. File divided Booking **F**
4. Enter Received From Field **R.BEN**
5. End Original Booking **E**

Repeat Bookings (Enter received field prior to the entry)

Description	Format
Repeat all customer data	REALL
Repeat all segments	RESALL
Repeat all customer data and segments	REALLSALL

Booking File History

Description	Format
Display all history	*H
Display history of Itinerary only	*HI
Display history of filed fare only	*HFF
Display history of queues	*HQT
View codes used in history	H/HISTORY

Galileo Information System

Description	Format
Display index	GG*
Display chapter number	GC*12
Display chapter and page	GC*12/16
Display airline chapter (BA)	GC*BA
Redisplay current chapter	GC*
Redisplay current page	GP*

Timatic

Description	Format
Display list of Timatic fill-in formats	TI-
Display Timatic fill-in format for visa information	TI-MV
Display Timatic fill-in format for health information	TI-MH
Display Timatic fill-in format for visa and health information	TI-MA
Display fill-in format for full text information	TI-MF
Display Timatic help	TI-HELP
Display Timatic news	TI-NEWS

Timatic Scrolling

Description	Format
Request next page (MD)	TIPN
Page back (MU)	TIPB
Request last page (MB)	TIPL
Request first page (MT)	TIPF
Redisplay current page	TIPG

Appendix C: Galileo Information System and Timatic

In addition to making required air, car and hotel reservations, it is a travel agent's responsibility to provide travel-related information to their customers. This could include country information or visa and health requirements. This appendix explains the Galileo Information System and Timatic, where much of this information may be found.

This appendix will explain how to:

- Access information contained in GIS
- Work with Timatic fill-in formats to provide travel information to your customers

Galileo Information System (GIS)

The Galileo Information System (GIS) is an automated information system which is flexible, fully indexed and available to all Galileo users.

GIS is structured like a book. It has an index containing a list of chapters, and each chapter contains pages.

Note: You may not be able to display all items listed as some pages have been withdrawn.

Displaying the Index

Display the GIS index to view the list of subjects and chapter numbers.

To display the index of subjects and appropriate chapter numbers, enter: **GG***

Example screen response:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-GG* +
GIS          GENERAL INFORMATION INDEX          NUM. SEQ.
TO SELECT A SUBJECT ENTER GC*..(EG GC*24)
  8 GALILEO          9 EURO CURRENCY          11 ROOMMASTER
 12 CARMASTER        13 AUTH CARRIERS          14 PROD DIRECTORY
200 AIRLINE INFO    201 HELP INDEX           396 EASTLINE
402 GALILEO UK      405 NDC FRANCE           429 NDC JORDAN
438 HKG             440 TAIWAN                444 SMO MALAYSIA
447 UKRAINE         473 CHINA                 500 BT
506 ETAS            509 TIMATIC               510 CONSULATE
550 CURRENCY         551 INLAND TRAVEL        552 CUSTOMS
553 COUNTRY INFO    554 PUBLIC HOLS          555 CLIMATE
601 GALILEO TO APOL 605 HELP                  606 HELP 2
949 TRAINING
>
```

Note: Chapters that may be viewed at your agency location are listed. Some of the chapters displayed here may not have information attached.

Displaying a Chapter

Display a chapter from GIS to read the information it contains.

To display the content of chapter 200, enter GC*200

Screen response:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-GC*200 +
GIS CHAPTER 200- AIRLINE INFO PAGE INDEX [v]
  TO SELECT A PAGE ENTER GP*.. (EG GP*18)
  1 SELECT YOUR AIRLINE          3 NAME CHANGE
  4 GUARANTEED PAYMENT          5 TICKET NOTIFICATION
  9 MEAL CODES
>|
```

Note: Chapters may also be displayed by title, **GC*AIRLINE INFO**

Displaying a Page

Display a page to view specific information in GIS.

To display page 9, Meal Codes, enter **GP*9**

Screen response:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-GC*EK +
GIS CHAPTER 110- EK PAGE INDEX [v]
  TO SELECT A PAGE ENTER GP*.. (EG GP*18)
  1 INDEX 2 POLICIES AND PROCEDURES 1
  3 POLICIES AND PROCEDURES 2 4 POLICIES AND PROCEDURES 3
  5 MEALS 6 CHAUFFEUR DRIVE SERVICE
  7 PASSIVE SEGMENTS 8 SEGMENT STATUS HX-UC-UN-NO
  9 PRODUCT IN THE AIR 10 MIDDLE EAST-JAPAN LINKS
  11 SPECIAL OFFERS - PART 1 12 BUS SERVICE *DMM AND BAH*
  13 SPECIAL OFFERS - PART 2 14 AVIH-ANIMALS IN HOLD
  15 CODESHARE FLIGHTS 16 CODE OF CONDUCT
  17 SPECIAL SERVICES 18 EXTRA FLIGHTS
  19 SKYWARDS PART 1 20 COUPON UPLIFT
  21 SKYWARDS PART 2
>
```

Points to note:

- To view information for a specific meal code, click on the relevant meal code highlighted in green, or tab to the appropriate item and enter
- When you become familiar with the contents of GIS, you can bypass the index and go directly to required information by specifying both chapter and page number in your entry, e.g. GC*200/9.

Airline chapters

Many airlines have their own chapters in GIS which are not displayed in the index. They use these to provide information about their services, procedures and special promotions.

Information is loaded directly into the system by the airline. However, many airlines now direct you to their web site, which is more up to date.

To display the chapter for Emirates, enter: **GC*EK**

Screen response:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-GC*EK +
GIS CHAPTER 110- EK PAGE INDEX [v]
TO SELECT A PAGE ENTER GP*.. (EG GP*18)
 1 INDEX 2 POLICIES AND PROCEDURES 1
 3 POLICIES AND PROCEDURES 2 4 POLICIES AND PROCEDURES 3
 5 MEALS 6 CHAUFFEUR DRIVE SERVICE
 7 PASSIVE SEGMENTS 8 SEGMENT STATUS HX-UC-UN-NO
 9 PRODUCT IN THE AIR 10 MIDDLE EAST-JAPAN LINKS
11 SPECIAL OFFERS - PART 1 12 BUS SERVICE *DMM AND BAH*
13 SPECIAL OFFERS - PART 2 14 AVIH-ANIMALS IN HOLD
15 CODESHARE FLIGHTS 16 CODE OF CONDUCT
17 SPECIAL SERVICES 18 EXTRA FLIGHTS
19 SKYWARDS PART 1 20 COUPON UPLIFT
21 SKYWARDS PART 2
>
```

Note: Individual page numbers may be selected in the usual way.

GIS Formats

GIS formats may be found in the Help pages (**H/GIS**). The following are sample entries.

Format:	Explanation:
GG*	Display index
GC*12	Display chapter number
GC*12/16	Display chapter and page
GC*	Redisplay current chapter
GP*	Redisplay current page
GC*BA	Display airline chapter (BA)
GC*506/1	Display Electronic travel authority system. (ETAS)

Working with Timatic

Timatic is an information system that provides you with travel information regarding visa, health, customs and currency requirements for countries throughout the world.

The Timatic database is provided by an organization based in the Netherlands. It is a stand-alone function, and there a number of fill-in formats to help you access up-to-date country-specific information.

Each fill-in format must be completed using either 3-letter city or airport codes or 2-letter country codes to identify a country.

Display the list of Timatic fill-in formats to help you provide travel information for your customer.

To display the list of Timatic fill-in formats, enter: **TI-**

Screen response:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TI- +
> TIMATIC MASK ENTRY FORMATS
>TI-MV· VISA INFORMATION
>TI-MH· HEALTH INFORMATION
>TI-MA· VISA AND HEALTH INFORMATION
>TI-MF· FULL TEXT DISPLAY
>TI-MC· COUNTRY INFORMATION DISPLAY
>TI-ML· COUNTRY INFO-PARTIAL NAME
>TI-MG· GROUP LISTS
>TI-HELP· TIMATIC HELP REQUEST
>
```

Note: The system responds with a list of formats and subject items. To display the fill-in format screen for a particular item such as visa information, click **TI-MV** highlighted in green or tab to the relevant item and enter. Alternatively, type TI-MV.

Visa Information

Many countries have visa requirements for entry which may vary depending on whether travel is for business reasons or for tourism.

Display the Timatic fill-in format screen to provide visa information for your customer.

Take the following steps to access visa information for your customer. They are a national of the UK travelling to Brazil and Argentina, and will transit Spain en-route.

Display the fill-in format for visa information by typing **TI-MV**.

Note: If the list of Timatic fill-in formats is already displayed, you can click TI-MV which is highlighted in green, or tab to the item and enter.

Screen response:

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TI-MV +
>TI-RV TIMATIC VISA INFORMATION REQUEST
2 NATIONALITY :NA.../....
1 DESTINATION :DE.../.../.../.../.../.../.../.../.../.../.../...
0 TRANSIT CITIES :TR.../.../.../.../.../.../.../.../.../.../...
0 ALIEN RESIDENT :AR...

2--NATIONALITY MANDATORY. SPECIAL INFORMATION OPTIONAL
1--MINIMUM OF ONE COUNTRY/CITY/AIRPORT CODE REQUIRED
0--OPTIONAL FIELD
USE 3 CHAR AIRPORT/CITY CODE OR 2 CHAR COUNTRY CODE
>
    
```

Screen description:

Detail:	Explanation:
Nationality	Specify the nationality of the passenger.
Destination	Specify the destination countries.
Transit cities	Specify any transit cities (optional item).
Alien resident	Specify if passenger is an alien resident (optional item).

Note: You may use 3-letter city codes or 2-letter country codes to identify relevant countries in each item. *Ensure INSERT button is switched off prior to completing the fill in screen.*

Complete the screen as follows and enter at the cursor:

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TI-MV +
>TI-RV TIMATIC VISA INFORMATION REQUEST
2 NATIONALITY :NA·LON/....
1 DESTINATION :DE·RIO/AR./.../.../.../.../.../.../.../.../.../.../...
0 TRANSIT CITIES :TR·MAD/.../.../.../.../.../.../.../.../.../.../...
0 ALIEN RESIDENT :AR...

2--NATIONALITY MANDATORY. SPECIAL INFORMATION OPTIONAL
1--MINIMUM OF ONE COUNTRY/CITY/AIRPORT CODE REQUIRED
0--OPTIONAL FIELD
USE 3 CHAR AIRPORT/CITY CODE OR 2 CHAR COUNTRY CODE
>
    
```

Note: 3-letter city or airport codes or 2-letter country codes may be used to identify a country.

Screen response:

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TI-RV +
TIMATIC-3 / 16DEC13 / 1008 UTC
NATIONAL UNITED KINGDOM (GB) /TRANSIT SPAIN (ES)
DESTINATION BRAZIL (BR) /DESTINATION ARGENTINA (AR)
ALSO CHECK DESTINATION INFORMATION BELOW
VISA TRANSIT SPAIN (ES)
..... NORMAL PASSPORTS ONLY .....
VISA REQUIRED, EXCEPT FOR HOLDERS OF BRITISH PASSPORTS
ENDORSED @BRITISH CITIZEN@.
VISA REQUIRED, EXCEPT FOR HOLDERS OF IDENTITY CARDS ISSUED BY
GIBRALTAR? OR:
VISA REQUIRED, EXCEPT FOR HOLDERS OF BRITISH PASSPORTS.
>TIPN.
>
    
```

Note: Scroll through the display to view all information. To move down, click **TIPN** highlighted in green.

Timatic Scrolling

Scrolling entries in Timatic are unique. They are listed below:

Scrolling Format:	Explanation:
TIPN	Request next page (MD)
TIPB	Page back (MU)
TIPL	Request last page (MB)
TIPF	Request first page (MT)
TIPG	Redisplay current page

Health Information

There are health recommendations for entry into many countries.

Display the Timatic fill-in format screen to provide health information for your customer.

Take the following steps to access health information for your customer. They are embarking from Paris, and travelling to India. They recently visited Accra in Ghana.

3. Display the fill-in format for health information.

Enter: **TI-MH**

Note: Timatic text information will often refer you to other areas of information, such as TIRGL/YFIN in the display above. You must insert a hyphen after TI in order to access that information area.

Enter: TI-RGL/YFIN

Country Information

You may display a complete list of city codes for a specific country.

To display a list of city codes for Denmark (DK), enter: **TI-RCC/DK**

Screen response:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TI-RCC/DK +
TIMATIC-3 / 16DEC13 / 1017 UTC
STATUS FOR CITY: DK
COUNTRY: DENMARK (DK)
AIRPORT AND CITY LIST
DK  AAL  AAR  AGM
BLL  CNL  CNP  CPH
EBJ  FAE  GOH  JAV
JCH  JEG  JFR  JGO
JGR  JHS  JJU  JNN
JNS  JQA  JSU  JUV
KRP  KUS  LLU  NAQ
OBY  ODE  QXV  RNN
SFJ  SGD  SKS  SQW
)>
```

Note: Use the decode functionality in the Galileo system to identify individual cities. Not all cities are served by an airport.

Timatic Formats

Timatic formats may be found in the Help pages (**H/TI-** and **H/TIM**). The following are sample entries.

Format:	Explanation:
TI-HELP	Display Timatic help
TI-NEWS	Display Timatic news
TI-MF	Display fill-in format for full text information
TI-MA	Display fill-in format for visa <i>and</i> health information