

Quick Reference Card

SIGNING ON/OFF TO GALILEO	(H/SIGN Help page)
SON/ZXX	Sign on (XX your Initials)
SON/ZXXXX/XX	Sign in on branch PCC (XXXX = PCC in which sign on created)
STD/ZXX	To change the password (Min 7/Max 10 characters at least one number from 0 to 9)
SON/12345	Service Bureau Sign on (Five digits only without the check digit)
SEM/XXXX/AG	Emulate to PCC, Using Service Bureau Sign on (Where XXXX=PCC)
SB	Change from work area A to B (There are 5 work areas A,B,C,D,E)
SOF	Sign Off

ENCODE & DECODE	(H/ENCODE Help page)
.CERiyADH	Encode city Riyadh
.CDDMM	Decode City Dammam
.CRJED	Detailed Airport Record for JED
.AEEGYPTAIR	Encode Airline Egypt Air
.ADSV	Decode Airline SV
.AD*065	Decode Airline from three digit numeric code
.LESAUDIARABIA	Encode Country (Land) Saudi Arabia
.LDKW	Decode Country Code KW

TIMETABLES(H/TT	Help page)
TTJEDLON	Time Table Default date today for 28Days
TT1JANLONRUH/SV	Time Table for Specific date and Flight
A	Convert Time Table to an availability
TTSV102/28JAN	Display Details of a specific flight
TTL2	Display Flight Details of line 2 from an availability
TTB5	Display Flight Details of line 5 from an itinerary

TTJFKHKG.C	Display Timetable with Connection (.C Directs and non-stops, followed by connections)
	.C1 Connection with 1 midpoint
	.C2 Connection with 2 midpoints
	.Cx Connection with no change of airport
	.Cx2 Connection with no change of airport through 2 midpoints

TTJFKHKG.LAX	Display Timetable with Specific Connection Point
TTJFKHKG.LAX.HNL	Display Schedules with Multiple Specific Connection Points
TT*	Display next page of schedules - The new prompt is valid for displays with or without connections.

MINIMUM CONNECTION TIMES	(H/MCT Help page)
@MT	Checking Minimum connecting time from an Itinerary
DCT	Fill in format
DCTRUH	Display Minimum connecting time at RUH airport

AVAILABILITY	(H/AVAIL Help page)
A22MARRUHLON	General Availability from RUH to LON
A20NOVJEDLON.D	General Availability from RUH to LON only direct
A22MARRUHLON*SV	Carrier specific display airline is SV
A22MARRUHLON*BD@Y	Carrier specific display airline BD and Y class only
A21MARJEDPAR//*S	Availability for specified alliance (S-SKYTEAM, A-STAR
ALLIANCE,	O-ONEWORLD)

Follow-up Entries	
A*	Request more availability
A*0	Request original availability
A*LH	Change airline to LH
A@#3	Display availability of more classes from line number 3
#2	Availability two days later
A-2	Availability two days prior
AR12APR*BD	Return availability with dates on airline BD
AR#50*BA	Return availability after 50 Days airline BA
ABDMM	Change board point to DMM
AOFRA	Change off point to FRA

SELL AND WAITLIST FROM AVAILABILITY	(H/O	Help Page)
N2F3	Sell 2 seats in F class from line number 3	
N1Y3*	Sell 1 seat from line 3 and Connecting Flights	
N1Y1LL	Waitlist 1 Seat Y class line 1	
N1Q1LL*	Waitlist 1 seat in Q class line 1 and Connecting Flights	
N2Q3AK	Add a segment in Q class from line 3 of an availability display when already Booked with airline for 2 passengers	
@2/3	Change segment number 2 to 3 passengers (before End Transact)	
@A/J	Re-book the entire air itinerary to J class	
OA OR Y	Arrival Not Known (ARNK) or Surface sector	

DIRECT SELL	
OBD774Y12MARRUHLHRNN1	Direct Sell with class as Y
0EK822G11OCTDMMDXBLL1	Direct Sell for Waitlist Class as G
09W521Y12NOVJEDBOMAK1	Selling a Passive Segment status HK
09W521Y12NOVJEDBOMAL1	Selling a Passive Segment status HL
09W521Y12NOVJEDBOMAK1/23300640	Add a passive segment with timings

NAME FIELD	(H/NAME	Help page)
N.SMITH/JOHN MR	Enter name with surname first	
N.2SMITH/JOHNMR/KATHYMR5	Enter 2 passengers with same family name	
N.SMITH/JOHMR+N.BROWN/ALANMR	Enter 2 passengers with different family name	
N.SMITH/JOHNMSTR*P-C10	Enter child name with the age 10(add DOB in SSR) SI.P2/CHLD*10MAR99	
N.I/SMITH/PAULAMISS*09NOV08	Infant name with DOB mandatory	
N.G/15GROUPNAME	Enter group name	
N.P1@	Delete name of passenger 1(before ending BF)	

PHONE FIELD	(H/PHONE	Help Page)
P.RUHT*ABC TRAVELS 01 4444444	Add agency phone (after * free form)	
P.JEDM*05 12345678	Add mobile phone number (after*free form)	
P.JEDE*1GSAUDIARABIA.HELPPDESK//TRAVELPORT.COM	Add email address, Use // for @ and -- for underscore	
P.2@	Delete 2 nd phone field	
P.2@DMMH*03 8777777	Change 2 nd phone field	

TICKETING ARRANGEMENT FIELD	(H/T.	Help page)
T.T*	Minimum ticketed entry	
T.TAU/10FEB	Place BF on Galileo assigned Q 10, reminding on	
10 th Feb	For automatic Ticketing	
T.@	Delete Ticketing Field	

FORM OF PAYMENT	
F.S	FOP cash
F.INV FREE TEXT	FOP invoice with mandatory free text (max. 38 characters)
F.MS FREE TEXT	FOP miscellaneous with optional free text (max. 39 characters)
F.NONREF FREE TEXT	FOP nonrefundable without referring to original issuing agent
F.AX37390000000000/D1215	FOP credit card (AX-American express, VI -VISA, CA-Master Card)
TMU1FMR	To add multiple form of payment for filed fare # 1

RECEIVED FROM FIELD	
R.IN	Receiving with Initials (Minimum character 1 after.)
R.@	Delete receive field
R.@Pax	Change receive filed

CANCEL SEGMENTS	(H/CANCEL	Help page)
X2	Cancel segment 2	
X1-3.6	Cancel segments 1 to 3 and 6	
XI	Cancel entire itinerary	
XA	Cancel Air segments only	
@11	To ignore the segment 1 from auto fare quote	
@1XK	To update HX, UC, NO segment	
@1HK	Change segment 1from KL, KK, TK to HK	
@ALL	To update all segment and SSR status codes from	
KK to HK		

Note: Please do not cancel and rebook segments in the same transaction.

APIS DOCS SECURE FLIGHT DATA (H/DOCS Help Page)
SI.P1/SSRDOCSBAHK1/////12JUL76/M//SMITH/JOHN Add DOCS for BA for Psgr 1 with DOB & gender
SI.P2/SSRDOCSEKHK1/P/SA/S12345678/SA/12JUL76/M/23OCT16/SMITH/JOHN Add docs for EK for passenger 2 (M-Male, F-Female, MI-Male Infant, FI-Female Infant)
*SI (enter) Then SI.1@ To delete the DOCS item number 1

Copy (Clone) Booking file (H/COPY Help Page)
REALL REPEAT ALL CUSTOMER DATA (R.PSGR before this entry)
RESALL REPEAT ALL SEGMENTS (R.PSGR before this entry)
REALLSALL REPEAT ALL CUSTOMER DATA – ALL SEGMENTS

MILEAGE MEMBERSHIP FIELD (H/MILEAGE Help Page)
M.BD1234567 Enter BD mileage membership number of BD single passenger
M.P2/SV1234567 Enter SV mileage membership number for passenger 2
M.P1@ Delete mileage number for passenger 1
M.P1/UA12345876490/BD Enter UA number Cross accrual participant is BD
M*BA Display mileage membership agreement of BA

SEAT REQUEST (H/SEAT Help Page)
SA*S2 Display seat availability for segment 2
SC*10A Display seat characteristics for seat no. 10A
S.NW Request non smoking window for all passengers, on all flights
S.P2.4/10A.B Request seats 10A& 10B for Passenger 2 & 4
S.@ Cancel request seats

DIVIDE BOOKING FILE (H/DIVIDE Help page)
DP1 Divide passenger 1
DP3 .5 Divide passenger 3 & 5
R.P Add receive Field
F File (Other half of the PNR will be displayed.)
R.P Add receive Field
ER End and retrieve Booking File

Note: Please do not modify/Amend the divided PNR until vendor locator returned

LISTINGS OF BOOKING FILES (H/LIST Help page)
LD/ALL/28DEC-D List all segments for 28DEC and display
LD/ALL/28DEC-Q/75 Demand list entry for 28DEC and send to Q 75
LD/ALL/SV/01DEC*31DEC-D List all SV booking by date range and display
LD/ALL/C1OCT/S-UD/10OCT*31OCT-D List and display with Creation date, sign on and date range
LD/SC-HX.UC.UN/26JAN*31AUG-D Display BF List in same Branch with Segment status HX, UC, UN
LD/ABS/SC-HX/27JAN*31AUG-D Display Booking file List in all Branches with Segment status HX

PAST DATE RETRIEVAL (H/PQ Help page)
PQ/R-QS71JL Retrieval by Galileo PNR
PQ/R-QS71JL/*CONFIRM After the * asterisk type confirm and enter
Tab to the relevant booking and enter. If the Booking File is less than 60 days old it will be queued immediately to the **General Queue Q1 category PD**. If the Booking File is more than 60 days old or too large, it will be queued to the same queue for retrieval after 24 hours.
To retrieve the Booking File when it is available, enter: **Q/1*CPD**

Info link: AF, BA, BD, EY, HR, IB, LH, QF are participated in Info link functionality
L@BA/FD20OCTJEDFRA Display the fare display from airline host system
L@BA/MU TO MOVE UP
L@BA/MD TO MOVE DOWN
L@BA/FN*3 TO Display fare rule from line number 3

CLAIM PNR (H/CLAIM Help page)

C/GF*ABCDEF

C/GF/OK

ES/PXXXX-B

Retrieve PNR from Carrier GF using record locator

Confirm claim

Egypt air must do this entry in the PNR at their end to give claim authority

(Where XXXX = Galileo PCC)

CURRENCY CONVERSION

FZISAR

FZI/ALL

FZUSD100.00SAR

FZUSD100.00SAR

FBT*SA

FBT*

Display IATA ROE for Specified Currency

Display all IATA ROE

Convert USD 100.00 to SAR at banker's selling rate

Convert USD 100.00 to SAR at banker's buying rate

Display currency table for Saudi Arabia

Display all currency table

VENDOR REMARKS

V.ASV*FREE FORM

V.1@

*VR

(H/VEND Help page)

Send vendor message to airline SV

Delete 1st vendor message

Display all vendor remarks

OTHER SUPPLEMENTRY INFORMATION (OSI) (H/OSI Help page)

SI.YY*P2/CHLD12MAR07

Advise all airlines the DOB of Passenger 2

SI.SV*CTCM 966512345678/EN Add mobile number for SV message will send in English

SI.SV*CTCM 966512345678/AR Add mobile number for SV message will send in Arabic

SI.SV*CTCE 1GSAUDIARABIA.HELPDESK//TRAVELPORT.COM Add e mail address for SV

SI.BA*TCP4 PLMKJA/DJFKLM Advise BA that total number of psgrs are 4 in different PNR's

SI.2@

Delete Item 2 from OSI

SPECIAL SERVICE REQUEST (SSR) (H/SSR Help page)

*SVC

Display services for all booked segments

SI.P1/WCHR

Wheel chair for passenger 1

SI.P1/DBML

Diabetic meal for passenger 1

SI.P2S3.4/SPML*NO EGGS

Special meal with no eggs for passenger 2 on segment 3&4

SI.S2@

Delete all SSR from segment 2

END TRANSACT

E

(H/END

End transaction

I

Ignore transaction

ER

End and retrieve same

IR

Ignore and retrieve same

Help page)**Booking History**

*HQT

Display queue trail history

*HTD

Ticketing data history

*HIA

Air segment history

*HFF

Filed fare history

QUEUES (H/QUEUES Help pages)

QPB*

Display queue preference list

QCA

List of all Queues

Q/16

Sign on to Queue 16

QEB/70

Send booking file to Queue 70

QEB/PCC/70+75

Send Booking files to different PCC on Q 70& 75

QXI

Sign out of Queue and ignore last Booking File

QR

Queue remove

QSORT28/45

Sort all booking files from Q 28 to Q 45 in date order of the first active

Booking file segment

QSORT28/XXX/45

Sort all booking files from Q 28 of own PCC to Q 45 of PCC- XXX in date

Order of the first active booking file segment

NOTEPAD FIELD**(H/NP****help page)**

NP.PAX MAY CHANGE THE DATE

Create notepad item after. Freeform max character 87

NP.H**TEXT

Create a historical notepad item

NP.C**TEXT		Create confidential notepad item
NP.1@		Delete notepad item 1
NP.VIEWTRIPNET		Suppress fare information
NP.VIEWTRIPITIN		Suppress fare information, Fare construction, Endorsement, FOP
EMAIL ITINERARY		(H/EMAIL Help page)
MT.ISMAIL@HOTMAIL.COM		Add an email –to address
MF.ABC@AGENT.COM		Add an email –from address
MT.1@		Delete item 1 from email –to address
MF.1@		Delete item 1 from email –from address
R.P		Receive
EM*ETR		To end and send the Electronic ticket receipt by email
EM*NL		With No Viewtrip links
EMALL		Send email to all email address
ERMALL		Send email to all email address & retrieve
ITINERARY REMARKS	(H/RI Help page)	
RI.FREE FORM		Create unassociated remarks (Max 70 Characters)
RI.1@		Delete unassociated remarks item 1
RETRIEVAL OF BOOKING FILES	(H/RETRIEVE Help page)	
*N36FVI		Retrieve BF using Galileo record locator
*-SMITH		Retrieve by name
**B-SMITH		Retrieve booking by family name from all the branches
*-G/EUOPARTY		Retrieve Group booking by group name
DISPLAY ENTRIES		
*ALL		Display all BF Data
*N		Display Name Field
*VL		Display Vendor locator
*I		Display Itinerary
*FF		Display filed fare
*MM		Display mileage membership field
*SI		Display OSI/SSR field
*H		Display History
DATE CALCULATOR	(H/DATE Help page)	
*TAA/330		Furthest date for bookings in Galileo
*TAA/14JAN/25		Subtract 25 days from 14 JAN
*TAA/14JAN/+75		Add 75 days from 14JAN
LOCAL TIME (H/TIME	help page)	
@LT		Local time as assumed City (JED in KSA)
@LTSFO		Local time in SFO
@GMT		Greenwich Mean Time
MAPS		
H/MAPS		Help page
C*MAP/		Display world map
C*MAP/SAUDI ARABIA		Display map for specific country
FARE DISPLAY	(H/FD help page)	
FDRUHLHR		Display normal adult fare with origin and destination for today
FDRUHFRA10JAN/LX/AA		Display adult fare with date and specific carriers
FDDMMCAI2MAR-RT/SV		Display adult fare, specifying date, round trip and airline
FDRUHLHR-RT@C		Display adult round trip, business class fare
FDDMMBKK31JAN-RT/GF-PRI-CC12:P		Display only special deal code fares (CODE=CC12)
FDDMMBKK31JAN-RT/GF-PRI-CC12		Display both normal and special deal code fares (CODE=CC12)
FDJEDBOM20JAN13.T15JAN13-RT/9W		Display past date historical fare ticketed date 15JAN13
FDJEDMNL-RT/EK/Q		Display fare with Q surcharge
FDJEDSYD27JAN-RT/EK/A		Display fare with estimated taxes, Fees and Surcharges
FDISBRUH-RT/XY::SAR		Display fare in local currency SAR
FU*		Display Unsalable fares
FH*1		Display fare details from line # 1
FR*2		Display fare routing from line # 2
FDC*1		Display booking class details from line # 1

FDC*2//NW	Display booking class details of secondary carrier from primary
FD*1/NET	Carrier fare display line # 2
FD/SV	Display net ticket data details for airline private net fares
FD/X	Fare display for a particular carrier, Max up to 3 carriers
FD@SPCLS	Fare display from High to Low order
FD*PTC	Fare display to show the Special fares
FD*CNN*INF	Fare display with Passenger Type Code
FD/BA-B	Fare display for Child & Infant
FD:USD	Fare display for the specific class and Carrier
FDDIST	Fare display to convert fares into alternate currency
FDOJED	Change fare display to new destination as IST
FN*1	Change fare display to show fares with a new Origin as JED
FN*1/ALL	Display fare note for line no. 1 from fare display
FN*1/16	Display fare notes for line no. 1 ALL rules
L@BA/FDRUHFR12MAR	Display fare notes for line no. 1 and paragraph 16
	Info- link fare displays some vendors offering info link (AF QF AY LH IB)

TAX TABLES

FTAX-SA	Display Tax information for ISO country SA
FTAX*PFC-LAX	Display PFC Charges for LAX
FTAX*PFC-UA	Display PFC collection method for Airline UA

FARE QUOTES

FQP1	(H/FQ) Help page) Fare quote for specified passenger no. 1
FQS1-3.6	Fare quote for segment 1 to 3 and 6
FQCSV	Fare quote as booked on carrier SV
FQCGF-CC12:P	Fare quote Special/Private fare with deal code CC12
FQP1.2*C05.3*C07/CSV	Fare quote pax 1 as adult, Pax 2 as child age 5 years and pax 3 as child age 7 years on plating carrier SV
FQ/CSV/ACC	Fare quote CHD only in the PNR, Accompanied adult is in a separate PNR
FQ.DMMBAH/CEK	Specify selling and ticketing country
FQ.H29DEC12/CGF	Past date historical fare quote as per ticketed date (Taxes as of today)
FQ.T12JAN13/CGA	Past date historical fare quote as per ticketed date
FQ*ADTLA	Fare quote for Pax country of residence is Saudi Arabia
FQ*ADTLDMM/CEK	Fare quote with Nationality restrictions pax residence of Saudi Arabia
FQCGF@MOWSA	Fare quote by carrier & specified fare basis
FQA	Fare quote alternative fare, to select fare# 2 enter FF2
FQBB	Fare quote best buy
FQBB/S1.3/CBD	Fare quote best buy, segment 1 & 3 Carrier BD
FQBA	Fare quote best buy irrespective of availability
FQBB+-PREMI	Fare quote best buy Premium first class
FQBB+-FIRST	Fare quote best buy first class
FQBB+-BUSNS	Fare quote best buy business class
FQBB+-AB	Fare quote best buy as cabins actual booked

FARES SHOPPER – IN A BOOKING (H/FS) **Help page)**

FSA	Shop regardless of availability
FSALL	Shop all segments, including waitlist and unconfirmed
FSP1.2*STU	Shop for two passengers, 1 adult and 1 student

FSS1-3
FS:P
FS++
FS++/TG#/SK#

Shop for segments 1 through 3
Shop for private fares only
Shop for itinerary routing as booked
Shop for preferred carriers only

OUTSIDE A BOOKING

FSLON10JANRUH
FS2LON10JANDMM20JANLON +P1.2*C07
FSPAR10JANLON20JANPAR/CBA
FSJED10JANLON—CDG20JANJED
FSRUH11JUNX-LONJFK

One way Journey
Round trip journey for 2 Pax 1 adult 2 child
Round trip journey with Specific carrier BA
Surface Sector
Connecting Point (X-LON)

CANCEL AND RESTORE FARE

FXALL
FX1
FX1P2
FF1@R
FF1P3@R

Cancel all filed fare (unticketed)
Cancel filed fare number 1
Cancel filed fare 1 passenger 2
Restore fare 1(ticketed only, fare not Guaranteed)
Restore fare 1 passenger 3

FARE QUOTE PLANNER

(H/FQP

Help page)

FQPRUHPARRUH
FQPJEDX-DXBSYDX-DXBJED.B+EK.T12JAN13
FQPJED15JANX-DXB15JANSYD20JANX-DXB20JANJED.B+EK.T12JAN13

Quote for un-booked routing any airline any class
past dated as per ticketing date
past Travel and
ticketed date

FQQRUH3MAYFRA10MAYJED+LH

Quote for un-booked routing with dates
and Airline

FQPRUH+BA.Y15JANLHR+DL.J20JANATL

Quote for un-booked routing, RUH LHR on
BA Y class &
LHR ATL on DL J class

FQL1

Display quote 1 ladder format

CREATE MANUAL FARES

FBC
FBCP2
FBCP1/S1.4
FBUFARE/SAR2000.00
FBUFB/YOW+TAX1/50.00UR+TTL/

Fare build create
Fare build create passenger 2
Fare build create passenger 1 segment 1 and 4
Fare build update, currency and the amount
Fare build update, fare basis, tax and totaling
in 1 entry using +
Fare build update, ROE and baggage
Fare construction, after / free form
Redisplay fare build
File built fare
File built fare for all passengers

FBUROE/3.75+BG/20K

Fare build update, ROE and baggage

FBUFC/RUH SV LHR M120.00

Fare construction, after / free form

*FB

Redisplay fare build

FBF

File built fare

FBFALL

File built fare for all passengers

E Ticket interline agreement check

DT/IATDISBA
DT/IATDIS*SV
DT/AAR/DIS-EK

Display interline table by validating carrier BA
Display Interline Table By down line Carrier (SV)
Display Airline agreement for credit card
acceptance

DOCUMENT PRODUCTION

TICKET MODIFIERS (H/TKMO Help page)

TMU1FS/Z5/CBA/EBDOB12MAR2005
TMU2P1FS/P2FINVOICE

Update ticket modifier for Filed fare 1
Update modifier for filed fare 2 Pax 1 Cash
and Pax 2 Invoice

TMU1F37281234567890*D1210

Update Modifier FOP as credit card with date
of expiry

TMU1IT

(Ticketing and selling fare same)

TMU1AI-12345/NFSAR980.00/NR/ZO

Update filed fare 1 as Inclusive tour (IT)

TMU1AI-12345/Z7

Add Net Remit Tour code, Net fare without
taxes for filed fare 1

TMU1EB@

Commission should always be zero (ZO)

Add Net Remit Tour code and
comm should not be zero (ZO)

TMU1C@BD

Change Carrier to BD in filed fare 1

Delete Endorsement in filed fare 1

TICKET ISSUANCE

(H/TKP help page)

TKP

Print Ticket, itinerary invoice, MIR for all
Filed fare

TKP1P2.4
TKPDTD
TKPDAD
TKPDID
TKPDTDAD
TKPVI/CEK

Print Ticket for Filed fare 1 PAX 1and 4
Print Ticket only
Generate MIR only
Print Itinerary invoice only
Print Ticket and generate MIR
E Ticket interline agreement check with plat-
ing carrier EK
To display the applicable commission for
filed fare # 1

TPC1

E-TICKETS (H/ETKT Help page)

*TE/0651234567890

Display E ticket

*TE/QF/18DEC09FF1234567

Display by carrier date and frequent flyer
number

*HTE

Display E ticket from a Booking file

TRV/06512345678904

Void E-Ticket (Check digit not required)

TRVE/0651234567890

Void exchange/reissue ticket (Not all airline
allow)

TSD0659900842346

Reprint support documents

TSD0659900842346*AGT

Reprint only agent coupon

TSD0659900842346*ETR

Reprint only Electronic ticket receipt

TKRETS1/TN0651234567890/C1

Revalidate E ticket, Segment 1 and coupon 1

TKRETS1/TN0651234567890/C1/NVB13FEB13/NVA13FEB13 Revalidation with VNB and
NVA date

TKRETS1/TNIN0651234567890/C1

Revalidate Infant ticket

TRNE0651234567890/14APR

Refund E-Ticket with issuing date (Check
digit not required)

TSDR0651234567890/26JAN

Reprint refund notice (only 7 days from date
of refund)

TRNC0771234567890

Cancel refund on same day (Not all airlines
allow)

TINS, PRINTER LINKAGE & STOCK TABLES

HMPR

Display today's tins report (Sales report)

HMPR/PCC

Display today's tins report for branch office

HMPR/01OCT

Display tins report for another day

HMPR/01OCT-08OCT/REF

Display refund ticket with date range

HMPR/01OCT-08OCT/VOID

Display Void ticket with date range

HMPR*E

Display today's detailed tins report

HMPR*E/12JAN

Display specific date's detailed tins report

HMPR*E/

Display fill in format mask

HMLD

Check your link status

HMOMDBECD2-TKT

GTID DBECD2 as TKT

HMOMDBECC4-ITN

GTID DBECC4 as ITN

HMOMDBECD2-U

GTID DBECD2 as UP

HMLMDBECD2DT

GTID DBECD2 as ticket device

HMLMDBECD3DI

GTID DBECD3 as Itinerary device

HMLMDBECD4DA

GTID DBECD4 as MIR device

HMLM/DELINK

Delink from all printers

HMTN/D

Display all ticket numbers held in ticket tables

HMTQ/D

Display Ticket Quota Table for own branch

Steps to add date of birth for children and infant on SV Tickets:

- File the fare separately for each child and infant
- Remove automatic endorsement from each filed fare for CHILD and INFANT

Ex. filed fare # 2

• (*FB2 ✓ / FBUEB/✓ / FBF ✓ / R.P+ER ✓)

• Add DOB first and then the automatic endorsement

• For international ticket TMU2EBDOB 23FEB07 NON ENDORSABLE ✓

• For domestic ticket TMU2EBDOB 23FEB07 TKT NVA 6M FROM TRVL

DATE

Add Traveler Mobile number and e mail address in OSI

SI.SV*CTCM 9665123456789/EN

(SV will send the Message in English)

SI.SV*CTCM 9665123456789/AR

(SV will send the Message in Arabic)

SI.SV*CTCE 1gsaudiarabia.helpdesk//Travelport.com

Limited Access Drop Through (Saudi Airlines)

SV Drop Through – Steps

- Travel agent contacts SV sales Manager or Group Booking Center to create a group booking
- SV creates the group PNR and confirms it & authorizes the travel agent to DT by typing in following 2 Extended Security entries
- **ES/Gxxxxxxxx-B** (xxxxxxxx = SV Approved ID)
- **ES/Pxxxx-R** (xxxx = Booking Agency's Galileo PCC)

Note: Make sure these entries are typed in the PNR by the SV booking staff

- Travel agent enters into the SV Drop Through Mode by typing in the command

Entry: **@@SV/GROUP**

- Retrieve the PNR

Entry: ***XXXXXX** (XXXXXX = SV PNR)

- Append all Galileo formats listed below in the document with regards to adding names, OSI, SSR Remarks etc.; formats while in the DT Mode.
- Once the PNR is filed in the DT Mode, passive PNR is created for the same booking in the Galileo mode;
- APIS entries and all pricing/ticket related entries – Ticketing, re-issues refunds etc. should be performed in the Galileo Mode.

What to do with your Passive Galileo Booking File

When you end transaction or queue your Drop Through booking in the Saudi Arabian Airlines system, you will be automatically transferred back to the Galileo system, and a passive Galileo Booking File is displayed.

- If you are ready to ticket - Add a ticketing field (T.T) receive and end (R.PSGR +E) the Booking File using your usual Galileo entries.
- If you are *not* ready to ticket - Ignore (I) the Booking File.

VIEWPNR

You can display the PNR in airline's host system for some airlines like AI, CX, SQ, MH, CZ, KA, CA etc.... for information purpose only.

@@AI/VIEWPNR	To enter AI host system
*HK2MC	Display Airline AI – PNR
MD / UP	To scroll down and up
@@1G or I	To come out from airline system

EMD-S (Electronic Miscellaneous Document)

How to add the mandatory service segment to issue EMD-S for BA at RUH airport for date of travel 15JAN for passenger # 1 for date change penalty of SAR 300.00

OSVCBAEK1RUH15JAN-N1/D/992/CHANGE FEE/300.00

How to issue EMD-S

EMDI/SM1/FS/IC1251234567890/PI-R (Print EMD customer receipt)

EMDI/SM1/FS/IC1251234567890/PE-R (E mail EMD customer receipt)

Where: SM1 = Service segment # OSVC added in the PNR

IC1251234567890 = Related ticket number (In connection with)

EMDV1259991000826 To void the EMD-S

If you do EMDL, and then EMDH1 (or whatever line number you need) and then MB

There is a line you can tab to at the bottom of the EMDH

Tab there and enter

Then on the next screen, on the line for EMD receipt, tab there and enter DI (for display)

or PI to print to the invoice printer or PP to print to the receipt printer from HMET

Galileo Information Pages

GG*	General information pages
GC*422	Galileo chapter for Saudi Arabia
*CB	Display front page news

For more assistance Contact

Helpdesk	: T 02 6109150	F: 02 6109105
Email	: 1gsaudiarabia.helpdesk@travelport.com	
Q Message	: NP.HELP ME AGENT MOBILE0555555555 ABC TRAVELS (enter) QEM/36P5 (enter)	
Or log on to	www.ask-travelport.com	www.sa.travelportservices.com