

QUICK REFERENCE GUIDE

GALILEO QUICK REFERENCE GUIDE

NAME FIELD (BF1-3) - N.1BROWN/ANTONMR+N.2SMITH/EVEMRS/NELMSTR*P-C08
+N.I/SMITH/LIOMSTR*27FEB07

Change of Name field - N.P2@1JACKSON/MARLEYMR
Delete Name field - N.P1@
Change Infant - N.P3@I/SMITH/LEONARDMSTR*27FEB07

Add/Change Name Remark - N.P1@*P-C11
Delete Name Remark - N.P3@*

Display Names - *N

List Airl. Allowing Name chg- GC*200/3

PHONE FIELD (BF4-5) - P.PBMT*4636175-76 HELPDESK TRAVEL HATO AIRPORT
SI.YY*PBMH/4626708 C/0 DEANNE

Other qualifiers: B = Business ; H = Home ; N = No contact;
A = Accommodation ; P = Phone Nr- Unknown

Change Phone field - P. 10@GEOT*4633245 HELPDESK TRAVEL HATO AIRPORT
Delete Phone field - P.2@

Display Phone field - *P

TICKETING FIELD (BF6-7)- T.T*

Ticket on Q for autom. Tktng - T.T*1196531248765 ISSUED IN CCS 23FEB97
T.TAU/23SEP*Optionalfree text

Change Ticketing field - T.@TAU/18SEP
Delete Ticketing field - T.@

Display Ticketing field - *TD

RECEIVED FIELD (BF11) - R.ELSITA
R.PSGR

Change received field - R.@FANNY
Delete received field - R.@
Display received field - *RV

| = New ☆ = Correction

SEGMENTS (BF12+15)

Direct Sell - 0BW977K13NOV GEOMIA NN1

Passive segment - 0LI 222Y12DEC POSANU AK1

Semi Passive - 0PY781H13NOV PBMAMS BK1

Open Segments - 0BA OPEN Y LHRPOS NO1
0KL OPEN H CURAMS NO1

Full open tickets, first segment must have date of issue of ticket:

- 0PY OPEN Y 16OCT PBMBEL NO1

- 0PY OPEN Y BELPBM NO1

AVAILABILITY (AIR1-6) - A22NOVCCSCUR*VH
A12DECAMS*KL
A13DECPOS.1600*BW

Avail. 3days ahead - A#3

Avail. 4days Previous - A-4

Extended Avail Line3 - A@#3

Return Availability - AR12NOV*KL

Switch to Galileo Avail. - A*GAL

Switch to Carrier Specific - A*AA

TIMETABLE (AIR7-11) - TTAUAMIA

- TT22NOVJFKMIA/AA

- TTPOSCCS@24

To check Flite stops in avail. - TTL7

To check Flite stops in BF - TTB3

BOOK FROM AVAIL. (AIR12-23) - N1Y1 (N=need l=one Y=economy class 1=line number)

Connecting flights (AIR17) - N1Y1* - If both segments in same class

N1Y1M2 - If different classes used

ITINERARY

Cancel Segments (AIR17) - X2

- X9-12

- X3.5-7

Cancel Itinerary - XI

Cancel ONLY AIR segments - XA

Cancel ONLY HTL segments- XH

Cancel ONLY CAR segments- XC

ITINERARY (Cont...)

Arunk segments (AIR 12) - 0A

Re-ordering Segm. (AIR 16) - /3S6 - Insert segment 6 after segment 3
/3S6-8 - Insert segment 6 u7i 8 after segment 3

Change Air Segment timings (AIR 17) - @1/21000800/1 - Arriving next day (-1 arriving previous day)

Change Segment class - @3/M
- @2-4/Q

Change segm. 2 to HK - @2HK

Chge all action codes To HK - @ALL

Remove Segment - @3XK (No outgoing message)

Change Flight number - @3/PY971

Rebook on another date - @2/12NOV
- @1/12OCT/M

Increase/Decrease Sale - @3-4/2

OTHER BOOKING FILE ELEMENTS

Review Booking file (BF8) - RB.09NOV (Can be used to place BF in Q after last dept. date)

Delete Review Booking file - RB.@

Display Booking File - *RB

NOTEPADS (BF16) - NP.TEXT

Change Notepads - NP.1@NEWTEXT

Delete Notepads - NP.@

Insert after NP nr2 - NP./2TEXT

MILEAGE MEMBERSHIP FIELD (BF15)

To enter FQTV - M.P1/KL1234567

Different Airlines - M.P2/KL1234567-AA765453432

The mileage membership field is passenger related and cannot be changed. It must be deleted and a new item entered.

- M.P1@
- M.KL@
- M.P1*DL/P2*AA@

Display MM data - *MM

VENDOR REMARKS - V.ABA*PLS ADV COST OF KENNEL

(BF24)

Delete vendor remark - V.1@

Display Vendor remark - *VR

SPECIAL SERVICE REQUIREMENT - SSR (BF17-22)

- SI.WCHR
- SI.P1/VGML
- SI.S3/UMNR*UM07 FEMALE CALLNAME ANGELA
- SI.P2/CHLD*18MAR00
- SI.P1S2/SPML*NO EGGS
- SI.P3/INFT*14

Delete SSR - SI.WCHR@

Update SSR - SI.VGML@HK

APIS entry - SI.P1S1/DOCS*P/GB/S12345678/LON/12JUL66/M/23OCT09/SMITH /JOHN/RICHARD
PSGR 1 HAS BRITISH PASSPORT S12345678, ISSD IN GB. DOB 12JUL66 - MALE
PP EXPIRE 23OCT09 FOR JOHN RICHARD SMITH

OTHER SERVICE INFORMATION - OSI (BF23)

- ☆ - SI.YY* VIP DEPAULO/KEVINMSTR UN EMBASSADOR
- S.LLI*TKNM 9856531980123

Note: Check GC*200/5 for a description of airlines using SI.TKNM entries.
Check GC*13/28 for BSP Eastern Caribbean Airline Participants.

Change OSI - SI.2@YY*NEW TEXT

Display all OSI's - *SO

Display all SSR's - *SI

GROUP BOOKING - N10Y1

Group Name (BF2) - N.G/10JONESPARTY

Change group name - N.G/@ 10ANDREWPARTY

Delete group name - N.G/@

Display Names in Groups - *N

Retrieve Group BF - *-G/GroupName

| | | | | | |
|------------------------|---|-------|---|---------|-----------|
| DIVIDING (BF25) | - | Step1 | - | DP1.3-5 | |
| | | Step2 | - | R.PSGR | |
| | | Step3 | - | F | - To File |
| | | Step4 | - | R.PSGR | |
| | | Step5 | - | E | - Eot |

| | | | |
|-------------------------|---|-------------|----------------------|
| Dividing group names | - | DP1 | (Same as normal BF) |
| Dividing Nonames (NTBA) | - | DG/10 | (follow Step2 u/i 5) |
| Dividing NTBA + Names | - | DG/5.P2-5.7 | |

Note: Name changes in groups only possible by Helpdesk !!

MISCELLANEOUS Booking File

| | | | |
|-----------------------|---|-------------|-----------------------|
| End of Transaction | - | E or ER | |
| Ignore Transaction | - | I or IR | |
| Retrieve Booking File | - | *H274Z2 | - By BF number |
| | - | *-VLAUN/JMR | - By Name |
| | - | *H | - Displ. History |
| Repeat Booking file | - | REALLSALL | - Full copy of BF |
| | - | REALL | - Only Psgr Data |
| | - | RESALL | - Only Itinerary Date |
| | - | RES2.4 | - Partial Itinerary |

SEATMAPS (AIR20.22)

| | | | | |
|--|---|----------|---|--------------|
| Display seatmap Avail. Seat Reservation | - | SA*S1 | - | (Created BF) |
| | - | S.S1/58A | | |
| Redisplay seatmap | - | SA* | | |
| Review Seatmap Codes | - | SC* | | |
| Seatmap seats-decoding | - | H/ASCH | | |

CLAIM PNR (BF46)

| | | | |
|----------------------------|---|---------|---|
| To Claim PNR ES/P71WL-B | - | Step1 - | Call KLM. KLM has to prepare BF with entry: |
| | | Step2 - | C/KL*23F4R5 - Agent retrieve BF |
| | | Step3 - | C/KL/OK - Agent Claims BF |

(For AA only step 2 + 3 is enough)

PRINTING (BF45) / FALLBACK AND RECOVERY (DOCS27-29)

| | | |
|---------------------------------|-----------|-------------------------|
| Count images in printer buffer- | HQCEDA812 | (EDA812 = GTID PRINTER) |
| Restart printer | - | HQS EDA9C3 |
| Hostprinting | - | P-*R |
| | - | P-*ALL |
| Local Printing | - | CTRB+B (One window) |
| | - | CTRL+X (All Windows) |

IT-PACKAGE

0HTL BW NN1 BGI IN12NOV-OUT15NOV DBLB PARK PLAZA IT7BWBGI423 MPDN01195005123456

0CCR AL NN1 MIA 12NOV-15NOV ECAR / ARR-2P / DT-2P / IT99999 / RC-PZ

0CCR ZI NN1 MIA 12NOV-15NOV EDAR / ARR-2P / DT-2P / RC-FX/CD-0123456/BS-99999999

Note: Even if CAR not anymore required BEFORE EOT, still "ER" and then cancel CAR. This to record cancellation in history of BF

ROOMMASTER (HOT1-4.12-13)

| | | |
|---|---------|------------------------------------|
| Hotel Availability without BF- | Step1 - | HOA220CT-5NT MIA 2 (No Space !!) |
| During BF creation | - | /1+HOA-3NT2/V-65/L-C |
| | Step2 - | HOC1 |
| | Step3 - | HOV3 |
| | Step4 - | N1INSIDE1/G-AX3726436628731EXP0706 |
| Request fill-in format for basic avail. | - | HOA |
| Redisplay fill-in format | - | HO*R |
| Encode Hotel Chain Hyatt | - | GC*11/HTL/HYATT |
| Decode Hotel Chain Hyatt | - | GC*11/HTL/HY |

CARMASTER (CARS4-5+16-17)

| | | | | |
|-----------------------------------|---|-------|---|------------------------------------|
| Car Availability without BF | - | Step1 | - | CAL1NOV-8NOVMIA/ARR-2P/DT-11A.ECAR |
| During BF creation | - | | | /1+CAL-12NOV/DT-1P |
| | | Step2 | - | CADA1/CARS+CDW+INS |
| | | Step3 | - | N1A1 |
| Redisplay last car fill-in format | - | | | CA*R |
| Encode Car vendor Hertz | - | | | GC*12/CAR/HERTZ |
| Decode Car vendor ZI | - | | | GC*12/CAR/ZI |
| Vendor Remarks to ZI | - | | | V.CZI*FREE TEXT (Then → QEB/PCC) |

SCROLLING

| | | |
|-------------------|---|-----|
| Move Down | - | MD |
| Move Up | - | MU |
| Move Top | - | MT |
| Move Bottom | - | MB |
| Move Down 3 lines | - | MD3 |

QUEUES (Queues2)

| | | |
|---|---|-------------------------------------|
| View All Queue Headings | - | QPB* |
| View Active Queues | - | QCA |
| Sign-on to Gen. Queues | - | Q |
| Sign-on to specific Queue | - | Q/12 |
| Ignore and return BF to bottom of queue | - | I |
| Queue remove | - | QR |
| Remove all BF Q/78 | - | QFREE/78 |
| Sign-out of Q and Return BF to bottom | - | QX+I |
| Sign-out of Q and EOT (no "ER" allowed) | - | QX+E |
| Sign-out and place on Q/26 | - | QX+QEB/26 |
| Sign-on to Message-Q | - | QM |
| Redisplay Msge-Q | - | Q* |
| Remove Msge from Q | - | QRM |
| Place Msge Q to bottom of Q | - | QEMI |
| Send msge to HELPDESK-Msge-Q | - | QEM/CUR |
| Send msge to Own Msge-Q | - | QEM |
| Send msge to branch office Msge-Q | - | QEM/71B3 |
| Designate CRT as SPVR CRT | - | QT |
| Sign-on to SPVR-Q | - | QS |
| Remove Msge from SPVR-Q | - | QRS |
| Place SPVR-Msge-Q to bottom of Q | - | QESI |
| Place BF own Q-1 | - | QEB |
| Place BF on HELPDESK-Q | - | QEB/CUR |
| Place BF on HD-Q as well as own Q/26 | - | QEB/CUR+26 |
| Place BF on left msge to Call Back-Q | - | QLMCB |
| Count Left-Msge-to Call Back Q | - | QCL |
| Print all BF Q/48 | - | QPRINT/B/48 |
| Print by Range, msge 1 u/i 10 | - | QPRINT/B/48*1/10 |
| Retrieve Past Date BF from queue | - | Q/1*CPD |
| CC-approval manual TKT | | |
| Verify card ONLY (no approval) | - | JV317284567841005/V1 |
| Approval request | - | JV317284567841005/T410.00/D0497/MKL |

CITIES/AIRPORT

Encode City - .CE SYDNEY
Decode City - .CD NYC
Detail record City - .CR MIA

EQUIPMENT TYPES

Equipment Decode - .ED 743
Equipment Encode - .EE BEEHCRAFT/AIRBUS (Multiple request)
Equipment detail Rec.- .ER EEC

J= Jet ;T= Turbo ; P= Propeller ; H= Helicopter; A= Amphibian ; S= Surface

AIRLINES

Airline Encode - .AE OLYMPIC
Airline Decode - .AD GA
Airline IATA-nbr - .AD*119 (Decoding by IATA nbr)
Airline Detailed Rec. - .AR BA

TIMATIC

For TIMATIC MENU- TI-
VISA info segm 1 - 3 - TIMV/1-3
Health info via ITIN - TIMH/1-3
Both info via ITIN - TIMA/1-3

PRODUCT DIRECTORY

Main Menu - PD

MISCELLANEOUS ENTRIES

Country/Airport TAX - FTAX-AW
Calculator - XX450+32 (* = Multiplication, / = Division, - = Subtraction)
Display MAP info France - C*MAP/FRANCE
Display GALILEO DRS pages - GG* (Main Index)
Display Chapter 14 - GC*14
Display Page 10 current Chapter - GP*10

FARES DISPLAYS

| | | |
|------------------------------------|---|------------------------|
| Short Entry out of CRT City | - | FDYYZ |
| With Date and Specific Airline | - | FD14NOVPOSANU/LI |
| Only One-way fares | - | FDMIA14NOV-OW/BW |
| All fares incl. YY-fares | - | FDAUABOS30JUN/ALL |
| Passenger types | - | FDJFK12SEP*ADT*CNN*INF |
| Fare Display Incl. surcharges | - | FD01MARCURMIA/AA/Q |
| Fare display incl. Psgr Tour Codes | - | FD01JUNPBMCUR*PTC::ANG |
| Passenger Tour Codes | - | PTC or PTC/A |

Note: Fares by Psgr Type will first give you Adult fares; follow-up entry FD* 1 or 2 for rest of fares, needed

| | | |
|----------------------------------|---|-----------|
| Redisplay fare | - | FD* |
| Fare type follow-up display | - | FD*IT |
| Only YY-fares | - | FD/YY |
| Fare display from Availability | - | FDA |
| Availability 03jun from Fare nr7 | - | AV7/03JUN |

FARE NOTES (RULES)

| | | |
|-----------------------------------|---|----------|
| Display HEADING Fare note nr2 | - | FN*2 |
| Display PARAGRAPH 1 Fare note | - | FN*P1 |
| Display all paragraphs Fare note2 | - | FN*2/ALL |

ROUTE NUMBER

| | | |
|-----------------------------|---|------|
| Route nbr Fare Display nr 1 | - | FR*1 |
|-----------------------------|---|------|

BOOKING CLASS

| | | |
|---------------------------------------|---|-------|
| Display Booking class for Fare line 1 | - | FDC*1 |
|---------------------------------------|---|-------|

TICKETING

| | | |
|-----------------------------------|---|---|
| Quote a BF | - | FQ |
| Quote a BF with carrier plate | - | FQCPY (carrier plate is different then 1 st segment airline) |
| Quote Best Buy Available | - | FQBB |
| Quote Best Buy Irrespective Avail | - | FQBA |

| | | |
|-----------------------------------|---|-------------------------------|
| Quote ITIN for Psgr 2 and 5 | - | FQP2.5 |
| Quote ITIN for Psgr 1, Child fare | - | FQP1*C9 (without name remark) |

| | | |
|---|---|---------------------------|
| Quote accompanied CHD(adult in separate booking file) | - | FQ/ACC (with name remark) |
|---|---|---------------------------|

| | | |
|---------------|---|---|
| ☆ Combination | - | FQP1-3.5-6*C9.7*INF/CPY (without name remark) |
|---------------|---|---|

| | | |
|------------------------|---|----------|
| Quote segment 3 thru 5 | - | FQS3-5 |
| Specified Fare basis | - | FQ@BLXAP |

| | | |
|------------------------------------|---|---------|
| Farequote FF in specified currency | - | FQ::USD |
|------------------------------------|---|---------|

| | | |
|---------------------------------|---|--------|
| Fare quote in equiv fare in USD | - | FQ:USD |
|---------------------------------|---|--------|

| | | |
|-----------------------------|---|-----|
| Display Farequote Breakdown | - | F*Q |
|-----------------------------|---|-----|

| | | |
|--------------------------|---|-----|
| Farequote Next Available | - | FQA |
|--------------------------|---|-----|

| | | |
|-------------------------------|---|-------------------------------|
| Farequote with psgr tour code | - | FQ*SRC (SRC = Senior Citizen) |
|-------------------------------|---|-------------------------------|

| | | |
|-------------------------------|---|--------|
| Fare quote all taxes exempted | - | FQBBTE |
|-------------------------------|---|--------|

| | | |
|-----------------------|---|-----------------------|
| Specific TAX exempted | - | FQTE-SR or FQTE-SR-DS |
|-----------------------|---|-----------------------|

| | | |
|-------------|---|---------------|
| Combination | - | FQBBP1-3/S2.4 |
|-------------|---|---------------|

| | | |
|--|---|---------------|
| Paper Tkt Interline agrmnt by Carrier- | - | DT/AAR/DIS-PY |
|--|---|---------------|

TICKETING (cont.....)**FQTA7XJ8**

Fare quote with ticket agency psuedo

FQQPBM3MAYAMS10MAYPBM+PY

Quote lowest fare for unbooked routing

FQPCUR3MAYMIA10MAYCUR+AA

Quote fare for unbooked routing

FQPONCCSBON+9H*C2/TA5PC1

Quote Childfare for unbkd rtng using Trvl Agent neutral pseudo

FQL2

Display farequote ladder fare nbr 2

FQTE-00 (zero zero)

Fare quote only Taxes

FQBB++-BUSNS

Fare quote by cabin (also: FIRST and PREMF)

FQBB++-AB

Fare quote by Cabin(s) actually Booked

FSPBM10FEBMIA17FEBPBM

Fare Shopping without a booking file (See HELP FS)

FSAPAR10JANALG20JANPAR

Lowest search regardless of availability

FILED FARES**Display Filed Fares**

| | | |
|-------------------------------------|---|--------|
| Display Filed Fares | - | *FF |
| Display Filed Fare 1 (detailed) | - | *FF1 |
| Display Detailed Linear FF 2 thru 4 | - | *FF2-4 |
| Display FF Psgr 3 | - | *FFP3 |
| Display all Detailed Linear FF | - | *FFALL |
| Display only Tax Info from FF 1 | - | *FF1/T |

Canceled Filed Fares

| | | |
|-------------------------------------|---|-----------|
| Cancel all filed fares | - | FXALL |
| Cancel FF 2 and 4 for psgr 1 thru 3 | - | FX2.4P1-3 |

Restore Filed Fares

| | | |
|--------------------------------|---|-----------|
| Restore filed fare 1 | - | FF1@R |
| Restore FF 4 for psgr 1 thru 3 | - | FF4P1-3@R |

Amend Filed Fares

| | | |
|--|---|----------|
| Chge baggage allowance for FF1 to 2 PC | - | FF1BG2PC |
|--|---|----------|

TICKETING PREPARATION

Ticket Modifiers (Docs5-9)

- To store TM in booking File Precede modifiers with - **TMU1** (Filed fare 1)
- To include in a ticket entry, precede modifiers with - **TKP**
- To print an Electronic Ticket (default PT) - **TKPET**
- To print a Paper ticket (default ET) - **TKPPT**

Storage of FOP/Carrier plate/Endorsement Box/IT/Tour Code:

TMU1FS/CKL/EBNON REFUNDABLE/IT/TC1234556 (storage in BF)

TKP1FS/CKL (at time of ticketing)

- Change Ticket modifier - TMU1EB@VALID ONLY ON DCA0
- Change FOP at time of ticketing - TKP1P3F@CK

Document Production (Docs24-26)

- Print Ticket .Invoice/Itinerary all Psgrs - TKP
- Print TKT/INV/ITIN Filed fare 1 for Psgr 2 - TKP1P2
- Print only Ticket - TKPDTD
- Print only Itinerary - TKPDID
- Combination - TKPDTD/FS/Z6 (or ZA35.50 – comm.. amt)
- Reprint a copy of an Electronic Ticket - TSD00112341234120 (incl. Check digit)

- To Void a ticket (Same day only) - TRV/00144000064201 (Incl. Check digit)
- To Unvoid a ticket (Same day only) - TRU/00144000064201
- To cancel a Ticketnr NOT issued yet - TKV/4400006421
- To generate Batch (this is an example GTID) - HMPR/EDAA1D (Itinerary Prtr GTID)
- Sales report in a different currency - HMPR/CU-EUR

- To enter an Invoice Remarks : RI. Free text text
- To enter Remarks Due : RD.T/07NOV*SALES TAX 5 PERCENT* 5.00
- To enter Remarks Paid : RP.H/07NOV*Deposit Hotel GALILEO*500.00

IT-PACKAGE

STEP 1 - FQCPY

2 - R.PSGR

3 - *FB1

4 - FBU FB/YIT + FARE/USD20.00 + TTL/ + FC/PBM PY MIA Q10.00 PY PBM Q10.00 NUC 20.00

5 - FBFALL

6A - TMU 1 IT/ EBCONJ 0015005234567 USD520.00*EBVALID ON PY ONLY/TCIT7PYMIA423/FS

OR

6B - TKP IT/EBCONJ etc etc

Note: Use "*" for second line of Endorsement box (EB).

The amount in the first EB-box is the total value of the MPD.

OPEN TICKETS

Create a Booking File for the required segments using a direct segment entry in the following way:

0KLOPENC15SEP AMSJFK NO1
0KLOPENC JFKAMS NO1

Points to note:

1. Always state the carrier, NEVER use the carrier code YY
2. 15SEP is the date of issue for the tkt; this is the only date shown on the tkt in the box "DATE OF ISSUE"
3. Always use the AIRPORT three letter codes
4. NO1 is for ONE passenger, NO2 is for TWO passengers etc.

Complete the BF as usual. End Transact, and retrieve. The tickets can now be printed: **TKPCKL/FS**

BULK FARE TICKET

1. FBCCAA (Fare Build Create)
2. FBU FARE/USD420.00 + FB1/PVXAKL + FB2/PVWAKL +NVB/12JUN + NVA/12JUL + BG/2PC + TTL/ + ROE/1.79 + TAX1/22.50AN + TAX2/44.00US + TAX3/11.00XY + TAX4/6.00XF + TAX5/3.00XA + TAX6/18.00AZ +TAX7/7.00YC+ TAX8/23.00VV + FC/120CT98 CUR AA MIA 10.00 AA CUR Q10.00 NUC 20.00
3. FBUPFC/MIA3
4. FBFALL
5. TMU1 **BT/EB**VALID ON AA ONLY /Z0 (Important to add BT or fare will print on ticket)
6. R.RCVD FIELD
7. TKPFS

Note: Z0 when fare is NET and no commission to receive

Z10 when fare is commissionable (no MPD)

If more then 8 taxes,enter: *FBTAX to expand taxes fill-in mask

ISSUE A TICKET FOR AN ALREADY TICKETED PASSENGER

1. FF1@R (To restore the filed fare, since you can not issue two tickets same psgr)
2. R.RCVD FIELD + ER
3. TKP 1 P 1/FS (Produce ticket for filed fare 1 for psgr 1, FOP Cash)

CANCELLED A FILED FARE FOR A TICKETED PASSENGER

You can not cancel a filed fare for an already ticketed passenger. Therefore a TRICK has to be applied:

1. 0A (ARUNK segment)
2. /OS4 (Insert the ARUNK segment, which is nr4, after segment 0)
3. X1 (Canceling the ARUNK segment)
4. R.RCVD + ER

Codes in Filed Fares :

- G = Guarantee
- C = Computer generated
- M = Manual Fare
- B = Manual Built Fare
- X = Expired Fare
- I = Illegal Fare
- R = Restored Fare
- N = Non guaranteed Fare
- P = Private fare

EXCHANGE TICKET EVEN AMOUNT

Passenger Return on the same Day:

1. Void Ticket TRV/11944400064201
2. *FF
3. FF1@R
4. Issue NEW Ticket

Passenger doesn't return on the same day and makes a modification:

1. FQCLI
2. *FB1
3. FBUTAX1/+TAX2/+TTL/ (Because psgr paid tax on previous TKT already)
4. FBFALL
5. R.PSGR+ER
6. ER
7. TMU1FEX (Note: be sure "Insert Mode" is switched off)
or
TKPFEX
8. Enter Old ticket info (if check digit not known, use "P")
9. TAB to coupons and enter amount of coupons you are taking in (e.g 2)
10. TAB to Coupons for TKT1: 12 (Coupon 1 +2)
11. TAB to PD taxes and enter: "10.00" TAB "XA" (if more, continue to fill in all paid taxes)
12. TAB to TTL Value: enter value of TKT TTL excl. TAX
13. TAB to orig FOP: S (for cash)
14. TAB to ORG/DES : PBM/PBM (This is an example of TKT started in PBM and ending in PBM)
15. TAB to CTY : PBM (This is an example of a TKT bought in PBM)
16. Tab to DATE: fill in date of issue original tkt
17. TAB to IATA code: Fill in IATA nbr on the TKT taken in
18. TAB to the last TAB position and ENTER
19. R.Psgr + ER
20. TKP (To produce the new ticket)

Note: If Exchange has been stored (TMU1FEX..), you can redisplay and modify at later stage. Entry to redisplay exchange information *Exf/p (f=Filed fare # / p=pax ID #)
e.g. *EX1/1

EXCHANGE WITH ADDITIONAL COLLECTION

Case : Psgr arriving ex PBM with YPEX 14 (Usd 150 eqv ANG270,00) and wants to upgrade to year fare (Usd210 eqv. ANG378.00)

- 1. FBCCPY (Note: You must Fare build, because if you Fare Quote, you will get a Retour Fare)
- ☆ 2. FBUFARE/USD210.00+EQ/ANG378.00+TTL/+TAX1/22.50SR+FC/PBM PY CUR 105.00 PY
PBM 105.00 NUC210.00 + ROE/1.00 + BG/20K + NVA/25JUL + FB/Y
- 3. FBF
- 4. R.PSGR+ER
- 5. TMU1FEX OR TKPFEX
- 6. Fill in exchange mask -> Old Tktnr, CPNI.Coupon for TKT:2, ttl value ANG270.00 (Old tkt value),Orig FOP:S, ORG/DES=PBM/PBM, City: PBM, Date of Orig issue: e.g. 20JUL03. IATAnr: In old TKT (ENTER)
- 7. Response: Total Additional Collection Form of Payment Mask. Enter "S" for Cash

Note 1: If multiple FOP: S\$58.00 (TAB)
CK\$50.00 (Enter)

Note 2: To redisplay multiple receipt fill-in form → *MR
To redisplay after storage → *MR1/1 (1= filed fare / 1 = pax nr 1)

MISCELLANEOUS TICKETING ENTRIES:

| | | |
|--------|---|---|
| TMU1F@ | - | Delete/Change form of payment from filed fare |
| TMU1C@ | - | Delete/Change carrier plate |

Electronic Ticketing (HELP ETKT)

| | | |
|---------------------------|---|---|
| CGET | - | Display Electronic Ticket Airlines |
| HMET | - | Display ET support document print table |
| HMTQ/D | - | Display Ticket quota |
| DT/IAT/DISKL | - | Display Interline table by validating carrier |
| TKP | - | When carrier default set to Electronic Ticket |
| TKPET | - | When carrier default set to Paper Ticket |
| *HTE | - | Display ET from retrieved BF |
| *TE2 | - | Retrieve from similar name list |
| *TEH | - | Electronic Ticket history |
| *TE/00112341234120 | - | Retrieve by ET number |

Note: Canceling a booking file will not automatically cancel an electronic ticket. You must either VOID, EXCHANGE or REFUND an Electronic Ticket.

| | | |
|------------------------------------|---|---|
| TRV/01612345678904 | - | VOID ELECTRONIC TICKET |
| TKPFEX0161234567890/ET | - | EXCHANGE ELECTRONIC TICKET |
| TRNE12512345678904/14APR | - | REFUND ELECTRONIC TICKET |
| TSD00712345678904 | - | REPRINT SUPPORT DOCUMENTS |
| TRNC99912345678906 | - | CANCEL REFUND OF ELECTRONIC TICKET (SEE ASKTRAVELPORT ANSWER 8430 FOR AIRLINE TICK NOT ALL AIRLINES SUPPORT THIS FUNCTIONALITY.). |
| TKP1P1/FEX99912345678906/Z0 | - | EXCHANGE FOR FILED FARE-1 / PSGR-1 |
| TKRETS1/TN1231234123412/C1 | - | REVALIDATION S1=segment one TN=ticket number C1=coupon one |

Miscellaneous

| | | |
|------------------|---|--|
| CGCTD | - | Commission Galileo Carrier Table Display |
| CGCTD/Cxx | - | Commission for Carrier specific |

Note: The commission information is only available to those carriers that loads them at IATA

Fare Quote Status Codes

- A** Guaranteed Airline Private Fare
- B** Built fare, input manually by an agent - not guaranteed
- C** System (Computer)-generated fare
- When a fare is quoted which applies the restriction TICKETING MUST BE COMPLETED WITHIN X DAYS/HOURS AFTER RESERVATION MADE, the status code c is output. It is the responsibility of the issuing agent to ensure that the advance purchase, reservations and ticketing restrictions are met
- In addition, status code c is output, if a Booking File contains an open segment with no specified carrier
- G** Guaranteed
- I** Invalid fare (as a result of an itinerary change)
- M** Manual fare - not guaranteed. System-generated fares which are not guaranteed either because of the use of Fare Amendment inputs, or Fare Quote Qualifiers
- N** Non-guaranteed fare (when quoted outside IATA Europe and not ticketed in the same transaction)
- P** Private fare - not guaranteed
- R** Fare restored by agent for re-ticketing - not guaranteed
- V** Fare quoted by an intuitive product user. Not guaranteed and must be re-quoted prior to ticketing
- X** Expired fare (guaranteed fares expire at midnight local time on the last day of the guarantee)