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Authoring

This document was authored by Galileo Training Services, Sydney, Australia

This version was completed October 2007
Welcome!

We are pleased to have you with us for this Galileo training course.

The Galileo® CRS (Computer Reservations System) enables you to make worldwide airline, car, and hotel reservations using simple, easy to understand commands.

During this course we will be looking at the major functions of the Galileo system including Booking Files and airline reservations. Also there will be a brief overview of Galileo 360 Fares™ plus the hotel and car reservations systems, CarMaster™ and RoomMaster®.

To ensure that you obtain the most out of your course please ask questions and let the instructor know of any areas that you wish to cover in more detail.

We hope that you enjoy your Galileo Training course......
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Objectives

At the end of this course you should have an understanding of the following key functions:

- Displaying and interpreting Galileo availability screens.
- Selling from availability screens and making direct sell reservations.
- Identifying the various levels of sell.
- Completing the Galileo Booking File.
- Using service requests to generate passenger specific requirements to an airline.
- Accessing and actioning Queues.
- Displaying airfares, interpreting fare rules, and obtaining fare quotes.
- Identifying and updating booking status codes.
- Accessing general information such as Minimum Connection Times, World Maps and Timatic.
Unit 1

Getting Started
Getting Started

Sign On/Off

For help enter: H/SON

IMPORTANT NOTE:
To ensure that your terminal has not already been signed into by yourself or another staff member, press the ENTER.

If the response is "SIGN ON" this means that the terminal is free and you can proceed to sign on,
or,
If the response is "CHECK ACTION CODE" this means that the terminal is already in use. You should NOT attempt to sign on as this will lock the terminal, if you do, please see the section Sign On Error Messages on page 15.

SON/Z.. Agent Sign On. Replace dots with your own sign on code (eg SON/ZAB).

The system will then prompt for your password.

SOF Sign off

Your Sign on will stay active for 2 hours without the terminal being used. After this period Galileo will Ignore any incomplete transactions and automatically sign you out.
Sign On Error Messages

ERROR: TERMINAL IN USE - GALILEO
You have attempted to sign into a terminal that has already been signed into. This could have been someone else in your office or yourself. The terminal is now locked.

ERROR: AGT OUT - GALILEO
This is the response received to any command made after "ERROR: TERMINAL IN USE" indicating that the terminal is locked. Only the OP/W* entry will be accepted.

After receiving either of these messages use the following entry:

SOF/Z.. Replace the dots with your sign on code, the system will then prompt for your password.

This entry will force the sign off of the current user. The terminal will be locked until this entry is input.

Any unfinished Booking File will be ignored.

You can now use your normal sign on entry to gain access to the terminal.
Passwords

Your SIGN ON will be created by a Galileo representative, this is normally the letter Z followed by your initials.

The first time you sign on to Galileo, contact the Galileo Service Centre for the interim password. This will automatically display the password input screen. When this screen is displayed you can then input your own password and a keyword for future use.

The input screen will look similar to this:

1. The PASSWORD must contain both alpha and numeric characters (six to ten alpha/numeric). An attempt to enter or change a password without alpha/numeric will result in an error message. Certain words are restricted e.g. agent sign-on, agent name, days of the week and names of the months. The same password cannot be used for five consecutive changes.

2. Tab to KEYWORD, this is an additional security feature. Upon your initial sign on to Galileo you will need to add a Keyword of your own choice which must be different to your Password and made up of 4-6 alpha or numeric characters. The keyword then remains the same and does not need to be changed again.

3. Press ENTER, a verification screen will be displayed;

4. Type your PASSWORD and KEYWORD again to confirm that they are correct then press ENTER. You are now SIGNED ON and ready to work.
Password Update

Every 90 days you will need to change your password, at this time the password update screen, as shown below, will be automatically displayed.

At this time you will need to make up a NEW password, input it into the PASSWORD field then press ENTER.

Display Set Address

OP/WL  O Please What's my Line.
       Display set address.
# Online Formats Guide

As an additional Help feature you can access the Online Formats guide which contains a list of Galileo command entries with a full description of each format at: [http://www.galileo.com/emea/uk/formats/intro.htm](http://www.galileo.com/emea/uk/formats/intro.htm)

<table>
<thead>
<tr>
<th>Welcome to the Galileo Formats Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2007</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>The English language version of the Galileo Formats Guide is now incorporated within ASK Galileo. This means that you can find your formats and answer any other Galileo question in the same place.</td>
</tr>
</tbody>
</table>

**Welcome to the Galileo Formats Guide**

**October 2007**

The English language version of the Galileo Formats Guide is now incorporated within ASK Galileo. This means that you can find your formats and answer any other Galileo question in the same place.

**Enter Ask Galileo**

Other language versions of the Formats Guide will be migrated to Ask Galileo as the database is updated.

## Willkommen beim Galileo Formats Guide

Letzte Aktualisierung Juli 2007

Auf den folgenden Seiten finden Sie die Formate, die für Focalpoint-Eingaben in Galileo notwendig sind:

- Focalpoint Shopping
- Aktualisierung aller Statuscodes @ALL
- Fare Quote FQ mit Namens Zusatz PTC (Passenger Type Code)
- CarMaster Neuerungen (CAA abgeschaltet)
- Verschiedene weitere kleinere Anpassungen

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- Verschiedene weitere kleinere Anpassungen

**FORMATS GUIDE**
**Online System Help**

HELP can be accessed from any area in Galileo.

If a command has been made and part of the command is incorrect Galileo will respond with an error. Help can be accessed directly from this error.

H/ Access the related help topic after an error response

H/N Access help topics for the letter "N"

H/P. Access the help topic Phone Fields

H* Redisplay last command prior to error response
Encode/Decode

- For help enter: H/D

City/Airport

- CE SHARJAH: Encode city or airport name
- CD AUH: Decode three letter IATA city or airport code
- CR LHR: Record information on airport LHR

Country

- LE OMAN: Encode country name
- LD BR: Decode two letter country code

Airline

- AE ETIHAD: Encode airline name
- AD BA: Decode two letter airline code BA
- AR BR: Record information on airline BR

Equipment Types

- EE BOEING 757: Encode aircraft type
- ED 747: Decode aircraft type 747

Country Regions

- RD US CA: Decode region CA in country US
Review Quiz

1. You sign onto a terminal and receive the response “ERR TERMINAL IN USE”. All other commands now receive the response “ERROR AGENT OUT”. What command will unlock the terminal?

2. What command will switch your screen into Work Area C?

3. What is the entry to determine your Active Work Area?

4. How would you activate Work Area B for Computer Assisted Instructions (C.A.I.)?

5. What entry will display the Galileo Set Address?

6. How would you display the Airline Briefing menu page for Gulf Air?

7. What entry will Decode the airport FCO?

8. What is the entry to Encode the city Ottawa, Canada?

9. How would you decode the aircraft type 734?
Answer Key

1. SOF/ZXX (XX = Agents sign on code)
   Then sign on as normal, ie. SON/ZXX

2. SC

3. OP/W*

4. SB/CI

5. OP/WL

6. GC*GF

7. .CDFCO

8. .CEOTTAWA

9. .ED734
Unit 2
Flight Availability
Flight Availability

For help enter: H/AVAIL

Basic Availability

A23DECSYDLHR Basic availability request for 23 DEC from SYD to LHR, IATA Airport or City code can be used.

Availability Display

A basic Galileo availability display will show non stop flights first, followed by stopping flights, then connections.

1. A* Indicates more availability. Press TAB then ENTER to see the next screen.
2. SYD1LHR The number 1 indicates one stop
3. * Flight arrives 2 days after departure
   # Flight arrives 1 day after departure
   – Flight arrives 1 day prior to departure
4. @ Indicates share carrier code
5. FA JA etc. Availability status indicators
6. # Additional classes available
7. C or B Link indicators
8. * Inside Link availability indicator. The availability display comes direct from airline.
9. E E Ticketing available on flight.
Availability Status Indicators

The Availability Status indicators show if individual booking classes are available for sale on specific flights. In Galileo the availability status can be displayed as either an Alpha or Numeric character depending on the agreement in place between Galileo and the airline.

<table>
<thead>
<tr>
<th>Alpha</th>
<th>Numeric</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1-9</td>
</tr>
<tr>
<td>R</td>
<td>Ø</td>
</tr>
<tr>
<td>L</td>
<td>C</td>
</tr>
<tr>
<td>C</td>
<td>X</td>
</tr>
</tbody>
</table>

**Alpha**
- A: Available
- R: On Request
- L: Waitlist only
- C: Waitlist closed
- X: Class or Flight Cancelled

**Numeric**
- 1-9: Seats Available for this transaction
- Ø: On Request/Waitlist

Code Share Flights

Code Share flights are indicated by the @ symbol displayed before a flight number. Under CRS regulations, when multiple airlines operate the same flight under code share arrangements, only the operating carrier and ONE other carrier (as nominated by the operating carrier) will be displayed in the Galileo neutral availability display.
Availability Modifiers

Availability modifiers are used to sort through the standard availability response and display only those flights that meet the specific criteria.

By Time

A20DECUHDXB.1400  By departure time, search begins 2 hours prior.

A21MARKWILON.0800#  By departure time, search begins exactly at 0800.

By Carrier

A03JULMLT/GF  Direct flights with specified carrier.

A24SEPSYDLHR/BA#  Direct flights and online connections with specified carrier.

By Alliance Group

A23JUNBAHBKK/*/O  Display flights for specified alliance members only. (*O = One World).

A15MARSYDVT/*/A/CP  Display flights for specified alliance members plus individual carrier. (*A = STAR Alliance).

Use DCA for a list of Alliance codes
Use DCA/(code) to list alliance members.

By Specific Order

AJ8JULLONHKG  Including total journey time.

AA2JUNDUBROM  Availability ordered by arrival time.

AD2JUNROMLIS  Availability ordered by departure time.

The above modifiers can be combined as in the following example:

AJ8MAYSYDLON.1300/QF#
Change Availability Display

Shortcut commands can be used to change the time, date, departure and arrival cities or request return flights for an existing availability.

A.1700  Change departure time to around 1700, search begins 2 hours prior.

A.1400#  Change departure time to exactly 1400 onwards.

A16NOV  New date of travel.

A-2  2 days previous.

A#10  10 days later.

A#  Next day.

A23DEC.1600  New date and time.

A#.1000  Next day with new time.

AR.1800  Return same date around 1800.

AR#15  Return 15 days later.

AR23DEC.1600#  Return 23 DEC at 1600.

ABJED  Display from new board point.

AOSIN  Display new off point.

AN26JUNHNL  Next off point on 26 June.

Follow-on Entries

A*  Request more availability for the same date and time.

A@#3  Display additional classes for line 3 of availability
Note: The presence of additional classes is indicated by the # symbol on the right side of the availability line.

A  Redisplay the last Galileo availability accessed.

A*O  Redisplay original availability request.
Carrier Availability Links

Many carriers offer a link from the Galileo Availability screen directly into their own system. Where links are available these are indicated by the C or B character on the right-hand-side of the screen.

C  Carrier Specific
Input A*(carrier code) to convert the Galileo availability screen to the carrier’s own availability display, eg: A*BA.

When you link directly into a carrier’s own availability, the way that the airline orders their flights and the connections shown will differ from the Galileo display.

B  Carrier Specific and Line Specific
This option allows you to either convert to the carrier’s own display as with the C indicator, or you can simply convert one line of the Galileo display to the carrier’s current numeric availability.

eg: AL2 (Line Specific) or A•TG (Carrier Specific).

Carrier Specific Availability Entries

A12JANKWIBEY*KU Access a Carrier Specific link from an initial availability entry.

AM•KU Access more availability in Carrier Specific link.

A•GF Access Carrier Specific link from Galileo or return to the first link availability after using AM•KY.

A15JUNJEDAUH@K•EY Access Carrier link and request specific class of travel, (Etihad K class).
Unit 3
Selling Flights
Selling Flights

Basic Sell Entries

Reference Sell

Selling from a displayed availability screen.

Ø1Y1    Sell one Y class seat from line 1 of availability.
Ø1Y1*   Sell one Y class seat from line 1 and all connecting flights.
Ø2J1Y2  Sell two J class seats from line 1 and two Y from line 2.

Direct Sell

Selling direct without a displayed availability.

ØIC999C1DECFJRKWINN1    Direct sell flight.

Waitlisting Flights

When reference selling, if a class shows Ø or L (waitlist only), Galileo will automatically place the flight on waitlist. However, if the flight details are known and you are aware that the flight is on waitlist you can use a direct sell.

ØBA72Y23SEPAUHLRLL2    Direct Sell waitlist.

Arrival Unknown (ARNK)

ØA    Input a surface or ARNK segment.

Open Segments

ØSQOPENYAUHSINNO1    Sell open segment for Carrier SQ for Y class AUH/SIN. (NO action by carrier).

IMPORTANT NOTE: As the NO action code does not generate to carriers, when issuing a PTA with an open segment you will need to add an OSI with the details of the open segment.
When a flight is sold the status of the sale will be indicated by a 2 character Booking Code followed by the number of seats sold, as illustrated below:

These Booking Codes fall into 3 categories:

**Action Codes**

Upon the initial sale of a flight these “Action Codes” indicate to the carrier the action needed on a new segment.

- **HS** Have Sold (automatically decrements inventory) updates to HK at ET.
- **SS** Sold from Status (reports sale of seat) updates to HK at ET.
- **FS** Free Sold (reports sale of seat) updates to HK at ET.
- **LL** Waitlist Request (reports waitlist) updates to HL at ET.
- **NN** Need Request (sends request for seat) updates to PN at ET.
- **IN** If holding need reply (follow-up request to NN) updates to PN at ET.

**Status Codes**

After End Transaction on your Booking File these “Status Codes” indicate the current status held by the airline and do not need to be actioned.

- **HK** Holding Confirmed.
- **HL** Holding Waitlist.
- **PN** Pending Need (message sent waiting reply from airline).

**Advice Codes**

During the life of a Booking File “Advice Codes” may be received which notify changes to the segment as held in the airline system. We will cover these later.
Ignore Booking File

I  Ignore all data added since the Booking File was last saved.

Redisplay Booking File

*R  Redisplay the current complete record, i.e passenger data and itinerary.

*I  Redisplay the itinerary only.

E-Ticketing Indicator

On many occasions you may see an “E” indicator displayed on the right hand side after a sold segment;

![E-Ticketing Indicator Image]

This indicates that “Electronic Ticketing” may be applicable for this segment. E-Ticketing is covered in the Galileo Automated & Electronic Ticketing course.
Sell Guarantee

When you sell a flight through Galileo, most carriers will offer a guaranteed sale. How this guarantee is shown depends on the type of sell agreement that the carrier has with Galileo.

The table below shows the types of sell agreements that are available:

<table>
<thead>
<tr>
<th>Sell Agreement</th>
<th>Sell Indicator</th>
<th>Guaranteed</th>
<th>When decremented from carrier</th>
<th>Vendor Locator from carrier</th>
<th>Segment Status before ET</th>
<th>Segment Status after ET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interactive Sell</td>
<td>O</td>
<td>YES</td>
<td>Immediate (when sell entry made)</td>
<td>Yes</td>
<td>HS</td>
<td>HK</td>
</tr>
<tr>
<td>Positive Acknowledgment</td>
<td>S</td>
<td>YES</td>
<td>Upon ET</td>
<td>Yes</td>
<td>SS</td>
<td>HK</td>
</tr>
<tr>
<td>Guaranteed</td>
<td>G</td>
<td>YES</td>
<td>Upon ET</td>
<td>No</td>
<td>SS</td>
<td>HK</td>
</tr>
<tr>
<td>Conventional Sell &amp; Report</td>
<td>None</td>
<td>NO</td>
<td>When carrier receives message (up to 24 hrs after ET)</td>
<td>No</td>
<td>SS</td>
<td>HK</td>
</tr>
<tr>
<td>Freesale</td>
<td>None</td>
<td>NO</td>
<td>Decrement from an inventory with Galileo</td>
<td>No</td>
<td>FS</td>
<td>HK</td>
</tr>
<tr>
<td>Schedule Level Carrier</td>
<td>None</td>
<td>NO</td>
<td>Airlines who are not Galileo participants but have their flights displayed in Galileo. Reservations will be sent through to the carrier as an NN status.</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Many carriers give a Guarantee from the standard Galileo availability screen. However, some carriers, mainly those with Positive Acknowledgment (S) and Guaranteed (G) Sell Agreements require you to use a Carrier Specific availability display (eg. A*AI) in order to obtain a guarantee. It is therefore important to check that you obtain a guarantee indicator where applicable, if you do not, you may need to cancel the segment then change to a Carrier Specific Availability display and resell the segment.

The screen below shows the various Guarantee Indicators:
Vendor Locators

Carriers with either Interactive Sell (O), or Positive Acknowledgment (S) Sell Agreements will return their own Vendor Locator to your Booking File after End Transaction.

After end transaction and the booking file is re-retrieved you will note, as in the example above, all segments are updated automatically to **HK (HOLDING CONFIRMED)**. **Vendor Locator Data** has also been received and is indicated by the screen prompt “**VENDOR LOCATOR EXISTS**”. You can input *VL or tab to the prompt see view the Vendor Locator details.

Unsolicited Messages (UMSG)

It is most important that you take notice of any UMSG prompt that appears on your screen. To access the message type **U** and press **ENTER**.

After a certain time UMSG messages will be sent from any O, S or G carrier that you have sold on a Booking File but have not completed End Transaction. This message gives a prompt that in order to keep the guarantee you must End Transact on the within a specified time. If the Booking File is not completed within the time given, the status of the flight(s) will become NN, and no guarantee will be given by the airline(s) concerned.

There may be more than one UMSG, and each should be displayed and read.

**Focalpoint Users**

For Focalpoint users a UMSG will display as a small envelope symbol in the Status Bar at the bottom of the screen. To view the message “double click” your mouse on the envelope.
**Marriage Logic**

Many airlines use yield management systems to allocate class availability according to the origin and destination of the availability request. Quite often they will make a certain class available to be booked only as part of a connection.

For example, if you were looking for a “T” class seat from Sydney to Auckland, the SYD/AKL availability screen may show no “T” class seats available. However, if you displayed a SYD/LAX availability it may show a connection through Auckland with “T” seats available on the SYD/AKL leg. This means that the yield management system has allocated all available “T” class fares between SYD/AKL, but it has “T” class fares available through to LAX. To prevent the SYD/LAX allocation being utilised by SYD/AKL travellers Marriage Logic is utilised.

To cater for this Galileo functions as follows:

- If you have made an availability request which involves connecting flights Galileo will only allow you to sell the whole connection and not each individual flight.

- Also, airlines have the option within Galileo when selling these connections to “marry” the flights together so that they can then be considered as one unit.

Segments which are “married” are allocated a unique number which is displayed on the right hand side of the screen.

When flights are “married”, any action you take on an individual segment of the “marriage” will always be referred to the airline concerned. The airline may or may not allow the cancellation/change to take place.

When any actions are taken which involve all the segments in a marriage (change or cancellation) these are allowed subject to normal checks.
Passive Segments
*(Flights Booked outside Galileo)*

According to IATA regulations, passive segments are only to be used for the purpose of ticketing bookings which have already been made directly with an airline. They are not meant for the purpose of downloading into a back office system or issuing an itinerary.

Normally passive segments do not generate any book, cancel, or amend messages. However, a carrier may receive notification that a passive segment has been created, for which there should be a matching live segment in the airline system (Passive Segment Notification - see GC*200/27). The airline may return a NO (or HX) status in response to this notification if it does not match what is held in their system or if the booking is showing as already ticketed. The NO (or HX) response is not to advise that any booking has been created, amended or cancelled.

Two types of passive segments are currently used by Galileo;

**Carriers WITHOUT ticket number notification** (refer GC*200/5)
- **AK** Confirmed outside Galileo - no messages sent.
- **AL** Waitlisted outside Galileo - no messages sent
- **AN** Requested outside Galileo - no messages sent

The above status codes do not generate any book, cancel, or amend messages to the carrier

**Carriers WITH ticket number notification** (refer GC*200/5)
- **BK** Confirmed outside Galileo - messages may be sent.
- **BL** Waitlisted outside Galileo - messages may be sent
- **BN** Requested outside Galileo - messages may be sent

No messages will be sent on initial creation unless Servicing Requests are included. If a segment is subsequently cancelled, or Servicing Requests are added, messages will be sent to the carrier.

**Adding a Passive Segment**

ØBA72J23NOVAUHHRBK1, or ØBA72J23NOVAUHLHRAK1
Ø2Y3AK or Ø2Y3BK

Direct sell passive segment
Reference sell from availability as passive segment.
Review Quiz

1. On an availability screen what do the following mean?
   
   C
   
   B

2. How would you request an availability from Auckland to Wellington on 21 July.

3. What shortcut entry will change the displayed availability request to 22 July at around 1200.

4. What shortcut entry would then update the availability to 1700 onwards only?

5. What shortcut request would then show the return availability for 28 July at around 1100?

6. Using the “Alliance” modifier, what is the entry to display availability from Melbourne to Los Angeles on 22 December showing STAR alliance members only?
7. What is the entry to display additional classes of availability on line 3 where the # indicator is shown?

8. Request availability 9 September Cairns to Hobart including *Journey Time*.

9. What is the entry to sell 2 Business class (J) seats from line 3 of an availability display?

10. What is the entry to Direct sell *2 seats* with American Airlines on *AA49* in *Y* class on *20 September* from Paris Orly Airport (ORY) to Dallas Fort Worth (DFW).

11. What entry would sell two *OPEN Y* class seats with Qantas from Melbourne to Adelaide?

12. How would you add a *surface sector* to an itinerary?
Answer Key

1. C Carrier Specific Link
   B Both Carrier Specific Link and Last Seat Availability

2. A21JULAKLWLG

3. A22JUL.1200 or A#.1200

4. A.1700#

5. AR28JUL.1100 or AR#6.1100

6. A22DECMELLAX/*/A

7. A@#3

8. AJ09SEPCNSHBA

9. Ø2J3

10. ØAA49Y2ØSEPORYDFWN2

11. ØQFOPENYMELADLNO2

12. ØA
Unit 4
Booking File Creation
Booking File Creation

Agency File

For help enter: H/MAR

When an agency goes on-line with Galileo, it is allocated its own unique 3, or 4 character Pseudo City Code (PCC). An Agency File (previously known as a “MAR” or Master Account Record) is then created for that Pseudo City Code which is used to store information about the agency, such as the agency name and telephone number. The Agency File must be moved into each new Booking File created so that agency details will be automatically generated to all airlines in the booking at End Transaction. The Agency File may also be used to add other information such as canned remarks.

C*                 Display your Agency File.

CMT/XXX//++BRUCE   Move Agency File (XXX = Pseudo City Code).
**Name Field**

*For help enter:* H/N.

**Create**

N.BERRY/ALANMR  
Single name field entry.

N.2JONES/ALANMR/LISAMRS  
Name field where there is more than 1 person with the same surname.

N.3SMITH/GEORGE MR/BERYL MRS/LILIAN MISS*CHD 8YRS  
Family including child specifying age. (In some markets the asterisk is required after the CHD – refer to local office for correct procedure)

N.JONES/ALANMR+N.LEE/ARTHURMR  
Multiple name fields.

N.I/LEE/JAMES MSTR•23JAN07  
Infant name. An OSI is automatically system generated to all airlines in BF.

*N  
Display name field.

**IMPORTANT NOTES:**

- Spaces should not be added in any name field input as Galileo will edit them out.

- When passengers are travelling together as a family unit and have identical family names, the family name must be recorded only once, prefixed by the applicable number of passengers concerned, eg. N.3JONES/BOBMR/BERYLMRS/DORISM MISS  
The exception to this are infants which are input as a separate N.I/...field.

**Group Bookings**

Local airline procedures restrict the making of group bookings (ie. 10 or more passengers on a single Booking File) through Galileo. Please contact the carrier direct for any group reservation.
**Name Change/Delete**

When a Booking File is initially created, care should be taken to ensure that the names are correct. This is particularly important for members of airline frequent flyer clubs (sight the membership card if possible). On international journeys ask the passenger(s) how their name appears in their passport (e.g. married woman travelling on a passport in her maiden name). Ensuring the name is correct upon creation will save time at a later point.

Refer to the carrier pages for the latest details on name changes.

Many carriers will allow agents to carry out name changes on retrieved Booking Files. However there are some that restrict name changes. You must always check if name changes are permitted.

- When a name change is permitted after ET, the change name entry will initially cancel the original booking and then attempt to rebook in the new name. Therefore there is a possibility of losing the seats.

- When a name is changed, all SSR’s, Mileage Membership data, seating and fares for that passenger will be cancelled.

- Never ask an airline to change the name in their booking. If the airline does this you might not receive any further airline messages or schedule changes as the carrier may take over your booking.

<table>
<thead>
<tr>
<th>1.1 SMITH/ALANMR</th>
<th>2.2 JONES/ROBERTMR/ANNMRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.3 LONG/JOSEPHMR/ELIZABETHMRS/CINDYMISS</td>
<td></td>
</tr>
</tbody>
</table>

N.P1@SMITHE/ALANMR
Change name for passenger 1.

N.P2-3@2JOHNS/ROBERTMR/ANNMRS
Change names for passengers 2 & 3.

N.P4@
Delete passenger 4 before End Transaction.

**NOTE:** Where airlines DO NOT allow name changes a new Booking File will need to be created in the correct name and the segments rebooked.
**Phone Field**

For help enter: H/P.

Passenger phone contact information is recorded in the Phone field for the travel agent's reference.

**Create**

P.BAHH•973 1722 9377  Home contact.
P.SYDB•02 9271 3845  Business contact.
P.WLGA•JAMES COOK HTL  Accommodation contact.
•P  Display phone field.

Recognised abbreviations for the phone field include:

A  Accommodation
B  Business number
E  E-Mail
F  Fax
H  Home phone
M  Mobile
P  Phone number location unknown
T  Travel agent

**Change/Delete**

P.2@BAHH•973 1722 1455  Changes 2nd phone field.
P.2@  Deletes 2nd phone field.

IMPORTANT NOTE: Phone fields DO NOT transmit automatically to airlines, the information must be sent using an OSI.
**Ticket Field**

The ticket field is used to set a ticketing deadline or record the ticket numbers once the Booking File has been ticketed.

**Create**

- **T.TAU/12MAY**  Set ticketing deadline for 12 May. (Ticket Arrangements Unknown).
- **T.T**  Booking ticketed on initial creation showing ticket number.
- **T.T**    Booking ticketed.
- **T.TD**  Display ticket data.

**Change**

- **T.@TAU/10FEB**  Change TAU date.
- **T.@T**  Change ticketing field to show ticketed.
- **T.@T**  Change ticketing field to show ticketed with ticket number.

**IMPORTANT NOTE:** The Ticket field DOES NOT transmit to the airlines, the information must be sent using an OSI or SSR as required.

**Ticketing Date Calculator**

- **TAA/14DEC/21**  Subtract 21 days from 14 Dec.
- **TAA/22NOV/+28**  Add 28 days to 22 Nov.
- **TAA/33Ø**  Determine system range.
Received Field

For help enter: H/R.

Create

R.PHILLIPS/RONMR  Received Field:  ie. Who you spoke to.

Change

R.@PHIPS/RONMR  Change the received field.

IMPORTANT NOTE: The Received field is entered each time the booking is amended. The Received field can only be changed for the current transaction. A Received field in a previous transaction cannot be changed.
End/Ignore Transaction

For help enter: H/ENTR

E  End Transaction.

ER  End Transaction and retrieve.

EL  End Transaction and return to similar name list.

I  Ignore.

IR  Ignore and retrieve.
End Transaction Error Responses

NEED RECEIVED
No received field - mandatory.

NEED FONE
No phone field - mandatory.

NEED TKTG
No ticketing field - mandatory.

CHECK TICKET DATE
TAU has been set for a date after departure.

MODIFY BOOKING
Booking File needs to be modified before it can be ended, i.e. no changes have been made to a retrieved Booking File.
Make any necessary changes then End Transact, or if no modifications are required simply Ignore.

SIMULTANEOUS CHANGES TO BF-IGNORE TRANSACTION
Booking File is being actioned by another person or being updated automatically, eg. confirmation of SSR being received. Receipt of a Vendor Locator does not cause End Transaction failure.
You will need to Ignore and Retrieve the Booking File.

CHECK CONNECTING TIME AT SEGMENT...
Indicates that the connecting time between segments is not within the permitted connecting time minimum.
Rebook flights then End Transaction, or End Transaction again to override the Minimum Connecting time warning.

CHECK NUMBER IN PARTY
Number of names in the Booking File does not match the number of seats sold.
Adjust name field or the number of seats then End Transaction.

CHECK CONTINUITY SEGMENT....
Off point and Board point do not correspond.
Where a surface segment is required add an ARNK then End Transaction again, or where travel times are overlapping confirmed flights cannot be held. Cancel one segment then End Transaction.

CHECK DATE/TIME CONTINUITY SEGMENT ....
The segments are not in chronological date and time order.
Segments needs to be adjusted into correct order then End Transaction.
Summary

Before you can End Transaction on a Galileo Booking there are five mandatory fields that MUST be present (remember PRINT). Galileo will always check to ensure this information is present.

**P.HONE**

Telephone contacts including the Agency File (MAR).

Eg:  
CMT/XB1//++*JANE  
P.LONH•Ø181  345Ø 8991 MR JENKINS AFTER 18ØØ  
P.PERB•Ø8  9777 1991 JOES GARAGE CTC MARY

**R.ECEIVED**

Put in the name of the person who has instructed you to make the reservation or to make any changes to it.

**I.TINERARY**

Flights you have booked.

Eg:  
A6SEP•MCTLON•ΓΦ  
Ø2Y3

**N.AME**

Names of people travelling.

Eg:  
N.2WINDSOR/BETTYMRS/PHILMR

**T.ICKET**

Eg:  
T.TAU/1SEP  
or  
T.T•Ø86 4444 3456 9ØØ
Review Exercise

Create a new Booking File using the following information.

Names  Mr Barry Testcase has come into your office to make reservations for himself and his associate Mr Brendan Testjones to attend a business conference in Stateside, Saudi Arabia.

Itinerary  They will wish to travel Business class (C class) and need to travel on the 25th of next month from El Habala (FQB) to Stateside (FQA) on a ZZ flight. They will then need reservations to return 3 days later.

Agency File  Remember to move the Agency File.

Phone Contacts  Mr Testcase’s home phone number in El Habala (FQB) is 017 9332 1049 and his work number is 017 9226 3344. A home contact for Mr Testjones is 017 9456 2298. In Stateside (FQA) they will be staying at the Stateside Hilton Hotel on 024 6332 1094.

Ticketing  The clients would like to collect their tickets tomorrow.

When finished End Transaction and make a note of the Record Locator.
Booking File Retrieval

For help enter: H/∗-

∗-JONES Retrieve by Surname.

∗l Display from Similar Name List.

∗L Redisplay Similar Name List.

∗3WG6BD Retrieve by Galileo Record Locator.

**B-KING/JMS All branches, by name.
Notepad Remarks

For help enter: H/NP.

Create

NP.REPEAT CLIENT Add Notepad Remark (non-historical).

NP.H••FARE BHD758.00 Add Historical Notepad Remark.

NP.C••MIN STAY WAIVED Add Confidential Notepad. Can only be viewed by your office, eg. cannot be seen by a consolidator.

Change

NP.1@CHECK PASSPORT Change first Notepad Remark.

NP.2@H•• NEW TEXT Change 2nd Notepad Remark to Historical remark.

Delete

NP.2@ Delete 2nd Notepad Remark.

Display

•NP Display all Notepad Remarks.

NOTE:
Notepad Remarks are automatically stamped with the date of entry together with the sign on of the consultant adding the entry.
Written Address

For help enter: H/W.

W.MRS A JONES 21 GOVERNMENT AVENUE*
MANAMA*BAHRAIN*P/306

Written address to print on invoice.

W.@NAME*ADDRESS*CITY STATE*P/POSTAL CODE

Change address field.

Form of Payment

For help enter: H/F.

F.S
Form of payment (FOP) cash.

F.CK
Form of payment – cheque.

F.AX3700000000000028/D1208
Form of payment – credit card.

F.INV38265
Form of payment – agent invoice.

F.MSCREDIT VOUCHER
Form of payment – miscellaneous.

F.@CK
Change FOP.

F.@
Delete FOP.
End Item Key

The End Item or Plus (+) key can be used to string multiple commands together and save time, especially in the creation of a Booking File, for example:

N.JENSEN/HMR+P.CNSA•SHERATON HTL+T.TAU/2MAY+R.PSGR +NP.AIRFARE SAR1400.00+NP.ADV PSGR FARE IS NONREF

In the example above the Name, Phone, Ticket, Received and Note Pad Remarks fields have been added to a booking file in one command.

The End Item can also be used when selling flights and requesting availability.

X2+0UA815Y12JULLAXSYDN1  Cancel segment 2 and direct sell specific flight.

X4-5+O2J3                Cancel segments 4 through 5 and reference sell from displayed availability.

R.JONES/PAULMR+E             Add Received field and End Transact.

R.JOHN+ER                   Add Received field then End Transaction and Re-retrieve the Booking File.

NOTE: The End Item key should not be used to string together OSI/SSR items.
Itinerary Remarks

For help enter: H/RI.

Create Associated Remarks

RI.S2•FLYING TIME 4 HOURS
Add Associated Remark to segment 2.

NOTE: An Associated Remark cannot be attached to an ARNK. If one is required attach it to the previous segment.

Create Unassociated Remarks

RI.INSURANCE DECLINED
Add Unassociated Remark to appear at bottom of itinerary.

Display

•RI  Display both Associated and Unassociated Remarks.
•RIA  Display Associated Remarks only.
•RIU  Display Unassociated Remarks only.
•XRI  Display Cancelled Remarks.

Change/Delete

RI.1@TRANSFER TO HOTELS
Change Associated or Unassociated Remark Item 1.

RI.1@  Delete Associated or Unassociated Remark Item 1.

RIR.1-3S2  Re-associate remarks 1 to 3 to segment 2.
Printing

Booking File Print

For help enter: H/PRINT

- P-.ALL: Print complete Booking File.
- P-.R: Print record only.
- P-.H: Print history.

NOTE: Any field can be printed by preceding the display option with P-

Itinerary Print

For help enter: H/PTIT

- TKPDID: Print passenger itinerary.

An itinerary issued with these commands will print city/airport names, airlines and flight timings in full.

NOTE: The TKPDID command will automatically End Transaction on the Booking File. If you make any changes in the current transaction a received from will need to be added before the itinerary will print. A received will not be needed if no changes have been made in this transaction.
Printer Troubleshooting

Here are a few quick steps you can follow, that in most cases, will save you having to contact the Service Centre.

1. **Check the printer is turned On.**

2. **Check the printer is Online and paper is correctly loaded.**

3. **HMLD**
   
   Check printer status, if showing D this indicates the printer line is down.

4. **HQC(GTID)**
   
   Check the number of items on the queue using the printer’s Galileo Terminal Identification Number, eg: HQC146ØØ2.
   
   If there are more than 2 items on the queue, delete the extra items from the queue.

5. **HQQX(GTID)**
   
   Deletes one item at a time from the queue, eg: HQX146ØØ2. Use this for the itinerary printer only.

6. **HQS(GTID)**
   
   Quick start printer, eg: HQS146ØØ2. You may need to do this several times.

7. **The system will respond OK**
   
   Print Job should print once the print queue starts to clear. Use HQC (Step 4) to check this.

8. **HMOM(GTID)-U**
   
   Bring the printer up using the printer’s GTID, eg: HMOM146ØØ2-U.

---

**NOTE:** You will find that you will have programmed keys in your office to make these commands for you. Check with your Galileo Support Executive for these keys.
Repeat Booking File

On a retrieved Booking File it is possible to copy data from that file in order to create a new booking. These commands will End Transaction on the existing booking, therefore a received field must be added first.

- **REALL**: Repeat all customer data.
- **RESALL**: Repeat all segments.
Booking File History

For help enter: H/∗H

• H Display History of Booking File
• HIA Display air segment history only

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS</td>
<td>Added segment</td>
</tr>
<tr>
<td>AVL</td>
<td>Added vendor locator</td>
</tr>
<tr>
<td>CF</td>
<td>Added confirmation number</td>
</tr>
<tr>
<td>CS</td>
<td>Changed car/hotel optional data</td>
</tr>
<tr>
<td>HS</td>
<td>Original segment initial creation</td>
</tr>
<tr>
<td>SC</td>
<td>Segment status change, schedule change</td>
</tr>
<tr>
<td>VLR</td>
<td>Vendor locator reference</td>
</tr>
<tr>
<td>XS</td>
<td>Cancelled segment</td>
</tr>
</tbody>
</table>

Itinerary History

Booking File Function History

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>APQ</td>
<td>Enhanced Booking File Service request added to queue.</td>
</tr>
<tr>
<td>AQ</td>
<td>Added to queue.</td>
</tr>
<tr>
<td>DN</td>
<td>Divided name.</td>
</tr>
<tr>
<td>XQ</td>
<td>Booking File removed from Queue.</td>
</tr>
</tbody>
</table>
**Customer Data History**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFB</td>
<td>Added manual fare build</td>
</tr>
<tr>
<td>AFQ</td>
<td>Added fare quote</td>
</tr>
<tr>
<td>AT</td>
<td>Actual ticketing</td>
</tr>
<tr>
<td>AG</td>
<td>Added SSR item</td>
</tr>
<tr>
<td>AN</td>
<td>Added name</td>
</tr>
<tr>
<td>AO</td>
<td>Added OSI (including mileage membership)</td>
</tr>
<tr>
<td>AVI</td>
<td>Added incoming Vendor remark.</td>
</tr>
<tr>
<td>AVO</td>
<td>Added outgoing Vendor remark</td>
</tr>
<tr>
<td>AW</td>
<td>Added written address</td>
</tr>
<tr>
<td>CG</td>
<td>Changed SSR</td>
</tr>
<tr>
<td>CO</td>
<td>Changes OSI</td>
</tr>
<tr>
<td>DVI</td>
<td>Deleted incoming Vendor remark</td>
</tr>
<tr>
<td>DVO</td>
<td>Deleted outgoing Vendor remark</td>
</tr>
<tr>
<td>OG</td>
<td>Outgoing FQTV</td>
</tr>
<tr>
<td>SA</td>
<td>Added seat data (preceded by HSD)</td>
</tr>
<tr>
<td>SC</td>
<td>Changed seat data (preceded by HSD)</td>
</tr>
<tr>
<td>SX</td>
<td>Deleted seat data (preceded by HSD)</td>
</tr>
<tr>
<td>XFB</td>
<td>Cancelled Manual Fare field</td>
</tr>
<tr>
<td>XFQ</td>
<td>Cancelled Fare Quote field</td>
</tr>
<tr>
<td>XG</td>
<td>Changed/deleted SSR</td>
</tr>
<tr>
<td>XN</td>
<td>Changed/deleted Name</td>
</tr>
<tr>
<td>XO</td>
<td>Changed/deleted OSI</td>
</tr>
<tr>
<td>XP</td>
<td>Changed or deleted phone field</td>
</tr>
<tr>
<td>XRB</td>
<td>Cancelled Review Booking File field</td>
</tr>
<tr>
<td>XRQ</td>
<td>Cancelled Enhanced Booking File Servicing field</td>
</tr>
<tr>
<td>XT</td>
<td>Changed/deleted Ticketing field</td>
</tr>
</tbody>
</table>
Review Quiz

1. What entry will redisplay your Booking File?

2. In a single entry how would you add the following names?

   **MS EUNICE WILSON** and **MR BOB COLLINS**

3. In the booking below how would you change **MR BOB COLLINS** to **MR ROBERT COLLIS**?

4. In the previous screen, what command would you use to add an **Infant Name** and birthdate - **MSTR SAM COLLIS 09 FEB)**?

5. What is the entry to End and Retrieve in one command?

6. How would you move the Agency File using the agency code of XA2 with your Name?

7. What is the entry to add a Ticket Date of 12 August to a Booking File?

8. How would you print an itinerary for a client?
1. *R
2. N.WILSON/EUNICEMS+N.COLLINS/BOBMR, or N.1WILSON/EUNICEMS+N.1COLLINS/BOBMR
3. N.P2@COLLIS/ROBERTMR
4. N.I/COLLIS/SAMMSTR*09FEB07
5. ER
6. CMT/XA2/+/*YOUR NAME
7. T.TAU/12AUG
8. TKPDIR
Create a “Passive” (AK status) Booking File using the following information.

**Name**
Mrs Sarah Testsin

**Itinerary**
Melbourne/Singapore  
Departure in 6 months time with SQ in Y class.  
Singapore/Melbourne  
Return 10 days later with SQ in Y class.

**Agency File**
Remember to move the Agency File.

**Phone Contacts**
Home phone number in Melbourne is 03 9528 8890  
Work phone number in Melbourne is 03 9633 8909  
Hotel phone number in Singapore is the Merlin Hotel on 033 569909.

**Ticketing**
The client would like to collect her tickets in one weeks time.

**When finished End Transaction (E)**
Unit 5
Passenger Servicing
Passenger Servicing

It is important to be aware that what you see in your Galileo Booking File is not the same as what an airline will see. At End Transaction, Galileo will automatically generate the NAMES, your AGENT DETAILS from the Agency File (MAR) and FLIGHT SEGMENTS. Any other information such as TICKET NUMBERS, PASSENGER CONTACTS, MEALS and SEAT REQUESTS, FREQUENT FLYER NUMBERS and other GENERAL INFORMATION must be generated using Passenger Service Requests.

Compare the following;

**Galileo Booking File**

![Galileo Booking File Image](image)

**Other Airline System PNR**

![Other Airline System PNR Image](image)

When you compare the two screens, you will notice that the carrier only holds the NAMES, FLIGHTS and AGENT CONTACT.
Other Service Information (OSI)

An OSI is used to generate general information to airlines. No reply from the airline is required for an OSI.

IMPORTANT NOTES:

- OSI's addressed to YY should only be used upon initial creation of the Booking File. Any subsequent OSI's need to be addressed to a specific carrier together with a sold segment otherwise they may not be accepted by the airline.

- An OSI only generates once. It will not regenerate in any following transactions.

Telephone Contacts

It is most important that airlines are advised of relevant passenger contact details in case of last minute schedule changes or cancellations. Always ensure that these are added by way of an OSI. Remember that the P. field on the Booking File does not generate to the airlines.

SI.NZ•CTCH AKL 09 456 7890
Advise Auckland home contact to Air New Zealand.

SI.CX•CTCA HKG REGENER HTL
Advise Cathay Pacific of Hong Kong accommodation contact

SI.EY•CTCB MEL 03 9872 4300 ASK FOR JEAN
Advise Melbourne business contact to Etihad.

Fare Basis

Many carriers require an OSI advising the fare basis for the fare being used.

SI.NZ•FARE BASIS YEEM2
Advise Fare Basis to Air New Zealand (NZ).
**Ages of Children and Infants**

It is an IATA regulation that the ages of all children and infants must be advised to airlines.

SI.YY•1CHD JONES/MARK MSTR 09 YRS  
Advise child aged 9 years to all Airlines

SI.SV•2CHD 1NG/JOMISS 7YRS 1MU/MARKMSTR 4YRS  
Advise Saudi Arabian Airlines of 2 children together with their ages.

N.I/TUCKEY/MAXMSTR•11MAR07  
The input of an Infant Name field will automatically add an OSI. This OSI cannot be deleted or changed so ensure that you enter the infant name field correctly.

**TCP Information (Total Complete Party)**

Total Complete Party information should be generated when passengers are travelling together, but are on separate bookings.

SI.SQ•TCP2 W/1BROWN/PMR SQ222Y12JANSYDSIN  
TCP details to Singapore Airlines for passengers travelling together on a specific flight.

SI.WY•TCP3 W/2GREEN/JMR/DMRS  
TCP details to Oman Aviation for passengers travelling together on ALL flights.

**Display**

*SO  
Display OSI field

*SI  
Display OSI's and SSR's

**Change/Delete**

SI.1@KU•NEW TEXT  
Change first OSI

SI.2@  
Delete second OSI

Note: The delete entry only deletes the OSI from the Galileo Booking File it does not generate a cancellation message. A new OSI should be sent to the carrier with a cancellation message.
Special Service Requests (SSR)

For help enter: H/SSR

IMPORTANT NOTE:
An SSR is used to generate any special requests to airlines in a Booking File to which an airline is required to reply. In most circumstances there is a four letter SSR code to cover the request.

Under NO CIRCUMSTANCES use an OSI to generate a special request as it will not be actioned by the airline.

Create

GC*200/9 List of SSR meal codes and full definition of each special meal type.
SLLSML Low Sodium meals for all passengers, all flights.
SLP2/VGML Vegan meals for passenger 2 all segments.
SLS4/WCHR Wheelchair Request for segment 4 all passengers.
SLP1.3S2/AVML Asian Vegetarian meal for passengers 1 and 3 on segment 2.
SLP1/MAAS*ELDERLY PSGR 99YRS Request Meet & Assist, adding mandatory free format text.
Passport / Visa / Address details

Create Passport Information
SLP1S1/DOCS*P/GB/S12345678/GB/12JUL66/M/23OCT09/SMITH/JOHN/RICHARD

Passenger one Segment one/Passport issued in Great Britain/Passport Number S12345678/British nationality/Date of Birth 12 July 1966/Male/ Passport expires 23 October 2009/Name John Richard Smith

Create Visa Information
SLP1S1/DOCO*PARIS FR/V/12345123/LONDON GB/14DEC06/US

Passenger one Segment one/ Born in Paris France/ has Visa/12345123/ issued in London GB/on 14 December 2006/Valid for USA

Create Address Information
SLP1S1/DOCA*R/DE/234B STRAVINER STRASSE/HANOVER//11718

Passenger one Segment one/Residential address/ in Germany(DE)/Street address/Town/State Unknown (blank)/Post code

NOTE: *D/Destination address is required for USA visits.
SSR Important Notes

- If you need to make a request for an infant, it may be passenger-related to an adult preceding the infant Name field or related to the infant name itself.
- Cancelling the flight segment will cancel any SSRs attached to it.
- The change command eg: @1/4JUN (change segment 1 to the 4th June) will automatically re-associate any SSRs from the previously held flight(s) to the new flight(s)
- **Split/Divided** Booking Files will associate SSRs to the appropriate passenger's Booking File.
- When a passenger has a meal request, always check GC*200/9 for the meal code do not use SPML when there is a code for the meal needed. The SPML should only be used for medical reasons when the passenger’s meal request is not met by one of the set meal codes,
  
  eg: SLP3/SPML*NO EGGS
- Some airlines have a general policy not to reply to an SSR request even though message has been received and processed.
- **DO NOT** request meals or other special handling requests via an OSI, as the airline will not action such requests.

Update/Cancel

SL.ALL@  
Cancel all service information from the BF (a cancellation message will be sent)

SL.P2/SPML@  
**Delete or Cancel** SSR for special meal for passenger 2, do not include free form text.

SL.P1-2S1/VGML@HK  
**Update** Vegetarian meal request for passengers 1 and 2 on segment 1 to **HK** status

•SI  
Display Service Information, both OSI and SSR’s

•SR  
Display SSR’s
SSR System Prompts

Many SSRs that allow free format text have prompts to ensure relevant information is generated to carriers so that the SSR can be actioned correctly.

In the above Unaccompanied Minor request Galileo has responded with a prompt advising the information that should appear in the free format text. If this information was in the free format text when the input was initially made, display the record and continue with the booking.

eg:  SLUMNR*ENGLISH MURIEL 8YRS FEMALE SENDER MR BOB HISLOP COCONUT WAY DOLHPIN SPIT WA PH PER 9988 4Ø22 RCVER MRS SUZIE WANG APT3 24 ORCHARD RD HONOLULU PH HNL 433 9Ø99

IMPORTANT NOTE: Due to system limitations carriers hosted in the Amadeus system (eg QF BA NZ) do not use the above format for Unaccompanied Minors (UMNR). To send UMN details to these carriers you need to send 1 SSR with the childs age, then 2 OSI’s -one detailing the sender details and one detailing the receiver details.
Ticket Number Notification

It is important to note that the T. ticketing field of the Booking File does not generate to airlines. Therefore ticket numbers must be advised to carriers using either SSR or OSI entries as detailed below.

Galileo has introduced the "Ticket Notification" facility which allows ticket numbers to be advised to carriers by way of SSR or OSI. For carriers to use this facility a "Bilateral Agreement" must be made between the carrier and Galileo.

For an up to date list of carriers who have signed the agreement refer to GC•200/5, or to check a specific carrier add the carrier code, eg GC•200/5/UA.

With Bilateral Agreement

Galileo Automated Tickets
When automated tickets are issued through Galileo, the ticket numbers are automatically transmitted to the carriers and no manual input is required. On retrieval the ticket information can be seen stored in the Service Information field as either an SSR or OSI with the keyword of TKNA (the choice of OSI or SSR is up to the airline).

If Galileo is unable to send the automatic notification at the time of ticket issue you will receive a UMSG advising that the TKNA information has not been sent. In these cases ticket numbers should be advised using a manual SSR or OSI as shown below using the keyword of TKNM.

Manual Ticket Issue
For tickets issued manually or when automatic ticket notification (TKNA) fails, you need to enter either an SSR or OSI using the keyword of TKNM. Carriers have the option to specify which method, SSR or OSI, they wish to receive. If the incorrect method is used an error message will be returned advising to use the alternative method.

SLP1S1-4/TKNM•08634221234561
Advise manually issued ticket to carriers with bilateral agreement for passenger 1 on segments 1 through 4, including check digit.

SLP2/TKNM•0553244567891-891
Advise conjunction tickets for passenger 2. For conjunction tickets the first ticket number is required with check digit then the last 3 digits of the final ticket without the check digit.

SL.AZ•TKNMO5534225567891-1SMITH/JOHNMR
Advise manually issued ticket (with check digit) to carrier AZ who has a bilateral agreement using OSI format.
Without Bilateral Agreement

For carriers who have not established the bilateral agreement, an OSI format should be used.

SI.XX•TKNMØ184444333222O-1JONES/BRUCEMR
  Ticket number to carrier XX using OSI (check digit Ø)

IMPORTANT NOTES: When entering ticket check digits please ensure that you use the check digit shown on the audit or passenger coupons of the ticket, NOT the flight coupons.

When adding ticket numbers a separate entry should be made for each passenger;

eg.  SI.P1/TKNM*Ø5534438919ØØ1
     SI.P2/TKNM*Ø5534438919Ø12
     SI.P3/TKNM*Ø5534438919Ø23
Vendor Remarks

Any messages or requests to vendors (NOT COVERED BY THE 4-LETTER SSR CODES) can be sent as a Vendor remark. All remarks, both outgoing and incoming will be stored in the Booking File for reference. The maximum permitted characters in this field is 180.

Create

V.AUA•RQ PRIORITY WL HILL/JMR UA8Y9JUN LAXLHR
   Send outgoing message to United Airlines (UA)

Change/Delete

V.1@ALH•PLEASE CONFIRM FLIGHT TIMINGS
   Change Vendor Remark item 1 and send to LH.

V.1@
   Delete Vendor Remark item 1

V.2-4@
   Delete Vendor Remark items 2-4.

NOTE: Deleting a Vendor Remark will NOT produce any outgoing message. You must send an additional cancellation message using the normal format.

Display

•VR
   Display all Vendor Remarks

•VO
   Display Outgoing Vendor Remarks only

•VI
   Display Incoming Vendor Remarks only
Mileage Membership

For help enter: H/M.

If a client is a member of an airline’s frequent flyer program the information is generated using the Mileage Membership field. This field allows a minimum of 6 and a maximum of 27 characters - including the 2 character airline code.

Create

M.BA12345678 Generate Mileage Membership details to BA when there is only one passenger in Booking File.

M.P2/CX123456 Generate Mileage Membership details to CX for passenger 2.

M.P3/UA12345678-AA87654321 Add both UA & AA Mileage Membership numbers for passenger 3.

*MM Display MM numbers

Cross Accrual

Cross accrual refers to those airlines which accept other carriers mileage membership cards. To facilitate these agreements, each airline has the option to add their arrangements to a table in Galileo.

M*ALL Displays a list of all airlines who have a Cross Accrual Agreement Table.

M*AZ Display the Cross Accrual Table for Alitalia.
When adding a mileage membership number to a booking file you may specify to which airlines you wish that number to be sent. This is done by firstly checking the Cross Accrual Table of the card owning airline for agreements with the other carriers. Then, if the other carriers are listed in the table, you can add the required airline codes to the end of the Mileage Membership input.

**M.BA102234/SQ**  
Add BA mileage membership number for single passenger Booking File plus forward the membership number to Cross Accrual member SQ.

**M.P1/AZ123456/NZ/UA**  
Add AZ mileage membership for passenger 1 plus forward the membership number to Cross Accrual members NZ and UA (up to 10 carriers can be added).

After the mileage membership number has been added to the Booking File, the *MM entry will list all of the carriers to which the card number has been sent.

M.P2*BA/SQ/CX  
Adds additional Cross Accrual participants of SQ and CX to a BA membership that has already been entered into a Booking File, for passenger 2.
**Change**

M.P2*BA/CX/NG  
Add cross accrual participants CX & NG to a BA mileage card that has already been added to a Booking File for passenger 2. (minimum 1, maximum 10 additional airlines).

**Delete**

M.@  
Delete all mileage memberships.

M.P2@  
Delete MM for passenger 2.

M.AA@  
Delete all AA MMs.

M.P1*QF/P2*AA@  
Delete MM for passenger 1, AA for passenger 2.

M.P1*KL/UK/NW@  
Delete cross accrual participants UK & NW from the KL mileage membership item for passenger 1.

M.P2*BA/ALL@  
Delete all cross accrual participants from the BA mileage membership item for passenger 2.

**IMPORTANT NOTE:**

Mileage Membership numbers can be made up of either numbers or a combination of both NUMBERS and LETTERS.

Always check the details appearing on the membership card. DO NOT ADD extra numbers or letters when not required as this may cause a delay in the information being updated in the airline’s own booking. If in doubt check with the airline as to what they need generated.

Many airline Mileage Membership/Frequent Flyer programs store information on passengers’ preferences within their own systems. Due to limitations with some airlines the generation of a MM/FF number does not always mean these requests will be acted upon. Therefore seating, meal and other requests should still be GENERATED.
Seat Assignments

For help enter: H/SEAT

Seat maps are available for most carriers through Galileo, these maps will allow you to select and assign seats for your clients. GC*200/6 will display a list of carriers that provide seat maps.

Display Seat Availability Map

SA*S1 Display seat availability map for segment 1 of itinerary.

SA* Redisplay the last seat availability map.

Seat Characteristics

A full list of seat characteristic codes can be found in the Galileo Online Formats Guide or you can use the following seat characteristic command which will display the full decoded information for a specific seat.

SC*1ØA Display specific seat characteristics in decoded format, use SA* to return to the seat map.

Assigning Specific Seat Numbers

S.S1/23A.B Segment 1, seats 23A and B.

S.P1S2/1A Passenger 1, Segment 2, seat 1A.

S.S4/1ØA-C Segment 4, seats 1ØA,B &C.
**Generic Seat Requests**

S.N  Non smoking seats, all passengers, all segments.
S.NA Non smoking aisle.
S.P1/SW  Smoking window for passenger 1.
S.S1/N  Non smoking, all passengers, segment 1 only.

**Seat Characteristic codes**

N  Non Smoking.
S  Smoking.
NW  Non Smoking Window.
SW  Smoking Window.
NA  Non Smoking Aisle.
SA  Smoking Aisle.

**Display**

•SD  Display Seat Data.

**Cancel/Update Seat Assignments**

S.S2@•HK  Change seats on segment 2 to HK (after KK received from airline).
S.P3/S1@•HK  Change seats for passenger 3 on segment 1 to HK.
S.@  Cancel all assigned seats.
S.P1@  Cancel all assigned seat for passenger 1.

**Aircraft Seating Configuration Map**

This map displays how the aircraft is configured, it does not show which seats have already been allocated.

SM•S4  Display Map for Segment 4.
Dividing A Booking File

When one or more passengers in a booking want to change their travel arrangements from the rest of the party, the booking must be divided. After the booking is divided the passenger(s) who want to change are retrieved and the booking amended as required.

**Hotel & Car Segments**

Only air segments will be divided in the divide procedure. If the Booking File contains Hotel or Car Segments these will remain in the original Booking File. Therefore, new hotels/cars may need to be booked on the new Booking File and the previous segments modified. In the case where a passenger is to be cancelled, ensure that this passenger is the one divided out so that the hotels/cars remain with the original Booking file and may then only need to be modified.

**Steps:**

1. Retrieve the Booking File.
2. Divide the name(s) from the BF;
   - eg. DP1.3 Divide the first passenger and third passenger.
   - eg. DP2 Divide second passenger only.
3. The DIVIDED BF will appear on your screen. Add a “Received From” field.
4. File this part of the divided Booking File by typing F and enter.
5. The remaining Booking File will now be displayed.
6. Enter a Received From field.
7. End Transaction.
8. Now retrieve and cancel or amend the Booking Files as necessary, remembering to add TCP information if required. A flight change must be made immediately after the divide process for your message to generate to the airline(s).

**IMPORTANT NOTE:** It is not possible to reduce the number in the party. Should this be necessary the passenger(s) should be divided out and then their itinerary cancelled.
Claim PNR

This function allows an airline to hand over a PNR made directly in their system to an agent. The following airlines currently subscribe to Claim PNR: Alitalia, British Airways, KLM, Olympic Airways, United, Aer Lingus*, TAP – Air Portugal*, Saudi Arabian Airlines*.

See GC*200/26 for full list.

C/ZZ*AB13HK Retrieve passenger name record (PNR) from carrier ZZ using PNR address AB13HK.

C/YY*YY123/17JUNCDG-WILLIAMSON Retrieve PNR from carrier YY using flight number (YY123), date, board point and passenger name.

C/YY*W/YY123/17JUNCDG-JONES Retrieve PNR from a waitlist from carrier YY using flight number, date, boardpoint and passenger name.

C/YY*3 Retrieve PNR from a similar name list of airline YY.

C/ZZ*L Redisplay similar name list.

Claiming the Passenger Name Record (PNR)

C/YY/OK Confirm the claim of the PNR from airline YY.

Ignoring the Claim

I Ignore the claim.
Review Quiz

1. How would you advise Singapore Airlines of a business phone contact in Brisbane of 07 3778 9088?

2. What is the entry to advise Air New Zealand of a hotel contact in Honolulu of the Royal Hawaiian Hotel, phone 0112 78990?

3. How would advise Qantas that your passenger Mrs B. Brown will be travelling with her friend Mrs D Belcher on QF485, 12 March, Y class. From Melbourne to Perth? Mrs Belcher has a separate booking.

4. Your client Ms Tolhurst who is passenger number 3 on your Booking File requires a vegetarian meal on all segments. How would you input this request?

5. What entry would you use to see a listing of all the items required to complete an SSR for an unaccompanied minor?

6. Mr Peter Potter is a United Frequent Flyer, membership number 44588909. He is passenger number 2 on your booking file, how would you advise his membership number to United?

7. How would you display a seat availability map for segment 2 of your booking file?

8. What is the entry to divide passenger 2 from your Booking File?
Answer Key

1. SI.SQ*CTCB BNE 07 3778 9088
2. SI.NZ*CTCA HNL ROYAL HAWAIIAN HOTEL 0112 78990
3. SI.QF*TCP2 W/1BELCHER/DMRS QF485Y12MARMELPER
4. SLP3/VGML
5. SI.UMNR
6. M.P2/UA44588909
7. SA*S2
8. DP2
Unit 6
Fares
Fares

Fare Displays

For help enter: H/FD

Galileo 360 Fares™ is the Galileo fares system available to all Galileo agents. This section is only a brief introduction to the Fares system.

FD30NOVSYDBKK

Fare display SYD/BKK- 30NOV.

<table>
<thead>
<tr>
<th>Window 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARES LAST UPDATED 27AUG 00:47</td>
</tr>
<tr>
<td>FDSYDBKK30NOV</td>
</tr>
<tr>
<td>SYD-BKK TUE-30NOV99 YV</td>
</tr>
<tr>
<td>MPM 5611 EH</td>
</tr>
<tr>
<td>ADULT FARES</td>
</tr>
<tr>
<td>IT FARES MAY ALSO EXIST</td>
</tr>
<tr>
<td>.cx</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>

FD10SEPLONAMS/BA

Display by date and carrier.

FD10NOVSYDHKG-RT

Display return fares only.

FD19SEPSYDLON-OW

Display one way fares only.

FD8JULAKLMEL@F

Display for first class fares only.

FD1JUNDRWSIN•CNN

Display for child fares only.

FD15OCTSYDSIN•ITX

Display IT (holiday fares).

FD27JANPERSIN@C/SQ

Display fares in C class with SQ.
**Fare Display Screen Description**

1. Boardpoint, Offpoint, Day of week, Date of travel, and Carrier.

2. MPM – Maximum permitted mileage & Global Indicator.

3. Stop Press information, use FC* for full information.

4. Type of fares displayed, Adult, Child, Infant.

5. Other types of fares that are available for this city pair. Use FD*(Code) to view.


7. Fare indicators X Fare not available for Auto Fare quote. @ Fare/rules subject to change.

8. CX Carrier code, no code indicates standard IATA fare level.

9. FARE Fare in currency of board point, from lowest to highest. R indicates return fare level.

10. FARE BASIS Fare basis code.

11. C Booking class code.

12. AP Advance purchase lead in time, 21 21 days before departure, + + Refer to fare rules for details, 1+ 1 day after reservation, refer to rules, @ @ No details held, refer to rules.
13. **MIN/MAX**  Minimum and Maximum stay conditions. The minimum stay requirements are shown as a number of days, or
   - SU indicates the Sunday rule applies
   - V indicates the stay is variable
   - W indicates the stay is one week
The maximum stay is shown in number of days (eg. 90), months (eg. 3M), or 1 year (eg. 1Y).

14. **SEASONS**  May be preceded with;
   - O indicates Outbound journey must be commenced during the period shown.
   - I indicates Inbound journey must be commenced during the period shown.
   - No entry preceding a date indicates both the Outbound and Inbound journeys are permitted during the period shown.
   - A 3 character month code may be followed by a single numeric (eg. 15JAN7) which indicates the year (eg 7 = 1997).

15. **MR**  Mileage/Routing indicator
   - M Mileage fare
   - R Routing fare
   - MR Mileage & routing conditions apply.

16. **GI**  Global indicator.

17. **DT**  Date/Time restrictions.
   - D Date restrictions apply
   - T Time restrictions apply
   - F Flight restrictions apply
## Fare Notes/Rules

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FN•1</td>
<td>View the rules menu for fare on line 1 of the fare display.</td>
</tr>
<tr>
<td>FN•P10.16</td>
<td>View specific paragraphs.</td>
</tr>
<tr>
<td>FN•1/P2</td>
<td>View paragraph 2 of fare on line 1.</td>
</tr>
<tr>
<td>FN•1/ALL</td>
<td>View all rules.</td>
</tr>
<tr>
<td>FN•1</td>
<td>Return to fare notes index for line 1 of fare display.</td>
</tr>
</tbody>
</table>
**Fare Quote**

For help enter: H/FQ

---

**Basic Assumptions Of Fare Quote**

The standard Fare quote entry will generally quote the lowest fare in the class booked based on the following assumptions:

- All segments are to be quoted,
- All passengers are to be quoted,
- All passengers are adults or specified infants,
- Passengers are not exempt from ticketable taxes,

Automatic Fare Quotes are guaranteed by participating airlines. However, the guarantee is only applicable:

- When using standard Galileo Automated Ticket printing. That is, the guarantee does NOT apply to hand-written tickets.
- If the ticket is issued in the same transaction as the Auto Fare Quote or before midnight in the city where the fare is quoted.

---

**Create Fare Quote**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FQ</td>
<td>Fare Quote itinerary.</td>
</tr>
<tr>
<td>FQP1</td>
<td>Fare Quote for passenger 1 only.</td>
</tr>
<tr>
<td>FQP1*CNN</td>
<td>Fare Quote for passenger 1 as a child fare</td>
</tr>
<tr>
<td>FQP3*C09</td>
<td>Fare Quote for 3rd passenger as a child of 9 years.</td>
</tr>
<tr>
<td>FQP1-2.3*C03</td>
<td>Fare Quote for passengers 1 through 2 as adults and 3 as child aged 3 years.</td>
</tr>
<tr>
<td>FQS1</td>
<td>Fare Quote segment 1 only.</td>
</tr>
</tbody>
</table>
**FQ to the USA**

Many airports in the USA impose a Passenger Facility Charge (PFC). Therefore when an FQ entry is made for an itinerary to or via the USA the validating carrier must be specified so the PFC can be considered by Global Fares.

- **FQCQF**  
  Fare quote all passengers all segments validate to QF.

- **FQS1/P2.4/CUA**  
  Fare quote segment 1 for passengers 2 and 4 validate to UA.

**Display Fare Quote**

- **For help enter:** 
  - H/FF

  - ***FF**  
    Display Filed Fares (summary of all filed fares).

  - ***FF1**  
    Display filed fare number 1.

  - **FQL**  
    Display fare quote in ladder format.

  - **F*Q**  
    Display fare quote in linear format.

**Cancel Filed Fare Quote**

- **FX1**  
  Cancel fare quote no 1.

- **FXALL**  
  Cancel all filed fare data.

**Fare Quote Best Buy**

- **For help enter:** 
  - H/FQBB

  - **FQBB**  
    Verifies availability in class with lower fare.

  - **FQBA**  
    Best Buy regardless of availability.

  - **FQBBK**  
    Re-book to new class of travel after FQBB.
Unit 7
Booking File Support
Booking File Support

Updating Status Codes

Advice status codes are returned by carriers to indicate that a change has taken place on a segment. When Advice codes are received they must be updated to indicate that you and the passenger are aware of the change.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>ACTION</th>
<th>EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>KK</td>
<td>Confirmed</td>
<td>@1HK</td>
</tr>
<tr>
<td>KL</td>
<td>Confirmed from Waitlist</td>
<td>@3HK</td>
</tr>
<tr>
<td>UU</td>
<td>Unable have Waitlisted</td>
<td>@2HL</td>
</tr>
<tr>
<td>US</td>
<td>Unable to sell have Waitlisted</td>
<td>@4HL</td>
</tr>
<tr>
<td>UN</td>
<td>Unable - No longer operates</td>
<td>X1</td>
</tr>
<tr>
<td>UC</td>
<td>Unable - Waitlist closed</td>
<td>X4</td>
</tr>
<tr>
<td>TK</td>
<td>Time change (confirmed seg)</td>
<td>@1HK</td>
</tr>
<tr>
<td>TL</td>
<td>Time change (waitlisted seg)</td>
<td>@6HL</td>
</tr>
<tr>
<td>PN</td>
<td>Pending Need</td>
<td>@2IN</td>
</tr>
</tbody>
</table>

Change Segment Timings

Change timings on segment 2.
Change timings on segment 4 adding 1 day.
Change timings on segment 1 adding 2 days.
Change timings on segment 5 minus 1 day.
Change both status and times for segment 6.
Cancelling Segments

For help enter: H/CANCEL

X2 Cancel segment 2.
X2.4 Cancel segment 2 and 4.
XI Cancel Itinerary.
XA Cancel Air segment only.
XC Cancel ALL Car segments.
XH Cancel ALL Hotel segments.
XN Cancel all non-air segments.
X2+Ø2Y4 Cancel and reference sell from displayed availability.

On a retrieved Booking File the cancellation message does not generate until you actually end transaction, therefore if you have cancelled the wrong segment Ignore and Retrieve (IR). The booking will return to the status it was in when you first retrieved it.

IMPORTANT NOTE:
The cancellation and rebooking of identical segments in the same transaction SHOULD NOT be done. This can cause problems as the airline may only receive the cancellation message and not the rebooking. If it is necessary to cancel and rebook the same segment, cancel the segment, then End and Retrieve (ER) and then sell the new segment.

The cancellation and rebooking of different segment information is not affected, ie. change of date, class etc.

AK Status Segments

AK status segments may be removed from a BF by using the cancel entries, but must also be cancelled directly with the Airline by phone.

BK Status Segments

BK status segments must be removed with an XK entry (e.g. @3XK to cancel segment 3) otherwise a message will be generated which will cancel the booking held by the carrier.
**Changing Segments**

For help enter: H/@

### Class of Travel
- **@3/F** Change segment 3 to F class.
- **@1.4-6/Y** Change segments 1 and 4 through 6 to Y class.
- **@A/M** Change air segments to M class.

### Date of Travel
- **@1/1JUN** Change segment 1 to 1 June.

### Flight Number
- **@1/BA9** Change segment 1 to BA9.

### Combination - Class, Date, Flight
- **@1/UA816/M** Change segment 1 to UA816 in M class.
- **@2/NZ35Ø/1DEC/M** Change segment 2 to NZ35Ø 1 December in M class.

### Number in Party
- **@A/3** Change all air segments to 3 passengers.
- **@2/1** Change segment 2 to 1 passengers.

**NOTE:** Change entries will automatically access a carrier’s link and return an O, S or G when a seat is confirmed. The flight will go onto waitlist if not available. The change number in party commands can ONLY be used on a NEW Booking File prior to the first End Transaction.
Itinerary Segment Order

Galileo uses Automatic Segment Placement and unless this feature has been disabled during the installation process, as new segments are booked (from availability or by direct segment entry) they will be automatically placed into the itinerary in date/time order. After adding a new segment the system will respond by displaying the new itinerary starting from the segment prior to the one just added.

If your itinerary contains surface segments (ie breaks in flight continuity) ARNKs will need to be added. As you add an ARNK the system will automatically place it into the next break in flight continuity. When the system cannot locate a break in flight continuity the ARNKs will be placed at the end of the itinerary.

Automatic Segment Placement applies to all segment types: Flights, RoomMaster, CarMaster, Passive, ØTUR and ØSUR segments.

ØA

Sell an ARNK segment.

/ØS5

Insert after segment Ø segment 5.

/2S6.1Ø

Insert after segment 2 segments 6 and 1Ø.

/2+HOA-2NT

Insert after segment 2 and request Hotel availability for two nights based on the city and date in the preceding segment.
Queues

Working with Queues

For help enter: H/Q

Queues are an extremely important part of your Galileo system. Through queues you will receive messages such as Schedule Changes, Ticketing and Confirmed from Waitlist. It is recommended that you service your queues three times a day; in the morning, at lunch time and before closing.

Each agency has 100 queues (0-99). The first 26 queues are already allocated to specific tasks. Queues 26-99 can be used by your agency for your own purposes.

List Queues

QPB* List all queues.

Placing a Booking File on Queue

QEB/45 Place the BF to Queue 45.

QEB/9ML/99 Send a BF to branch office (9ML) queue 99.

Queue Count

QCA To count BF’s in all queues.

QCB/10 Queue Count on Queue 10.
**Sign into Queue**

Q/1Ø  To sign into Q/1Ø.

Q/Ø  To sign into Urgent Queue.

Q/1  To sign into General Queue.

**Left Message to Call Back**

QLMCB  Move BF to Left Message to Call Back (LMT) queue.

QLMCB*WILL CALL PM  Move BF to LMT queue adding text.

**Unable to Contact**

QUTC  Move BF to Unable to Contact (UTC) queue.

QUTC*TRY AFTER 6PM  Move BF to UTC queue adding text.

**NOTE:** Booking File will return to the original queue after 180 minutes.

**Action Queues**

I  Ignore BF sending it to end of queue.

E  End Transact. This will update BF changes and remove it from queue.

QR  Queue remove without actioning BF.

**Sign Out of Queue**

QX+E  Sign out of queue and End BF.

QX+I  Sign out of queue and ignore BF.

QX+QR  Sign out of queue and remove BF.
Queue Summary

It is important that you action your queues at least 3 times a day, morning, midday, and late afternoon. This will ensure that bookings are ticketed on time and changes on booking status and rescheduled flights are advised to your clients as soon as possible.

1. **QCA** Queue Count All queues.

2. **Q/1Ø** Sign into queue.

3. **ACTION QUEUE**
   - **E** If you have made a change to the booking eg:
     - T.@T*
     - SI.P1/TKMNØ86559Ø1233453
   - **R.SAM/QDUTY**
     Ending Transaction whilst in queue will update the BF with the changes you have made and take the booking off queue.
   - **QR** The booking has been previously actioned Queue Remove to take the booking off queue.
   - **I** Ignore the booking, placing it at the end of the queue for action later.
   - **QEB/73** Queue Bounce the booking to another queue in the office.

4. As a queue is worked and each Booking File is Ended, QR'ed or Queue Bounced QEB (thus removing the booking from queue) you will be automatically signed out of the queue if the last booking is removed.

   This will not always be the case. In some instances you will need to exit a queue leaving bookings on that queue for later action.

   - **QX** Queue Exit, one of the action commands will need to be taken as well eg: QX+I
Review Booking File

For help enter: H/RB.

Review Booking File allows you to diarise booking files by placing a Booking File onto a specific queue for a specified date and time. eg. Chase Documents.

Create

RB.01MAY / 1100 / Q42 * CHECK DEPOSIT (optional free text)

Queue Number (optional-will default to Q12)
Specified time for queue placement (optional)
Date for queue placement (optional-will default to today’s date)
Function Identifier (mandatory)

Other Examples

RB.01MAY/1400/Q35*CHECK VISA BEFORE TICKETING
Booking to appear on 1 May at 1400 on queue 35 to check Visa.

RB.06JUN/1100/Q35*CHECK VISA/Q43*CHASE PAYMENT
RB placed on 2 queues with different messages.

RB.13SEP*SEND CNF LETTER
Booking to appear on 13 Sept on default queue 12 to send confirmation letter.

Change/Delete

RB.2@07NOV/Q37*TEXT Change 2nd Review Booking item.

RB.3@ Delete item 3.

RB.2-7@ Delete items 2 through 7.

RB.ALL@ Deletes all item.

RB.@2/15JUL Change the review date of RB item 1 keeping all other details unchanged.

NOTE: A review Booking File can only be set for queues 12 and 26 through 99. A maximum of 10 can be added to any Booking File and must be for a date prior to the last flown flight.
**Booking File Count**

For help enter: H/ORC or H/ORB

It is possible to obtain the number of bookings in your office that have a certain TAU date or send the booking to a desired queue for actioning. This command is useful to ensure bookings are ticketed during a period when the office may be closed or for a consultant to ensure that all bookings due for ticketing are actioned before taking leave.

**TAU Count**

**ORC/TAU/1JAN**  
Count all Booking Files that have a TAU date set for 1 January.

**ORC/TAU/24DEC•02JAN**  
Count all Booking Files that have a TAU date set to fall between 24 December and 2 January.

**TAU Queue Bounce**

**ORB/TAU/25APR-Q/4Ø**  
Bounce all Booking Files that have a TAU set for 25 April to queue 4Ø in office.

**ORB/TAU/2MAY•5MAY-Q/6Ø**  
Bounce all Booking Files that have a TAU set to fall between 2 May and 5 May to Q6Ø.

**NOTE:** These commands will count or move Booking Files for the entire office not by consultant.
Booking File Search

For help enter: H/LD

It is possible to count and bounce Booking Files to a queue that meet certain search requirements. This is very useful in the case of airfare increases, strikes, consultant going on leave or leaving the company.

Basic Request

LD/ALL/28DEC-D  Display list of ALL Booking Files that have air segments with a travel date of 28 December.

LD/TKT/1APR*15APR-Q/8Ø  Queue TICKETED Booking Files that have air segments with a travel date between 1 APR to 15 APR to queue 8Ø.

Options

/ALL  All Booking Files regardless of ticketing status.

/TKT  Only Ticketed Booking Files.

/UTK  Only Unticketed Booking Files.

/BA  By airline.

/QF.BA.NZ  Multiple airlines (maximum 5).

/BMEL  By Board Point.

/DBKK  By Destination.

/S-SB  By consultant Sign-on initials.

/23DEC*1ØFEB  Date Range.

Examples Using Options

LD/ALL/BMEL/QF.SQ/1OCT*4OCT-Q/34  Bounce all Booking Files with air segments with a board point of MEL with carriers QF and SQ that depart between 1 and 4 October to Queue 34.

LD/UTK/S-DG/19MAR*3APR-Q/9Ø  Bounce all Unticketed Booking Files with travel dates between 19 Mar and 3 Apr that were created under the sign on code DG to Queue 9Ø.
Review Quiz

1. A Booking File appears on Queue showing segment 2 with a status of KL. To acknowledge this advice what entry do you input?

2. What is the correct action to take when segment 3 shows a status code of UN?

3. How would you cancel ALL HOTEL segments on a Booking File?

4. You currently have a Booking File where segment 2 is a reservation for a flight departing on 02 June, he now wishes to travel on the same flight but on 08 June. What is the quick single entry to make this change?

5. What is the entry to display a table showing a count of all Booking Files currently on Queue?

6. From this table you see that there are 5 Booking Files on Queue 10, how would you sign into this queue?

7. How would you remove a Booking File from Queue without carrying out any work on it?

8. What entry would you use to place a Booking File on Q/67 on 02 May, to chase up payment?
Answer Key

1. @2HK
2. X3
3. XH
4. @2/08JUN
5. QCA
6. Q/10
7. QR
8. RB.02MAY/Q67*CHASE UP PAYMENT
Review Exercise

Just to refresh your knowledge of Galileo Booking File creation, please create a new Booking File using the following information.

Names
Mrs Beryl Testube has come into your office to make reservations for herself and her 10 year old daughter Agatha to visit an old friend in Larnaca.

Itinerary
They wish to travel discount economy class (M class) departing on the 18th of next month from Birmingham (BHX) to Larnaca (LCA) flying with British Airways (BA). Book BA9180 by Direct sell.

They will then need reservations to return 7 days later on BA9183 in M Class.

Agency File
Remember to move the Agency File.

Phone Contacts
Mrs Testube’s home phone number in Birmingham (BHX) is 0123 788911 and her work number is 0123 245611 ext. 234. In Larnaca (LCA) they will be staying with Mrs Mary Moose on 43 1 9908 667. Don’t forget to advise the contact details to the carrier.

Mileage Membership
Mrs Testube is a British Airways Frequent Flyer member, his membership number is 5067889.

Special Requests
The clients would like a non smoking window seat and Mrs Testube requires a lacto-ovo vegetarian meal.

Ticketing
The clients would like to collect their tickets this time next week.

When finished End Transaction and make a note of the Record Locator. Leave the Booking File displayed and call your Instructor.
Unit 8
Other Services
Other Services

Local Time
@LT(City Code)  Access current local time by three letter city code, eg: @LTLAX.

Minimum Connecting Times
DCT  Display Minimum Connecting Time Fill in Format.

NOTE: The CONNECT/TRANSIT field is a mandatory field and must be completed with an actual airport code, eg. LON is incorrect, LHR is correct.
Currency Information

Bank Selling Rates

<table>
<thead>
<tr>
<th>For help enter:</th>
<th>H/FZS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FZSHKD</td>
<td>Gives current rate of exchange for the Hong Kong Dollar against the Australian Dollar.</td>
</tr>
<tr>
<td>FZSGBP200.00AUD</td>
<td>Convert currency that uses decimal places into local currency.</td>
</tr>
<tr>
<td>FZS•AU</td>
<td>Displays list of current BSR for all countries against the Australian Dollar.</td>
</tr>
<tr>
<td>FZS2</td>
<td>Convert fare on line 2 of a Fare Display to AUD when fare is between foreign points, (eg PARFRA).</td>
</tr>
</tbody>
</table>

IATA Rates

<table>
<thead>
<tr>
<th>For help enter:</th>
<th>H/FZI</th>
</tr>
</thead>
<tbody>
<tr>
<td>FZIBHD</td>
<td>Gives current rate for converting NUCs into BHD.</td>
</tr>
<tr>
<td>FZINUC2191.39BHD</td>
<td>Converts NUCs to BHD.</td>
</tr>
<tr>
<td>FZI/ALL</td>
<td>Display list of current IATA rates of exchange.</td>
</tr>
</tbody>
</table>
Flight Frequency

DC*NLK/I  List frequency of inbound flights to Norfolk Island.
DC*NLK/O  List frequency of outbound flights from Norfolk Island.

Display Services

For help enter:  H/*SVC

The Services display will show you meals, services, and flight time for your whole itinerary or for specific segments.

*SVC  Display Service Information for itinerary.

*SVC2  Display Service Information for segment 2 of itinerary.
TIMATIC is an online database providing information on passport/visa requirements, vaccinations, airport taxes, customs formalities, import/export of goods, baggage clearance, pets and import/export restrictions of foreign and local currency. TIMATIC is used by over 160 airlines and CRS’s worldwide and is updated daily.

**TI-** Display Menu for Timatic masks.

From the menu tab to the area required and press ENTER.

The screen is completed by tabbing and using city codes to identify NATIONALITY, DESTINATION and TRANSIT CITIES.

**TIMATIC Paging Commands**

- **TIPN** Scroll to Next Page.
- **TIPL** Scroll to Last Page.
- **TIPF** Scroll to First Page.
- **TIPB** Scroll Back one Page.
Accessing TIM from a Booking File

TIMV/1 Access Visa information for an Australian for the arrival point in segment 1.

TIMV/1/LON Access Visa information for arrival point in segment one for British Passport holder.

TIMH/2 Access health information segment 2.

TIMT/1 Access tax information segment 1.
Timetables

For help enter: H/TT

General Flight Timetables

TTMELLAX  Timetable assuming today’s date for 28 days.

TT23SEPSINHKG/CX  Timetable for specific date and carrier.

TT/BA  Redisplay current Timetable for specific carrier.

A  Convert Timetable to Availability.

A+NZ  Convert Timetable to Carrier Specific Availability.

TT  Convert Availability to Timetable.

Individual Flight Timetable

TTUA816/26DEC  Timetable for specific flight.

TTL2  Timetable for flight on line 2 of availability.

TTB3  Timetable for segment 3 of a Booking File.
Credit Card Authorisation

For help enter: H/JV

JV37284567841225/V1
Verify card only – no approval code.

JV37284567841225/T215.OO/D398/MSV
Request credit card approval code for air ticket or car/hotel pre-payment vouchers; with mandatory expiry date and merchant airline vendor code.
Galileo provides the user with an extensive list of Computer Assisted Instruction (C.A.I.) lessons, which can be used either as revision or to extend your knowledge of the Galileo reservations system.

SA/CI   Activate Work Area A as Computer Instruction mode.

C.A.I.   Display a list of available courses.

a) Use the tab key to move the cursor through the list until it appears next to the lesson required. Press ENTER.

b) From the list displayed, tab to the topic required and ENTER.

c) If no instructions are given, or no input is required, press ENTER to move on to the next screen.

d) Follow the instructions to input your name, then proceed with the lesson.

BSOCl   Exit the C.A.I. lessons

SA/AG    Switch the work area back to AG (Agency) duty
Tax Tables

Galileo Automatic Fare Quote will calculate and include all applicable taxes for the itinerary requested. However, should you wish to obtain information on individual taxes or need tax information for manual fare calculations Galileo offers the following commands to help you.

FTAX Complete alphabetic list of all countries which impose taxes.

FTAX-SG Display tax details for a specific country using the 2 character country code.

FTAX-FRANCE Display tax details for a specific country using the full country name.

FTAX*PFC-LAS Display Passenger Facility charge (PFC) information for a specific airport code.
Galileo Information System

For help enter: H/GIS

The Galileo Information System (G.I.S.) is an extensive reference database with useful topics to help you in the day-to-day use of Galileo.

The Basics

GG• List Chapters of Topics

GC•XXX Access Chapter from Index where XXX is chapter number, eg: GC•200

GP•XXX Access Page from Chapter Index eg: GP•1

C*MAP/SAUDI ARABIA Display Map of Saudi Arabia showing airports, currency used and other helpful information
**General**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GC•71/2</td>
<td>Infolink Fares</td>
</tr>
<tr>
<td>GC•7/1</td>
<td>Acceptable Credit Cards for Ticketing</td>
</tr>
<tr>
<td>GC•2ØØ/1</td>
<td>Carriers that Provide Agent Briefing</td>
</tr>
<tr>
<td>GC•BA</td>
<td>Access Carrier’s Briefing (eg. BA)</td>
</tr>
<tr>
<td>GC•2ØØ/6</td>
<td>Seating Carriers</td>
</tr>
<tr>
<td>GC•2ØØ/9</td>
<td>Description of Meal Codes</td>
</tr>
<tr>
<td>GC•2ØØ/7</td>
<td>Airimp Codes</td>
</tr>
</tbody>
</table>

---

**Country Information**

Country information can only be accessed by using the ISO country code (eg. AU). The encode and decode facility can be used .LEAUSTRALIA.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GC•COUNTRY INFO/CA</td>
<td>General Information on CANADA.</td>
</tr>
<tr>
<td>GC•CURRENCY/FR</td>
<td>Currency Information on FRANCE.</td>
</tr>
<tr>
<td>GC•INLAND TRAVEL/GB</td>
<td>Domestic Travel Information for BRITAIN.</td>
</tr>
<tr>
<td>GC•PUBLIC HOLS/US</td>
<td>Public Holidays USA.</td>
</tr>
<tr>
<td>GC•CUSTOMS/BR</td>
<td>Customs Information for BRAZIL.</td>
</tr>
<tr>
<td>GC•CLIMATE/NZ</td>
<td>Climate Information for NEW ZEALAND.</td>
</tr>
</tbody>
</table>
Booking Scenario

We will now quickly go through the booking process, this will give you an overview of the various components that make up a Galileo Booking File. Do not worry if there are aspects that you do not understand at this time as we will go through all of these procedures in detail as we move through the course.

This exercise is to be carried out using the Galileo Training Mode.

1 Fare Display

Quite often your customer will first want to know what fares are on offer to their proposed destination. In our example the passenger wishes to travel from Sydney to Brisbane on the 12th May. To find out the airfare we could input;

➤ FD20DECSYDBNE

The Galileo GlobalFares system will respond with a fares display;

![Fare Display Window](image1)

If we wanted to be more specific and knew that the client wanted a return fare flying with Qantas (QF) we could have input;

➤ FD20DECSYDBNE-RT/QF

![Fare Display Window](image2)

This reduces the amount of displayed data making it easier to find what you are looking for.
2. **Flight Availability**

After the client has agreed on a fare you can then check if seats are available in the required class on the required dates.

For our example the client wants to travel from Sydney to Brisbane on 12 May;

➢ A20DECSYDBNE

or you could enter AV which converts your fare display to flight availability.

Once again, by adding a few more details you can narrow down the data displayed. For example, display V class only on Qantas

➢ A20DECSYDBNE@V^QF
3. **Selling Flights**

You can now offer the client a choice of flights. Once the client has chosen the flight that best suits their needs you can book the seat from the availability screen. For our example the client has selected Qantas flight QF502 departing from Sydney at 06.35am – this is line 2 of the availability display.

➢ Ø1V2

To book the return flight simply input the following to display the return availability:

➢ AR10JAN@V*QF

For our example the client wishes to return on Qantas flight QF511 at 7.40 am. To sell this input:

➢ Ø1V5
4. **Booking File Creation**

Once the flights have been booked you need to obtain name and contact details from the passenger.

Firstly, you should redisplay the flights that you have booked and reconfirm the details with the client. To redisplay the Booking File press;

➤ *R

After the client has confirmed that these are the required flights you can now add the additional information;

The clients full name:
➤ **N.JONES/BRUCEMR**

Your Agency Details:
➤ **P.SYDT**02 9391 4000-GALILEO TRAVEL- NAME

Contact details at point of origin and destination;
➤ **P.SYDH**02 93231444  
➤ **P.SYDB**02 98635377 
➤ **P.BNEA**07 34568272 SHERATON BNE

Date that the tickets will be issued;
➤ **T.TAU/10DEC**

➤ *R
When complete enter *R to see your completed Booking File;
5. **Passenger Servicing**

**SSR’s**

At this point you should check as to whether the client has any special requirements which need to be passed onto the airline, such as special meal requests, special seating, wheelchair assistance etc.

To add a vegetarian meal request for all flights, enter:

> SI.VGML

**OSI’s**

It is **MOST IMPORTANT** that you understand that only the Travel Agency phone contact will automatically transmit to the airlines, none of the other P. fields will transmit. Therefore you need to sent the other contact details to the airlines by way of an OSI (Other Service Information) entry:

> SI.QF*CTCH SYD 02 93231444
> SI.QF*CTCB SYD 02 98635377
> SI.QF*CTCA BNE 07 34568272 SHERATON BNE

If you press *R now you will see that a prompt has been added to your Booking File indicating that Special/Service information has been added.

![Window 1](image)
6. **Fare Quote**

Now that the flights are booked you should obtain a Fare Quote which will automatically store the applicable fare on the Booking file;

➤ **FQ**

<table>
<thead>
<tr>
<th>FQ</th>
<th>1</th>
<th>AUD</th>
<th>182.00</th>
<th>49.83</th>
<th>231.83</th>
<th>AD</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSGR</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRAND TOTAL INCLUDING TAXES</td>
<td>231.83</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD</td>
<td>MUST BE ISSUED AS E-TICKET</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD</td>
<td>CHECK BALLY RESTRICTIONS PARAGRAPH</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD</td>
<td>WAITLISTING NOT PERMITTED</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD</td>
<td>LAST DATE TO PURCHASE TICKET: 25MAR04</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD</td>
<td>PAYMENT AND TICKETING MUST BE MADE WITHIN 1 D Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OF RES</td>
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<td></td>
</tr>
</tbody>
</table>

➤ **+R**

If you *R again now, you will see that another prompt has been added to your Booking File indicating that Fare Data has been filed, ie. stored.
7. **End Transaction**

Once everything has been completed you can End the Transaction.

Before adding the End Transaction entry you must first add a “Received from” entry which places a record on the Booking File as to who gave you the instructions that were carried out in the last transaction. For our example we were dealing with the passenger Mr Jones so we can input:

➤ **R.JONES/BMR**

After this you can End Transaction by using:

➤ **ER** – To end the Transaction and Redisplay the Booking File.

As we are using the **Galileo Training Mode** your Booking File has been automatically IGNORED.
Unit 9
Car Reservations
Car Reservations

CarMaster™ provides Galileo agents with availability and descriptive information for over 18,000 rental locations worldwide. CarMaster gives you the ability to book cars and, in most cases, an instant confirmation is received from the car vendor’s own system. Car vendors also update information in CarMaster, enabling you to access current, accurate displays.

Encode/Decode

GC•12/CAR/HERTZ  Encode Hertz.

GC•12/CAR/ZT    Decode car company ZT.

Basic Availability

For help enter:  H/CAA

With Air Segment

/2+CAA-12FEB/DT-0900  Request Car Availability after air segment 2 with a return date of 12 February and a drop time of 0900.

Without Air Segment

CAA12OCT-15OCTLAX/ARR-1200/DT-1600  Request Car Availability in Los Angeles for specified dates with a pick up and drop off time.

NOTE: Pick Up (ARR) time is mandatory if no air segment is present, the Drop Off (DT) time is always mandatory.
Screen Description

1. Location Indicator
   - T: Terminal (airport)
   - O: Off terminal (airport)

2. Car Codes

<table>
<thead>
<tr>
<th>Car Size</th>
<th>Car Type</th>
<th>Transmission</th>
<th>Air Con.</th>
</tr>
</thead>
<tbody>
<tr>
<td>M - Mini</td>
<td>B - 2 door</td>
<td>A - Automatic</td>
<td>N - No</td>
</tr>
<tr>
<td>E - Economy</td>
<td>C - 2 or 4 door</td>
<td>M - Manual</td>
<td>R - Yes</td>
</tr>
<tr>
<td>C - Compact</td>
<td>D - 4 door</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I - Intermediate</td>
<td>S - Sports</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S - Standard</td>
<td>T - Convertible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F - Full size</td>
<td>X - Special</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P - Premium</td>
<td>F - 4 Wheel Drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L - Luxury</td>
<td>L - Limo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X - Special</td>
<td>R - Recreation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V - Van</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>W - Wagon</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Status
   - Car Type not in Fleet
   - S: Sell
   - N: Need
   - R: Request
   - C: Closed

4. Paging
   - CAA•PD: Page Down
   - CAA•PU: Page Up
   - CAA•PR: Page Right
   - CAA•PL: Page Left
Car Description

For more information about a car location, a description can be displayed from the availability screen.

- **CADB1**: Description for location in column "B" of availability (use any line number).
- **CAD/CARS**: Request item CARS from description menu.
- **CAD/AGE+3+DROP**: Display Keywords using word or number.
- **CAD•PD**: Pages down to additional information.
- **CAD•MENU**: Return to description menu.
- **CAD•R**: Redisplay last active menu.
- **CAA•R**: Redisplay availability.

Selling

From the basic car availability AVIS, HERTZ, DOLLAR, ALAMO, THRIFTY and BUDGET will confirm the BEST available rate for the Car Type, Duration and Pick up/Drop off points. The sell modifier of /RC-BEST is used.

- **Ø1A1/RC-BEST**: Sell one car from line 1 in column A.
- **Ø1C3/CD-3Ø984**: Sell one car from column C line 3 using agency CORPORATE DISCOUNT field.
- **Ø1A2/ID-ØØ4449**: Sell one car from column A line 2 with customer IDENTIFICATION NUMBER field.

See: H/CAR/ for other optional fields.
Unit 10
Hotel Reservations
Hotel Reservations

RoomMaster® provides Galileo agents with availability and descriptive information on over 45,000 hotel properties worldwide. RoomMaster also provides the user with the capability of booking space at these properties. In most cases instant confirmation is received from the hotel’s own reservation system.

Hotel chains input property-related data and rate information directly into RoomMaster. This optimises the quality of information and provides you with accurate, current displays.

Encode/Decode

GC•11/HTL/HILTON Encode Hilton.

GC•11/HTL/SP Decode Chain SP.

Basic Availability

For help enter: H/HOA

With Air Segment

/2+HOA-3NT Hotel Availability for destination of segment 2 staying 3 nights.

Without air Segment

HOA12DEC-16DECSYD Hotel availability in Sydney for specific date range.
Screen Description

1. Repeat of input with default 80k/50m range

2. Reference Point, Check-in/Check-out dates, Number of nights, Number of adult occupancy and distance indicator (KM or MI).

3. Line number,
Each property displayed is assigned a separate line number.

Vendor Code (eg SP), preceded by:

* Inside Link Vendor
  (confirmation at time of reservation)

+ Inside Availability Vendor
  (confirmation at time of reservation)

Blank Teletype or Line Drop Vendor
  (confirmation after End Transaction)

Property Name

4. Currency code (eg, AUD)

Rate Category Codes

STD Standard Rates          COR Corporate Rate
CLB Club                      PKG Package
SPL Special                   WKD Weekend
ASC Association

+ Appearing between the Rate Code and Rate Amount indicates that a number of room types are available under this category. The rate shown is the lowest guaranteed rate.

N Following a rate indicates the room is on request.

@ Following a rate indicates rate will change during the period of accommodation.

5. Paging command   HOA*PD - Page down
                    HOA*PU - Page up

6. HOC - Prompt to display complete availability for line selected.
7. **Rate status indicator**

V  Rates displayed are guaranteed to the agent by the hotel.

Blank  Rates are not guaranteed and are subject to change.

**Tax**

T  Tax is included in rate

**Deposit/Guarantee policy**

G  Guarantee of arrival is required regardless of check in time

D  Deposit required regardless of check in time

4  Hold till 4pm without deposit or guarantee

6  Hold till 6pm without deposit or guarantee

**Location code**

C  City  A  Airport

R  Resort  S  Suburban

D  Downtown

8. **Hotel Description**

HOD...  Prompt to display hotel description for line selected.

9. **Address**

**Distance/direction of property from reference point**

12E  12 km East of reference point

1NW  1 km North West of reference point

**Transport indicator code**

L  Limousine  B  Bus

C  Courtesy car  W  Walk

P  Public transport  O  Other
Availability Modifiers

To find hotels that meet specific requirements, modifiers are used.

- **HOA5JUL-9JUL.FRA/SR** Two letter chain code
- **HOA2APR-4APR.HKG/N-PARK** Property Name
- **HOA4JUL.SYD/2/SP/N-PARK** Combining Modifiers
- **HOA•R** Re-display last availability

Hotel Description

For help enter: H/HOD

When more information is required a full property description can be displayed from the availability screen using the HOD entry.

- **HOD1** Hotel Description for property on line one of availability.
- **HOD/BOOK** Display keyword BOOK (or the corresponding keyword number can be used in place of the keyword).
- **HOD/2+ROOM** Display keyword 2 and ROOM (Maximum of 3 can be displayed).
- **HOD•MENU** Redisplay keyword MENU.
- **HOD•R** Redisplay last hotel description.
- **HOA•R** Redisplay the availability screen.
Selling

A hotel can be sold directly from the HOA screen. However, as this screen only shows rate categories you cannot be certain what room type will be sold. We strongly recommend that the following procedure be followed to ensure that the correct room type is sold and that any applicable rate rules are complied with.

1. **Display Basic Availability (HOA)**

   eg. HOA12MAR-14MARHDQ/ZQ

2. **Display HOC screen**

   eg. HOC1  The HOC screen displays the complete availability of all room types for a specific property. A prompt at the bottom of the HOA screen gives you easy access, simply then add the line number you wish to view.

### Room Type Codes

<table>
<thead>
<tr>
<th>Room Standard</th>
<th>Number of Beds</th>
<th>Type of Bed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A - Deluxe</td>
<td>1</td>
<td>K - King</td>
</tr>
<tr>
<td>B - Superior</td>
<td>2</td>
<td>Q - Queen</td>
</tr>
<tr>
<td>C - Standard</td>
<td></td>
<td>D - Double</td>
</tr>
<tr>
<td>S - Suite</td>
<td></td>
<td>T - Twin</td>
</tr>
<tr>
<td>J - Junior Suite</td>
<td></td>
<td>S - Single</td>
</tr>
</tbody>
</table>
3. **Display HOV screen (Optional)**

eg. HOV/A2TRAC  The HOV screen displays the rules applying to the room rate selected. This step is optional but is strongly recommended.

<table>
<thead>
<tr>
<th>Hotel Segment Description</th>
</tr>
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<tbody>
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<td><strong>HHL</strong></td>
</tr>
<tr>
<td><strong>ZQ</strong></td>
</tr>
<tr>
<td><strong>SS1</strong></td>
</tr>
<tr>
<td><strong>HDQ</strong></td>
</tr>
<tr>
<td><strong>12MAR-14MAR</strong></td>
</tr>
<tr>
<td><strong>2NT</strong></td>
</tr>
<tr>
<td><strong>78482</strong></td>
</tr>
<tr>
<td><strong>GALILEO PLAZA</strong></td>
</tr>
<tr>
<td><strong>1A2TRAC</strong></td>
</tr>
<tr>
<td><strong>-1</strong></td>
</tr>
<tr>
<td><strong>RT-GBP13O.00</strong></td>
</tr>
<tr>
<td><strong>AGT02345221</strong></td>
</tr>
</tbody>
</table>
Sell Modifiers

Sell modifiers can be added to sell commands to generate additional or mandatory information to the hotel.

Guarantee/Deposit

/G-AX370000000000028EXP1208
Guarantee to Credit Card - The 2 character credit card code must be added as hotel systems do not recognise the number alone.

/G- AGT
Guarantee to Agent

/G- DPST
Deposit sent

Special Information

/SI-ARR BA12 3SEP Ø55Ø PRE CHK 2SEP
Arrival details

/SI-CHARGES BACK TO AGT FAX SENT
Charge back

/SI-VIP CHAIRMAN BHP AUST
VIP Client

Confirmation Numbers

It is important to note that a hotel booking is not 100% confirmed until a confirmation number has been returned by the vendor - even if the segment status is showing HK.
**Cancelling Hotel Segments**

Hotel segments must always be cancelled if not required.

After end transaction hotel segments **MUST** be cancelled using the entries shown below. This is in order for the correct message to be transmitted to the vendor.

 X2 Cancel Segment 2

 XH Cancel all hotel segments

All RoomMaster “Inside Link” and “Inside Availability: vendors will respond with a cancellation number. For these vendors it is most important that the cancellation number is received, if it is not received then you should contact the Hotel Vendor direct or the Galileo Service Centre.

**IMPORTANT:** No Show fees may be charged by a hotel if a reservation is not cancelled.
Review Quiz

1. How would you add the following **Itinerary Remark** to segment 1 of a Booking File.

   “Flight Via Bangkok Journey Time 22 HRS 45 MINS”?

2. How would you then:
   a) Delete the third Note Pad Remark in a Booking File?
   b) Change the first Itinerary Remark to read "Flight Via Singapore Journey Time 23 HRS"?

3. What is the entry to display the Booking File **history**?

4. How would you display the local time in Honolulu?

5. What is the entry to display the Minimum Connecting Time fill-in format mask?

6. What entry will display the frequency of flights into and out of Darwin?

7. How would you display the meal service on segment 2 of a Booking File?
8. What is the command to display a full list of all currencies?

9. What command will convert $450.00 New Zealand Dollars to Australian Dollars?

10. What entry will display the TIMATIC menu screen?

11. What command is used in TIMATIC to scroll to the next page?

12. How would you display a timetable of flights from Brisbane to Noumea starting from 02 February?

13. a) What entry will display return fares only from Melbourne to Christchurch with Air New Zealand on 28 Aug?

   b) From this display, how would you access the rules menu for the fare on line 3?

14. How would you Fare Quote Passengers 1 through 3 as adults and passenger 4 as a child aged 6 years for segments 1 and 4 of a displayed Booking File?

15. a) What entry would display a summary of Filed Fares?

   b) Display Filed Fare number 2?

   c) Cancel Filed Fare 1?
16. What is the Fare Quote entry to obtain the “Best” available fare?

17. How would you find out if any “non ticketable” taxes apply in Brazil?

18. How would you add the following address to a Booking File:

   Mr & Mrs F. Kingston
   234 Worthington Road
   GREENSLOPES SA 5433

19. What entry would display a list on screen of all ticketed Booking Files that have a travel date of 16 March flying with QF?

20. What entry will repeat all customer data into a new Booking File?
Answer Key

1. RI.S1*FLIGHT VIA BANGKOK JOURNEY TIME 22HRS 45MINS
2. a) NP.3@
   b) RI.1@FLIGHT VIA SINGAPORE JOURNEY TIME 23HRS.
3. *H
4. @LTHNL
5. DCT
6. DC*DRW
7. *SVC2
8. *FBT
9. FZSNZD45Ø.00AUD
10. TI-
11. TIPN
12. TTØ2FEBBNENOU or TT2FEBBNENOU
13. a) FD28AUGMELCHC/NZ-RT or FD28AUGMELCHC-RT/NZ
    b) FN*3
14. FQP1-3.4*A6/S1.4
15. a) *FF
    b) *FF2
    c) FX1
16. FQBB
17. FTAX-BRAZIL
18. W.MR & MRS F KINGSTON*234 WORTHINGTON ROAD
    *GREENSLOPES*P/5433
19. LD/TKT/QF/16MAR-D
20. REALL
Student Assessment

Your Instructor will now hand out the Student Assessment paper. Upon successful completion of this assessment you will be qualified as a Basic Galileo user and will be entitled to system Sign On.

Good Luck!
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