



**Galileo
Reservation**

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Introduction

Galileo Internationally

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

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

In 1997, Galileo became a publicly traded company, listed on the New York and Chicago Stock Exchanges. Four years later, in October 2001, Galileo was acquired by Cendant Corporation, forming the cornerstone of Cendant Travel Distribution Services Group, Inc. (which changed its name to Travelport Inc. in April 2006). On August 23, 2006, Cendant Corporation sold Travelport Inc. to an affiliate of The Blackstone Group.

Galileo, one of the world's leading providers of electronic global distribution services, connects to 450 airlines, 52 low cost carriers, 23 car rental companies, 70,000 hotels.



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Course Objectives

At the end of the course you will be able to

- Access the Galileo System confirming to security procedures.
- Request and interpret flight availability and timetable displays.
- Sell, amend and cancel flight reservations.
- Input mandatory and optional booking file fields.
- Add, amend and cancel passenger servicing information and booking file service request.
- Work with Galileo Queuing system.
- Complete and pass a course assessment to obtain a sign on authority to use Galileo.

Introduction to PC Hardware and Terminology

Smartpoint

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

Features

- Smartpoint provides multiple windows with five work areas for different functions.
- Allows customization of your workstation to the way you work.
- Screen colors can be edited and personalized.
- Many applications can be 'set default' to your personalization.
- Programmable Keys to program frequently used Smartpoint entries.
- Configurable Toolbar.
- Provides on-line help.
- Smartpoint companion provide assistance with your daily business needs.
- Replay - enables you to capture and store Galileo central system commands and is an indispensable feature for repetitive bookings.

Hardware

The physical units that make up a computer

Software

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

CPU (Central Processing Unit)

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

Monitor

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

Keyboard & Mouse

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

Printer

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

Use of Control Keys

CTRL + W	Clears the active terminal partition (upper or lower)
CTRL + S	Clear all available windows
CTRL + M	Opens the Calendar
CTRL + Q	Moves through all Travelport Smartpoint Windows
CTRL + B	Print screen for active Window
CTRL + X	Print screen for all available Windows
CTRL + R	Reset Key board
ATL + 11	Go to full screen mode
ATL + B	Move back to the previous interactive screen
ATL + C	Copies the Terminal content as Text & for the entire host content
ATL + D	Changes from the upper (1) to the Lower (2) Terminal partition
ATL + E	Hides the Next / Previous toolbar
ATL + L	Swap Terminal / PNR Viewer Window
ATL + S	Stores the current Window position
ATL + V	Show / Hide PNR Viewer Window

GALILEO TERMINAL IDENTIFIER

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

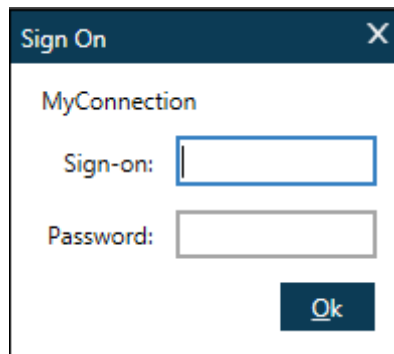
SCROLLING COMMANDS

Help : **H/SCRO**

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

Sign On

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



Note: You do not need to include the format SON/ in the Sign-on box.

Creating Password

Passwords must be:

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

You cannot use the following as your password:

- 5 previous passwords will be stored & may not be reused.
- Agent sign-on
- Agent name
- Days of week
- Names of months
- Consecutive alphabets or numbers i.e. ABC / CCC / 123 / 888

Change Password

Galileo system prompts you when you need to assign yourself a new password after 90days expires. You can change the password before it expires by using the following entry:

STD/Z79G2/AB

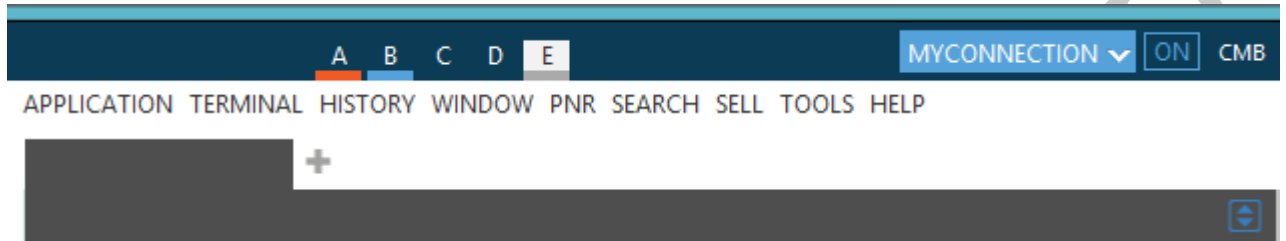
- STD** – To display Sign on profile
- Z** – Mandatory character advising you is an agent
- 79G2** – Agency PCC (Pseudo City Code)
- AB** – Two character sign on or user initials

Note: Password changes are limited to one per day.

Work Areas

There are five different work areas in the Galileo system - A, B, C, D, and E.
The five work areas enable access to five different transactions at the same time.
You can also type in SA, SB, SC etc. in the active window to change the work area.

SC - Change into work area C
OP/W* - Display all work areas



- Orange indicates – a PNR is retrieved
 - Blue indicates - middle of a transaction
 - Gray indicates – currently working on the area
- If there is no colour means area is free to work.

Sign Off

To sign out of Travelport Smartpoint, enter:

SOF or
SOF/Z79G2/AB

The response is: SIGN-OFF COMPLETE.

Note: This entry also signs you out of Galileo Desktop.

If the workstation has not been used for 120 minutes the system will automatically sign off, and any incomplete transactions will be ignored

Encode/Decode

Galileo has the ability to encode/decode the following.

	Encode	Decode	Record
City	.CECHENNAI .CEDOHA/PARIS	.CDCMB .CDKUL	.CRMCT
Land (country)	.LEBANGLADESH .LEINDIA/SRILANKA	.LDIT .LDMY/LK	-
Equipment	.EEAIRBUS	.EDF70 .EDTRN	-
Airline	.AEMALAYSIAN .AESRILANKAN/QATAR	.ADTR .ADPK/SV	.ARLH
Region	.RD .RDUS .RDUSFL		

Airline (encode/decode)

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

City/Airport (encode/decode)

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

Country (encode/decode)

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

Equipment (encode / decode)

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

Exercise – Encode and decode

Encode Cities

Decode Cities

ACCRA	.CE		LIS	.CD
DENVER			PNQ	
BERLIN			LAX	
HYDERABAD			VIE	
LAHORE			AMS	

Encode Airlines

Decode Airlines

JET AIRWAYS	.AE		BH	.AD
SINGAPORE AIRLINES			AZ	
AIRASIA			LX	
VIRGIN ATLANTIC			217	
UNITED AIRLINES			AXM	

Encode Countries

Decode Countries

FINLAND	.LE		CN	.LD
BELGIUM			VE	
IRELAND			DE	
KENYA			BH	
ZIMBABEWE			PK	

Time Table

(Help: H/TT)

The timetable function allows you to view the schedules or frequencies of direct flights for specified city pairs. The system will default to today's date if no date is included in the input and will show the schedule for the next 28 days.

TT01JANFRAAMS

```
>TT1JANFRAAMS
01JAN16-28JAN16  MTWTFSS  FRANKFURT  /AMSTERDAM
05JAN           1234567  FRA  AMS  0655  0815  @KL1762  E90*C
      04JAN     1234567  FRA  AMS  0655  0815  @KL1762  F70*C
02JAN  09JAN    .....67  FRA  AMS  0850  1005  @NH5410  320*C
09JAN  09JAN    .....6.  FRA  AMS  0850  1005  LH 988   320*C
21JAN  21JAN    ...4...  FRA  AMS  0850  1005  @NH5410  319*C
04JAN  15JAN    12345.7  FRA  AMS  0850  1005  @NH5410  32A*C
      01JAN     1234.67  FRA  AMS  0850  1005  LH 988   32A*C
16JAN  17JAN    .....67  FRA  AMS  0850  1005  @NH5410  320*C
18JAN  27JAN    123.567  FRA  AMS  0850  1005  @NH5410  32A*C
16JAN  17JAN    .....67  FRA  AMS  0850  1005  LH 988   320*C
02JAN  03JAN    .....67  FRA  AMS  0850  1005  LH 988   320*C
04JAN  08JAN    12345..  FRA  AMS  0850  1005  LH 988   32A*C
)>
```

Time Table Qualifiers

TT 04JULCMB SIN/SQ

Displays timetable for a specific carrier

TT BOMLHR @ 4

Displays timetable for flights on day 4 (Thursday)

TT .FR DXBCDG

Displays timetable from the coming Friday

TT #10DELLHR

Displays timetable 10 days from today

TT 10FEB BLR DXB *75

Displays timetable for 75 days from 10Feb

TT 1APR BOM LHR / AI-

Displays timetable excluding specified carrier

TT 10JUN MAA DEL .E

Displays timetable for Evening flights only

Follow Up Entries

TT B BOM

Displays the timetable with a new Board point

TT O FRA

Displays the timetable with a new Off point

A

Converts the timetable display to Availability

FDA

Converts the timetable display to Fare Display

TT R

Displays a return timetable

TT *O

Displays the Original timetable displayed

TT *P

Displays the previous timetable displayed

TT AI111 / 1JAN

Displays complete flight information for specified flight

Availability

(Help: H/AVAIL)

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

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

System Defaults:

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

ACMBLON

Focal point Availability Screen

```

Window 3
WED 20MAY09 COLOMBO /LONDON AREA 20/0000 20/2359 G*GAL
1 CMB LHR 1315 2015 UL 503 JA CA YA WA MA BA HA KA QA LA#343B E
2 CMB DOH 0945 1200 QR 301 C9 J9 D9 Y9 B9 L9 M9 Q9 K9 H9#321B*E
3 LHR 1230 1755 QR 1 F1 P1 A1 C9 J9 D9 Y9 B9 L9 M9#346B*E
4 CMB DXB 1005 1250 EK 651 FA AA JA CA IA YA OA EA RA WA#773B*E
5 LHR 1415 1840 EK 3 PL AL JA CA IA YA OA EA RA WA#77WB*E
6 CMB FRA 0001 0630 UL 553 JA CA YA WA MA BA HA KA QA LA#343B E
7 LCY 0800 0840 @LH4802 J9 C9 D4 Z3 Y9 B9 M9 H9 Q9 U9#143C*E
>A*
    
```

Smartpoint Availability Screen

```

>A10MAYCMB SIN*UL
TUE 10MAY16 COLOMBO/SINGAPORE 10/0000 10/2359
** SRILANKAN AIRLINES - SN ** 144 TU 10MAY 0000
-----
SEARCHING FOR FLIGHTS AND HOTELS EASIER THAN EVER >HL1
-----
1 CMB SIN10/ 0155 0835 UL 306 J4 C4 D4 I4 Y7 B7 P7 H7 K7 320 B*E
W7 M7 E7 L7 R7 V7 S7 N7 Q7
OC
2 CMB SIN10/ 1205 1840 UL 308 J4 C4 D4 I7 Y7 B7 P7 H7 K7 320 B*E
W7 M7 E7 L7 R7 V7 S7 N7 Q3
OC
    
```

Smartpoint Availability Search

A B C D E MYCONNECTION ON 79G2
 APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
 1-> +
 > |
 Air Availability Search
 Hotel Availability Search
 Car Availability Search
 Flight Shopping Search
 Flight Shopping and Hotel Search

Air Availability Search

Round Trip One Way

Origin: CMB - Bandaranaike Intl Arprt Destination: SIN - Changi Intl Arprt

Departure date: 11/25/2015 Departure time: 1:00 AM Return date: 11/30/2015 Return time: 9:00 PM

Airline: SQ - Singapore Airlines Passengers: 1 Booking Code: N

Search Cancel

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

```

1-A25NOVCMBBSIN. +
>A25NOVCMBBSIN.0100@1N/SQ++30NOVSINCMB.2100@1N/SQ
WED 25NOV15 COLOMBO/SINGAPORE 25/0000 25/2359
-----
PH 31587*FULLERTON HOTEL-CENTRALLY LOCATED >HL1.
-----
1 CMB SIN 0110 0740 SQ 469 N9 333 C*E
«B»
NO MORE LATER FLIGHTS
  
```

Smartpoint Calendar Availability

The screenshot shows two windows. On the left is a 'Calendar' window for February 2016, with a date range of 2/4 to 2/18 highlighted. A dropdown menu is open over the calendar, listing options: Availability, Last Air, Shopping, Hotels, FS + Hotels, and Cars. On the right is the 'Air Availability Search' window. It is set to 'Round Trip' with 'Origin: CMB - Colombo, Sri Lanka' and 'Destination: SIN - Changi Intl Arpt'. The departure is on 2/4/2016 at 12:00 AM, and the return is on 2/18/2016 at 12:00 AM. The airline is 'UL - SriLankan Airlines' with 1 passenger. There is a field for 'Booking Code' with the placeholder 'Enter booking code'. 'Search' and 'Cancel' buttons are at the bottom right.

```
>A04FEBCMBSIN/UL++18FEB5INCMB/UL
THU 04FEB16 COLOMBO/SINGAPORE 04/0000 04/2359
1 CMB SIN 0100 0730 UL 306 JA CA DA IC YA BA PA HA KA WA 320 B E
   MA EA LA RA VA SA NA QC OC
2 CMB SIN 1210 1840 UL 308 JA CA DA IA YA BA PA HA KA WA 320 B E
   MA EA LA RC VC SC NC QC OC
3 CMB KUL 0040 0655 UL 318 JA CA DA IA YA BA PA HA KA WA 320 B E
   MA EA LA RC VC SC NC QC OC
4 SIN 0800 0900 OD 801 CA JA DA IA ZL YA AA GA WA SA 738 B E
   BA HA KA LA MA NA QA
  X ANY 03 04FEB 05

>
THU 18FEB16 SINGAPORE/COLOMBO 18/0000 18/2359
1 SIN CMB18/ 0945 1105 UL 307 JA CA DA IA YA BA PA HA KA 320 B E
   WA MA EA LA RA VA SA NA QA
   OA
2 SIN CMB18/ 1950 2110 UL 309 JA CA DA IA YA BA PA HA KA 320 B E
   WA MA EA LA RA VA SA NA QA
   OA
3 SIN KUL18/ 1935 2045 @UL3279 YA PA BA HA KA WA MA EA LA 320 B E
   RA VA SA NA QA
4 CMB18/ 2305 2359 @UL2179 JA CA DA IR YA BA PA HA KA 738 B E
```

Availability Status

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

	AVS		NAVS
A	Available	1-9	Seats available
R	On Request	R	On Request
L	Waitlist only	0	Waitlist only
C	Waitlist Closed	C	Waitlist Closed
X	Cancelled	X	Cancelled
Blank	Scheduled level only	Blank	Scheduled level only

Availability Qualifiers

(Help : H/AVFU)

A 1JAN BOM CDG

Displays availability for specified date

A * AF

Displays Carrier Specific Availability

A # * AI

Displays Carrier Specific Availability for the next day

A # 5 * AF

Displays Carrier Specific Availability for 5 days later

A - * AI

Displays Carrier Specific Availability for the previous day

A - 4 * AF

Displays Carrier Specific Availability for 4 days prior

A . MO * LH

Displays Carrier Specific Availability for the coming Monday

AR#10*AI

Displays Carrier Specific Return availability for 10 days later

AN1DECSYD*SQ

Displays Carrier Specific availability to the next point from the off point of the previous entry

ABDEL

Displays new Board point as DEL

AOLAX

Displays new off point as LAX

A*

Displays more availability

A*-

Displays previous screen

A//*O

Displays flights for specified Alliance only (GC*200/52 for Preferred availability codes)

TTL1

Display details of flight on line 1 of the availability

TTB3

Display details of flight on segment 3 in a Booking File

Codes you might come across on the Availability & Timetable displays

- before the departure airport

Denotes a change of airport, for connection points

A numeric between the departure & arrival airport codes

Denotes the number of stops

between the departure & arrival times

Denotes that arrival is the next day to the departure date

* between the departure & arrival times

Denotes that arrival is two days later to the departure date

- between the departure & arrival times

Denotes that arrival is the day prior to the departure date

@ before the airline code

Denotes a code shared flight

after the booking classes

Denotes more classes available

C after the equipment code

Denotes carrier has Carrier Specific Display function

B after the equipment code

Denotes carrier has Carrier Specific Display as well as Last Seat Availability function

* in the second last column of the line

Denotes carrier has Inside Availability function

E at the end of the line

Denotes flight is E ticket enable

X at the end of the line

Cannot issue E tickets

EXERCISE - Availability & Time Table

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

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

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

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

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

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

6) Using any date how would you display the frequency of UL flights from COLOMBO to LONDON?

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

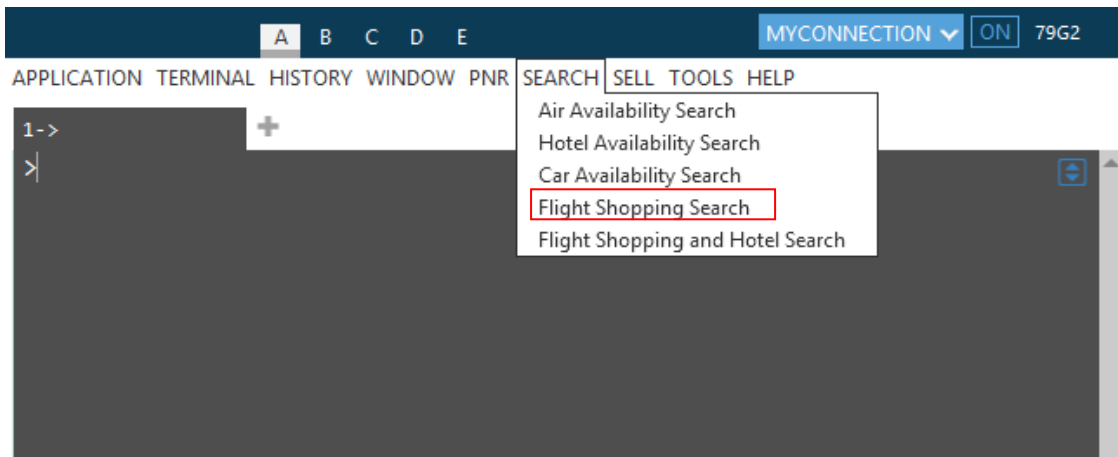
8) How will you convert the Galileo Neutral availability to a carrier specific one?

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

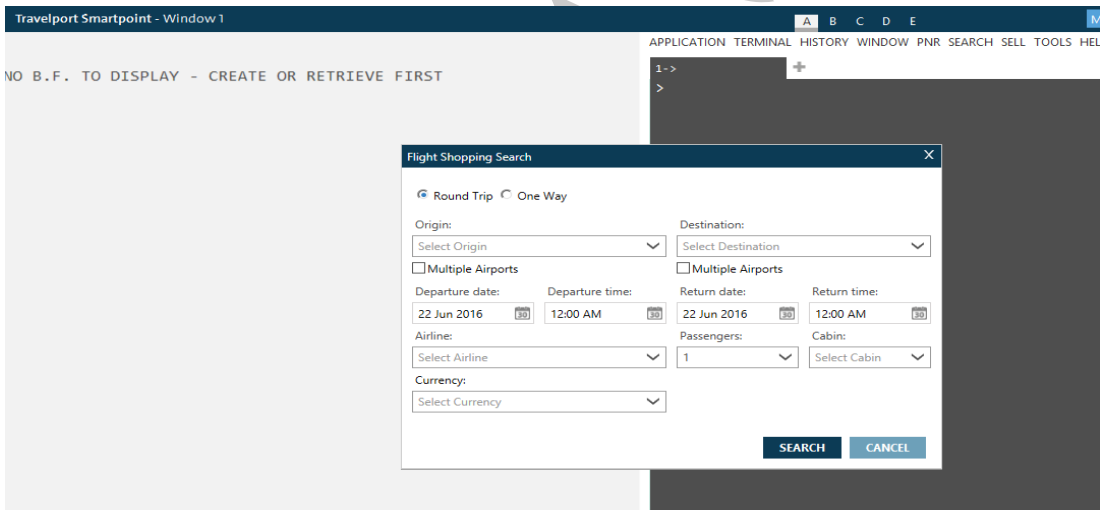
Fare Shopper

Easy way to quote fares with taxes

Search → Flight Shopping Search



Fill in the boxes with necessary details



APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1-FSCMB06DECSIM +

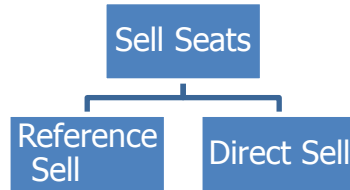
TTL OF 38 PRICING OPTIONS AND 184

ITINERARY OPTIONS RETURNED

PRICING OPTION 1										TOTAL AMOUNT	
ADT										TAX INCLUDED	
1	#AK	46	X	06DEC	CMB	KUL	2300	0520	+ TU	320	X00H00
2	#AK	711	X	07DEC	KUL	SIN	1240	1340	WE	320	Z01H00H
3	#AK	706	X	09DEC	SIN	KUL	1210	1315	FR	320	Z01H00H
4	#AK	47	X	09DEC	KUL	CMB	2105	2200	FR	320	I01H00
«BOOK» +TQ										D R +9	
PRICING OPTION 2										TOTAL AMOUNT	
ADT										TAX INCLUDED	
1	#AK	46	X	06DEC	CMB	KUL	2300	0520	+ TU	320	X00H00
2	#AK	711	X	07DEC	KUL	SIN	1240	1340	WE	320	Z01H00H
3	#AK	712	X	09DEC	SIN	KUL	1455	1600	FR	320	V01H00H
4	#AK	47	X	09DEC	KUL	CMB	2105	2200	FR	320	I01H00
«BOOK» +TQ										D R +14	
PRICING OPTION 3										TOTAL AMOUNT	
ADT										TAX INCLUDED	
1	#AK	46	X	06DEC	CMB	KUL	2300	0520	+ TU	320	X00H00

Fares will be listed from lowest to the highest

Seat Sell



Reference Sell

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

Waitlist

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

Direct Sell

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

0 AI 111 K 1 MAY BOM LHR NN3	Need 3 seats for AI 111 in K class for travel on the 1st May from BOM to LHR (airport codes to be used).
0 AI 11 K 1 MAY BOM LHR LL2	In case the flight is only open for Waitlisting

Surface Segment

0A or
Y ARNK – Arrival Unknown

Smartpoint Seat sell

>A5MAYCMB SIN*UL										ANY
THU 05MAY16		COLOMBO/SINGAPORE				05/0000 05/2359				
1	CMB SIN	0155 0835	UL 306	J4	C4 D4 I5 Y7 B7 P7 H7 K7 W7	320	B*E			1 PAX
					M7 E7 L7 R7 V7 S7 N7 Q7 O7					2 PAX
2	CMB SIN	1205 1840	UL 308	J4	C4 D4 I6 Y7 B7 P7 H7 K7 W7	320	B*E			3 PAX
					M7 E7 L7 R7 V7 SC NC QC OC					4 PAX
3	CMB KUL	0110 0730	UL 318	J4	C4 D4 I7 Y7 B7 P7 H7 K7 W7	320	B*E			5 PAX
					M7 E7 L7 R7 VC SC NC QC OC					6 PAX
4	SIN	0845 0945	@UL3278	Y6	P6 B6 H6 K6 W6 M6 E6 L6 R6	320	B*E			7 PAX
					V6 S6 N6 Q6					8 PAX
5	CMB BKK	0115 0615	UL 402	J4	C4 D4 I7 Y7 B7 P7 H7 K7 W7	321	B*E			9 PAX
					M7 E7 L7 R7 V7 S7 N7 Q7 OC					
6	SIN	0925 1250	@UL3282	Y6	P6 B6 H6 K6 W6 M6 E6 L6 R6	320	B*E			
					V6 S6 N6 Q6					

Segment Change

- @ 1 / 2 Change segment 1 to 2 passengers on the same flight as already booked
- @ A / 2 Change entire itinerary to 2 passengers on the same flights as already booked
- @ 2 / Y Rebook segment 2 to Y class & cancel original segment
- @ A / Y Rebook the entire air itinerary to Y class & cancel original segments
- @ 5 / 12SEP Rebook segment 5 with a different date.

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

Cancel Segments

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

Booking File Creation

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

Mandatory Fields

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

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

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

Name Field

H/N.

N.SAMARAKOON/PADUMAMR	Single passenger (Adult)
N.2PERERA/KALANAMR/MASHURAMRS	Multiple passengers with same surname
N.VIDANAPATHIRANA/KRISHANMSTR*P-C07	Child
N.I/DESILVA/MAHESHAMISS*10DEC15	Infant <ul style="list-style-type: none"> • An Infant name cannot be the first name in the booking file • An Infant name cannot be the only name in a booking file • Number of Infants cannot exceed the number of adults in the booking file • Infant names can be added or deleted even after end transact • An SSR is automatically generated to all airlines containing the infant details
*N	Display all names

The name filed contains the passengers surname,first name and title. Each name item can have minimum 2 and maximum 27 characters.

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

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

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1->

>

- Create/Edit Customer Information
- Create/Edit Booking File Remarks
- Create/Edit Special Services
- Assign/Edit Seat Assignments

Customer Information

NAME* LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required.

Passengers *

Use this last name for all passengers

Title:

First Name: *

Middle Name:

|

Press to add names



Last Name: *

Name Remarks:

Apply

Cancel

SAVE

CANCEL

Customer Information

NAME* LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required.

Passengers *

Use this last name for all passengers

Title:

First Name: *

Middle Name:

MR - Mister

JOHN

JACK



Last Name: *

CAMPBELL

Name Remarks:

Apply

Cancel

Add more names



SAVE

CANCEL

Add Group Name

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

N.G/30REDONDOTOUR - Group Name

Name Change / Delete

Before end transact, the Name items can be amended any number of times. In cases when a name change is to be carried out after end transact, the same needs to be verified with the airline.

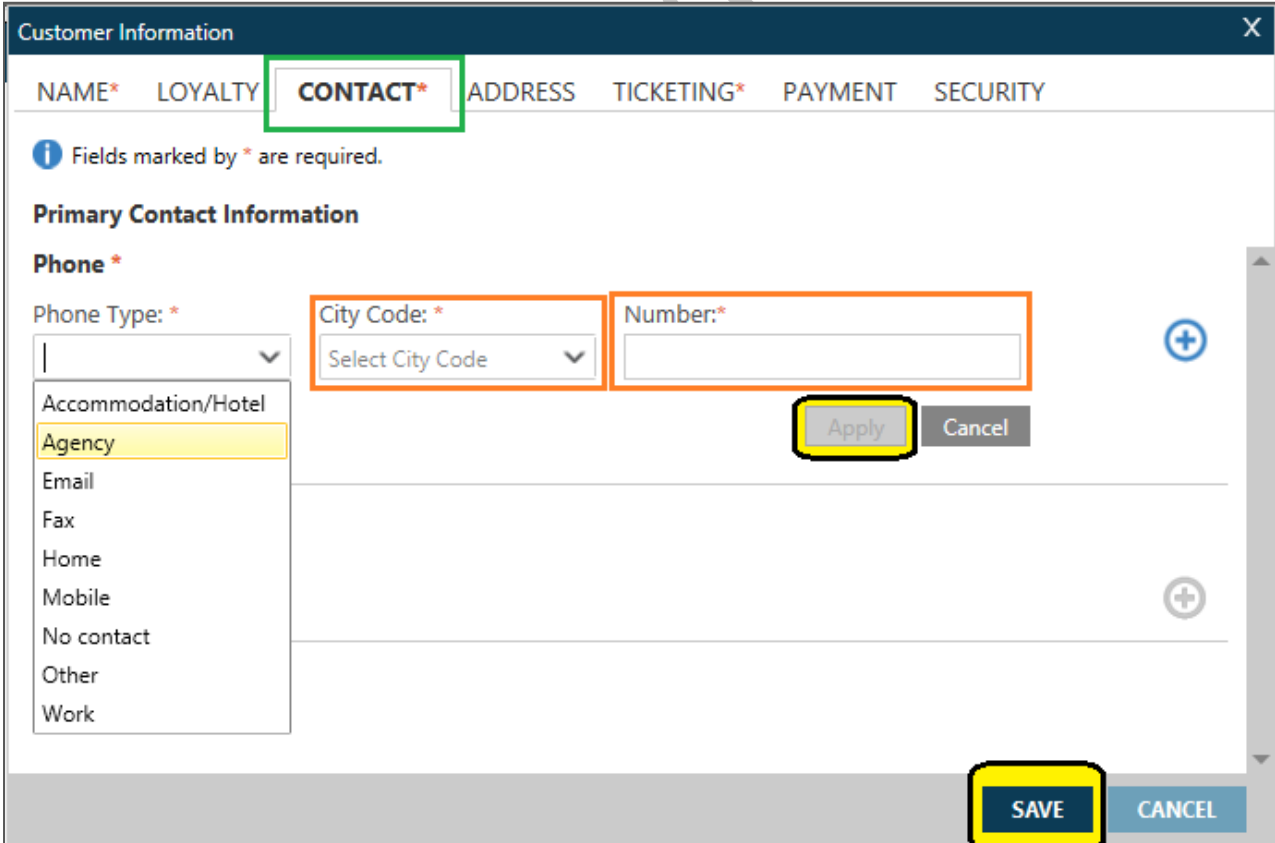
(GC*200/3 – Name Change Restriction details)

Phone Field – H/PHONE

P.CMBT*ABC TRAVELS 2872918 REF RAVI/H-2555666 MR PERERA

***P** Display all Phone items

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



The screenshot shows the 'Customer Information' window with the 'CONTACT*' tab selected. The 'Phone*' section is active, displaying a dropdown for 'Phone Type:' with 'Agency' selected. To the right, the 'City Code:*' dropdown is set to 'Select City Code' and the 'Number:*' text box is empty. An 'Apply' button is highlighted in yellow. At the bottom right, a 'SAVE' button is also highlighted in yellow. There are also 'Cancel' buttons near the 'Apply' and at the bottom right of the window.

H/EMAIL

Customer Information

NAME* LOYALTY **CONTACT*** ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required.

Primary Contact Information

Phone *

Add phone number(s).

Email

Email Type: * Email: *
e.g. AAAA@YYYYY.com

To From

Apply Cancel

SAVE CANCEL

Ticketing Arrangement Field

Customer Information

NAME* LOYALTY CONTACT* ADDRESS **TICKETING*** PAYMENT SECURITY

Fields marked by * are required.

Ticketing *

Ticketing Type: *

T - Passenger Already Ticketed
TAU - Arrange ticketing date
TAW - Arrange follow-up date
TL - Time limit
Other / Manual

Apply Cancel

SAVE CANCEL

Received Form Field **

R.P	Booking received from passenger
R.THUSHARI / SECRETARY	Booking received from passenger's secretary
*RV	Display received from field (before ending the Booking File).

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

Change / Delete

R.@SONAL

Change the received from information

R.@

Delete the received from item

END Transaction

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

Ignore

I Ignore transaction

IR Ignore transaction & retrieve Booking in original state

Retrieval of Booking Files

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

Repeat Booking File and END Transaction

REALLSALL

Repeat all Customer data, all segments

REALL

Repeat all Customer data only

RESALL

Repeat all segments only

REALLS1-3.5

Repeat all Customer data, segments 1, 2, 3 & 5 only

REN.P.SALL

Repeat Name & Phone field & all segments

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

Exercise – Basic Booking File

Create a booking file as follows

Passenger Names

- Mr Paduma Samarakoon
- Mrs Mash Samarakoon
- Miss Prasangi Samarakoon – 05 yrs
- Miss Dinushi Samarakoon - 09 months

Intinerary

- CMBDXB
- DXBLON
- PARROM
- ROMDXB
- DXBCMB

Telephone Contact

- Mobile – 0777 394422
- Office – 0115 513518

Received

- Mr Samarakoon

Galileo Reference

Airline Reference

Booking File Listing

LD/ALL/20DEC-D	Lists all Booking Files with a travel date of 20Dec
LD/TKT/10JAN-Q/70	Places on Q 70 all Ticketed Booking Files with a travel date of 10Jan
LD/UTK/28DEC-D	Lists all Unticketed Booking Files with a travel date of 28Dec
LD/ALL/1MAR*28MAR-D	Lists all Booking Files with travel dates between 1Mar – 28Mar
LD/ALL/C10JAN*31JAN/1MAR*28MAR-D	Lists all Booking Files which were created between 10Jan – 31Jan, with travel dates between 1Mar - 28Mar
LD*	Redisplays last list displayed on screen

A list of Booking Files created by the specific agency or by an associated agency may be displayed, queued or printed.
Booking Files may be listed by their ticketed status & the segment type i.e. Air, Hotel, Car & Auxiliary.
Basic minimum entries, one of ALL, TKT or UTK must be present.

Maximum travel date range is 331 days.

Service Information

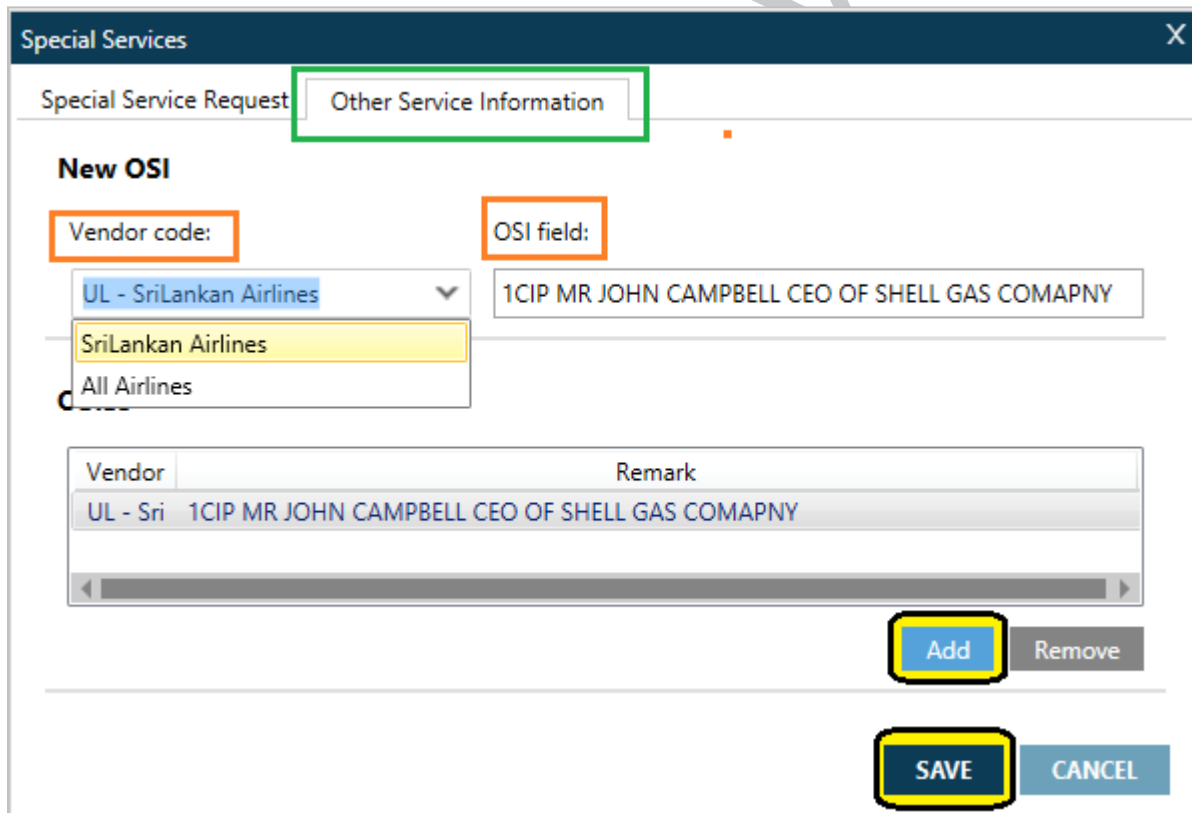
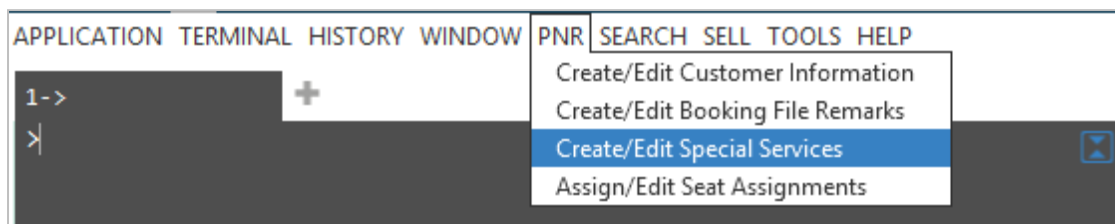
- *SVC Display Service Information for all segments in the Booking File
- *SVC3 Display Service Information for segment 3 in the Booking File

Optional Fields

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

OSI - Other Supplementary Information

*SI	Display all Service Information
*SO	Display all OSI items



SSR - Special Service Requirement

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

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

(H/MEALS,GC*200/9, GC*200/7)

Special Services X

Special Service Request Other Service Information

New SSR

Name(s):
CAMPBELL, JOHNJACKMR

Segment(s):
 Flight: **SriLankan 503 Y** From: **Colombo** To: **London**
 Date: **Tuesday, 10 / 5 / 2016** Leaves: **13:05:00** Status: **HS**

SSR type:
MealCode

Free text:

SSR code:
 Select SSR Code
 RGML - Regal Meal (LY Only)
 HJML - Roast Chicken Schnitzel (AB Only)
 AAML - Scrambled Eggs with Bacon (AB Only)
 HBML - Scrambled Eggs with Bacon (AB Only)
SFML - Seafood Meal
 AOML - Sliced Chicken Zurich Style (AB Only)
 ABML - Spanish Omelette (AB Only)
 SEKT - Sparkling Wine (AB Only)
 KFML - Special Kosher Fish Meal (LY Only)

SSRs

GFAQ	Code	Name

Add Remove

SAVE CANCEL

Manual SSRs

APIS – Advanced Passenger Information

Help: **H/APIS**

SI.P1/SSRDOCSULHK1/P/IN/B12345678/IN/21JUN66/M/23OCT09/PATEL/ASHOK

Passenger 1/Passport issued in IN/Passport number/Indian National/Date of Birth/
Gender/Passport expiry date/Passenger's full name

SI.P1/SSRDOCOULHK1/PARIS FR/V/12345123/LONDON GB/14MAR09/US

Passenger 1 Born in Paris FR/Has Visa/Visa number/Issued in London GB/Issue date/
Country in which Valid

SI.SSRDOCAEKHK1/D/DE/234B STRAVINER STRASSE/HANOVER//11718

Destination address/Country/Street address/Town/State unknown/Postal
Code

SI.SSRDOCAEKHK1/R/US/434K STRAVINER STREET/CHICAGO/IL/861098

Residential address country code/Street address/Town/state/Postal Code

The screenshot shows a 'Customer Information' window with several tabs: NAME*, LOYALTY, CONTACT*, ADDRESS, TICKETING*, PAYMENT, and SECURITY. The SECURITY tab is active and highlighted with a green box. Below the tabs, there is an information icon and the text 'Fields marked by * are required.' The main section is titled 'Secure Flight Passenger Data / APIS Information' and shows a dropdown for 'MR JOHNJACK CAMPBELL'. Under 'Secure Flight Information (DOCS)', there is a link to 'Add Secure Flight Information' with a plus icon. The 'Primary Document Information (DOCS)' section contains several fields: 'Document Type: *' (dropdown), 'Document ID Number: *' (text input with a plus icon), 'Expiration Date: *' (text input with 'eg. DDMMYY'), 'Issued By: *' (dropdown with 'Select Country'), 'First Name: *' (text input with 'JOHNJACKMR'), 'Middle Name:' (text input), 'Last Name: *' (text input with 'CAMPBELL'), 'Gender: *' (dropdown with 'M - Male'), 'Birth Date: *' (text input with 'eg. DDMMYY'), and 'Country of Birth: *' (dropdown with 'Select Country'). At the bottom, there are 'Apply' and 'Cancel' buttons, and a 'SAVE' button highlighted with a yellow box.

Delete

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

- SI.1@** Delete DOCS information line number 1
- SI. 1.3@** Delete DOCO information of line number 1 & 3

SSR Reinstate

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

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

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

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

Vendor Remarks Field

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

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

There are two types of Vendor Remarks

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

V.AAI*PLEASE ADVISE COST OF KENNEL

Delete

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

Mileage Membership Field

Customer Information

NAME* **LOYALTY** CONTACT* ADDRESS TICKETING* PAYMENT SECURITY

Fields marked by * are required.

Air and Rail Loyalty

MR JOHNJACK CAMPBELL

Supplier: *
UL - SriLankan Airlines

Loyalty Program Number: *
60001234

Cross Accrual:
BA

Apply Cancel

SAVE CANCEL

*MM	Display mileage membership details
M*ALL	Display a list of airlines who have a Mileage Membership agreement table
M*AI	Displays the mileage membership scheme table for AI

Booking file Remarks

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

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>

Create/Edit Customer Information

Create/Edit Booking File Remarks

Create/Edit Special Services

Assign/Edit Seat Assignments

Note Pad Field

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

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

NP.FREE TEXT

Create a Notepad Item

NP.CFREE TEXT**

Create a Confidential Notepad item, which will only be displayed to The creating agency

NP.HFREE TEXT**

Create a Historical Notepad item, This Notepad would display in the booking history when deleted/amended.

NP.HAFREE TEXT**

Create a Historical Notepad item with a secondary qualifier A

Booking file Remarks

ID	Review BF	Associated Remarks	Other Remarks
<p>View</p> <p>All</p>			
<p>Add new</p> <p>Note</p> <p>Confidential note</p> <p>Historical note</p> <p>Unassociated remark</p> <p>Invoice remark</p>			

Remove

Add History

SAVE CANCEL

Review Booking Field

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

The Review Booking File field works as a reminder for the agent, this does not get transmitted to the airline. On the date mentioned, the booking will automatically fall onto Queue 12 for reviewing. This is a multiple item field it can contain a maximum of 10 items, each item can have a maximum of 255 characters of free text.

Booking file Remarks

ID: Associated Remarks Other Remarks

Review Booking File

Date: Time: Queue (0-99): Category: Pseudo:

Text:

Items

Date and time	Queue (0-99)	Category	Pseudo	Queue text
2015/12/19 14:08	12		79G2	

Associated Remarks

Booking file Remarks

ID Review BF **Associated Remarks** Other Remarks

Associated Remarks

Remarks text:

TAKE MINIMUM HAND LUGGAGE

Remarks

Itinerary

1-UL0503 CMB-LHR 05/10/2016 13:05:00 - 05/10/2016 20:00:00

Remarks display by segment

TAKE MINIMUM HAND LUG

Add Remove

SAVE CANCEL

Seat Request

S.	Function Identifier to request for a specific or generic seat
*SD	Display Seats reserved
SC*	Display the list of all seat characteristics

Travelport Smartpoint - New Window 1

7ZSW7M/AA CMBNT 79G2AA AG 99999992 11NOV
 1.3PERERA/RAVIMR/MANELMRS/TOMMSTR*P-C5
 4.I/1PERERA/ANNMISS*02DEC15
 1. UL 105K 15JUN CMBMLE HK3 0030 0125 O* E WE

Click to view seat map

*ALL *P *R *SI *PI

Seat Map

Select Seats
X

SriLankan
Flight 105 |

CMB 15 Jun 1230AM - MLE 15 Jun 125AM

Filter by: Any

Seat Rules

Traveler **Seat**

Flight UL #105
Dep: Wed, 15 Jun 2016 12:30am
Arr: Wed, 15 Jun 2016 1:25am
Flight 105 |
3 Seats 0.00

1 RAVIMR PERE... ADT **19F** 0.00
Enter loyalty #

2 MANELMRS... ADT Add Seat
Enter loyalty #

3 TOMMSTR P... CNN Add Seat
Enter loyalty #

passengers: +0.00
0.00

TOTAL SEAT PRICE
0.00

APPLY CANCEL

Legend: Unavailable | Selected | Available | Blocked | Handicapped

Exercise

You working for XYZ company .Miss Samantha Etipola (secretary to pax) has called to make a reservation.

Name List

- Mr Mahesh Meegahapola
- Mrs Shiro Meegahapola
- Miss Sonali Meegahapola 10 yrs
- Mstr Dhanushka Meegahapola 05 months

Contact

- Mobile – 0777 778899
- Office - 0112 875678

Itinerary

- CMBSIN
- BKKSJD
- SYDSIN
- SINCMB

Request

- Request a baby meal and a bassinet for Mstr Dhanushka
- Request a Diabetic Meal for Mrs Meegahapola on the CMB/SIN sector
- Request a Vegetarian Oriental Meal for Mr Meegahapola on BKK/SYD and SIN/CMB sectors.
- Request a chicken burger for Miss Sonali on BKK/SYD and a Chocolate cake on SIN/CMB.
- Mr Meegahapola is a CIP works for XYZ Company as the CEO.
- Assign No Smoking window seats for Meegahapola family.
- Send a vendor remark to all the airlines stating this is a test booking.
- Mr and Mrs Meegahapola are frequent flyers of SriLankan Airlines.

Divide Booking

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

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

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

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

Divide Procedure

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

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

6. Retrieve the Child Booking File & make any applicable modifications (Add any OSI to update any Infant / Child details). Add the following Vendor Remark in the Child Booking File & End the transaction.

V.AYY*DIVIDED PNR PLEASE CFM AND ADVZ NEW LOCATOR

Booking File History

As soon as an agent has End Transacted a new Booking File, a history of that Booking File is created. Each subsequent change to the Booking File is recorded in the history. The history of the entire Booking File can be displayed or specific fields only can be displayed. History can be divided into 3 parts
Itinerary History / Customer Data History / Booking File Function History.

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

H/*H For more history display entries

GC*605/48

Queues

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

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

Message Queues

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

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

Creating & Sending Messages

Help : **H/BFSG**

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

- Type the message in the Notepad field
Eg. NP.ATTN STAFF ON DUTY
NP.PLEASE VIEW GC*13/51 FOR THE BSP CARRIERS
- Send the message to the GEN Queue
QEM Place message on GEN Queue in own agency
QEM/OQ4 Place message on GEN Queue of agency OQ4

Send the message to the SPV Queue
QES Place message on SPV Queue in own agency
QES/OQ4 Place message on SPV Queue of agency OQ4

Working Message Queues

Help : **H/QM**

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

Booking File Queues

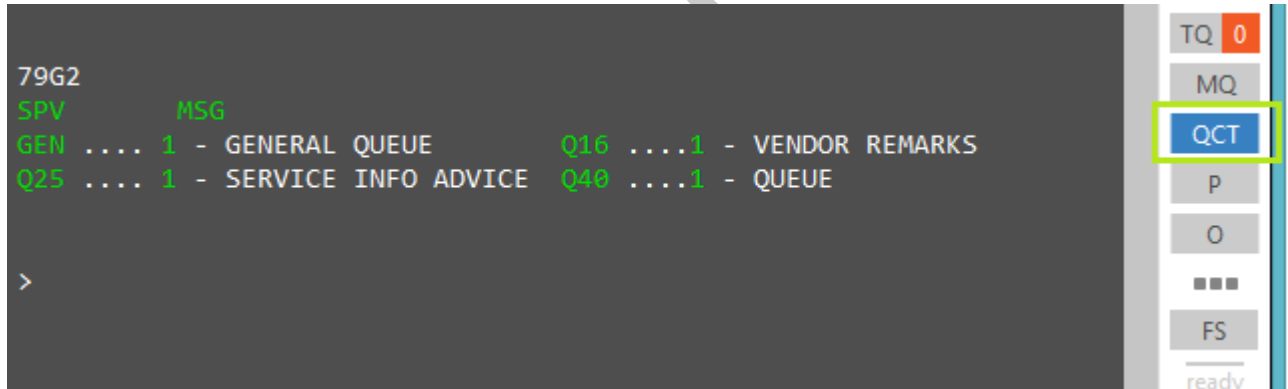
There are 100 Booking File Queues (Queue numbering from 0 –99), out of this the first 26 are Preassigned or Programmatic Queues on which replies from airlines/vendors would reflect. It works like a mailing system from the airlines. The remaining 74 queues are for use by the agency & can be assigned by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

QPB*	Displays the list of functions of all the queues & the number of bookings on the queues	Help : H/QPB
QPB*10	Displays the function of queue 10 & the number of bookings on it	
QCA	Count the bookings & messages on queues	Help : H/BFQC
QCB	Count the bookings only on queues 0 & 1	
QCM	Count the messages on GEN queue	
QCS	Count the messages on SPV queue	
QLD/7	List all names of bookings on Queue 7	Help : H/QLD
QLD/10/T	List all names of bookings on Queue 10 with the date & time stamp when queued.	

Placing a Booking File on Queue

Help : **H/QEB**

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



Working Booking File Queues

Help : **H/BFQ**

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

Setting Queue Count Options

Up to ten frequently used queues including categories can be automatically polled or set to be polled at a defined time. Proactive notifications are received when queues are updated.

- Click on the 'O' symbol at the bottom right hand side of the screen.
- Enter the PCC, queue number, and/or queue category.
- Select which queues you would like visible (up to five can be selected).
- Select the polling frequency. Minimum Queue Polling frequency is 15 minutes.
- Click **Save**

Queue Count Options

QuickView Queues

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

Save **Cancel**

TQ **O**
MQ
QCT
P
O
FS
ready

Action /Advice Codes

Advice Code	Explanation	Action Required
HS	Have sold in real time,airline inventory adjusted	Will change to HK on END
SS	Sold within this transaction	Will change to HK on END
NN	Need request	Will change to PN on END
PN	Pending need, awaiting confirmation	Will changed based on reply from airline.
KK	Booking confirmed from PN	@1HK
KL	Booking confirmed from HL	@1HK
TK	Time change for a confirmed flight	@1HK
TL	Time change for a waitlisted flight	@1HL
TN	Time change for a requested flight	@1HN
NO	No action taken, no inventory held	@1XK
HX	Have cancelled (by airline)	@1XK
UC	Unable to confirm, flight closed	@1XK
UN	Unable to confirm, no operation	@1XK
US	Unable to confirm, have waitlisted	@1HL
UU	Unable to confirm. Have waitlisted	@1HL
HS	Have sold, airline has sold as segment in a Galileo booking.	@1HK
HA	Have requested ,airline has requested their own segment in a Galileo booking,	@1HN
HW	Have waitlisted, airline has waitlisted their own segment in a Galileo booking.	@1HL

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

Change Segment Status

Help : **H/CSS**

@ALL

Change status of all segments as required.

(Based on their current status code, air itinerary segments, seat requests, and SSRs are updated, or cancelled and removed from a Galileo Booking File as per existing rules for Status Code changes as follows)

@1HK

Change status of segment 1 to HK

@1.3-5HK

Change status of segment 1, 3, 4 & 5 to HK

@3XK

Change status to XK (flight segment removed from booking)

Segment Type	Change Segment Status From:	Change Segment Status To:
Air (confirmed)	TK KK KL	HK HK HK
Air (waitlisted)	UU US	HL HL
Seats	KK	HK
SSR	KK	HK

Miscellaneous

Currency Table	FBT* FBT*GB FBT*AUD	- Currency table for all countries - Currency table for country GB - Currency table for currency AUD
Date Calculator	*TAA/04JUL/30 *TAA/11NOV/+45 *TAA/330	- Subtract 30 days - Add 45 days - Display 330 days from today.
IATA Rate of Exchange (IROE)	FZISGD FZIUSD.10DEC08 FZILKR2500NUC FZI/ALL	- Display IATA ROE for SGD - Display IATA ROE for USD for date specified (upto 3 months prior) - Convert specified currency to NUCs - Display ROE for all countries.
Bank Selling Rate (BSR)	FZSHKD FZSEUR1000LKR FZS*LK	- Display BSR for HKD against own currency. - Convert EUR 1000 to equivalent LKR - Display all BSRs for Sri Lanka
Connecting Point Display	DCPDELYYZ	- Applicable connecting points for specified city pair.
Flight Frequency	DC*CMB/I DC*CMB/O	- Display frequency of flights into CMB - Display frequency of flights out of CMB
Minimum Connecting Time	DCT DCTLHR DCTLGWLHR @MT	Display Fill in format screen for Minimum Connecting Time Display all connection times for LHR Display cross town connections between airports in the same city Check Minimum Connecting Time for all segments in a Booking File
Timatic	TI - TI-RGL TIPN TIPB TIPL TIPF	Display Timatic Menu Display List of Groups Request Next page of current Timatic display Request Previous page of current Timatic display Request Last page of current Timatic display Request First page of current Timatic display
Local Time	@LTSYD @GMT	Display current local time in SYD Display current Greenwich Mean Time (GMT)
Interline Agreement Table	DT/AAR/DIS-AI DT/IAT/DISBA	Display Paper Ticket Interline agreement table for Plating carrier AI Display E ticket Interline agreement table for Plating carrier BA
Calculator	XX35008 + 1000 XX23000 – 11200 XX3739123123/7 XX379 * 450 XX11:45 + 5:30	Addition Subtraction Division Multiplication Addition of time

Credit Card Verification	JV37390000000000/V1	Verify whether specified credit card is valid
List Airline Alliance Partnerships	<p>This facility allows the agent to list airlines belonging to the various airline Alliances or Partnerships.</p> <p>DCA/KL KLM NWA Alliance DCA/*O One World Partnership DCA/*A Star Alliance DCA/*S Skyteam Alliance</p> <p>See GC*200/52 for Preferred Availability code.</p>	

Travel Industry Phonetics

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

Basic Fares Entries

FDCMBLON	Fare display for a specific city
FD20NOVCMBPAR	Specified date
FD20NOVDXBLO/BA	Fare display for a specified airline
FD20NOVCMBSIN-OW	One Way fares (RT for return fares)
FD30MAYCMBBKK@YLEE3M	Specified fare basis
FDCMBDOH:NUC	Fare in NUC
FDCMBSIN:SGD	In a specific currency
FN*2	Display Fare Notes by paragraph header for the fare on line 2
FN*2/5.7-10	Display Fare Notes text of paragraphs 5, 7, 8, 9 &10
FN*3/ALL	Display all Fare Notes text for the fare on line 3
FN*3/S	Display Fare Rules Summary for the fare on line 3
FN*3/DATE	Display Fare Rules text of the DATE category for the fare on line 3
FN*3/DISC	Display Fare Rules text of the DISC category for the fare on line 3
FR*1	Display the Permitted Routings for the Routing based fare on line 1
FM*3	Display Mileage Surcharge table for the Mileage based fare on line 3
FDC*5	Display booking classes applicable for the fare on line 5
FDC*5//KL	Display booking classes applicable for Interlining carrier KL
FH*5	Display Foot note details & add-on fare construction details as filed by the carrier