



# QUICK REFERENCE GUIDE

# GALILEO QUICK REFERENCE GUIDE

<b>NAME FIELD (BF1-3)</b>	-	N.1BROWN/ANTONMR+N.2SMITH/EVEMRS/NELMSTR*P-C08 +N.I/SMITH/LIOMSTR*27FEB15
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@*
Add/Change UMNR	-	N.P1@*P-U09
Display Names	-	*N
List Airl. Allowing Name chg-		NCR* (Restricted to Helpdesk)
<b>PHONE FIELD (BF4-5)</b>	-	P.PBMT*4636175-76 HELPDESK TRAVEL HATO AIRPORT SI.YY*PBMH/4626708 C/O 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
<b>TICKETING FIELD (BF6-7)-</b>		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
<b>RECEIVED FIELD (BF11) -</b>		R.ELSITA R.PSGR
Change received field	-	R.@FANNY
Delete received field	-	R.@
Display received field	-	*RV

**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

Inbound and Outbound in one entry A14MARCURAUAA++21MAR

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

Display List of Alliances - DCA

list of Airl. Alliance members- DCA/XX (XX= alliance code e.g. // \*A for star alliance)

Avail. Specified Alliance - A22NOVPBMPAR//XX

Excluding specified Alliance - A22NOVCURBOS//XX-

**TIMETABLE (AIR7-11)** - TTAUAMIA

- TT22NOVJFKMIA/AA

- TTPOSCCS@24

With connection - TTPBMMIA.C

Specific connecting city - TTCURATL.MIA

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 l=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  
- @1/120CT/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

Print ET rept w/limited Fare Data - NP.VIEWTRIPNET

Block all Fare Data from Viewtrip - NP.VIEWTRIPITIN

Prevent Itinerary in VT - NP.BLOCKVIEWTRIP

## 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/NBML
- SI.S3/UMNR\*UM07 (see UMNR follow-up entries below)
- SI.P2/CHLD\*18MAR00
- SI.P1S2/SPML\*NO EGGS
- SI.P3/INFT\*14

Delete SSR - SI.WCHR@

Update SSR - SI.VGML@HK

UMNR follow up entries - SI.YY\*BROWN/ANTON MALE AGED 09 CALLNAME ANTON  
SI.YY\*BROWN/ANTON SPEAKS DUTCH. FATHER WILL MEET ON ARIIVAL

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
- SI.LI\*CTCE CUR/EXAMPLE//HOTMAIL.COM (note the double slash)

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

<b>DIVIDING (BF25)</b>	-	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
Display All Services	-	*SVC		
Display all names starting with Letter "A"	-	*-A*		
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)

Ticketing Facility (BookingFile Lend) for Ticket issue only	-	*YY/*AIRLINE REC LOCATOR (YY=Airl. Code)		
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**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)

**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 or QCTA/ALL
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
See Where PNR is placed	-	QW
Remove Retrieved PNR from queue	-	QR/## (## = queue nbr)
Remove Retrieved PNR from multiple Q's	-	QR/##+##

## CC-approval manual TKT

Verify card ONLY (no approval)	-	JVVI317284567841005/V1
Approval request	-	JVAX317284567841005/T410.00/D0497/MKL
Reverse Credit Card Approval	-	JVRAX317284567841005/A003456 (approval nbr)

## 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

## 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
Fare display including taxes	-	FDAUABOS30JUN/A
Passenger types	-	FDJFK12SEP*ADT*CNN*INF
Fare Display Incl. surcharges	-	FD01MARCURMIA/AA/Q
Fare display incl. Psgr Tour Codes	-	FD01JUNPBMCUR*PTC::ANG
Fare Display with Historical date	-	FD23JUN15CURAMS.T05JAN15/KL
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
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## BOOKING CLASS

Display Booking class for Fare line 1	-	FDC*1
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## TICKETING

Quote a BF	-	FQ
Quote a BF with carrier plate	-	FQCPY (carrier plate is different then 1 <sup>st</sup> 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*C09 (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)
Farequote including BAG	-	FQ/BAG
Fare quote all taxes exempted	-	FQBBTE
Specific TAX exempted	-	FQTE-SR or FQTE-SR-DS
Combination	-	FQBBP1-3/S2.4
Farequote w/no penalty restriction	-	FQ/PE00
Farequote w/specific past ticketing date	-	FQ.T10FEB23
Paper Tkt Interline agrmnt by Carrier-	-	DT/AAR/DIS-PY

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

<b>FQTA7XJ8</b>	Fare quote with ticket agency psuedo
<b>FQQPBM3MAYAMS10MAYPBM+PY</b>	Quote lowest fare for unbooked routing
<b>FQPCUR3MAYMIA10MAYCUR+AA</b>	Quote fare for unbooked routing
<b>FQPBNCCSBON+9H*C2/TA5PC1</b>	Quote Childfare for unbkd rtng using Trvl Agent neutral pseudo
<b>FQL2</b>	Display farequote ladder fare nbr 2

**FQTE-00 (zero zero)**

<b>FQBB+-BUSNS</b>	Fare quote only Taxes
<b>FQBB+-AB</b>	Fare quote by cabin (also: FIRST and PREMF)
<b>FQ.T04JAN15</b>	Fare quote by Cabin(s) actually Booked
<b>FQ.H04JAN15</b>	Specified Sale/Ticketing Date (Historical)
<b>FQ@VSRFL.H04FEB15</b>	Historical Quote with current Taxes
	Force Fare History Farebasis VSRFL

**FSPBM10FEBMIA17FEBPBM**

<b>FSPBM10FEBMIA17FEBPBM</b>	Fare Shopping without a booking file (See HELP FS)
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**FS3PBM10FEBMIA17FEBPBM**

<b>FS3PBM10FEBMIA17FEBPBM</b>	Fare Shipping for more then 1 psgr
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**FSAPAR10JANALG20JANPAR**

<b>FSAPAR10JANALG20JANPAR</b>	Lowest search regardless of availability
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**FSCUR17JANAUA24JUNCUR+\*IP10**

<b>FSCUR17JANAUA24JUNCUR+*IP10</b>	Mark-up/Increase with 10% Percentage
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**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
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## TICKETING PREPARATION

### Ticket Modifiers (Docs5-9)

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

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

TMU1FS/CKL/**EB**NON 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 amt)	-	TKPDTD/FS/Z6 (or ZA35.50 – comm..
Reprint a copy of an Electronic Ticket	-	TSD00112341234120 (incl. Check digit)
Reprint Refund notice (upto 7days after tkt issuance)	-	TSDR0741234123412/23JUL15
To Void a ticket (Same day only)	-	TRV/00144000064201 (Incl. Check digit)
Void Exchanged Ticket	-	TRVE/0741234123412
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
Generate Sales report for specific Airline e.g. 074	-	HMPR/C-074

To enter an Invoice Remarks :	RI. Free text 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/ **EB**CONJ 0015005234567 USD520.00\***EB**VALID ON PY  
ONLY/TCIT7PYMIA423/FS

**OR**

6B - TKP IT/**EB**CONJ 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/EBVALID 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)

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

<b>TRV/01612345678904</b>	-	VOID ELECTRONIC TICKET
<b>TRVE/01612345678904</b>	-	VOID EXCHANGED ELECTRONIC TICKET
<b>TKPFEX0161234567890/ET</b>	-	EXCHANGE ELECTRONIC TICKET
<b>TKPFEXD0741234567890</b>	-	Exchange EMD-S to E-ticket
<b>TRNE12512345678904/14APR</b>	-	REFUND ELECTRONIC TICKET
<b>TSD00712345678904</b>	-	REPRINT SUPPORT DOCUMENTS
<b>TRNC99912345678906</b>	-	CANCEL REFUND OF ELECTRONIC TICKET (SEE MY.TRAVELPORT AN 10558 FOR more details, NOT ALL AIRLINES SUPPORT THIS FUNCTIONALITY.).
<b>TKP1P1/FEX99912345678906/Z0</b>	-	EXCHANGE FOR FILED FARE-1 / PSGR-1
<b>TKRETS1/TN1231234123412/C1</b>	-	REVALIDATION S1=segment one TN=ticket number C1=coupon one

### Miscellaneous

<b>CGCTD</b>	-	Commission Galileo Carrier Table Display
<b>CGCTD/Cxx</b>	-	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)

## **EMD related entries:**

Input to insert a service fee for a change:

0SVCBAEK1CUR03SEP-N1/D/992/ CHANGE FEE/150

Where: (see segment 3)

0SVC = indicator to enter SVC segment in booking

BA = airline code                      EK1 = status code and nbr of service

CUR = departure airport

03sep = date EMD is issued or when pax is travelling

N1 = pax1

D = RFI code                      992 = RFI sub code

Change fee = name of EMD item

150 = Any fare in local currency

Input example for name change: (see segment 2)

0SVCBAEK1CUR03SEP-N1/D/229/NAME CORRECTION FEE/50

## **Output:**

W22CWW/ES CURNH N080382 AG 99999992 23MAY

1.1SERVANIE/EDSELINE

1. BA 940 N 03SEP LHRDUS HK1 1325 1550 O\*    E TU

2. SVC BA EK1 CUR 03SEP-D/225/NAME CORRECTION FEE/NM-1SERVANIE  
/EDSELINE//50/ANG

3. SVC BA EK1 CUR 03SEP-D/992/CHANGE FEE/NM-1SERVANIE/EDSELINE  
//150/ANG

4. BA 939 O 10SEP DUSLHR HK1 1350 1415 O\*    E TU

## **To issue an EMD-S document:**

entry: EMDI/SM3/IC1259901419317/FS/Z0

## **To Issue an EMD-A document**

EMDI/IC1259901419317/FS/Z0

EMD = Electronic Misc Document

I = issue

SM3 = (Sector Manual modifier nr 3)

IC = in connex with

1259901419317 = ticket

FS = form of payment cash

Z0 = commission

## **Entry to display the EMD Summary Display:**

EMDD0088121903521            (D=for Display)

## **How to void EMD document:**

EMDV1234567890123            (V=for Void)

## **How to Exchange an EMD-S voucher to E-Ticket**

TKPFEXD0741234567890    (D=new modifier)

## **To Reprint an EMD**

1. EMDL

2. EMDH1

3. Page down until you see the tab prompt EMDH001223456789/RD\*

4. Tab to the end of the prompt and Enter

5. Tab to document you want to print and add: PP(plain paper), PI (Inv Prtr) or PE (email)