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History of GDS:

Back in the days of American Commercial aviation, passengers were relatively few and airlines' routes & fares were tightly regulated by civil Aeronautics Board. These were published in series of books titled "The Official Airline Guide", from which travel agents or consumers could construct an itinerary and then call the airline staff to make the reservation & file it. But with time, demand for air travel increased & the schedules grew complex & the manual process became impractical.

American Airlines pioneered and installed the first automated booking system called Electromechanical Reservoir, in 1946. Automated tool was a great success & widely implemented by several other airlines including few hotels for inventory control. With year on year the machine evolved and finally in 1953 American Airlines personnel invited IBM's sales representative to visit the reservoir system and look for ways to improve the system. They together introduced the idea of Airline reservation System. After that there was no looking back, CRS brought a revolution in the way travel agents used to book and construct itineraries. It started with airline reservations and got into hotels, cruises, car rentals, etc giving it the terminology of Global Reservation System which acted as consolidating various services on a single platform.

GDSs were among the first e-commerce companies in the world facilitating B2B electronic commerce in mid 1970s. Galileo (under the Apollo Reservation System name) was founded in 1971 by United Airlines to cater to the needs of travelers by providing access to their reservation systems to travel agencies.

Who We Are?

Travelport Galileo, a Travelport brand, is one of the world's fastest growing distribution companies providing global distribution services to the travel industry through its computerized reservations systems, leading-edge products and innovative, Internet-based solutions. Travelport Galileo was the first GDS to launch e-Ticketing in India.

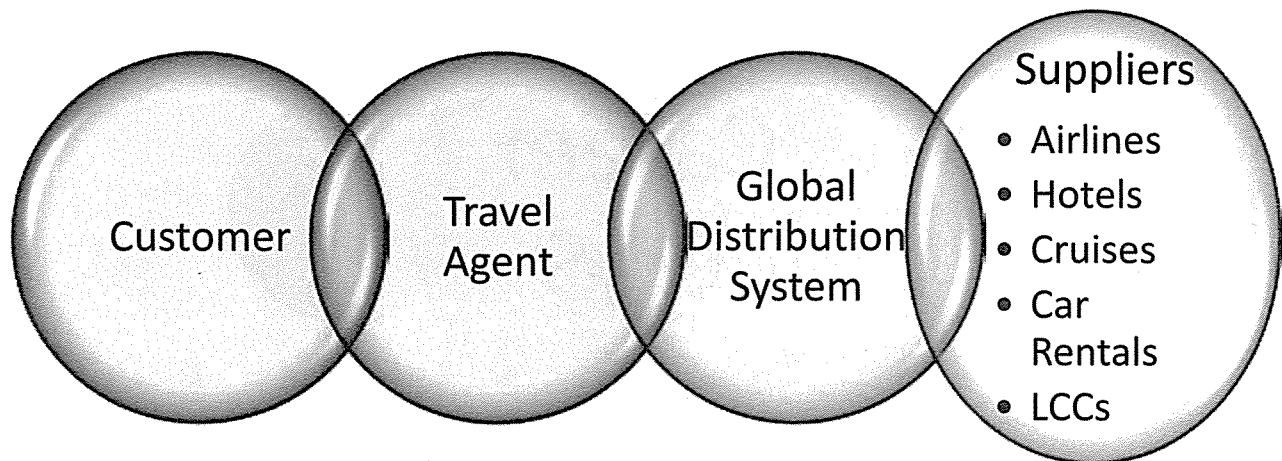
Travelport Galileo, officially distributed by InterGlobe Technology Quotient (ITQ) in India is the National Distribution Company of Travelport Galileo, the leading global travel and technology Distribution Company. Travelport Galileo commenced operations in India in 1994 and within a span of eighteen years the company has extended its network to over 500 cities with 23 dedicated offices.

It is also the first travel distribution unit having a fully owned IP network in India. The Travelport Galileo GDS provides instant access to the widest range of travel vendors, automated pricing of the most complex flight itineraries, a variety of ticketing products, fully customized client documentation, technical solutions and tools designed for all types of agencies.

The preferred choice of most of the travel agents, some of Travelport Galileo's key clients include American Express, CWT and ITH etc. The innovative products are aimed at meeting all the needs of the travel agent, besides doing the basic booking and ticketing functions. These include Travelport Galileo Web Services (GWS), an application programming interface; ClientFile Plus, a customer data management solution; e-Tracker, a web-based solution; Low Fare Shopping Tool (LFST), an enhanced shopping tool and Travelport e-pricing, the unquestionable tool that finds the lowest fare applicable for an itinerary .

The company has been adjudged as one of the "Top 25 Best Workplaces" in India for 2008, 2009, 2010, 2011 and 2012 consecutively by Great Place to Work® Institute and is the only organization in travel, tourism and aviation industry to figure in the coveted list. Travelport Galileo has been recognized as the "Best GDS" by Travel Weekly Awards consecutively for 2007 & 2008.

How We Work?

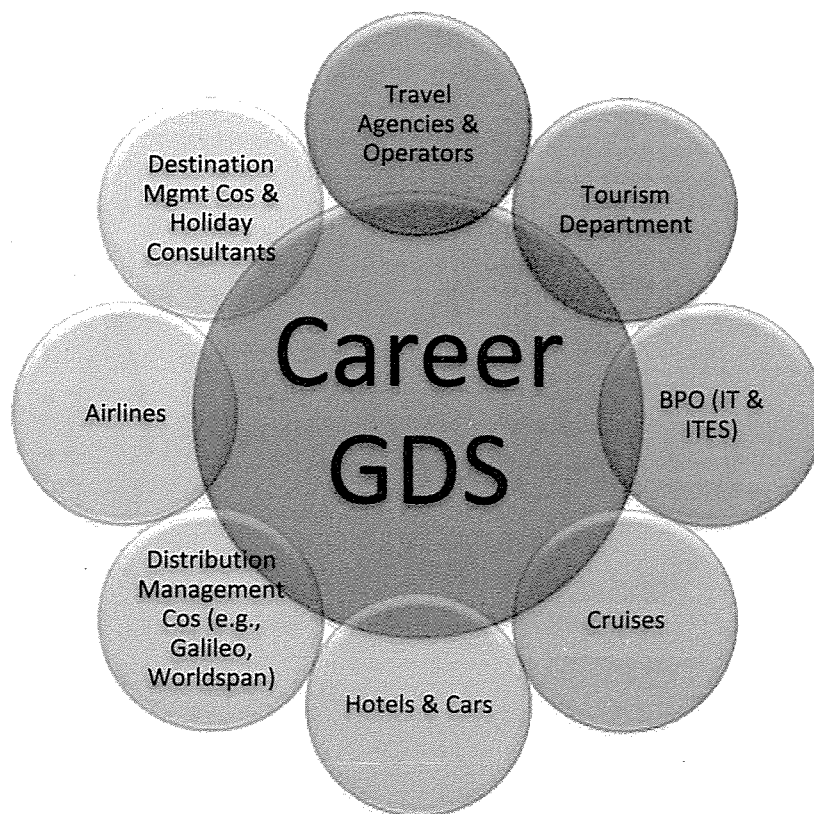


What We Do?

The travel marketplace is a global arena where millions of buyers (travel agents and end consumers) and sellers (hotels, airlines, car rental companies, etc.) work together to exchange travel services. Travelport Galileo connects buyers and sellers of travel through innovative solutions designed to help travel companies lower costs, increase revenues and provide millions of travellers annually with the most exceptional Travel experiences.

Travelport Galileo today has over 12000 agency terminals with an ISO certified, toll free, 24 x 7, state of the art service centre and 14 training centres with state-of-the-art infrastructure and facilities matching international standards. Over 360 airlines, 50+2 low cost carriers, 25 car rental companies and 91,000 hotel properties worldwide can be accessed on Travelport Galileo Systems.

Career in GDS



Why Travelport GALILEO?

Content leadership - With unparalleled depth and breadth of content, we supply you with more ways to create tailored travel experiences profitably.

Market savvy - We deliver superior value at every step of the way, with robust products and compelling insights that come from more than 30 years of travel experience.

Global reach - We are active in 140 countries, approximately 52,000 agency locations and 450 airlines, placing the global travel market at your fingertips

- Mass Customization
- Tailored Products to suit individual needs
- Understands customer problems
- Understands Travel Agents problems

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AIR RESERVATIONS

INTRODUCTION

The Travelport Galileo Basic Central System Course has been planned to give you a basic overview of the Travelport Galileo Reservation System. At the end of this course you would be able to Access the Travelport Galileo System, Request and Interpret flight Availability and Timetable displays, Search for and Quote Fares, work with the Travelport Galileo Queuing System. You would also be able to understand travel terminology & obtain useful & valuable information for efficient servicing of your clients.

COURSE OBJECTIVES

Key topics covered in this course:

- Access the Travelport Galileo System conforming to security procedures
- Investigate the various methods of searching and quoting fares
- Interpret the Travelport Galileo Fare Quote status indicators
- Request and interpret flight Availability and Timetable displays
- Sell, amend and cancel flight reservations
- Input mandatory and optional Booking File fields
- Add, amend and cancel passenger servicing information and Booking File servicing requests
- Work with the Travelport Galileo Queuing System
- Complete and pass a course assessment to obtain a sign-on authority to use Travelport Galileo

COURSE CONTENT

Recognize the PC Hardware & Terminology
Focalpoint Security
Encoding & Decoding of cities, countries, airlines, aircraft types
Request flight Timetables & Availabilities
Identify airline Sell Agreements
Create Booking Files with the mandatory fields
Edit Mandatory elements of the Booking File
Adding Optional fields of the Booking File
Editing Optional fields of the Booking File
Action / Advice codes
Dividing Booking Files
Queues
History
Printing
360o Fares
Fare Display
Fare Quote a Booking File
Focalpoint Shopping
Stand Alone Entries

INTRODUCTION TO PC HARDWARE & TERMINOLOGY**Hardware**

The physical units that make up a computer.

Software

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

CPU (Central Processing Unit)

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

Monitor

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

Keyboard & Mouse

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

Modem

It is a device, which modulates. It converts analogue signals to digital and vice versa.

Printer

It is an output device where the hard copies of the required programmes or applications are printed. The printers, which are commonly used in an agency, are EPSON LX 800 for an Itinerary printout and

IMPORTANT KEYS

The Keys you will use most frequently while working on Focalpoint.

- > SOM (Start of Message) Key
- @ Change/delete symbol
- # Viewing more information
- * Asterisk or star is basically to display (Retrieve information)
- Hyphen or dash denotes a range. E.g. p1-5
- . DOT means And. It is used for various other functions
- / Slash is used as a mandatory field separator
- + Plus is used as an end item for combining different entries or fields.
Also used for various other functions.

USES OF CONTROL KEYS

CTRL 1 OR 2 OR 3	to switch between different windows
CTRL Z	zoom-in or zoom-out on the active window
CTRL W	to clear active window
CTRL S	clear all available windows
CTRL B	print screen for active window
CTRL X	print screen for all available windows
CTRL R	to reset your keyboard
CTRL V	for the Calendar view (In FP 3.5)
CTRL M	for the Calendar view (In Desktop)
CTRL Y	Focalpoint Replay (To get a list of upto 150 previously used entries)
CTRL G	to shift between Focalpoint and Viewpoint

PRINTABILITY

P-	Function Identifier followed by the Booking File field to be printed
P-*ALL	Print all the fields of the Booking File with the exception of history
P-*H	Print the history of the retrieved Booking File
P-*GALPNR	Print un-retrieved Booking File

ITINERARY INVOICE PRINTS

TKPDID	Print Itinerary of retrieved Booking File (The Itinerary Print decodes the information before printing)
---------------	--

GALILEO TERMINAL IDENTIFIER

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

FOCALPOINT

Focalpoint is the core product of Travelport Galileo. With Focalpoint®, the agency is able to maximize productivity and efficiency. Focalpoint combines the advanced technology of Microsoft Windows based PC software with the power of the Travelport Galileo Central System.

Features

- Focalpoint provides nine windows with five work areas for different functions
- Allows customization of your workstation to the way you work
- Screen colours can be edited and personalized
- Many applications can be 'set default' to your personalization
- Programmable Keys to program frequently used Focalpoint entries
- Configurable Toolbar
- Provides on-line help

- Focalpoint Companions provide assistance with your daily business needs.
- Replay - enables you to capture and store Travelport Galileo central system commands and is an indispensable feature for repetitive bookings
- It has the facility to "type ahead" while the system is processing your previous request

SIGN-ON**Help: H/SON**

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

The entry to sign on is:

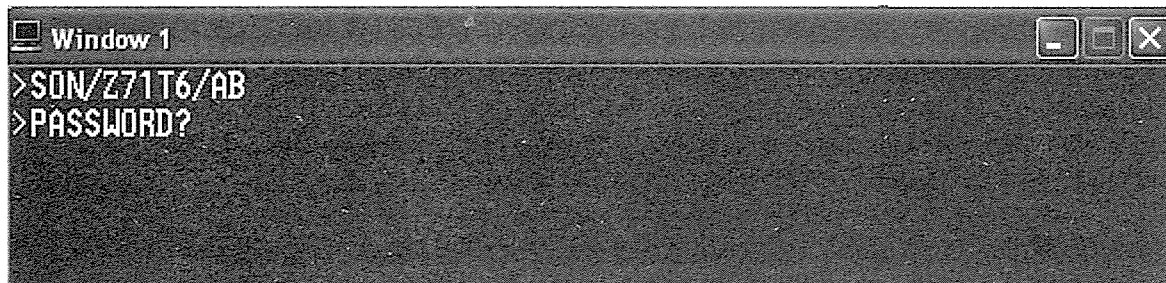
SON/Z71T6/AB or
SON/ZAB or
SON/12345

Where:

SON	mandatory entry
/	Separator
Z	indicates travel agent
71T6	pseudo city code or PCC
AB	user id, basically initials of the person using the system.
12345	is a numeric sign-on

PASSWORD

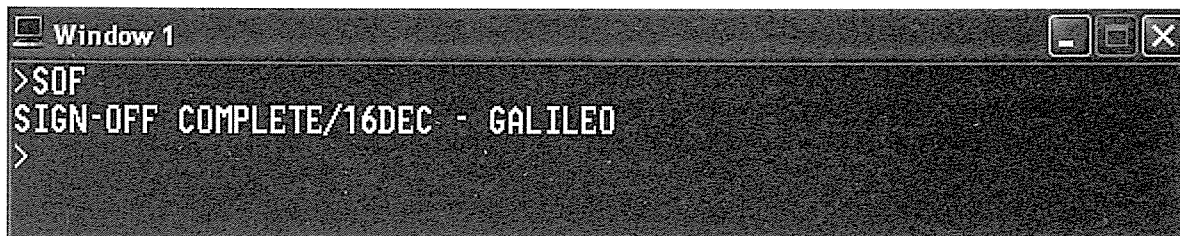
In response to the sign-on entry, user will be prompted for his password. Access to Travelport Galileo Host is permitted only on entering the correct password.



The password may be set as per user's choice but has to be minimum of seven characters & maximum of 10 characters and has to be alphanumeric. A password is valid for 90 days.

SIGN OFF

To sign off or exit the system the entry is:

SOF


```

Window 1
>SOF
SIGN-OFF COMPLETE/16DEC - GALILEO
>

```

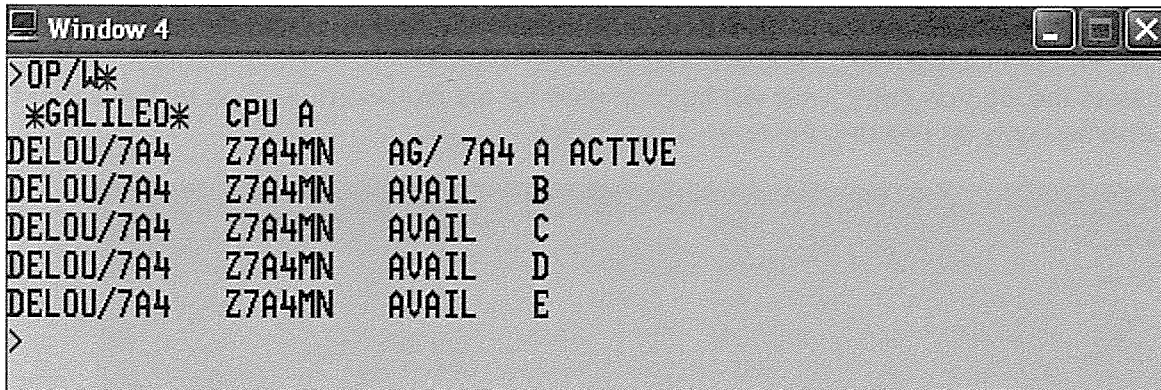
If Focalpoint is not used, the system would automatically sign off after sometime. Default being 30 minutes, where all incomplete transactions of a Booking File would be ignored automatically.

WORK AREAS

There are five work areas in the Travelport Galileo System – A, B, C, D and E. These work areas help you access five different PNRs / Booking Files at the same time. To display the work areas and to know which work area you are working in, and which work area is free the entry is

OP/W*

(Oh Please tell me Where am I)



```

Window 4
>OP/W*
*GALILEO* CPU A
DELOU/7A4 Z7A4MN AG/ 7A4 A ACTIVE
DELOU/7A4 Z7A4MN AVAIL B
DELOU/7A4 Z7A4MN AVAIL C
DELOU/7A4 Z7A4MN AVAIL D
DELOU/7A4 Z7A4MN AVAIL E
>

```

ENCODE/DECODE

Help: H/ENCODE

H/DECODE

The entries to access information from the system require codes. Codes are used for specifying cities, countries, airlines, etc. Knowing the codes is essential for working on the GDS.

The Encode and Decode formats allow you to find out the codes and names of cities, airports, countries, airlines and equipments/ aircraft types. These entries start with a dot.

	ENCODE	DECODE	DETAILED RECORDS
<u>CITY / AIRPORTS</u>	.CEDUBAI .CEMUMBAI/GENOA	.CDLHR .CDAMS/CDG/FCO/ZRH	.CRLHR
<u>COUNTRY</u>	.LEINDIA .LEITALY/France	.LDUS .LDTH/SA/AE	.RD .RDUS .RDUSCA .EUD
<u>AIRLINES</u>	.AEAIR CANADA .AEAIR INDIA/CATHAY PACIFIC	.ADLH .ADUS/TG/AF/LX .AD*098 .AD**SIA	.ARLH
<u>EQUIPMENT</u>	.EEBOEING .EEBOEING/AIRBUS	.ED747 .ED330/747/777	

You can encode / decode multiple cities / airports, countries, airlines or equipment types by entering a slash between each of the names or codes.

Few Screenshots:

Encoding city Dubai:

```

Window 1
>.CEDUBAI
ENCODING CITIES /DUBAI
DXB M DUBAI AE
>

```

Decoding Airport:

```

Window 1
>.CD LHR
LHR A HEATHROW UNITED KINGDOM LON
>

```

Detailed record of the Airport;

```
Window 1
>.CRLHR
LHR A  HEATHROW          GB          LON
AS    TELE NO   :  44 0870-000 0123
BA    LOCATION  : 15MLS/24KMS W OF LONDON
CT    JOURNEY TIME CITY TO APT:
      : 45MINS
DA    TRANSPORT : TAXI: AVAILABLE
      : BUS: AIRBUS A2 SERVICE OPERATES 0530-
      : 2208, GBP7. COACH AVAILABLE
      : CAR: HOTEL HOPPA SERVICE TO MAIN HOTELS
      : NEARBY, OPERATES 0530-2330,
      : GBP2.50. HOTELINK SERVICE OPERATES
      : TO LONDON HOTELS
      : RAIL: HEATHROW EXPRESS OPERATES EVERY
)>
```

Encoding country India:

```
Window 1
>.LEINDIA
ENCODE COUNTRIES/INDIA
IN      INDIA
>
```

Decoding countries by adding a slash in between:

```
Window 1
>.LDUS/SA/AE
US  R    USA
SA      SAUDI ARABIA
AE      UNITED ARAB EMIRATES
>
```


Decoding airlines:

```
Window 1
>.ADLH
LH DLH 220  DEUTSCHE LUFTHANSA AG      A  D  GS
>
```

Encoding airlines:

```
Window 1
>.AE SINGAPORE AIRLINES
ENCODE AIRLINES /SINGAPOREAIRLINES
SQ SIA 618  SINGAPORE AIRLINES      A      GS
>
```

Decoding Equipment:

```
Window 1
>.ED747
747 J  BOEING 747 PASSENGER JET
>
```

You can decode an airline by the two character IATA designator, three character ICAO designator or three digit numeric IATA code.

Codes you might come across on the encode / decode displays

Airline encode / decode

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

City / Airport encode / decode

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

Country encode / decode

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

Equipment encode / decode

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

SCROLLING COMMANDS**Help: H/SCRO**

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

TIMETABLE**HELP: H/TT****(TT)**

Timetable or a schedule, displays the frequency of flights for a city pair and/or for a carrier.

The function identifier is: **TT**

The Timetable entries are used to get the schedule of flights for a specified city pair.

Example: TT date city pair

Entry : TT 1MAR BOM LON

Screenshot:

Window 1									
01MAR10 -28MAR10		MTWTFSS	MUMBAI		/LONDON AREA				
25MAR		1234567	BOM	LHR	0125	0645	9W	120	343 B
26MAR		1234567	BOM	LHR	0215	0735	BA	138	744*C
	24MAR	1234567	BOM	LHR	0220	0700	9W	120	343 B
	10MAR	1234.67	BOM	LHR	0240	0705	BA	138	744*C
	23MAR5..	BOM	LHR	0240	0705	BA	138	744*C
11MAR	24MAR	1234.67	BOM	LHR	0240	0705	BA	138	744*C
25MAR	25MAR7	BOM	LHR	0240	0805	BA	138	744*C
25MAR		123.5.7	BOM1	LHR	0340	1130	AI	111	744 B
11MAR	21MAR	123...7	BOM1	LHR	0415	1130	AI	111	744 B
	23MAR5..	BOM1	LHR	0415	1130	AI	111	744 B
	07MAR	123...7	BOM1	LHR	0415	1130	AI	111	744 B
27MAR	27MAR	.2.....	BOM	LHR	0545	1045	AI	125	744 B
)>									

↑₁↑₂↑₃↑₄↑₅↑₆↑₇↑₈↑₉

The response is from 01 MAR for the next 28 days.

If no date is mentioned the TT entry would take today's date by default.

- 1) The date in the first column indicates that the flight operation begins from that date.
- 2) The date in second column indicates the last operating date of that flight.
- 3) The third column indicates the days of operation in the week. Number 1 shown under M stands for Monday, number 2 under T for Tuesday etc.
- 4-5) The next two columns display the city pair
- 6-7) Local departure and local arrival time of the flights. If there is a # sign, it indicates that the arrival is on the next day.
- 8) The next column shows the Airline code and flight number.
- 9) The last column shows the Equipment code.

TIMETABLE QUALIFIERS

TT 12MAY BOM SIN / AI

TT BOM LHR @ 4

TT .FR BOM CDG

TT #10 DEL LHR

A

FDA

Displays timetable for a specific carrier

Displays timetable for flights on day 4

Displays timetable from the coming Friday

Displays timetable 10 days from today

Converts the timetable display to Availability

Converts the timetable display to Fare Display

We can also check the complete flight information for a specified flight.

Example: TT flight number/ date

Entry : TTA111/10OCT

```

Window 1
-----
AI 111 SUNDAY 10 OCT 10
-----
BRD TIME T D/I OFF TIME T D/I FLY/GROUND EQP E
CCU 1030 I DEL 1240 2 I 2:10/ 1:15 319 E
DEL 1355 2 I LHR 1855 3 I 9:30 CHG/77W E
-----
TOTAL FLYING TIME CCU - LHR 11:40
TOTAL GROUND TIME CCU - LHR 1:15
TOTAL JOURNEY TIME CCU - LHR 12:55
-----
CLASSES
CCU-DEL J C D W Y B H K L M U G R I Z S Q N
DEL-LHR F A J C D W Y B H K L M U G R P I Z
)>
  
```

AVAILABILITY (A)

HELP: H/AVAIL

Travelport Galileo maintains schedules and availability for all the flights of its participating carriers. These flights can be checked for available seats for a period of 331 from the current day. Availability can be displayed in a variety of ways depending upon the entry that you make. An availability display shows you seat availability for all the classes of service listed on each participating carrier between the cities requested on the required date.

There are two types of Availability displays: Numeric Availability and Alpha Availability

Numeric Availability

1-9 Seats are available.
max-9 seats are displayed
0 waitlist
R on request
C waitlist closed
X class cancelled

Alpha Availability

A seats are available
L waitlist
R on request
C waitlist closed
X class cancelled

Entry: A DATE CITYPAIR*AIRLINE
Example: A30AUGBOMDXB*AI

Entry: A DATE CITYPAIR/AIRLINE
Example: A30AUGBOMDXB/AI

Note: The difference in the above entries is an asterisk (*) for numeric availability and a slash (/) for alpha availability.

Alpha Availability Response

```

Window 4
FRI 08OCT10 DELHI /LONDON AREA 08/0000 08/2359 G*GAL
1 DEL LHR 0215 0645 BA 142 F9 A9 J9 C9 D7 RC IC W9 E9 T9#777C*E
2 DEL LHR 0635 1130 AI 187 FA AA JA CA DA WA YA BA HA KA#77WB E
3 DEL LHR 0815 1305 BA 256 F9 A9 J9 C9 D9 R9 I9 W9 E9 T9#777C*E
4 DEL LHR 1315 1755 US 301 J9 D9 R9 Z9 W9 S9 K9 Y9 B9 L9#346C*E
5 DEL LHR 1345 1830 9W 122 FA AA CA JA ZA IA PA YA MA TA#77WB E
6 DEL LHR 1355 1855 AI 111 FA AA JA CA DA WA YA BA HA KA#77WB E
7 DEL FRA 0205 0630 @LH1613 F2 A2 C4 D4 Z4 Y4 B4 M4 H4 Q4#77LC*E
8 LHR 0730 0805 LH4722 J9 C9 D9 Z9 YL BL ML HL QL UL#320C*E
>A*

```

Numeric Availability Response

```

Window 1
FRI 08OCT10 DELHI /LONDON AREA *BA
1 DEL LHR 0215 0645 BA 142 F9 A9 J9 C9 D9 R3 IC W9 E9 T9#777C*E
2 DEL LHR 0815 1250 BA 256 F9 A9 J9 C9 D9 R9 I9 W9 E9 T9#777C*E
>A*BA
>

```

1 2 3 4 5 6 7 8 9 10 11 12

Most of the carriers participate in the Carrier specific Availability display, a feature by which one can display numeric availability. This is done by replacing the / in the availability entry with a *

The responses to these entries show the number of available seats that can be booked instead of the standard alpha availability.

Explanation:

1. Reference line number
2. The board point of the sector
3. Number stops the flight makes before reaching the Off-point
4. Off-point of sector
5. Local Departure time
6. Local Arrival time (# before the time indicates arrival next day)
7. Carrier and flight number
8. Classes and availability

9. Indicator for more classes (# after the last class and before the equipment code)
10. Equipment Type
11. Carrier link indicator
 - C** indicates carrier specific display available
 - B** indicates both carrier specific and last seat displays available
 - Blank** indicates a standard sell
12. * in the second last column of the line denotes carrier has inside availability function.
E at the end of the line denotes flight is E ticketable.

Follow-up Entries:

These can be used after availability is already displayed on the screen.

A20JUNBOMSIN

After having displayed a numeric or an alpha availability, the following follow-up entries may be used.

A*SQ	for displaying Carrier specific numeric availability
A@#3	to view more classes from flight on line 3
A#*SQ	to view availability the next day ie. 21JUN on SQ
A#3*SQ	to view availability after 3 days i.e. 24JUN on SQ
A-*SQ	to view availability the previous day i.e. 23JUN on SQ
A-5*SQ	to view availability 5days prior to 23JUN on SQ
A.MO*SQ	to view availability for the next Monday
AN#10TYO*SQ	to view availability after 10days to the onward point i.e., to TYO on SQ
AR#15*SQ	to view a return availability after 15days on SQ
A20JUNBOMSIN.D	to view availability from BOM to SIN on the 20JUN, Direct Flights
A20JUNDELLON.FRA	to view availability on 20JUN from DEL to LON via FRA only
ABBOM	to change the Boarding point to BOM
AOPAR	to change the off point to PAR
TTL1	flight facts from Availability for line 1
TTB1	flight facts from Booking File for the 1st booked segment

SELL AGREEMENTS

Sell agreements are the agreements that the airlines have with Travelport Galileo. This level of agreement determines the access the airline gives to Travelport Galileo. The highest level of agreement will provide more access to the airline inventory from a Travelport Galileo system. The agreements also determine whether the airline will return a vendor locator (airline PNR) or not.

<u>AGREEMENT</u>	SECURED SELL	SUPER GUARANTEED SELL	GUARANTEED SELL	STANDARD SELL
INDICATOR	O / O* & W / W* (for waitlist on certain carriers)	S / S*	G	BLANK
CODES	HS / HK	SS / HK	SS / HK	NN / PN
	LL / HL	LL / HL	LL / HL	
VENDOR LOCATOR	YES (Airline PNR returned)	YES (Airline PNR returned)	NO (Airline PNR not returned)	NO (Airline PNR not returned)
DESCRIPTION	Highest level, direct link into carrier system, inventory depleted instantly.	Link to airline inventory on End	Link to airline inventory on End	No link. Teletype message generated to airline on End. Segment status to be changed to NN before End. Reply from airline system could take upto 12 hours.

An O, S, or G indicator would display at the end of the line for confirmed flights. In case the O, S or G indicator does not display for the confirmed flight, it is important that the user changes the status of the segment to NN before End, by making the entry @(Line Number)NN eg., @1NN for segment one.

BOOKING FILE CREATION

A Passengers Name Record (PNR) is also referred to as a Booking File. A Booking File has to be created for any kind of reservation to be made. It contains the records of any bookings made through the Travelport Galileo system and can contain Air, Hotel, Car reservations.

A Booking File comprises of some mandatory fields and some optional fields. As the name suggests, mandatory fields are fields without which a Booking File cannot be saved. Optional fields may or may not exist in the Booking File.

Mandatory Elements for creating a Booking File may be remembered as "P R I N T"

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

Some of the Optional Elements that can be entered in a Booking File

- Meal
- Seat

- Mileage Membership
- Passport Information
- Notepad
- Address

Phone Field P.**HELP: H/P.**

P. Function Identifier to enter Phone items
***P** Display all Phone items

The Phone field is a multiple item field which contains contact information. At least one Phone item must be included in the Booking File. Each Phone item can contain a maximum of 69 characters. Once a Booking File is created, only the first phone field reflects in the vendor's system. Therefore, the first phone field should consist of the travel agent's number. This will enable the airline to contact the agent to advise changes or to convey any information related to the booking.

As a response to the Phone Field entry, a * is displayed against it indicating the field has been accepted and will reflect in the Booking File.

The following codes are used in the Phone field to indicate the type of number one enters.

T* - TRAVEL AGENCY
 H* - HOME
 B* - BUSINESS PHONE
 A* - ACCOMODATION
 E* - EMAIL ADDRESS

The entry starts with **P.** the three letter **city code**, then one of the codes mentioned above followed by a * and free text which should include the telephone number.

Examples:

P.CCUT*ABC TRAVELS 3723535 REF SIMRAN

to add Agency Phone number

P.CCUH*27484647

to add Home number

P.CCUB*23235461/23235462 ext 21

to add Business number

HELP: H/EMAIL

P.DELE*JOHN--GEORGE//GALILEO.COM

Add Email address

(Use – in place of _, // in place of @)

Change / Delete

P.2@CCUH*23234587

to modify the 2nd phone number

P.2@

deletes the 2nd phone number

Received from R.**HELP: H/R.**

R. Function Identifier to enter Received from information
***RV** Display Received from field (before ending the Booking File)

The Received from field identifies the person who contacted the agent to make the booking. A Received from input is required both in a new Booking File and every time any amendment is made to an existing Booking File. It is a Single item field and it is not transmitted to the airline.

It can contain a maximum of 61 characters. It is recorded in the history and thus, it is advisable to put the name/reference of the person who calls to create or amend the Booking File.

The entry begins with R. followed by the caller's name.

R.P Booking Received from passenger
R.SMITA / SECRETARY Booking Received from passenger's secretary

Change / Delete

R.@SONAL Change the Received from information
R. @ Delete the Received from item

Itinerary

Itinerary is the journey the passenger is booked for. Passengers itineraries can include one or more air segment. Selling segments can be done by two methods. Seats can be sold with reference to a displayed availability known as **Reference Sell** or directly without displaying the availability known as **Direct Sell**.

Reference Sell

After having displayed availability, one can sell the seat referring to a particular line number on the availability.

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

If required class is open for Waitlisting

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

Direct Sell

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

The entry begins with 0 (zero) followed by the flight number, Class, date, city pair, NN and the no. of seats required.

0 AI 111 K 1 MAY BOM LHR NN3

Need 3 seats for AI 111 in K class for travel on the 1st May from BOM to LHR (airport codes to be used).

In case the flight is only open for Waitlisting

0 AI 11 K 1 MAY BOM LHR LL2

Open Segments

Open segments are segments for which the date of travel is not known; however we require the details in the Booking File for ticketing purpose.

The entry begins with 0 (zero) followed by flight number, class, city pair, NO and the no. of seats.

0 AI OPEN Y FRA BOM NO1

Open dated & closed on a particular carrier

0 YY OPEN Y BOM DEL NO1

Open dated & open carrier

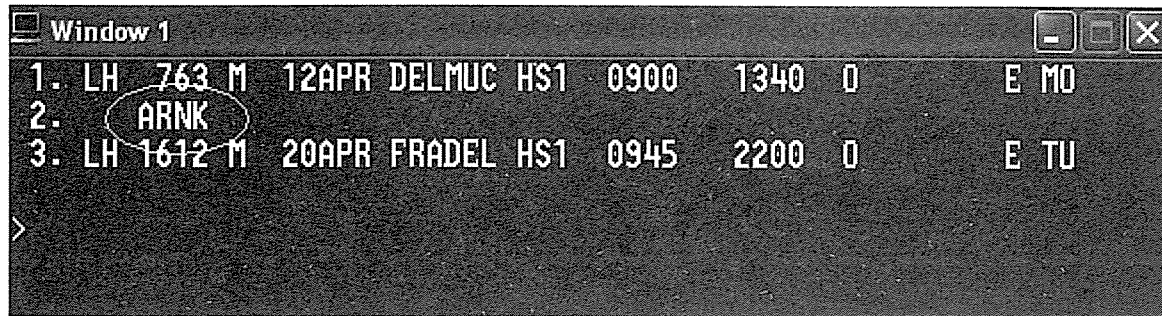
0 YY OPEN Y 1 MAR DEL JAI NO1

Close dated & open carrier

Screenshot:

**Surface Segment (ARNK – Arrival Unknown)**

0A or
Y



Segment Change

@ 1 / 2	Change segment 1 to 2 passengers on the same flight as already booked
@ A / 2	Change entire itinerary to 2 passengers on the same flights as already booked
@ 2 / Y	Rebook segment 2 to Y class & cancel original segment
@ A / Y	Rebook the entire air itinerary to Y class & cancel original segments

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

Cancel Segments

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

Name Field N.

HELP: H/N.

N.	Function Identifier to enter Names
*N	Display all Names

The Name Field contains passengers' surnames, first names or initials, titles and name remarks. Name Field can have 2-55 characters.

Names may be entered for a single passenger, multiple passengers having same surname and multiple passengers having different surnames. Special name codes are used to identify infants and group passengers.

There are five IATA approved name titles. They are Mr. / Mrs. / Ms. / Miss. / Mstr. If you need to specify any other title, they must be entered after the * as free flow text.

Entry: N. Surname followed by / and first name followed by the Title * remarks

Remarks however are optional, except in the case of infant and a child passengers. Remarks are not transmitted to the Airline.

N.GUPTA/PRAKASHMR
N.GUPTA/VICKYMSTR*P-C07

to add adult name
 to add child name with the correct PTC

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

N.2SINGH/SMR/AMRS
N.GUPTA/RMR+N.SHARMA/TMR

to add two names with common surname
 to add two names with different surname

Adding Infant name

N.I./SHARMA/GMAST*02DEC08

(date of birth to be input in DDMMYY format e.g. 10DEC08)

- An Infant name cannot be the first name in the Booking File
- An Infant name cannot be the only name in a Booking File
- Number of Infants cannot exceed the number of adults in the Booking File
- Infant names can be added or deleted even after end transact
- An SSR is automatically generated to all airlines containing the infant details

ADD GROUP NAME

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

N.G/30REDONDOTOUR

- Group Name

Name change / Delete

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

N.P1@ to delete passenger one before saving the Booking File
 N.P1-2@ to delete passenger one through two in the Booking File
 N.P1@SONI/SMR to delete and replace a new name as passenger one

Ticketing Arrangement T.

HELP: H/T.

Ticketing Arrangement entry for the agent begins with T.

The ticketing arrangement field shows the ticketing status of each Booking File. The Ticket number is entered in this field if a ticket has been issued. A Booking File can be placed on a time limit or a ticket number can be entered according to the requirement. The time limit will have to be later on changed to a ticket number once the ticket is issued. The time limit or ticket numbers are entered by the agent to the respective airlines. The Ticketing Arrangement Field is a single item field, i.e. it can contain only one T. field at a time. This field can have a maximum of 69 characters

The data in the T. entry is not sent to the Airline. Separate formats have to be entered to send the same to the Airline.

Time Limit for Agent

Format: T.TAU/date*time
Example: T.TAU/03MAR*1800HRS

Time Limit to the Airline

Format: SI.YY*TKTL date time
 (where YY means all carriers booked. YY can also be replaced by a specific carrier.)

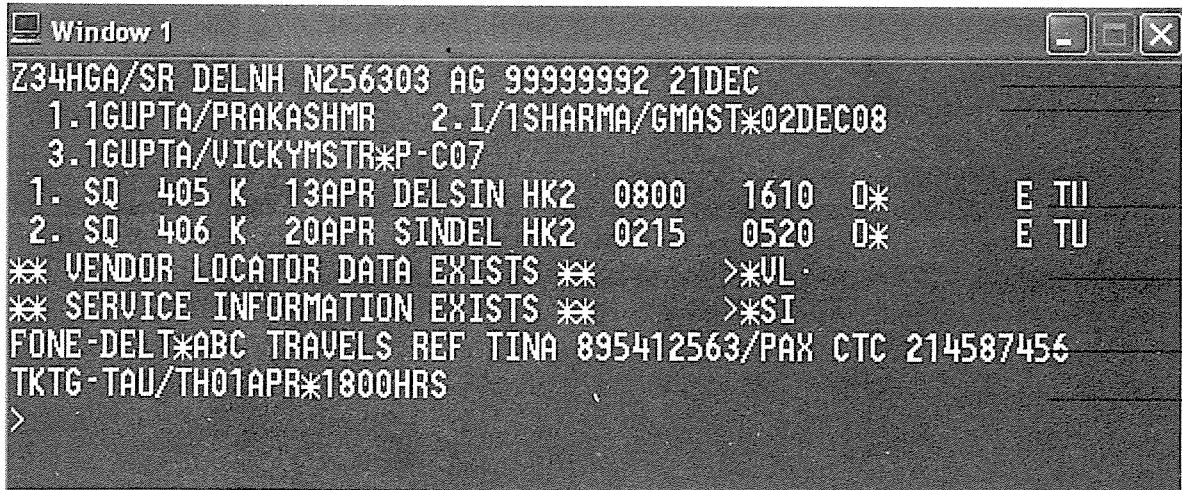
Example: SI.YY*TKTL 03MAR 1800HRS or
 SI.AI*TKTL 03MAR 1800HRS

Change / Delete

T.@TAU/5JAN
 T.@T*098123456456
 T. @

Change date when booking will be placed on Q 10 for ticketing
 Change time limit date to ticketed information
 Delete time limit / ticket information

Once all the **PRINT** fields are added, this is how a Booking File will then look:



```

Window 1
Z34HGA/SR DELNH N256303 AG 99999992 21DEC
1.1GUPTA/PRAKASHMR 2.I/1SHARMA/GMAST*02DEC08
3.1GUPTA/VICKYMSTR*P-C07
1. SQ 405 K 13APR DELSIN HK2 0800 1610 0* E TU
2. SQ 406 K 20APR SINDEL HK2 0215 0520 0* E TU
** VENDOR LOCATOR DATA EXISTS ** >*UL
** SERVICE INFORMATION EXISTS ** >*SI
FONE-DELT*ABC TRAVELS REF TINA 895412563/PAX CTC 214587456
TKTG-TAU/TH01APR*1800HRS
>
  
```

Explanation:

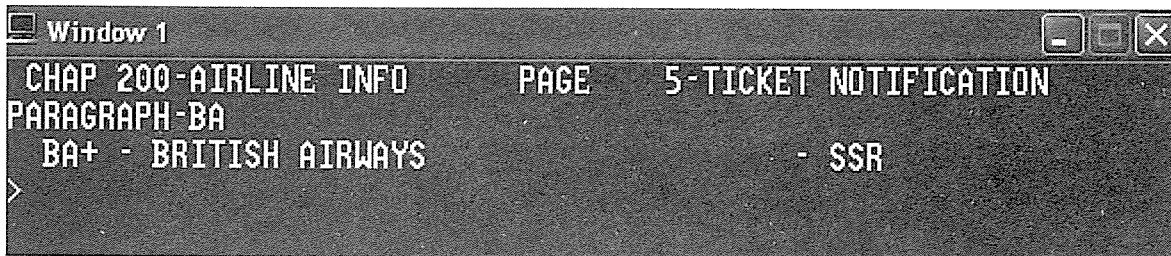
- 1) Z34HGA is the Travelport Galileo PNR followed by the sign on details and the creation date of this Booking File.
- 2) Names of the passengers

- 3) Itinerary of the passengers
- 4) *VL will display the airline PNR against this Travelport Galileo PNR and *SI will display all the Service information data entered in the Booking File
- 5) Phone Field of the Booking File
- 6) The time limit entered in the Booking File

SENDING TICKET NUMBER TO THE AIRLINES

For sending the ticket numbers to the airlines either SSR or OSI ticket formats are used depending on the bilateral agreement with the carrier. To check the SSR/OSI TKNM format for each airline make the following entry:

Format: GC*200/5/carrier code
Example: GC*200/5/BA



Special Service Requirement - SSR Format:

Adding Ticket numbers in SSR format

Example: SI.S1-4P1/TKNM*12512341234561

Where,	
S1- 4	segments one through four
P 1	passenger one
/TKNM*	mandatory separator and code
1251234123456	ticket number for passenger one
1	check digit number of the ticket

Note: The check digit number is mandatory to be added in the SSR TKNM format. If segment numbers are not specified the ticket number is sent to all carriers in the itinerary which require the SSR notification.

Adding Conjunction ticket numbers, using the SSR format, to all airlines for more than one passenger

Examples: SI.S1-2P1/TKNM*12512341234561/57/58

Where,

S1- 2	segments 1 and 2
P 1	passenger one

1251234123456 ticket number of passenger one
1 check digit number
/57/58 conjunction ticket numbers for passenger one

It is very important to send the ticket numbers to the Airline in the correct format.

Other Service Information - OSI Format:

Adding ticket numbers to the airline for one passenger in OSI TKNM format:

Example: **SI.9W*TKNM 1251234123456**

For adding conjunction ticket numbers for more than one passenger and multiple airlines using OSI TKNM format

Example: **SI.9W*TKNM12512341234561/57/58/59/60/61**

Note: In OSI TKNM format we give the check digit number with the first ticket number of the first passenger only, with the rest it is not required. Check digit numbers are required in SSR TKNM format and in OSI TKNM format when there is a combination of domestic and international bookings or in purely international bookings. In purely domestic bookings, Check Digit number is not required.

Check digit number is required with the first ticket number of each passenger and not with the conjunction ticket numbers.

Few carriers require ticket number notification in both TKNO as well as the regular formats. For these, the ticket numbers must be notified in both the formats.

Example: **SI.P1S1-4/TKNM*22054542001754**
 SI.LH*TKNO 22054542001754

Delete SSR Ticket Numbers

SI.S1-3P1@ Delete ticket numbers from segment one to three for passenger one

Delete OSI Ticket Number

SI.1@ Delete ticket number on line number one

OSI formats do not get deleted from the airline system even if we delete them from the Travelport Galileo system.

Redisplay Record

The data entered into a Booking File can be re-displayed on the screen by using this format:

***R**

END TRANSACT**HELP: H/ET**

It is mandatory to end the transaction in order to create and save a Booking File. End Transact means saving the data entered. In response to the End Transact entry the Travelport Galileo PNR is displayed.

Format: E End the Booking File.
 ER End Transact and redisplay the Booking File.

IGNORE TRANSACTION

Ignore transaction is used if some data entered in the Booking File has been incorrectly entered and needs to be ignored or if the Booking File is completed and a new one needs to be accessed or created. With ignore transactions; all the actions taken in the present transaction will be lost.

Format: I Ignore

The format IR can be used to Ignore Transaction and redisplay the Booking File. This entry is used only in a saved Booking File.

RETRIEVING BOOKING FILE

Although there are various methods of retrieving Booking Files, the two most common methods are given below:

Using the Record Locator (Travelport Galileo PNR)

Format: ***followed by Record Locator**
Example: ***MJ3PS1**

Using the Name of the Passenger

Format: ***- followed by Surname Name of the passenger**
Example ***-GUPTA**

If more than one booking exists with the specified surname, the list will be displayed with the travel dates. The following entry can be used to display the required Booking File.

***7** to display the 7th Booking File in the name list
***L** to redisplay the name list

Other methods

***24JUL-GUPTA** to retrieve by date and surname of passenger
***9w454/24JUL-GUPTA** by flight number, travel date and surname of passenger

Special Service requirement (SSR)

The function identifier is **SI**.

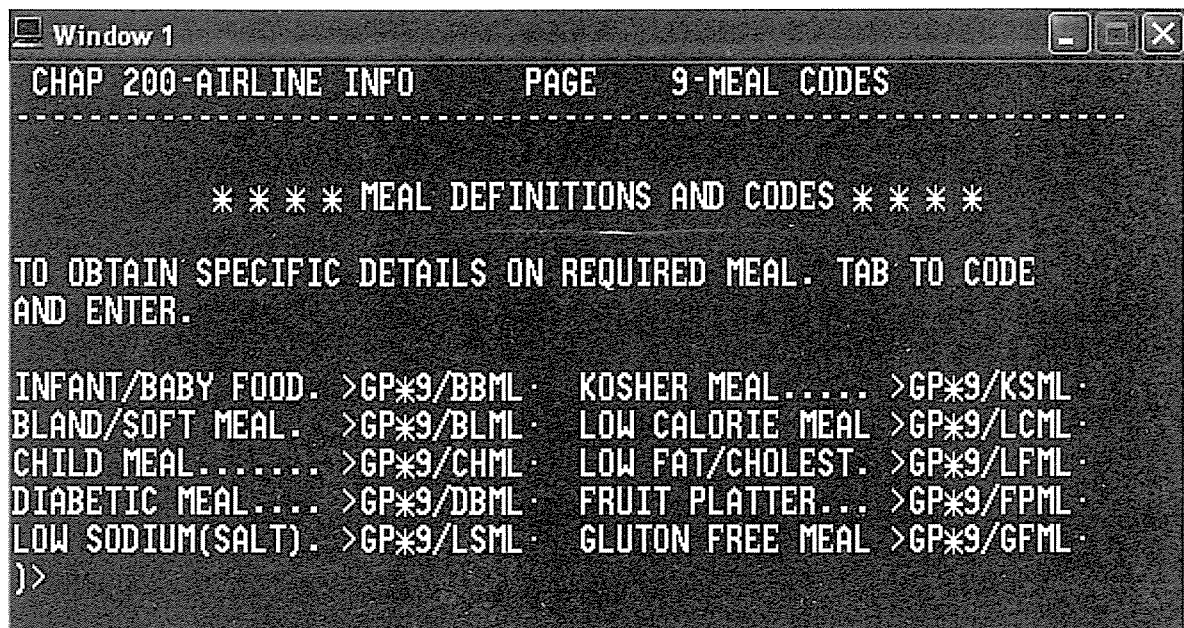
Special service requirements are used to send requests to the airlines for meals, excess baggage, pet in cabin, cargo, wheelchair request etc. The standard codes are used to specify the kind of service required on a flight. A few Service Request codes require free flow text to enable the airline to take appropriate action.

All SSR request formats begin with SI. SSR codes are four character codes.

A meal request can be made for selected passengers using P in the format and a request can be made for selected segments by using S in the format.

MEAL REQUEST**HELP: H/MEAL**

The entry to access meal descriptions is: **GC*200/9**

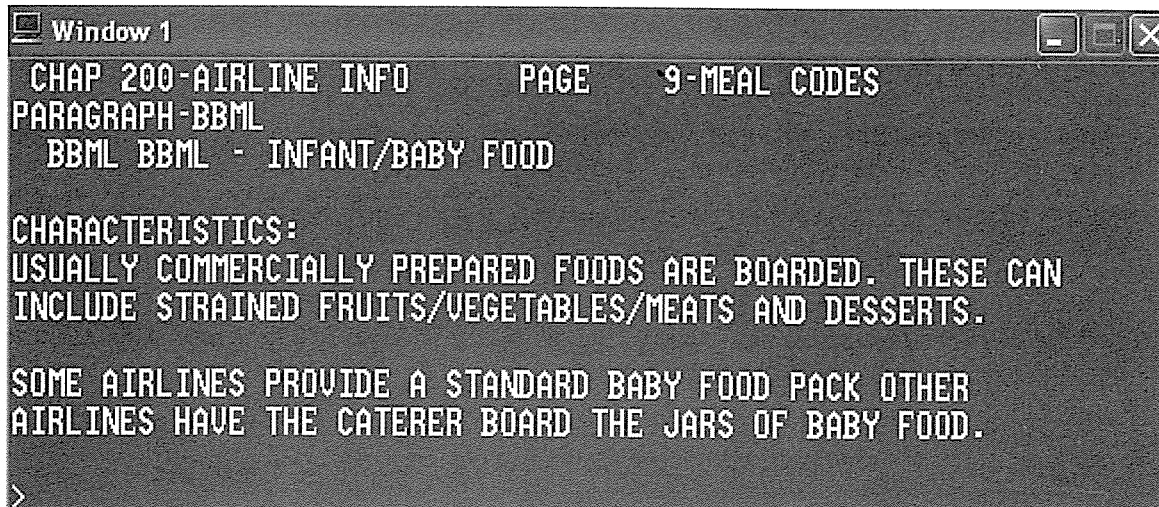


```
Window 1
CHAP 200-AIRLINE INFO    PAGE    9-MEAL CODES
-----
***** MEAL DEFINITIONS AND CODES *****
TO OBTAIN SPECIFIC DETAILS ON REQUIRED MEAL. TAB TO CODE
AND ENTER.
INFANT/BABY FOOD. >GP*9/BBML · KOSHER MEAL..... >GP*9/KSML ·
BLAND/SOFT MEAL. >GP*9/BLML · LOW CALORIE MEAL >GP*9/LCML ·
CHILD MEAL..... >GP*9/CHML · LOW FAT/CHOLEST. >GP*9/LFML ·
DIABETIC MEAL.... >GP*9/DBML · FRUIT PLATTER... >GP*9/FPML ·
LOW SODIUM(SALT). >GP*9/LSML · GLUTON FREE MEAL >GP*9/GFML ·
)>
```

The characteristics of a meal can be checked by tabbing to that option and pressing enter.

For example:

To check characteristics for Infant/Baby Meal tab to the option and press enter:



Format: SI. followed by meal codes

Example: SI.VGML This entry would request VGML for all passengers for all segments.

Passenger specific meal request

Format: SI.P followed by passenger number and meal code

Examples

SI.P1/ VGML : To request VGML for passenger number 1

SI.P2.4/ CHML : To request CHML for passenger numbers 2 and 4.

Segment and passenger specific meal request

SI.P1S1/ AVML : To request AVML for passenger 1 for segment 1

SI.P1S2-4/FPML: To request FPML for passenger 1 for segment 2, 3 and 4

Special Meals (SPML) and Infant Meals

Special Meal (SPML) request requires free flow text.

Example SI.P3/SPML*NO ONIONS AND NO GARLIC

Meal request for the infant:

SSR request for infant passenger is always requested for the accompanying adult because Infant passengers do not hold a seat.

Example SI.P1S1-2/BBML

Other Special Requests

To access the AIRIMP codes **GC*200/7**

Some Important AIRIMP codes are given below.

BSCT Baby Bassinet

FQTV Frequent Traveler

LANG Language

MAAS Meet and Assist

MEDA Medical Case

STCR Stretcher

TKNM Ticket Number

UMNR Unaccompanied Minor

WCHR Wheel Chair

Requesting Baby Bassinet.

SI.P1/BSCT requests a bassinet seat (BSCT) for passenger 1

Any special request from passenger

SI.P3/LANG*BENGALI ONLY language notification for passenger 3

Request for Wheelchair

SI.P2S1-2/WCHR wheelchair (WCHR) request for passenger 2 for segments 1, 2

Request for Meet and Assist

SI.P1S1/MAAS MAAS request for Passenger 1 for segment 1

Change / Delete SSR

SI.P1@ deletes all SSR requests for passenger 1

SI.S1@ deletes all SSR requests for segment 1

SI.P2S1-4@ deletes SSR requests of passenger 2 for segment 1 till 4

SI.P2S2/VGML@ deletes VGML request of passenger 2 for segment 2

SEAT REQUEST	HELP: H/S.
---------------------	-------------------

The Function Identifier is **S**.

The seat data field of a Booking File contains details of airline seats reserved in advance for passengers. There are two types of seat requests, Generic seat request and Advance seat reservation.

Advance Seat Reservation involves viewing the seat map and requesting a selected seat for the passengers in the Booking File.

To view the seat map for segment 1 in the itinerary, the entry is:
The entry to redisplay the seat map is:

SA*S1
SA*

Screenshot of a seat map:

Window 1

TG 0324 H 12JAN DELBKK

	A	B	C	D	E	F	G	H	J	K	
	:/	/	/	:30:PANT	PANT	PANT	/	:30:/	/	/	:
	:X	NC	/	:31:NAC	X	X	X	:31:/	NC	X	:
	:		/	:32:	N	N	NA	:32:/	N	NW	:
	:NW		/	:33:NA	N	X	X	:33:/	N	NW	:
	:NW	N	/	:34:NA	N	N	NA	:34:/	N	NW	:
	:NW	N	/	:35:NA	N	X	X	:35:/	N	NW	:
O	:NW	N	/	:36:NA	N	N	NA	:36:/	N	NW	: O
O	:NW	N	/	:44:NA	N	N	NA	:44:/	N	NW	: O
O	:NWR	NR	/	:45:NA	N	N	NA	:45:/	NR	NWR	: O
O	:X	X	/	:46:X	X	X	X	:46:/	X	X	: O
O	:X	X	/	:47:X	X	X	X	:47:/	X	X	: O

)>

To view the seat characteristics:

SC*

Window 1

SPECIFIC SEAT CHARACTERISTIC DISPLAY

A: AISLE	B: BULKHEAD
C: CRADLE/BABY BASKET	D: UPPERDECK
E: EXIT	F: NO MOVIE VIEW
G: NON-SMOKING WINDOW	H: SUITABLE FOR DISABLED PSGRS
I: ADULT WITH INFANT ALLOWED	J: INFANT/CHILD NOT ALLOWED
K: KENNEL ALLOWED	L: LEGSPACE
N: NON-SMOKING	O: OVERWING
P: PREFERRED SEAT	Q: LAPTOP/FAX CONNECTION
R: RESTRICTED RECLINE	S: SMOKING SEAT
T: AIRPHONE	U: SUITABLE FOR UMR
V: PERSONAL VIDEO SCREEN	W: WINDOW SEAT
X: BLOCKED BY AIRLINE	Z: REAR FACING SEAT

)>


```

Window 1
*: SEAT HAS MORE THAN 4 CHARACTERISTICS
/: SEAT DOES NOT EXIST AT THIS LOCATION
@: SEAT ALLOCATED ON A CONDITIONAL BASIS
>

```

SC*NW

NW is the seat characteristic code displayed in the Seat map

```

Window 1
>SC*NW
SPECIFIC SEAT CHARACTERISTIC DISPLAY
N: NON-SMOKING           W: WINDOW
>

```

Generic seat request

Generic	seats are reserved for airlines, which do not provide seat maps.
S.NW	non-smoking window seats
S.NA	non-smoking aisle seats
S.SW	smoking window seats
S.SA	smoking aisle seats

The above formats reserve seats for all passengers and for confirmed segments in the Booking File.

Passenger specific seat request

S.P2/NW	requests NW seat for Passenger 2
S.P1.3-5/NA	requests NA seat for Passenger 1, 3, 4 and 5

Segment and passenger specific seat request

S.P1S1/NW	requests NW seat for Passenger 1 for Segment 1
S.P2S1/NA	requests NA seat for Passenger 2 for Segment 1
S.S1/5E-F	Allot adjacent seats (5E and 5F) for segment 1 for both passengers
S.S1/5E/2K	Sell separate seats (5E and 2K) for segment 1 for both passengers

Delete / Change Seats

S. @	delete all seat requests
S.P1S1@	delete seat request for passenger 1, segment 1
S.P1-2S1-4@	delete seat request for passenger 1 and 2, segment 1 till 4.

MILEAGE MEMBERSHIP

Help: H/M.

The Function identifier is M.

The mileage membership field is a multi-item field, which is used to store mileage membership data. The Mileage Membership entries are used to enter the Frequent Flyer numbers in the Booking File. Adding these numbers in the Booking File enables the passenger to get benefits of the Carrier's Membership programme.

M.KL235235235 This entry will work if there is only one passenger in the PNR. The Mileage Membership number entered here is of KLM.

Adding Mileage membership entry with passenger select

M.P1/KL235235235 Mileage Membership number for passenger 1

M.P2/KL235235236 Mileage Membership number for passenger 2

M.P1/KL235235235/BD/LH Add KL mileage card no for passenger 1 specifying cross accrual participants BD/LH

M*ALL Displays the list of all airlines that have a Mileage membership Agreement table

Window 1

>M*ALL

MILEAGE MEMBERSHIP AGREEMENT TABLES EXISTING

21DEC

AA	AC	AF	AI	AM	AP	AS	AV	AX	AY	AZ	AO	BA	BB	BD	BR
BU	BW	CA	CE	CI	CM	CO	CX	CZ	DH	DJ	DL	EG	EI	EK	FJ
FM	F9	GA	GF	GU	G3	HA	HP	HU	IB	IC	IT	IW	JC	JD	JJ
JK	JL	JO	JP	JU	KA	KE	KF	KL	KQ	LA	LH	LO	LP	LR	LT
LX	LY	MA	ME	MH	MS	MU	MX	NH	NI	NU	NW	NX	NZ	OK	OS
OU	OW	OZ	PE	PS	PU	PZ	QE	QF	QG	QR	RG	RJ	SA	SK	SN
SP	SQ	SU	SW	SY	S4	TA	TC	TG	TK	TN	TP	UA	UC	UL	US
UX	VA	VG	UN	US	UY	WY	XL	XR	YN	YS	YX	YY	ZL	ZQ	ZZ
3J	4M	5J	5T	6Y	7F	9W									

M*CX Displays the Mileage membership table for CX & list those airlines that have an agreement to accept CX mileage card numbers.



Mileage Membership is a multiple item field; each item can contain a minimum of six characters and a maximum of 27 characters including the two letter airline code.

Add a mileage membership number for a carrier when the number exceeds 27 characters.

SI.SSRFQTVKLHK1/KL235235235-SMITH/AMR

DELETE

M.@	Delete all Mileage membership data for all
M.P1@	Delete membership no
M.LH@	Delete all LH Mileage membership data for all passengers
M.P3*KL@	Delete all KL Mileage membership data for passenger 3 only

APIS - ADVANCED PASSENGER INFORMATION SYSTEM

Help: H/APIS

(Used to generate passenger data to airlines & immigration authorities)

DOCS-

SI.P1/SSRDOCSBAHK1/P/GB/S12345678/GB/12JUL76/M/23OCT16/SMITH/JOHN/RICHARD

Passenger1/DOC.Passport/IssueGB/No.S12345678/NationalityBritish/DOB12JUL76/Male/EXP 23OCT16/Passenger full name

BA represents the Airline Code. Replace with the Airline Code for your itinerary.

For Infant:

SI.P2/SSRDOCSBAHK1/P/GB/S12345888/GB/12SEP11/MI/23OCT16/SMITH /SIMON

Passenger2/DOC.Passport/Issue.GB/NO.S12345888/NATIONALITYBRITISH/DOB12SEP11/Male infant/Passport Expiry23OCT16/Name Simon Smith

DOCO-SI.P1/SSRDOCOAFHK1/PARIS FR/V/12345123/LONDON GB/14NOV11/US

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

DOCA- SI.P1/SSRDOCALHHK1/R/DE/234B STRAVINER STRASSE/HANOVER//11718

Passenger 1 Residential address/Country/Street address/Town/State unknown/Postal Code

Delete

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

SI.P1/DOCS@

Delete DOCS information for passenger 1

SI.P2/DOCO@

Delete DOCO information for passenger 2

SI.DOCA@

Delete all DOCA information from Booking

NOTEPAD FIELD***Help: H/NP.***

The Function identifier is NP.

Maximum 87 characters and 999 note pad items can be entered per Booking File.

The Notepad Field note pad field is a multi item field, which may be used to store general information for the benefit of the agent. Notepad field items are not transmitted to the Airlines. They are only for viewing purpose for the Travelport Galileo users.

Format

NP.FREE FLOW

Examples

NP.PAX NEEDS AN AIR CONDITIONED CAR FOR AIRPORT TRANSFER

NP.ADVISED PAX REFUND NOT PERMITTED

NP.DELIVER TKTS AT PAX RESIDENCE

A Notepad entry reflects at the bottom of a Booking File.

Screenshot response;

```

Window 1
Z34HGA/SR DELNH N256303 AG 99999992 21DEC
1.1GUPTA/PRAKASHMR 2.I/ISHARMA/GMAST*02DEC08
3.1GUPTA/VICKYMSTR*P-C07
1. SQ 405 K 13APR DELSIN HK2 0800 1610 0* E TU
2. SQ 406 K 20APR SINDEL HK2 0215 0520 0* E TU
** VENDOR LOCATOR DATA EXISTS ** >*UL.
** SERVICE INFORMATION EXISTS ** >*SI.
FONE-DELT*ABC TRAVELS REF TINA 895412563/PAX CTC 214587456
TKTG-TAU/TH0TAPR*1800HRS
NOTE-PAX NEEDS AN AIR CONDITIONED CAR FOR AIRPORT TRANSFER SR 22
DEC 0532Z
2. ADVISED PAX REFUND NOT PERMITTED SR 22DEC 0532Z
3. DELIVER TKTS AT PAX RESIDENCE SR 22DEC 0532Z
>

```

Change / Delete Notepad Field

NP.1@	For deleting Notepad number 1
NP.1-3@	For deleting Notepad number 1, 2, 3
NP.1@NEW TEXT	To replace information in the first notepad

VENDOR REMARKS FIELD**HELP: H/V.**

The Vendor Remarks Field is used to transmit requests to airlines, which require immediate action by an airline (maximum of 180 characters per remark). It is another communication channel with the vendor like the OSI messages.

These remarks show as SSR in the Airline system. There can be a maximum of 99 Vendor remarks in a Booking File.

Outgoing Vendor Remark - This sends the free text entered to vendors like Airlines, Hotels or Cars and is often used when manual action from the Vendor is required. These are outgoing vendor remarks.

Incoming Vendor Remark - The Vendor Remarks has a two-way communication which also allows vendors to send free text remarks in the Booking File for the agent's action. These are incoming Vendor Remarks.

Format for Outgoing Vendor Remarks

V.AZZ*free text ZZ is the two-letter airline code.

Example **V.ABA*PLEASE ADVISE COST OF KENNEL**

- *VR** To redisplay the Vendor Remarks field.
VO Vendor Remarks outgoing are messages **to** the airline.
VI Vendor Remarks Incoming are messages received **from** the airline.

Screenshot response:

```

Window 1
VENDOR REMARKS
URMK-VO/AAI *PLZ CONFIRM THE PAX IN BUSINESS CLASS 1012Z 22DEC
2. VI/AAI *ADTK1GTOAI BY 1400 04JAN, ELSE WILL BE XXLD 1007Z 22DEC
>
  
```

Explanation:

- 1) Outgoing messages **to** the airline
- 2) Incoming messages received **from** the airline.

Delete / Change Vendor Remarks

V.2@ to delete 2nd Vendor Remark

V.1@A9W*FREE FLOW TEXT to change 1st Vendor Remark

ADDRESS FIELD

HELP: H/ADDR

Address field is used to record the client's address for delivering documentation such as tickets and itinerary/invoices. Address field is an optional field not being transmitted to the airline. It is a single item field i.e. only one Written and one Delivery Address may be entered in a Booking File.

Written Address (The communication Address of the Client)

W. Function Identifier to add on a Written Address
***AW** Display the Written Address

Format: W.address*P/pincode

The "" separates the fields/lines of the address. Maximum of five fields/lines can be entered in the Written Address Field with a maximum of 37 characters in each field/line. The postal code is mandatory in the Written Address and is entered by P/ followed by the postal code.

Example: W.MS B SHARMAS*SURYA APT*5/B JUBILEE HILLS*NEW DELHI*P/1100017

Screenshot response:



```

Window 1
LXWDF2/SR DELNH N256303 AG 99999992 22DEC
1.1SHARMA/BHAWNAMS
1. AI 187 B 12JAN DELLHR HK1 1250 1700 0* E TU
2. AI 112 B 20JAN LHRDEL HK1 2130 #1115 0* E WE
** VENDOR LOCATOR DATA EXISTS ** >*UL.
** VENDOR REMARKS DATA EXISTS ** >*UR.
FONE-DELT*ABC TRULS REF TINA 21458962
ADRS-MS B SHARMA*SURYA APT*5/B JUBILEE HILLS*NEW DELHI*P/1100017
TKTG-TAU/TU05JAN*1800HRS
>

```

Change / Delete

W.@MR ASHOK KAPOOR*30 A OASIS APARTMENTS*MARINE DRIVE*MUMBAI*P/400 021

Change the Written Address Field

W.@1*MR AMIT KAPUR

Change the first subfield of the Written Address Field

W.@

Delete the Written Address Field

Delivery Address (The address where documents need to be delivered)

D.

Function identifier to add on a Delivery Address

***AD**

Display the Delivery Address

The “*” separates the fields/lines of the address. Maximum of six fields/lines can be entered in the Delivery Address with a maximum of 37 characters in each field/line. The postal code is not mandatory in the Delivery Address.

Example **.ROAD No. 3 *DUNCAN HSE*1 MIDDLETON ROW*NEW DELHI**

Screenshot response:


```

Window 1
LXWDF2/SR DELNH N256303 AG 99999992 22DEC
1.1SHARMA/BHAWNAMS
1. AI 187 B 12JAN DELLHR HK1 1250 1700 0* E TU
2. AI 112 B 20JAN LHRDEL HK1 2130 #1115 0* E WE
** VENDOR LOCATOR DATA EXISTS ** >*UL
** VENDOR REMARKS DATA EXISTS ** >*UR
FONE-DELT*ABC TRVLS REF TINA 21458962
DLUR-ROAD NO. 3 *DUNCAN HSE*1 MIDDLETON ROW*NEW DELHI
ADRS-MS B SHARMA*SURYA APT*5/B JUBILEE HILLS*NEW DELHI*P/1100017
TKTG-TAU/TU05JAN*1800HRS
>

```

Change / Delete**D.@MRS A. KAPOOR*30 A OASIS APARTMENTS*MARINE DRIVE*MUMBAI**

Change the Delivery Address Field

D.@1*MR AMIT KAPUR

Change the first subfield of the Delivery Address Field

D.@

Delete the Delivery Address Field

REVIEW BOOKING FILE FIELD**Help: H/RB.****RB.**

Function Identifier to add on a Review Booking File item

***RB**

Display all the Review Booking File items

The Review Booking File field works as a reminder for the agent; this does not get transmitted to the airline. On the date mentioned, the booking will automatically fall onto Queue 12 for reviewing.

This is a multiple item field it can contain a maximum of 10 items, each item can have a maximum of 255 characters of free text.

RB.1JAN*FREE TEXT

Create a Review Booking File item to be placed on Queue 12 on the date specified.

Screenshot response:


```

Window 1
LXWDF2/SR DELNH N256303 AG 99999992 22DEC
1.1SHARMA/BHAWNAMS
1. AI 187 B 12JAN DELLHR HK1 1250 1700 0* E TU
2. AI 112 B 20JAN LHRDEL HK1 2130 #1115 0* E WE
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
FONE-DELT*ABC TRVLS REF TINA 21458962
RBKG-5SH5/FR01JAN/0700/Q12*BOOK HOTEL FOR PAX IN LON
DLUR-ROAD NO. 3 *DUNCAN HSE*1 MIDDLETON ROW*NEW DELHI
ADRS-MS B SHARMA*SURYA APT*5/B JUBILEE HILLS*NEW DELHI*P/1100017
TKTG-TAU/TU05JAN*1800HRS
>

```

Change / Delete

RB.1@	Delete Review Booking File item 1
RB.2@2DEC	Change the review date for Review Booking File item 2
RB.@3/1DEC	Change the review date of Review Booking File item 3, with all other fields unchanged

CHANGE SEGMENT STATUS*Help: H/CSS*

@ALL	Change status of all segments as required. (Based on their current status code, air itinerary segments, seat requests, and SSRs are updated, or cancelled and removed from a Travelport Galileo Booking File as per existing rules for Status Code changes as follows)
TK/KL/KK	BECOME HK
US/UU	BECOME HL
NO/UN/UC/HX	ARE CANCELLED
@1HK	Change status of segment 1 to HK
@1.3-5HK	Change status of segment 1, 3, 4 & 5 to HK
@3XK	Change status to XK (flight segment removed from booking)

ACTION / ADVICE CODES

ADVICE CODE	EXPLANATION	ACTION REQUIRED
HS	Have Sold in real time, airline inventory adjusted	Will change to HK on END
SS	Sold within this transaction	Will change to HK on END
NN	Need request	Will change to PN on END
PN	Pending need, awaiting confirmation	Will change based on reply from airlines
LL	Waitlist requested	Will change based on reply from airlines
KK	Booking confirmed from PN	@1HK
KL	Booking confirmed from HL	@1HK
TK	Time change for a confirmed flight	@1HK
		@1HL
TL	Time change for a waitlisted flight	
TN	Time change for a requested flight	@1HN
NO	No action taken, no inventory held	@1XK
HX	Have cancelled (by airlines)	@1XK
UC	Unable to confirm, flight closed	@1XK
UN	Unable to confirm, no operation	@1XK
US	Unable to confirm, have waitlisted	@1HL
UU	Unable to confirm, have waitlisted	@1HL
HS	Have Sold, airline has sold a segment in a Travelport Galileo Booking	@1HK

ITINERARY REMARKS FIELD**Help: H/RI.**

This field allows an agent to add free text information, which may be relevant to the client's itinerary; information contained here does not get generated to the airline. It is a multiple item field; each item can contain a maximum of 70 characters.

There are two types of Itinerary Remarks mentioned on page number 47.

1) Unassociated Itinerary Remarks**2) Associated Itinerary Remarks**

RI.	Function Identifier to add on an Itinerary Remark
*RI	Display all the Itinerary Remarks
*RIU	Display all Unassociated Itinerary Remarks only
*RIA	Display all Associated Itinerary Remarks only

You may add, change or delete remarks from a Booking File at any time before you issue the itinerary. You are permitted a maximum of 70 characters for each item. The Travelport Galileo system responds with an asterisk. Unassociated Remarks print at the bottom of your customer's itinerary, and Associated Remarks print below each relevant segment.

Unassociated Itinerary Remarks

Information that applies to the entire Booking is entered as Unassociated Remarks

RI.TEXT	Create an Unassociated Remark
RI.TEXT – TEXT	Create multiple Unassociated Remarks

Example: **RI.BE SURE TO HAVE A VALID PASSPORT FOR TRAVEL**

Associated Itinerary Remarks

Information that is relevant to a particular segment is entered as an Associated Remark

RI.S2*TEXT	Add an Associated Remark to segment 2
RI.S3*TEXT – TEXT	Add 2 lines of Associated Remarks for segment 3

Example: **RI.S1*MEET AT THE MEETING POINT AT TERMINAL THREE**

Itinerary Remarks are held in the Booking File in their own field. To display both Unassociated and Associated remarks, enter: *RI

Screenshot response:

**Change / Delete**

RI.2@	Delete Itinerary Remark 2
RI.3-5@	Delete Itinerary Remarks 3, 4, & 5
RI.2@NEW TEXT	Change the 2nd Itinerary Remark to New text

Note:

When a segment of the itinerary is cancelled, any Associated Itinerary Remarks also are cancelled. Cancelled associated remarks can be re-associated to the new segments

BOOKING FILE LISTING*Help: H/LIST*

LD	Function Identifier to list Booking Files
LD*	Redisplays last list displayed on screen

A list of Booking Files created by the specific agency or by an associated agency may be displayed, queued or printed.

Booking Files may be listed by their ticketed status & the segment type i.e. Air, Hotel, Car & Auxiliary.

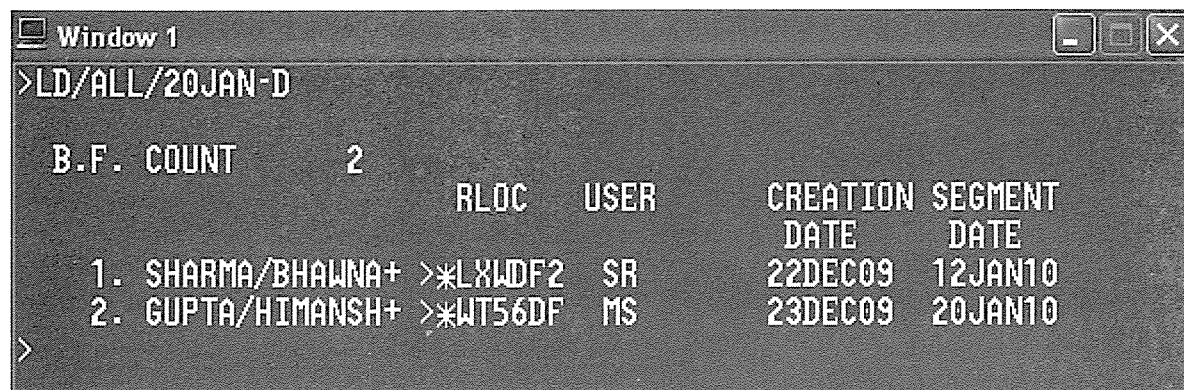
Basic minimum entries, one of ALL, TKT or UTK must be present.

LD/ALL/20DEC-D	Lists all Booking Files with a travel date of 20Dec
LD/TKT/10JAN-Q/70	Places on Q 70 all Ticketed Booking Files with a travel date of 10Jan
LD/UTK/28DEC-D	Lists all Unticketed Booking Files with a travel date of 28Dec
LD/ALL/1MAR*28MAR-D	Lists all Booking Files with travel dates between 01Mar-28Mar

LD/ALL/C10JAN*31JAN/1MAR*28MAR-D Lists all Booking Files which were created between 10Jan-31 Jan, with travel dates between 01Mar - 28Mar

Maximum travel date range is 331 days.

Screenshot response:



```

Window 1
>LD/ALL/20JAN-D

B.F. COUNT      2

      RLOC  USER      CREATION DATE  SEGMENT DATE
1. SHARMA/BHAWNA+ >*LXWDF2  SR      22DEC09  12JAN10
2. GUPTA/HIMANSH+ >*WT56DF  MS      23DEC09  20JAN10
>
  
```

QUEUES

HELP: H/Q

The Queue function in Travelport Galileo is a means of filing Booking Files and messages which require different actions on the part of the agent.

The Queue function can be considered similar to a secretary's in-tray, pending-tray and out-tray.

The queuing procedure is as follows:

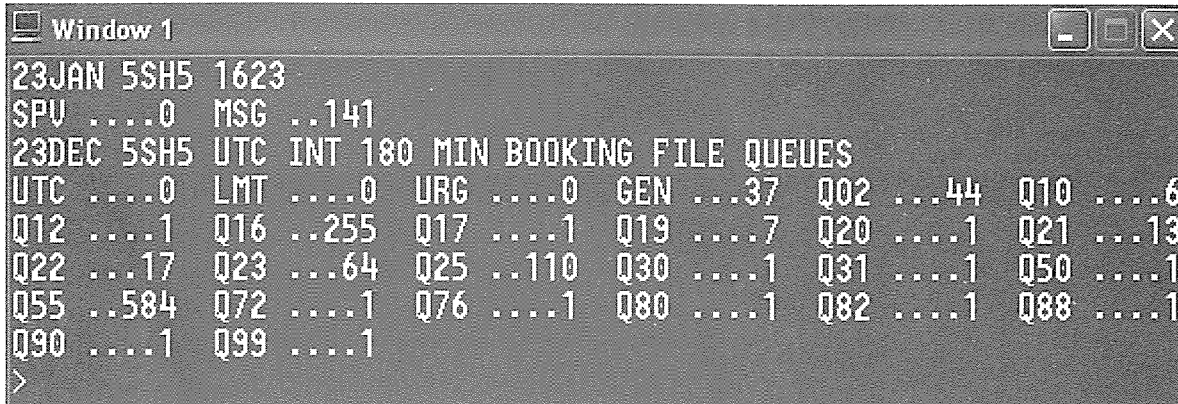
1. The Booking File or message is placed on a queue either manually by the agent or automatically by Travelport Galileo. This is similar to putting mail in the in-tray.
2. The queue is then worked by an agent. This is similar to sorting the mail i.e., it is saved for further action (pending-tray) or is discarded (out-tray).
3. The agent signs out of the queue once his task is completed.

It is possible for the user not only to queue Booking Files to specific queues within his own agency and to action those queues, but also to queue Booking Files to associated agencies.

Each Travelport Galileo subscriber is given a range of 100 Booking File queues (0-99) and two message Queues, MSG (Message) and SPV (Supervisor). We will cover the Booking File queues and the Message (MSG) queues in this course.

QCA To count the number of Booking Files/messages on your Queues

Screenshot response:



```

Window 1
23JAN 5SH5 1623
SPU ....0 MSG ..141
23DEC 5SH5 UTC INT 180 MIN BOOKING FILE QUEUES
UTC ....0 LMT ....0 URG ....0 GEN ...37 Q02 ...44 Q10 ....6
Q12 ....1 Q16 ..255 Q17 ....1 Q19 ....7 Q20 ....1 Q21 ...13
Q22 ...17 Q23 ...64 Q25 ..110 Q30 ....1 Q31 ....1 Q50 ....1
Q55 ..584 Q72 ....1 Q76 ....1 Q80 ....1 Q82 ....1 Q88 ....1
Q90 ....1 Q99 ....1
>

```

Explanation:

The first line shows the date, the agency PCC and the time.

The lines below show the count of Booking Files in each queue. For example- there are 44 PNRs in queue 02, 06 PNRs in queue 10 and so on.

The message queue (MSG) queue shows that there are 141 messages in it.

The Message Queues can be used to exchange messages between two Travelport Galileo Pseudo cities, say, between your branch offices.

Booking File Queues

Queues 0 - 25 have been specifically assigned by Travelport Galileo to a specific function and these functions may not be changed by the agency. Some of these queues may not as yet have specific functions but are reserved for future use.

These pre-assigned queues may occasionally be referred to as **programmatic queues**. This is because the Travelport Galileo GDS has been programmed to automatically place Booking Files on the appropriate queue (0 through 25) depending on the change that has occurred in the Booking File and the actions that need to be taken by the user, e.g., an airline has confirmed a waitlisted seat. This Booking File will fall onto the queue number specified for PNRs which have been confirmed from a waitlisted segment.

Queue numbers 26 through 99 are purely for the agency's own use and can be assigned for any purpose that the agency wishes.

Prefatory Instruction Table – Queue Titles and Functions

The agent can display a list of all queues which gives the queue number and name.

QPB*

Screenshot:

```

Window 1
*** PREF INST TABLE ***
0 URGENT QUEUE      ....0
1 GENERAL QUEUE     ....1
2 SEATING REPLIES   ....0
3 SYNCHRONISATION ADV ....0
4 PAST DATE QUICK   ....0
5 IBOSS MIR DO NOT RMV ....0
6 QUEUE 6           ....0
7 RQR FOLLOW UP      ....0
8 TOD FOLLOW UP      ....0
9 TICKET REVIEW TAW  ....0
10 TICKET REVIEW TAU ....2
11 HL US UC         ....0
)>

```

```

Window 1
12 REVIEW BOOKING FILE ....0
13 QUEUE 13           ....0
14 AUTO TICKET REJECT ....0
15 GROUPS ADVICE       ....0
16 VENDOR REMARKS      ...15
17 WAITLIST KL         ....0
18 URGENT KK           ....0
19 GENERAL KK          ....0
20 UNABLE US UU        ....0
21 UNABLE TO CONFIRM   ....0
22 TIME CHANGED        ....0
23 HX NOTIFICATION     ....5
24 AUX SERVICE ADVICE  ....0
25 SERVICE INFO ADVICE ....3
)>

```

Placing bookings on the Queue

Format: QEB/Queue number

Example: **QEB/78**

To place the Booking File on Queue 78

Placing Booking Files onto a Queue of another PCC

Format: QEB/PCC/Queue number

Example: **QEB/2F2/76** To place the Booking File on Queue 76 of Branch 2F2.

Q/33	To sign into Queue no. 33 and action the Booking Files
I	To ignore a Booking File and place it back on the Queue
QR	To remove the Booking File from the Queue
E	To save changes done to Booking File while in Queue
QX+I	To exit Queue and ignore the current Booking File

Message Queues

The general message queue in Travelport Galileo is used to transfer notes of a more general nature to either colleagues within the same office or between associated agencies, thus, saving large telephone bills.

Creating and sending Messages

If you wish to create a message to place on a message queue it must be created in the Notepad field outside a Booking File and then placed on the message queue.

Example:

NP.PLEASE ADVISE IF WE CAN ISSUE TICKETS
NP.FOR PNR RG45HY OF MR ANIL GUPTA
NP. THANKS...ARUNA / XYZ TRAVELS

QEM / Q0X To place the above message on the message queue of PCC Q0X

QEM To place the above message in your own PCC's message queue

Working in Message Queues

QM	To sign into message queue and read received messages
QEMI	To ignore the message; place back in queue and see next message
QRM	To remove the current message from the message queue
QX+QEMI	To exit message queue and ignore the current message

DIVIDE A BOOKING FILE

A Booking File containing more than one passenger may be required to be divided if one of the passengers has to change his/her travel plans.

- No changes can be made while a Booking File Divide is in process.
- An infant cannot be singled out in the divide process
- Booking File with open segments cannot be divided
- Booking Files once divided cannot be merged after End Transaction, not even for viewing
- A cross- reference of the original and the new (divided) Booking File can be seen in the Notepad Field. The original PNR is known as the Parent PNR and the new (divided) PNR is known as the Child PNR.
- A hidden field "Divided Bookings Exist" containing the cross-reference PNRs is displayed in the Parent and Child PNRs.
- History of the booking is copied from the Parent PNR file to the Child PNR file during a divide action. This will include all history up to the point of divide. When the division is successfully done, the child PNR starts recording its own history.
- Booking Files once divided in your system will have generated a division in the airline system as well, thus, after division; a new vendor locator must be received from the airline before any changes are made.

DIVIDE is a 5-step procedure.

- | | |
|------------|---|
| 1. DP2.4 | Divide the passengers specified (2 and 4) |
| 2. R.PAX | Received field, the name of the person who asked for the divide |
| 3. F | File the first half of the Booking Files |
| 4. R.PAX | Received field |
| 5. E or ER | End Transaction |

It is also advised to add a Vendor Remark to the airline advising them regarding the split of the Booking File.

GIS- Galileo Information System

The Galileo Information system (GIS) is a Reference system containing general information such as - of countries, currencies, customs, meal codes, climate etc. This is an automated information system which is flexible, fully indexed and available to all Travelport Galileo users. GIS is divided into chapters and each chapter is further divided into pages.

GG* To Display the index of Galileo Chapters

Screenshot response:

Window 1

GIS

GENERAL INFORMATION INDEX

NUM. SEQ.

TO SELECT A SUBJECT ENTER GC*..(EG GC*24)

8	GALILEO	9	EURO CURRENCY	11	ROOMMASTER
12	CARMASTER	13	AUTH CARRIERS	14	PROD DIRECTORY
200	AIRLINE INFO	201	HELP INDEX	225	JK
253	DJ	396	EASTLINE	429	NDC JORDAN
436	NDC INDIA	438	HKG	444	SMD MALAYSIA
447	UKRAINE	466	GALILEO SRI LAN	500	BT
506	ETAS	509	TIMATIC	510	CONSULATE
550	CURRENCY	551	INLAND TRAVEL	552	CUSTOMS
553	COUNTRY INFO	554	PUBLIC HOLDS	555	CLIMATE
601	GALILEO TO APOL	605	HELP	606	HELP 2
949	TRAINING				

>

GC*chapter number To select a Chapter

GP*page number To select a specific page

Directly accessing the page without displaying the Index

GC*chapter number/page number

GC*200/9 displays chapter number 200, page number 9

GC*550/FR displays chapter 550(currency) for FR (France)

GC*BA displays the list of pages for British Airways (BA)

STAND ALONE ENTRIES

Tax information

FTAX-IN displays all tax information for country India (IN)

```

Window 1
>FTAX-IN

*****
NAME OF COUNTRY:      INDIA
NAME OF TAX:          USER DEVELOPMENT FEE
TAX CODE:             IN
EFFECTIVE DATE:       TRAVEL AND TICKET: 11 APRIL 2008

INTERNATIONAL AMOUNT:
- SALE WITHIN INDIA:
  DEPARTURE FROM HYDERABAD (HYD):  INR 1000
  DEPARTURE FROM BANGALORE (BLR):  INR 1070
  DEPARTURE FROM BOMBAY   (BOM):  INR  600
  >

```

TPM- Ticketed Point Mileage

FLDELAMSZRHLOS to display the TPMs for the routing

```

Window 1
>FLDELAMSZRHLOS

DELAMS      3954 EH
AMSZRH      375 EH
ZRHLOS      3150 EH
*TOTAL      7479*

**MPM**      6024 EH   25M ( 251)

CARRIER SPECIFIC EXCEPTIONS EXIST FOR UA/LH
>

```

MPM – Maximum Permitted Mileage

FMDELJFK to display the MPM between two cities

Window 1

```
>FMDELJFK
```

	GI	M	5M	10M	15M	20M	25M
MPM	PA	9135	9591	10048	10505	10962	11418
	AT	9558	10035	10513	10991	11469	11947

>

Ticketing date calculator

*TAA/12SEP/15

calculate 15 days previous to 12SEP

*TAA/12SEP/+90

calculate 90 days after 12SEP

Window 1

```
>*TAA/12SEP/15
TAA DATE 28AUG
>*TAA/12SEP/+90
TAA DATE 11DEC
>
```

Currency

FBT*GB

find out the currency code for a country

Window 1

COUNTRY NAME	CTRY CODE	CURR CODE	CURRENCY NAME	DEC PL

UNITED KINGDOM	GB	GBP	GBPOUND	2

>

IATA ROE

FZIHKD

to find the IATA Rate of Exchange for Hong Kong Dollars


```

Window 1
>FZHKD
RATES LAST UPDATED 10NOV09 2:18AM
  ROUNING  RATE OF  EFF  DISC  REGION
CUR CTRY CX RULE UNIT EXCHANGE  DATE  DATE  EQU
HKD HK * UP 10 7.75038 10CT09 OPEN HK -A1
HKD HK * UP 10 7.75038 10CT09 OPEN WORLDWIDE
END
>

```

Bankers Selling Rate (BSR)

FZSUSD190INR convert 190 US Dollars (USD) to Indian Rupees (INR) using the BSR

```

Window 1
>FZSUSD190INR
RATES LAST UPDATED 12NOV 07:04 AM
EQU INR8930
BANK SELLING RATE 1USD EQUALS 47 INR
>

```

Local Time

@LTFRA displays the current local time in the city (FRA) specified

```

Window 1
>@LTFRA
LOCAL TIME IN FRA 0940 TH 12NOV 10
GMT/UTC TIME 0840 TH 12NOV 10
TIME DIFFERENCE FROM GMT/UTC PLUS 01 HOURS 00 MINUTES
>

```

FARES**Galileo 360° Fares**

Galileo 360° Fares introduces state-of-the-art capabilities for pricing airfares.

G	Guaranteed preferred content from airline partners
A	ATPCO fare rules fully validated
L	Leading the industry in automated Fares & Rules uploading
I	Improved processing of surcharges enhanced rules text and automated routing information.
L	Latest information available from a comprehensive database of millions of fares
E	Ensures fares quoted exactly as filed by carriers.
O	Ongoing commitment to setting higher Industry standards
3	3 parts - Airline Public Fares, Agency Private Fares, Airline Private Fares
6	6 Fare sources
0	0 Manual intervention in Fares uploading
F	Fully automated solution
A	Ability to work out most complex routings with ease & accuracy
R	Records all the rule data updated by the airlines
E	Enhancements like passenger type age modifiers, Passenger Type Code
	(PTC) lookups, more concise route displays to name a few.
S	Sum up – GALILEO 360° FARES LEADS THE WAY

The Galileo 360° Fares system is one of the most competitive products in the travel industry, encompassing more features of the Airline Tariff Publishing Company (ATPCO) Automated Rule, Routing, and Footnote products than systems used by many of the other global distribution systems (GDS).

Galileo 360° Fares represents the migration of the North American Fare Quote system and International Fare Quote system to a fully automated product.

Galileo 360° Fares has one database, North American Fare Display (NAFD) for fares within North America (USA, Canada, Puerto Rico and the US Virgin Islands), and a second database, International Fare Display (IFD) for international fares (the rest of the world). Each database is frequently updated with carrier filing changes, and information is electronically transmitted to Travelport Galileo. In order to reduce the size of the database, fares that are normally constructed by means of add-ons are produced *dynamically* at the time of the Fare Display or Fare Quote request.

There are various ways to access fares according to your requirement. The three formats are:

Fare Display (FD):	FD entries list point-to-point fares for the cities specified.
Focalpoint Shopping (FS):	FS merges the manual comparison of tariff data and seat availability in a single request
Fare Quote (FQ):	Fare Quote is used after creating an Itinerary. It prices the Itinerary in the Booking File

1. FARE DISPLAY (FD)

Fare Display entries are used to display Point to point fares valid for a given travel date. The basic entry includes the date and the city pair. If the date is omitted from the entry, the current date is taken as the default date.

Format: FD date city pair
 Example: FD10JUNBOMLHR

The above entry would display fares for all carriers that have filed a fare for the routing BOM-LHR. If a date is not given in the entry, the fares assuming current date will be displayed.

Including Carrier in the FD Entry

Format: FD date City pair/Airline
 Examples: FDDELLON29DEC/BA fares for airline BA (British Airways)

The following is the response and explanation of the FD entry: FDDELLON29DEC/BA

```

Window 1
FARES LAST UPDATED 29DEC 1150
>FDDELLON29DEC-RT/BA
DEL-LON TUE-29DEC09 BA
MPM 5596 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
      CX   FARE   FARE      C  AP  MIN/   SEASONS..... MR GI DT
          INR   BASIS
1  BA    18970R  NRCAS    N   +   /12M           M  EH
2  BA    23160R  SRCAS    S   +   /12M           M  EH
3  BA    27860R  URCAS    U   +   /12M           M  EH
4  BA    33130R  LRCAS    L   +   /12M           M  EH
5  BA    37170R  TRCAS7   T   +   /12M           M  EH
)>

```

The response by default is for Adult fares, the MPM for the city pair is displayed.

Column 1 indicates the Fare Line number

CX column shows the carrier

The **Fare** column displays the fare and if the fare is followed by the letter R, it indicates that it is a Return fare. The fares without "R" are the One-way fares.

The **fare basis** column displays the fare basis for the fare.

The **C** column displays the class of Booking.

The **AP** column would display Advance Purchase requirement. If a plus sign (+) is displayed, you need to check the details from the fare notes.

The **Min/Max** column specifies the minimum and maximum stay requirements.

The **Seasons** column displays the time of the year during which the fare will be applicable.

The **MR** column indicates if the fare is a mileage based fare or a routing based fare

The **GI** column is the Global Indicator

The last column is **DT** which indicates Day/Time Restrictions. D indicates that the fare is restricted to certain days and T indicates that the fare is restricted to flights operating at a particular time.

Fare Display entries:

FD13JULMAAKUL/AI/MH	fares for AI and MH
FD13MAYTRVDOH/QR-OW	displays one way fare for 13th May from TRV to DOH on QR
FD17JUNCCUDAC/BG-RT	displays BG's return fare for 17JUN for the CCUDAC sector
FDDELLHR/BA/2	For Half RT values
FDDELLHR/BA-RT@SPCLS	for special fares
FDDELDEL/BA-RTW	for round the world fares
FD20JUNDELLHR@YEE6M	display the fare with fare basis YEE6M

Follow up Entries

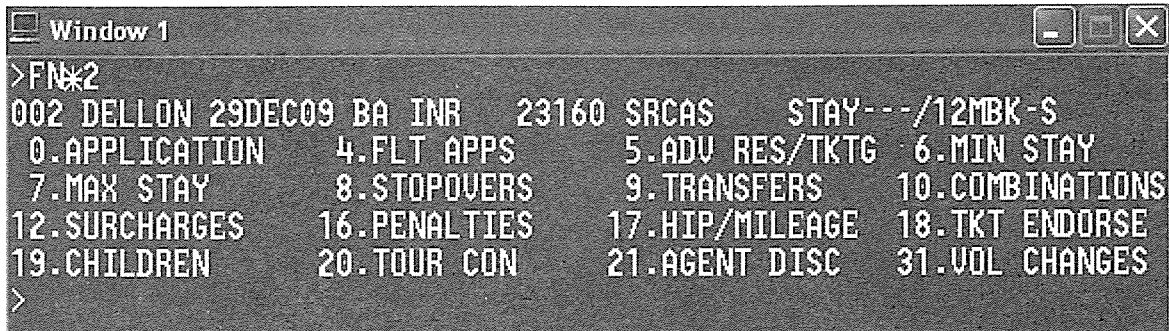
Follow up entries are used to make changes to a previously transmitted Fare Display. These entries will work only if a Fare has been previously displayed.

FD-OW	displays One-way fares
FD-RT	displays Return fares
FD: NUC	displays Fares in NUC
FD: LOC	displays fares in Local currency
FD@SPCLS	displays Special fares
FD/AI	displays Air India's Fares
FD::USD	displays Fares in USD

Displaying Fare Notes (Rules) from a Fare Display

Format:
FN*2

FN*line number
Displays the fare notes menu for fare on line 2



```

Window 1
>FN*2
002 DELLON 29DEC09 BA INR 23160 SRCAS STAY---/12MBK-S
0.APPLICATION 4.FLT APPS 5.ADV RES/TKTG 6.MIN STAY
7.MAX STAY 8.STOPOVERS 9.TRANSFERS 10.COMBINATIONS
12.SURCHARGES 16.PENALTIES 17.HIP/MILEAGE 18.TKT ENDORSE
19.CHILDREN 20.TOUR CON 21.AGENT DISC 31.VOL CHANGES
>

```


Selecting Paragraphs from the fare notes menu

Format:

FN*line number/P followed by paragraph numbers.

FN*2/P8 or FN*2/8

displays 8th paragraph of the Fare notes for fare on line 2



```

Window 1
>FN*2/P8
002 DELLON 29DEC09 BA INR 23160 SRCAS STAY---/12MBK-S
8. STOPOVERS
BETWEEN INDIA AND EUROPE
1 FREE STOPOVER PERMITTED.
AND - UNLIMITED STOPOVERS PERMITTED AT INR 3000 EACH.
NOTE -
CHILD/INFANT DISCOUNT APPLY.
----
READ THIS IN CONJUNCTION WITH TRANSFER PARA
>

```

FN*2/P1.3 displays 1st and 3rd paragraph of the Fare notes of fare online 2

FN*2/ALL displays all paragraphs in Fare Notes of the fare on line 2

Passenger Type Code

New Industry three character PTCs & descriptions as defined by ATPCO & which are used on Fare Display & Fare Quote can be obtained from the system as detailed below.

PTC
PTC/E
PTD/VISIT

List of all 3 letter PTC codes with descriptions
Display list of codes starting with the letter E
Search for code by description

Example:

FD20JANBOMCDG/AF*CNN

Displays fare for child passengers

Screenshot Response:

```

Window 1
FARES LAST UPDATED 30DEC 1149
>FDBOMCDG20JAN*CNN/AF
BOM-PAR WED-20JAN10 AF
MPM 5427 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC/PRIVATE FARES FOR 5SH5
  CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
      INR   BASIS
1  AF   13125R NPRIAEU  N   +  3/6M              R  EH
   PTC: CNN
   TD:CH
2  AF   20550R QIPIAEU  Q   +  3/12M             R  EH
   PTC: CNN
)>

```

```

Window 1
   TD:CH
3  AF   27155R LIPIAEU  L   +  3/12M              R  EH
   PTC: CNN
   TD:CH
4  AF   15040  LIAOWLC  L   +                      R  EH
   PTC: CNN
   TD:CH
5  AF   34260R UIPIAEU  U   +  3/12M              R  EH
   PTC: CNN
   TD:CH
6  AF   41715R TSXIAEU  T   +   /12M              R  EH
   PTC: CNN
   TD:CH
)>

```

Frequently used PTCs

CNN	Accompanied Child
ADT	Adult
INF	Infant
STU	Student
SEA	Seaman
SRC	Senior Citizen

2. FARE QUOTE AN ITINERARY (FQ)**HELP: H/FQ**

Fare Quote entries are used to price a booked itinerary. With the introduction of APCL (Automated Plating Carrier Logic), you are not required to include the plating carrier.

Plating carrier is added as a Ticket modifier only in case of fare build from scratch. In case of system Generated fares the Plating carrier automatically gets added as a Ticket modifier in the Filed Fare. The fares quoted include the applicable taxes for the routing and are filed in the Booking File.

Basic Entry: **FQ**

FQ	Quote lowest possible fare for the booked itinerary.
FQA	Quote Alternate fares for the booked itinerary.
FQBB	Quotes best buy fares available
FQBBK	To rebook in a lower class of service

***FF** Displays all the fares filed in the PNR.

***FF1** View linear fare construction and other details of fare number 1

Unless specified in the entry, system presumes all passengers in the itinerary are adults or Infant.

Fare Quote calculates

- The price for a booked itinerary
- The appropriate fare taking into account all fare rules & fare construction principles
- Maximum 16 segments
- Maximum 8 Fare Components
- Maximum 99 passengers in a single entry
- Maximum 6 PTCs per entry
- A stopover where connections are 24 hours or more for International Fare Quote & 4 hours or more for North American Fare Quote

Fare Quote Qualifiers

FQ	Quote all segments, all passengers as either Adults or Infants (as specified)
FQP1-2.3*C07.4	Quote Passengers 1 & 2 as Adults, 3 as a Child of 7 years, 4 as an Infant (Adults & Infants are identified by the system), all segments
FQS1-4.6	Quote Segments 1, 2, 3, 4 & 6, all passengers
FQP1**C05/ACC	Quote for a child accompanied by an adult in a separate Booking File

FQ@BLXAP Fare Quote all segments with Fare Basis BLXAP

Follow up Entries

*FF Display a summary of all Filed Fares
 FQL1 Display fare construction in ladder format (only fare quoted in current transaction)
 *FF2 Display fare construction in linear format of the 2nd Filed Fare
 F*Q Display Fare Quote field in linear format where fare cannot be filed, or from Alternate Fare Quote response

FQN Display fare components of the Fare Quote before ending
 FN2 Display Fare Notes by paragraph header for fare component 2 before ending
 FN2/P7-8.10 Display Fare Notes text of paragraphs 7, 8 & 10 before ending
 FN2/ALL Display all Fare Notes text before ending

CANCEL FILED FARES (FX)

FX1 Cancel Filed Fare 1
 FX1.3 Cancel Filed Fares 1 & 3
 FXALL Cancel all Filed Fares

Passenger Selection P

Unless specified in the entry, system presumes all passengers in the itinerary are adults or infants (since infant name is input with 'I', the system recognizes the passenger as infant).

In the Fare Quote entry, "P" is used to specify the passenger number and the passenger type.

FQP1.2-3*C08 passenger one is an adult and passenger 2 is specified as a child of 8 years

Segment Selection S

Unless specified in the entry, system quotes a fare for all segments in the Itinerary. "S" is used in the entry to specify segments.

FQS1-4 Fare Quote for segments 1 till 4.
 FQS1.3-5.7 Fare Quote for segments 1,3,4,5 and 7.

The above modifiers like the Passenger Selection and Segment Selection can be combined to Quote fares. The order can differ. The use of modifiers are separated by a slash "/" in the entry.

Fare Quote Status Codes

A	Auto Priced Airline Private Fare - Guaranteed
B	Built Fare, manually input by the agent - Not Guaranteed
C	System generated Fare (Agent's responsibility to ensure advance purchase, reservations & ticketing restrictions are met)
G	Guaranteed Fare
I	Invalid Fare (due to itinerary change)
M	Manual Fare - Not Guaranteed (Fare amendment inputs or Fare Quote Qualifiers used)
N	Non Guaranteed Fare (When quoted outside IATA Europe & not ticketed in the same transaction)
P	Private Fare – Not Guaranteed
R	Fare Restored by agent for re-ticketing – Not Guaranteed

3. FOCALPOINT SHOPPING (FS)

HELP: H/FS

Focalpoint Shopping provides the ability to search and book scheduled air fares within the cryptic environment by providing a new method of accessing the Travelport Galileo Low Fare Shopping Tool.

The new functionality merges the manual comparison of tariff data and seat availability into a single request giving faster access to lower fares, and enables more complex and tailored searches with the use of modifiers.

- Focalpoint® Shopping is able to interrogate all public, private and net fare content housed within the Galileo 360° Fares database
- Up to 8 flight segments are handled by a single request
- Up to 9 passengers can be included in each transaction
- One-way, round-trip, single and double open-jaw itineraries supported
- Low Fare Searches can be performed without the need for booked itinerary
- Pricing and Availability Modifiers can be used to influence the search process and provide customized results
- Rebooking the desired pricing option is performed using FSKn
- Fare details (fare construction) can be displayed using *FSn
- Fare rules can be obtained by using FQNn
- Additional itinerary options are retrieved using MORE*n
- Return to the first (or parent) pricing option screen FS*
- Return to the previous (where applicable) screen FS

Commands**Focalpoint Shopping Without A Booked Itinerary**

As with booked itinerary requests, the shopping command is prefixed with the transaction code FS, followed by a minimum of an origin city/airport code, date of travel and a destination city/airport code:

Input Format	Description
FSLON10JANDXB	One-way journey
FSLON10JANDXB20JANLON	Round trip journey
FSLON10JANDXB--AUH20JANLON	Surface sector
FSROM1JUNX-JFKCVG20JUNX-JFKROM	Connecting points
FS2LON20DECJKT	Two passengers
FS2HKG10JUNTYO20JUNSIN+P1.2*C04	Two passengers – adult and child aged 4 years
FSAJNB10JULLON20JUNJNB	Round trip journey regardless of availability
FSABKK1JUNHKG7JUNSIN10JUNTYO15JUNBKK	Circle trip journey regardless of availability
FSSYD1JUNTYO/QF10JUNHKG/CX	Round trip journey with preferred carriers indicated
FSSIN1JUNHKG-BUSNS10JUNPAR-FIRST	Preferred cabin classes indicated for each sector

Focalpoint Shopping With A Booked Itinerary:

Input Format	Description
FSA	Shop regardless of availability
FSALL	Shop all segments, including waitlist and unconfirmed
FSP1.2*STU	Shop for two passengers, 1 adult and 1 student
FSS1-3	Shop for segments 1 through 3
FS:P	Shop for private fares only

AUTOMATED PLATING CARRIER LOGIC (APCL)

Travelport Galileo has implemented Automated Plating Carrier Logic to assist the carrier selection at the time of Fare Quote, to ensure applicable YQ/ YR taxes and PFC charges (if applicable) are quoted for a Booking File.

Plating Carrier selection is a vital component of any Fare Quote request, and determines how the Travelport Galileo system applies carrier specific YQ/ YR taxes and North American Passenger Facility Charges (PFCs).

Benefits of APCL

1) Eliminates the need to input a Plating Carrier in FQ & FS entries

Accurate Fare Quotes to be returned to the user without the need for manually entering plating carrier details. This enhancement applies to all Fare Quote and Fares Shopping commands, including Fare Quote SuperBB™.

2) Automatically selects the Plating Carrier as filed in the fare rules

Booking File Validation Process & Reduction of Plating Carrier violation. A single ticket can be used to travel on the services of more than one airline; not all airlines, however, are in a position to accept tickets issued on behalf of another carrier. Interline Agreements are signed between carriers and determine which other airline tickets will be accepted for passenger travel. Failure to validate interline ticket acceptance between carriers can result in denied passenger carriage.

3) Greater accuracy in Fare pricing, thus reducing the chances of ADMs

Reduction of ADMs due to incorrect YQ / YR quotation.

The selection of carrier plating can be overridden at the time of Fare Quote, if so required, however it can result in ADMs or denied passenger carriage.

Plating Carrier Selection Rules

When determining the plating carrier, the Travelport Galileo system will analyze the itinerary and make the required selection based on the following rules:

A) If the journey is:

Wholly within a country (or)

Wholly between Canada and the USA (or)

Wholly within the area comprising Denmark, Norway and Sweden

The validating carrier selected will be the carrier supplying the first sector (first coupon) for transportation

B) If the journey is not one of the above and:

Involves transportation between Area 1 and Area 3 via Area 2

The validating carrier selected will be the carrier performing transatlantic transportation.

Involves transportation between IATA traffic conference (TC) areas

The validating carrier selected will be the carrier performing the first transportation between TC areas

Involves transportation wholly within a TC area

The validating carrier selected will be the carrier that performs the first transportation between IATA sub-areas

Involves transportation wholly within a single IATA sub-area

The validating carrier selected will be the carrier that performs the first international transportation

C) If the sector that determines plating carrier is a surface sector, use the first carrier on the ticket

At time of validation, the Travelport Galileo system will

- 1) Also ensure that the chosen carrier is present in the authorized plating carrier fields of the requesting agency or ticketing agency, if designated.
- 2) Ensure that the chosen carrier has active interline agreements with all other carriers present in the itinerary as booked.
- 3) Electronic Ticketing is the default assumption for all fares request, shopping entries and Plating Carrier Logic
- 4) Fare quotes that default to ET will be returned with the "E-TKT REQUIRED" message

Note:

- Plating carrier cannot be changed once stored in a Filed Fare using APCL
- Ticketing agency cannot be changed once stored in a Filed Fare using APCL
- Fare will not be quoted if agency is not authorized to ticket on applicable carrier
- Fare will not be quoted if interline agreement fails

For the correct plating carrier to be selected, 360° Fares needs to know the ticketing agency. If the ticketing agency is different from the faring agency; the faring agency has the option of specifying the ticketing agency by using the ticketing agency modifier (TAxxxx)

Using APCL

FQ	- Ticketing Agency (Own PCC or pre-defined in HMCT or TKAG fields)
FQTA3I8U	- Ticketing Agency is 3I8U

All Fares and Shopping requests for all agency customers and Plating Carrier Logic will default to Electronic Ticket when no ticketing modifier is input.

TRAVEL INDUSTRY PHONETICS:

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

**GALILEO ROOMMASTER- HOTEL
RESERVATIONS**

INTRODUCTION

The Galileo RoomMaster database, accessible using the Travelport Galileo system, is a very powerful tool, allowing you to quickly and easily check availability and confirm hotel bookings. In addition to this, RoomMaster provides you with a source of information relating to hotel properties and chains.

Benefits of booking hotels through Galileo RoomMaster

Unlike the majority of airlines, most hotel chains still pay commission to travel agents. RoomMaster bookings do not require documents to be issued; therefore selling hotels to your customers is an easy source of revenue to your agency with very little administration required.

What is RoomMaster**HELP: H/RMV****RoomMaster has:**

- Over 400 hotel chains, of which 180 are currently Inside Shopper participants
- Approximately 95,000 properties
- Over 5,000,000 rates worldwide

The table below lists some features and benefits of RoomMaster

Features:	Benefits:
Immediate confirmation response from Inside Shopper and Inside Availability participants.	Guarantees confirmation from participating hotel chain before finalizing customer's travel plans.
Ability to customize availability displays to find specific hotels by name, price or location.	Reduces displayed availability to only those hotels which meet your customer's needs.
Ability to update previously displayed availability with one quick entry to further define customer requirements.	Allows you to remain focused on the customer and easily incorporate new information into the sale as it becomes available.
Hotel chains, and their individual properties, update description policies themselves thereby making this information current and accurate.	Allows you to check quickly on additional information regarding hotel chains and properties.
Inside Shopper and Inside Availability offer direct access to the hotel chain's system for availability and rates. Including BAR (Best Available Rate).	Allows you to view the most up-to-date and guaranteed rates. Rates highlighted with ! are guaranteed nothing lower can be found on the web.
Integration of multilevel/negotiated rates with published rates in the same screen display.	This makes rate comparisons and booking customer-negotiated rates even easier.
Comprehensive database of reference points and the capability to display associated distance to the hotel from specified points.	Let's you determine and book the most convenient location for your customer.
Complete Pricing - some vendors now	Allows you to easily compare rates based

show the approx total.	on the total stay inc taxes and surcharges as opposed to the nightly rate.
Alternative Availability – with some Inside Shopper Participants, if the Inside Shopper rates are closed at the property you select, alternatives with the same chain that do have available rooms may be offered.	Particularly useful for clients holding frequent guest cards to offer them the best choice of property with added benefits for them.

PARTICIPATION LEVELS

There are three levels of participation within RoomMaster which affect the complete availability, rules and sell response. These levels are:

- 1) **Inside Shopper**
- 2) **Inside Availability**
- 3) **Inside Link**

1) Inside Shopper

- The highest level of connectivity
- Allows you to receive hotel rates and availability on the initial hotel availability screen directly from the hotel vendor's reservation system
- Information on the initial screen is taken from the chain CRS
- Some Inside Shopper participants allow you to personalize your client's booking with hotel identification numbers (ID.), and frequent guest numbers (FG)
- The Frequent Guest Number (FG) notifies the hotel of a guest's status in advance of their arrival. Hotel chains participating in the Inside Shopper program use the frequent guest number to provide point of sale information before the sale takes place. Participants are then able to provide special amenities based on the level of participation in their frequent guest program
- An ID number is associated with a special program or rate possibly sent to you via fax or email advertising

Inside Shopper rates may have an A for Available, C for Closed or R for on Request.

- ✓ The sell message results in an instant confirmation
- ✓ A reservation is built in the vendor's computer system prior to ending the Travelport Galileo Booking File and a confirmation number is returned immediately before the Booking File is ended

2) Inside Availability

- Inside Availability provides a direct communication link between the Travelport Galileo system and a particular vendor's internal reservation system
- It provides real time access to the vendors booking inventory for availability, rates and rules
- ✓ A reservation is built in the vendors system.
- ✓ An instant confirmation number is returned prior to ending the Booking File

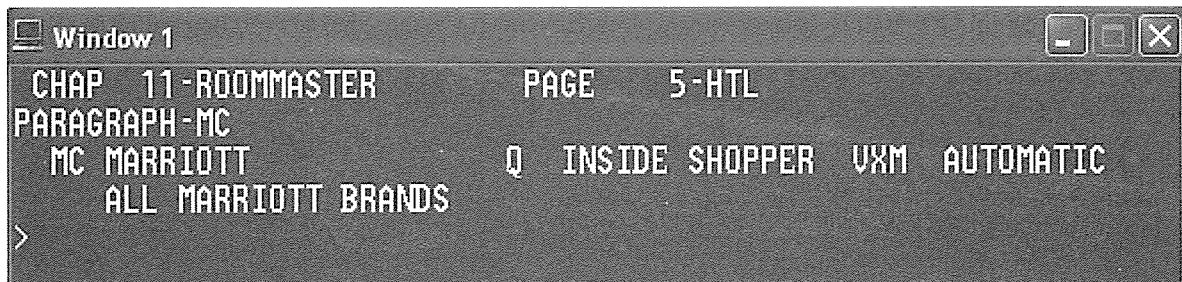
3) Inside – Link

- Any hotel vendors that are not Inside Shopper or Inside Availability are considered inside-link participants
- An inside-link participant responds to a sell message and sends a confirmation number only after end transact

ENCODE / DECODE HOTEL CHAINS

GC*11/HTL/MC

Decode Hotel Chain MC



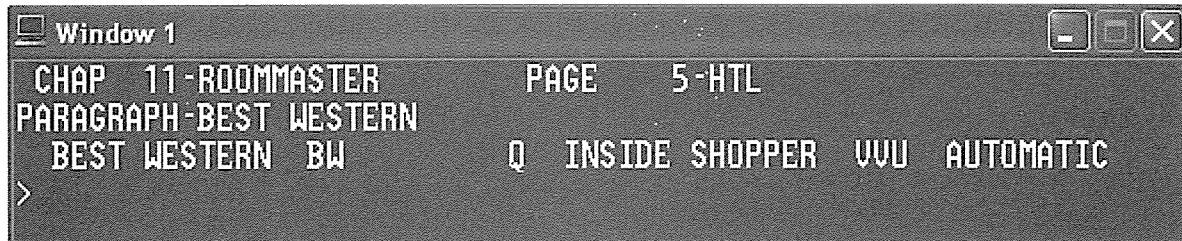
```

Window 1
CHAP 11-ROOMMASTER      PAGE 5-HTL
PARAGRAPH-MC
MC MARRIOTT              Q INSIDE SHOPPER VXM AUTOMATIC
ALL MARRIOTT BRANDS
>

```

GC*11/HTL/BEST WESTERN

Encode Hotel Chain Best western



```

Window 1
CHAP 11-ROOMMASTER      PAGE 5-HTL
PARAGRAPH-BEST WESTERN
BEST WESTERN BW          Q INSIDE SHOPPER VVU AUTOMATIC
>

```

ROOMMASTER FUNCTION IDENTIFIERS


HOA	Hotel Availability Display
HOD	Hotel Description Display
HOC	Hotel Complete Rates Display
HOV	Hotel Validation of room/rate policies
HOI	Hotel Index Display for a list of hotels in a given city/airport
HOM	Hotel Modify a confirmed reservation
HOU	Hotel Availability Update, prior to selling

HOTEL INDEX**HELP: H/HOI**

A hotel index is simply a list of hotels in the requested area. Availability is not checked, nor is the rate.

HOILON

Display Hotel Index in & around London city



```

Window 1
>HOI11MAR-1NTLON/D-48K
      LONDON
1 1 JD THE KENSINGTON      C 109-113 QUEENS GATE  3SW
2 2 !HL HILTON PARK LANE   C 22 PARK LANE        2SE
3 3 !TI THE ROYAL TRAFALGAR C NR TRAFALGAR SQUARE 2E
4 4 !RD RD BLU PORTMAN HTL C LONDON GB           0N
5 5 !JT JUMEIRAH CARLTON TO C ON CADOGAN PLACE    2S
6 6 !HL COURTHOUSE HOTEL   C LONDON GB           2E
7 7 !RD THE MAYFAIR        C LONDON GB           2SE
8 8 !LW THE LANDMARK LONDON C LONDON GB           2N
>HOI*PD
>HOC...

```

Screen explanation:

1. The input
2. Reference point
3. Line number
4. Hotel chain code preceded by link indicator
5. Property name
6. Location indicator
7. Address of Property
8. Distance and direction from reference point
9. Paging Prompt.
 HOI*PD - page down
 HOC - complete availability

HOILHR

Display Hotel Index near LHR airport

HOIMUMBAI

Display Hotel Index in & around Mumbai city (full city name used when airport code & city code are the same)

HOIHARRODS

Display Hotel Index in proximity to reference point, Harrods.

HOILON/N-PARK

Display list of hotels in LON, with PARK as part of the name.

HOILON/10JAN-2NT

Display list of hotels in LON with dates (allows you to tab to HOC for complete rates)

HOI*R

Re-display last HOI display

HOTEL REFERENCE POINTS**HELP: H/HOR**

You can display a list of reference points which can be used in your search criteria to meet the client's requirements, to locate a hotel close to a particular attraction or area within a given city.

HORSFO

Display a list of Reference points in SFO

```
Window 1
>HORSFO

REFERENCE POINTS FOR SFO                                CA US
1 ALCATRAZ                                                2 AMTRAK THRUWAY BUS TERMINAL
3 ANGEL ISLAND                                            4 APTOS
5 ARTHUR ANDERSEN                                         6 BANK OF AMERICA
7 BELMONT                                                  8 BODEGA
9 BOYES HOT SPRINGS                                       10 BRISBANE
11 BURLINGAME                                              12 CALIF ACADEMY OF SCIENCES
13 CALTRAIN DEPOT                                         14 CANNERY
15 CERES                                                  16 CHASE BANK
17 CHINATOWN                                              18 CIVIC CENTER
>HOR*PD
```

HOA3/10JAN-3NT/D-1M

Display availability within 1 mile of reference point 3 from HOR display

HOI4

Display hotel index list for reference point on line 4 of HOR display.

HOR*R

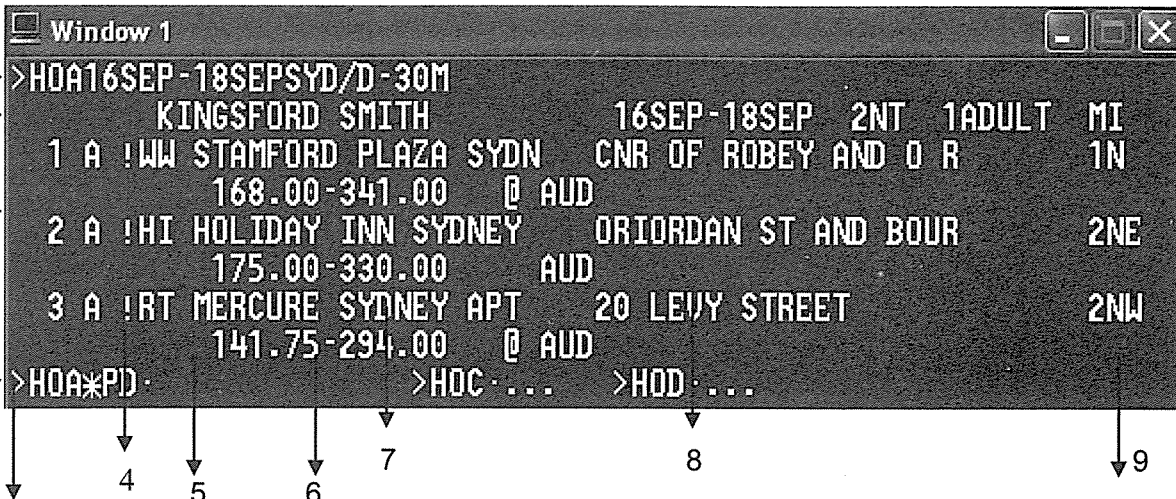
Redisplay last HOR display

HOTEL AVAILABILITY**HELP: H/HOA**

Hotel Availability is the first step necessary to find a list of available properties in a given city for specific dates. Search Qualifiers can be used to help you find the most suitable hotel in the right location to match the needs of your passenger.

Request hotel availability at SYD airport for check in 16 Sep, check out 18 Sep

HOA16SEP-18SEPSYD



```

Window 1
>HOA16SEP-18SEPSYD/D-30M
KINGSFORD SMITH 16SEP-18SEP 2NT 1ADULT MI
1 A !WW STAMFORD PLAZA SYDN CNR OF ROBEY AND O R 1N
168.00-341.00 @ AUD
2 A !HI HOLIDAY INN SYDNEY ORIORDAN ST AND BOUR 2NE
175.00-330.00 AUD
3 A !RT MERCURE SYDNEY APT 20 LEVY STREET 2NW
141.75-294.00 @ AUD
>HOA*PD>HOC...>HOD...

```

Annotations for the screenshot:

- 1: Points to the input line: >HOA16SEP-18SEPSYD/D-30M
- 2: Points to the reference point, check-in date, check-out date, number of nights, number of adult occupancy: KINGSFORD SMITH 16SEP-18SEP 2NT 1ADULT MI
- 3: Points to the line number: 1
- 4: Points to the inside shopper indicator: !
- 5: Points to the hotel chain code preceded by link indicator: WW
- 6: Points to the property name: STAMFORD PLAZA SYDN
- 7: Points to the range of rates available followed by currency code: 168.00-341.00 @ AUD
- 8: Points to the address of property: CNR OF ROBEY AND O R
- 9: Points to the distance and direction from reference point: 1N
- 10: Points to the paging prompts: >HOA*PD>HOC...>HOD...

Screenshot Explanation

- The input
- Reference point, check-in –date. Check-out-date, number of nights, number of adult occupancy
- Line number
- Inside Shopper indicator
 - A requested rate types are available and included in the rate range.
 - C requested rate types are not available.
 - O requested property is closed but alternate properties may be offered
 - blank not Inside Shopper
- Hotel chain code preceded by link indicator
 - (!) Best Available Rate for this property
- Property name
- Range of rates available followed by currency code
 - @ indicates the rate will change during the stay.
- Address of property
- Distance and direction from reference point
- Paging prompts

HOA*PD	page down
HOC	complete availability
HOD	description

HOA10JAN-2NTSYDNEY	Request hotel availability in Sydney city centre for 10 Jan 2nights.
HOA14FEB-2NTVCE/HI	Request hotel availability in Venice for 2nts with chain HI
/1+HOA-18SEP	Request availability following flight segment 1 for check-out date 18 sep
/1+HOA-2NT/FG-MC1234	Request availability following flight segment 1 for 2 night stay with Marriott frequent guest number (to provide point of sale info to Inside Shopper participants)
/1+HOA-20JAN/HI	Request availability following flight segment 1 for chain HI
HOA*R	Redisplay last availability display

Note:

- 1) When the city and airport code are the same, use the city name in full to display city hotels first, then airport hotels.
- 2) Date formats can be shown as ckin-ckout dates or in number of nights.
- 3) RoomMaster displays hotels in a completely random order

SEARCH QUALIFIERS**HELP: H/HSQ**

There are many variations of Search Qualifiers in the Help pages or your on-line Formats guide. Also see GC*605/258.

1) Occupancy

This will display the rates based on the number of guests occupying the room

- /2 Rates for Double occupancy
- /3 Rates for Triple occupancy
- /4 Rates for Quadruple occupancy

2) Frequent Guest

When searching for hotel availability and the client is in possession of a frequent guest card with the hotel chain. Inside Shopper participants will display an A to indicate rates are available, and will be provided with point of sale information before the sale takes place. Special amenities may then be provided based on the level of participation in their frequent guest programme.

/FG-972057905

Note:

Use qualifier ID- to add ID numbers instead of FG- (ID numbers will be provided by the vendor).

3) Distance and Direction

- /D-15K Hotels located within (up to) 15 kilometres of specified point.
- /D15K Hotels located 15 kilometres away (with 10% range).
- /D10-20K Hotels located between 10 and 20 kilometres from the specified point.
- /D-10KN Hotels located within (up to) 10 kilometres, north of the specified point.

4) Hotel Chain or Names

- /SI Display chain SI only.
- /N-ROYAL Display hotels with the word ROYAL in the name.

5) Location or Property Type

/L-C	Display city location hotels.
/L-R	Display resort location hotels.
/L-BE	Display beach hotels.
/L-TH	Display theatre district hotels.
/P-BB	Property type, Bed and Breakfast.
/P-APT	Property type, Apartment.
/P-MO	Property type, Motel.

6) Rate Range and Currency

/V100	Hotel rate approximately 100 local units.
/V-100	Hotel rate less than 100 local units.
/V+100	Hotel rate more than 100 local units.
/V100-150	Hotel rate between 100 and 150 local units.
/VGBP	Hotel currency in different currency (GBP).

7) Booking Codes or rate Category (only used with Inside Link and for Modifying Room Types)

/B-A1K	Deluxe room with 1 King size bed
/B-D2T	Moderate room with 2 twin beds
/B-ROH	Run of the House, room type allocated on check-in.
/C-COR	Corporate rates for corporate members.
/C-FMP	Family Plan rates
/C-RAC	Rack rates, standard non-discounted rates.
/C-WKD	Weekend rates.

8) Common Features / Facilities

/F-POO	Pool required
/F-HEA	Health Club
/F-ROO	Room Service
/F-NOS	Non smoking rooms

HOTEL AVAILABILITY UPDATE**HELP: H/HOU**

Used to update the Hotel Availability display

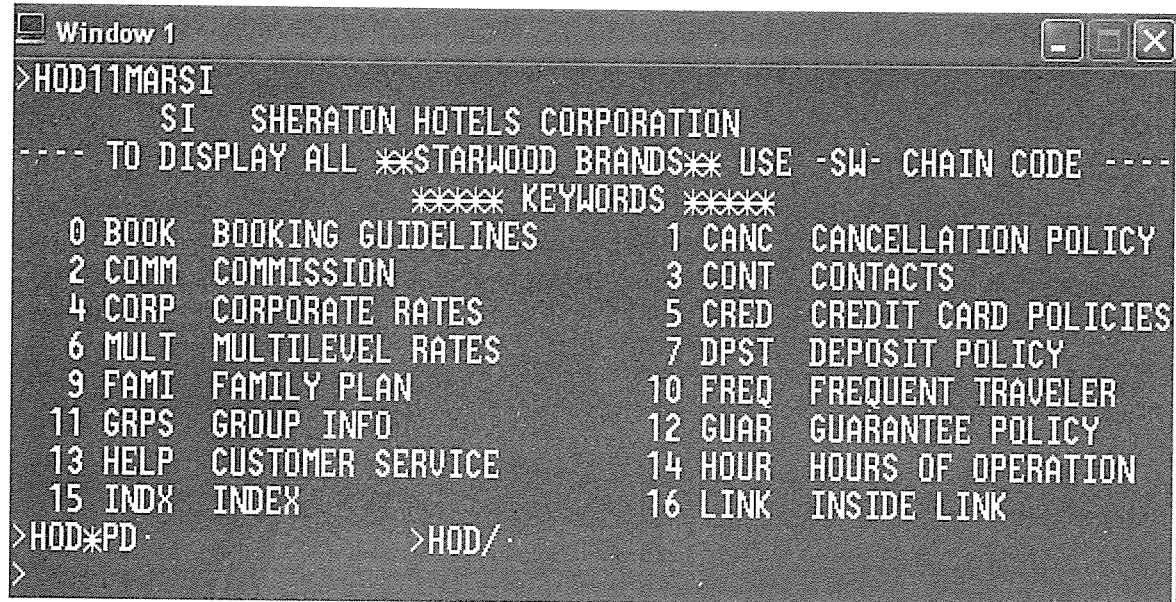
HOU19MAY	Update availability for arrival 19 May.
HOU-10JUN	Update availability for departure 10 Jun.
HOU/L-R+BE	Update availability resort and beach locations.
HOU/L-	Update availability and remove all location searches.
HOU/@GAL	Update availability with Multi Level rates code.

HOTEL DESCRIPTION / POLICIES**HELP: H/HOD**

Hotel Description pages provide the address, telephone number, exact location and hotel facilities, plus a general outline of the property information.

HODSI

Display vendor policies for SI (Sheraton)



```

Window 1
>HOD11MARSI
      SI  SHERATON HOTELS CORPORATION
---- TO DISPLAY ALL **STARWOOD BRANDS** USE -SW- CHAIN CODE ----
          *** KEYWORDS ***
0 BOOK  BOOKING GUIDELINES      1 CANC  CANCELLATION POLICY
2 COMM  COMMISSION              3 CONT  CONTACTS
4 CORP  CORPORATE RATES        5 CRED  CREDIT CARD POLICIES
6 MULT  MULTILEVEL RATES       7 DPST  DEPOSIT POLICY
9 FAMI  FAMILY PLAN            10 FREQ  FREQUENT TRAVELER
11 GRPS  GROUP INFO            12 GUAR  GUARANTEE POLICY
13 HELP  CUSTOMER SERVICE      14 HOUR  HOURS OF OPERATION
15 INDX  INDEX                 16 LINK  INSIDE LINK
>HOD*PD  >HOD/
>

```

HOD3

Display description pages from line 3 of HOA display.

HODS2

Display description pages from confirmed hotel segment 2

HOD/CRED

Access Keyword CRED for property from Description
Pages Display

HOD10272

Display description pages by specific property number.

HOD10272/RECR+SERV

Display description pages for property 10272, accessing
keywords for recreation and services available

HOD10272/2+17+6

Display description pages for property, requesting
keywords 2, 17 and 6 (to be displayed in that order)

HOD*PD

Page down through text

HOD*PU

Page up through text

HOD*MENU

Redisplay keyword menu

HOTEL COMPLETE RATES**HELP: H/HOC**

After searching for availability (HOA) and viewing the hotel description (HOD), you need to check the availability of individual room types and rates.

HOC1

Display complete availability from HOA or HOI display line 1

```

4
*HOC* NS 58256 NH FRANKFURT AIRPOR 12DEC-15DEC 03NT 1 ADULTS
THANK YOU FOR BOOKING NH HOTELES
REF      RATE      CUR      COM CAT GT RF CR
 1 NT     129.00@   EUR      Y RAC 18 Y N
  AP      337.00 BEST AVAILABLE RATE
                        ROOMTYPE ASSIGNED ON CHECK-IN
 2 NT     159.00@   EUR      Y RAC 18 Y N
  AP      427.00 BEST AVAILABLE RATE
                        SUITE 2 TWIN BEDS
                        BED:U2T MEAL:UNK VIEW:UNKNOWN
>HOC*PD . >HOV . >HOA*R . >N1 INSIDE .

```

HOC3/19JAN-3NT

Display complete availability from HOA or HOI display line 3 from 19 January for three nights.

HOC*R

Re-display last HOC display

HOC*R/EUR

Re-display last HOC, in currency EUR

COM

Commission Y or N

CAT

Rate Category

GT

Guarantee (G), Deposit (D), Prepay (P), Hold Time (18)

RF

Refundable Y or N

CR-

Credentials required Y or N

@

Rate will change during the stay

HOTEL RULES VALIDATION**HELP: H/HOV**

After displaying Complete Rates for the hotel you require you must validate the required room rate before selling it. This ensures you have checked all the rules and policies that are attached to that rate.

HOV3

Display rules from rate shown on line 3 of complete availability display

HOVS4

Display rules from rate shown on segment 4 of Booking File

HOTEL SELL**HELP: H/HSRS**

After checking the hotel availability, complete rates and validating the room type, you are now ready to sell the hotel room.

- ✓ All hotels must be provided with some form of guarantee before the room can be sold
- ✓ The guarantees that are accepted may differ from property to property
- ✓ The HOV must be checked to find the acceptable guarantee method for the property before selling
- ✓ The guarantee will hold the room beyond the normal release time to ensure the room is not re-sold if your client is late to check-in
- ✓ Some hotels may require a deposit payment during busy periods such as trade events or peak holiday season
- ✓ Some hotels may accept your agency IATA number as a guarantee

Reference Sell

N1INSIDE4 Need one room from line 4, from HOC display
N1INSIDE Need one room from line 4, from HOV display

Any of these entries are, usually, followed by optional fields such as guarantee, corporate discounts or service information etc.

N1INSIDE/G-AGT/FG-654321 Need one room from HOV display, guaranteed to the agency IATA number, with Frequent Guest number 654321

Optional Sell Fields

/G-AX370000000000028EXP1204	Payment guarantee, if vendor requires it
/NM-JONES/ALANMR	Name override. Pax staying in room
	different from lead name in Booking File
/SI-SEA VIEW	Service information (max 23 characters)
/FG-E32061F	Frequent guest number
/FT-BA86008152	Frequent traveller number, e.g. British Airways Silver Executive member
/RA-1	Rollaway Bed for an adult
/RC-1	Rollaway Bed for a child
/CD-543876	Corporate Discount number
/RC-ACB132	Rate code information

Direct Selling**HELP: H/0HHL****0HHLSINN104JUN-07JUN10272A1QCOR-2/G-AGT**

Book hotel chain SI, one room (NN1), arrival 04Jun, departure 07Jun, property number 10272, room type A1QCOR, for two people, guaranteed by agency's IATA number

MODIFICATION OF A BOOKED HOTEL SEGMENT**HELP: H/HOM**

Without picking up the phone, it is possible to amend or cancel a reservation as per your customer's requirements.

If an Inside Shopper or Inside Availability vendor is cancelled, a cancellation number must be received to acknowledge that the cancellation has taken place successfully.

Note: Some modification formats, such as a change of date or room type, perform a cancellation and re-book function in the Travelport Galileo system, so please ensure you check availability before modifying any confirmed reservations.

Using modification formats, you can:

- 1) Change check-in/out dates using the D modifier
- 2) Change room type and number of adults using the R modifier
- 3) Change optional fields using the O modifier
- 4) Delete optional fields using the X modifier

HOM2D/11DEC-13DEC	Modify ckin and ckout dates for segment 2. (Original reservation will be cancelled, therefore check availability first)
HOM2D/-19DEC	Modify checkout date only (Original reservation will be cancelled, therefore check availability first)
HOM4R/A1QRAC	Modify room type for segment 4 (see HOV for room type and rate code)
HOM2O/FT-UA9272110	Modify to add frequent traveller number for segment 2
HOM2O/SI-LOW FLOOR	Modify to add service information to segment 2
HOM3X/FG-	Cancel Frequent Guest optional field
HOM2X/SI	Cancel all SI optional field for segment 2

CANCELLING A HOTEL SEGMENT**HELP: H/XHTL**

Once a hotel reservation is made using the Travelport Galileo system, a message is immediately sent to the hotel participant & the hotel is confirmed.

You should never Ignore (I) the Booking File, as a cancellation message may not be sent to the vendor and the reservation may still be "live" in their CRS.

The hotel segment must be cancelled correctly using the process listed in this module. Inside Shopper and Inside Availability vendors will return a cancellation number instantly.

A cancellation number must be received to confirm the booking has been cancelled.

If a cancellation number is returned immediately, receive and end the Booking File.

If a cancellation number is not returned immediately, receive and end the Booking File. Wait a few moments and then retrieve the Booking File. If there is still no cancellation number, you must check to make sure the cancellation was received by the vendor.

Important Note: Once you have sold a hotel, if you no longer require the reservation you are advised to end and retrieve the Booking File prior to cancelling the hotel segment. This will ensure a history / audit trail of the reservation, showing confirmation and subsequent cancellation data, this information will assist you with any subsequent queries from the vendor.

X2

Cancel segment 2

XH

Cancel all hotel segments in Booking File

Negotiated Rates

The negotiated or "multilevel" rate programme has been designed to enable agents to book their special discounted rates with hotel vendors through the Travelport Galileo system.

A Multilevel Rate access code is like a password to access rates for your specific agency. The access code can consist of 1-6 alpha/numerics and up to three access codes can be entered at the same time.

The main difference when booking negotiated rates compared to standard rates, is that the multilevel rate access code must be entered in the availability entry. The remainder of the process is unchanged.

- HOILON@IBM
- HOA12SEP-2NTLON@IBM

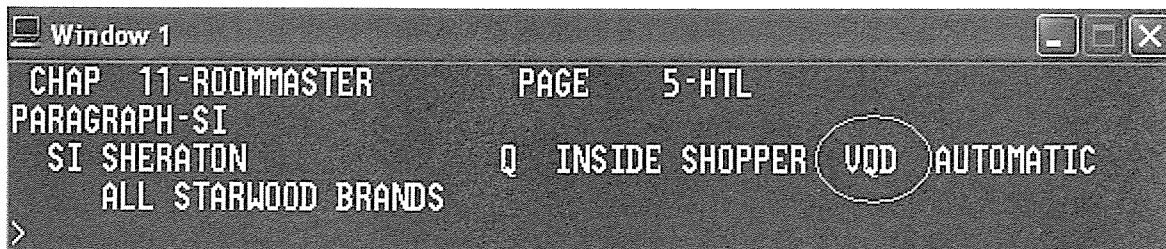
Queuing Booking Files To Hotel Vendors

GC*11/45/BOOKING

To queue a Booking File to a hotel chain, display the Booking File and follow the steps below.

1. Check that the chain participates in queuing and determine their queuing pseudo city.

GC*11/HTL/SHERATON or GC*11/HTL/SI



2. Add the Vendor Remark to the Booking File.
 - V.HSI*REF IAN WORLD TRAVEL.FOR MR GALILEOTEST 1DEC-2NT REQ QUIET ROOM

Note: Once entered, the message will be stored in the Vendor Remarks area as a vendor outgoing message.

3. Complete the Booking File by Queuing to the Vendor QEB/VQD

Booking Files are then routed to the hotel chain, and from there communicated to the particular hotel.

When the chain replies, the Booking File will automatically be placed on the agent's queue 16 as an incoming Vendor Remark (VI).

To be used

- When you have booked a hotel through the Travelport Galileo system more than 24 hours ago and you still do not have a confirmation number.
- When you need to change a booked reservation and complete availability shows that the hotel cannot accommodate the change.
- When you need to add or change a guarantee and the hotel is no longer available.
- When you need to make sure that special needs, such as handicap access or a non-smoking room, have been confirmed.

THE FIVE STEP PROCESS

Booking Hotels through Galileo RoomMaster is via five easy steps:

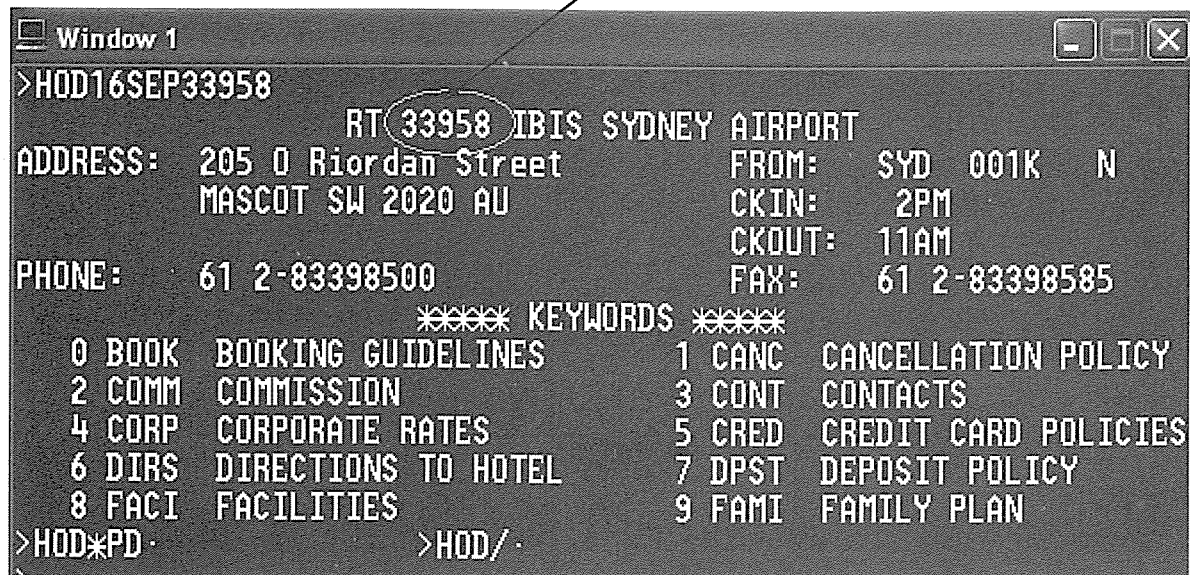
- | | |
|-------------|--|
| 1) HOA | Hotel Availability Display |
| 2) HOD | Hotel Description Display |
| 3) HOC | Hotel Complete Rates Display |
| 4) HOV | Hotel Validation of room/rate policies |
| 5) N1INSIDE | Sell the Hotel |

Travelport GALILEO HOTEL IMAGES

It is now possible to view pictures of hotels in the Travelport Galileo system, via the Travelport Galileo Hotel Images Tool.

Currently in excess of 53000 properties bookable using the Travelport Galileo system, have photographs available to view.

Travelport Galileo Hotel Images is a free product accessed via the internet – all you need to do in order to access the photographs is know the unique RoomMaster property ID number.



To access Travelport Galileo Hotel Images website enter:
<http://support.galileo.com/hotelimages>

Note:

- No user ID or password is required
- URL can be saved in Favourites on internet explorer or as a Hotkey in Focalpoint

CAR MASTER – CAR RESERVATION

INTRODUCTION

What is CARMASTER?

CarMaster provides travel agents with the ability to make a reservation for car rentals with up to 40 car rental companies at 15000 locations worldwide. In addition, agents can access detailed descriptions regarding the car companies (vendors), locations and rates/vehicles.

The car data is held by Travelport Galileo in Denver and is regularly updated by the car vendors themselves, thereby ensuring up to date and accurate information.

Features

- Immediate confirmation response from Inside Link® participants
- An unlimited number of vehicle types along with a sophisticated rate structure
- Ability to customize availability displays to find specific car rental companies, vehicle types, free mileage allowance, price, and pickup and return location
- Ability to update previously displayed availability with one quick entry to further define customer requirements
- There are many detailed descriptions of the car rental companies and their individual locations updated by the rental companies themselves, thereby, making this information current and accurate
- Prompts that appear when other rate types such as weekly, weekend, or monthly may apply
- Comprehensive database of reference points, and capability to display associated distance and direction of rental locations from specified points

Benefits

- Provides an opportunity to generate additional revenue
- Cuts out telephone and fax costs
- Available 24 x 365 days
- Increases productivity and enhances customer service levels
- Guarantees bookings through instant confirmation
- Integrated into client's Booking File

Participation levels

There are three levels of participation within CarMaster which determines when a car company confirms the reservation with a confirmation number; either at time of booking or after end transact. These levels are:

1. Inside Availability
2. Inside Link
3. Non Inside Link / Tele Type Link

1) Inside Availability

It provides real time seamless access to internal car type, rates and rules as viewed by the car rental companies' reservation staff.

2) Inside Link®

It provides an interactive communication between Travelport Galileo CarMaster and the car rental company's central reservation system. Once the car segment is sold, the booking message is sent to the car vendor's central reservation computer.

1. Confirmation number – prior to end transaction
2. An alert message requesting additional information for the sell to be successful.

The on-screen indicator for an inside link participant is "***". It is not a real time sell.

3) Non Inside Link / Tele Type Link

Once you sell a car with a Non Inside Link participant a tele type message is sent to the vendor after end transaction. There is no onscreen indicator. It takes nearly 48 hours for the car vendor to reply back with the confirmation. It is not a real time sell.

ENCODE / DECODE

Like Air and Hotel Vendors, Car vendors too have two-letter codes.

Before requesting availability, you may need to determine the search qualifier codes that need to be added to the entry for specifying the car company.

To determine their 2-letter code for EUROPCAR, we will encode the name EUROPCAR

GC*12/CAR/EUROPCAR

```
Window 1
CHAP 12-CARMASTER      PAGE 1-CAR
PARAGRAPH-EUROPCAR
EUROPCAR INTERNATIONAL  EP  INSIDE AVAILABILITY
QUEUE CITY: VWD
>
```

To Decode the Car vendor code ZE

GC*12/CAR/ZE

```
Window 1
CHAP 12-CARMASTER      PAGE 1-CAR
PARAGRAPH-ZE
ZE  HERTZ               INSIDE AVAILABILITY
QUEUE CITY: VWA
```

CarMaster Functional Identifiers

CAL	Car Availability
CAD	Car Description
CAV	Car Rule Validation
CAU	Car Update
CAI	Car Index
CAM	Car modification

CAR AVAILABILITY**CarMaster Low to High Rate Availability Display**

Is used for the leisure or business client who is searching for the lowest rate. The lowest rates are at the top of the display, regardless of car type.

Car availability can be displayed with or without an air segment. If an air segment (return itinerary) is present, a short entry can be made which would pick up the arrival and departure information from the itinerary and display the car availability accordingly.

Formats used to display car availability can be divided into two categories:

- **With an air segment**
- **Without an air segment**

Basic Car Type Availability with an Air Segment

/1+CAL

/1	Insert after segment 1
+	Mandatory End item
CAL	Car type function identifier

Example:

Entry to check availability with air segment:


```

Window 1
1.1SHARMA/POOJAMS
1. SQ 405 W 12SEP DELSIN HS1 0810 1620 0 E SU
2. SQ 406 W 20SEP SINDEL HS1 0215 0520 0 E MO
FONE-DELT*ABC TRAVELS REF AMIT 21548745
TKTG-T*
>/1+CAL

```

Response:

```

Window 1
>CAL12SEP-20SEPSIN/ARR-420P/DT-215A
CHANGI INTL ARPT * SU 12SEP 4:20P -20SEP * STND/PROM * SGD
A: @ UPSSELL ! ALTERNATE RATE AMT FK CHG APPROX TOTAL
1 +AVIS T N G ECAR 726.00 RW UNL .00 829.71
2 +AVIS T S G CCAR 816.00 RW UNL .00 932.58
3 +AVIS T N G CDAR 960.00 RW UNL .00 1097.15
4 +AVIS T N G IDAR 984.00 RW UNL .00 1124.58
5 +AVIS T N G SDAR 1152.00 RW UNL .00 1316.58
6 +AVIS T S G FCAR 1314.00 RW UNL .00 1501.71
7 +AVIS T N G SUAR 1343.99 RW UNL .00 1536.00
8 +AVIS T N G SFAR 1452.00 RW UNL .00 1659.43
9 +AVIS T C G FFAR 1632.00 RW UNL .00 1865.14
>CAL*PD >CAL*VENDOR-ALERTS P 1

```

Arrows indicate the following components:

- 1: Line number
- 2: Pick up point; pick up day of week, date, time; return date; rate category (standard and promotional) and local currency code (SGD).
- 3: Column indicator
- 4: Column headers.
- 5: Line number
- 6: Inside link indicator
- 7: Vendor name (if followed by + indicates franchise)
- 8: Inside link
- 9: Inside availability
- 10: blank no link
- 11: Rate
- 12: Amount
- 13: Fare basis
- 14: Fare type
- 15: Change
- 16: Approximate total
- 17: Vendor name

Explanation:

- The input, preceded by SOM (Start of Message) for quick modification.
- Pick up point; pick up day of week, date, time; return date; rate category (standard and promotional) and local currency code (SGD).
- Column indicator
- Column headers.
- Line number
- Inside link indicator
 - * inside link
 - + inside availability
 - blank no link
- Vendor name (if followed by + indicates franchise)

8. Location Indicator

T	Terminal
O	Off-terminal

9. Availability status indicator

S	available for rental
N	on request
C	car not available / sold out

10. Rate guarantee indicator code

G	Guaranteed rate
Q	Quoted rate, subject to change
@	Converted rate - stored in a currency different from display currency (see individual rule (CAV) for details)

11. Car Type Codes

12. Rate in local currency unless otherwise requested

13. Required charges indicator

+	charges apply, check CAV
R	return to rental location required blank not applicable
D	Daily rate
E	Weekend rate
W	Weekly rate

14. Number of free miles / kilometres

UNL	unlimited
------------	-----------

15. Charges per extra mile/kilometer

16. Approximate cost of the hire for the time requested (including all extra taxes fees and mandatory charges)

17. Vendor alert prompt

18. Paging prompts

You may include the two-letter car vendor code in the above input.

/1+CAL/AL

/1	Insert after segment 1
+	End item
CAL	Car type function identifier
/AL	Vendor code for Alamo

Other search qualifiers may be used as well. They are discussed later in the lesson.

Basic Car Type Availability without Air Segment

You can display car availability when air segments do not exist in the Booking File. Many of these requests would be for non-airport locations. CarMaster allows you to book cars at city and reference point locations, in addition to airports.

Note: When a non-airport location is requested, the response will first be an Index of car locations (to allow the correct non-airport location to be selected) then car availability will be displayed.

The minimum data required to display the basic car type availability is given below in the example.

CAL arrival date – drop-off date City Name /ARR-arrival time/DT-drop-off time

CAL1OCT-3OCTZURICH/ARR-1000/DT-1600

CAL	Function identifier
1OCT-3OCT	Pick up and drop off dates
ZURICH	Full city name / three-letter city codes can also be used
/ARR-	Pick up time
/DT-	Drop off time

Low to high Availability without an air segment:

HELP: H/CAL

CAL24AUG-28AUGAMS/ARR-1000/DT-0900

By date, city, arrival and drop time

CAL24AUG-28AUGCQF/ARR-1000/VGBP/DT-0900/D-1M

By currency GBP and within 1mile of the city Calais)

CAL10SEP-14SEPSYDNEY/ARR-1800/DT-1400/EU

Specifying vendor code-EU

CAL1SEP-19SEPATL/ARR-1400/DT-1730/UNL

with Unlimited mileage offer

CAL1SEP-19SEPATL/ARR-1400/DT-1730/GUAR

with guaranteed rates

Low to high Availability with an air segment :

/1+CAL.ECMR	of car type ECMR (Economy 2/4 door car Manual Non-A/c)
/1+CAL-W	to display Weekly rates
/1+CAL-E	to display Weekend rates
/2+CAL/GUAR	with guaranteed rates

SEARCH QUALIFIERS

Car Codes

Apart from the Car vendor codes, it is important to know the Car Type codes.

Car Codes consists of four characters (Eg. ECMN). One character comes from each of the following four groups

To find out the Car Codes: **GC*12/5**

1. CAR SIZE

M	MINI
E	ECONOMY
C	COMPACT
I	INTERMEDIATE
S	STANDARD
F	FULL SIZE
L	LUXURY
X	SPECIAL

2. CAR TYPE

B	CAR/2 DOOR
C	CAR/2 OR 4 DOOR
D	CAR/4 DOOR
S	SPORT

T	CONVERTIBLE
X	SPECIAL

The following types must be requested, otherwise they will not display

For example - to request all car sizes that are 4 Wheel drive *F

F	FOUR WHEEL
L	LIMO
P	PICK-UP TRUCK
R	RECREATION
V	VAN
W	WAGON/ESTATE

3. TRANSMISSION INDICATOR - by default both types automatically display

A	AUTOMATIC
M	MANUAL

4. AIR CONDITIONING - by default both types automatically display

N	NO
R	YES

Car Types

- .EDMN-Economy 4 Door Manual Non-A/c
- .LBAR -Luxury 2 door Automatic A/c

- .MSMN Mini Sport Manual Non-A/c

Car Vendor Chain

- /ZE Specify car vendor
- /ZE+ZD+AL Specify more than one car vendor. Maximum 4.

Distance and Direction

- /D-5MS (5 miles south of specified point)
- /D-15KNE (15 kilometers north east of specified point)
- /D10-15KS (hotels located between 10-15 kms south of the specified point)
- /D+10MW (distance greater than 10miles west of the specified point)
- /D-K (Converts displayed distances from miles to kilometers)
- /D-M (Converts distances to miles)

Rate Range and Currency

- /V30-50 (Car rate range 30 to 50 local currency units)
- /V-40 (Car rate less than 40 local currency units)
- /V50 (Car rate approx 50 local currency units or above)
- /VGBP (display rates in the specified currency)
- /VGBP-55 (Display rates in GBP at less than 55)

Rate Type

- -D Daily rate
- -H Hourly rate
- -E Weekend rate
- -W Weekly rate
- -M Monthly rate
- -P Package rate

Rate Category

- /A Association rate category
- /B Business standard rate category
- /C- Corporate rate category

- /G Government rate category
- /I Industry Travel rate category
- /K Package rate category
- /P Promotional rate category
- /R Airline/credential rate category
- /S Standard rate category
- /U Consortium rate category
- /V Convention rate category

Guaranteed Rate

/GUAR Guaranteed rates only

Unlimited Mileage

/UNL Unlimited mileage allowance

Rate Code for CAL only

@SUPER Rate code – 1 to 6 characters after @

Location

- /L-A (Airport)
- /L-AS (Terminal/Off terminal – secondary)
- /L-O (Off terminal)
- /L-T (Terminal – main- location)
- /L-ES (East suburban)
- /L-R (resort location)
- /L-C (city)
- /L-NS (North suburban location)
- /L-SS (South suburban)
- /L-WS (West suburban location)
- /L-ZEMADC01 (Specific city location 01 for Hertz in Madrid, vendor code is mandatory)

AVAILABILITY UPDATE

Having made a CAL entry, if certain information in the displayed availability needs to be changed/updated, the CAU entries can be used to update them instead of using another availability entry. Here are a few examples

- CAU17MAY Update and redisplay availability for 17MAY pick up
- CAU-12DEC Update and redisplay availability for 12DEC drop-off
- CAU.M Update and redisplay availability to show Mini (M) size cars
- CAU/ZE Update and redisplay with a specific vendor

- CAU/ARR-0900 Update and redisplay availability for 0900 arrival time
- CAUVIE Update and redisplay availability for pickup in VIE
- CAU/UNL Update and redisplay availability for Unlimited mileage
- CAU/GUAR Update and redisplay availability for guaranteed rates only
- CAUPAR/L-C Update and redisplay availability for city locations in Paris
- CAU/VGBP Update and redisplay availability in GBP currency
- CAU-W Update and redisplay availability for weekly rates
- CAU/R Update and redisplay availability for airline/credential rates
- CAU@ECON Update and redisplay availability for rate code ECON
- CAU/DT-0900 Updates Drop Time
- CAU/V-50 Update and redisplay availability for rentals under 50 local currency units

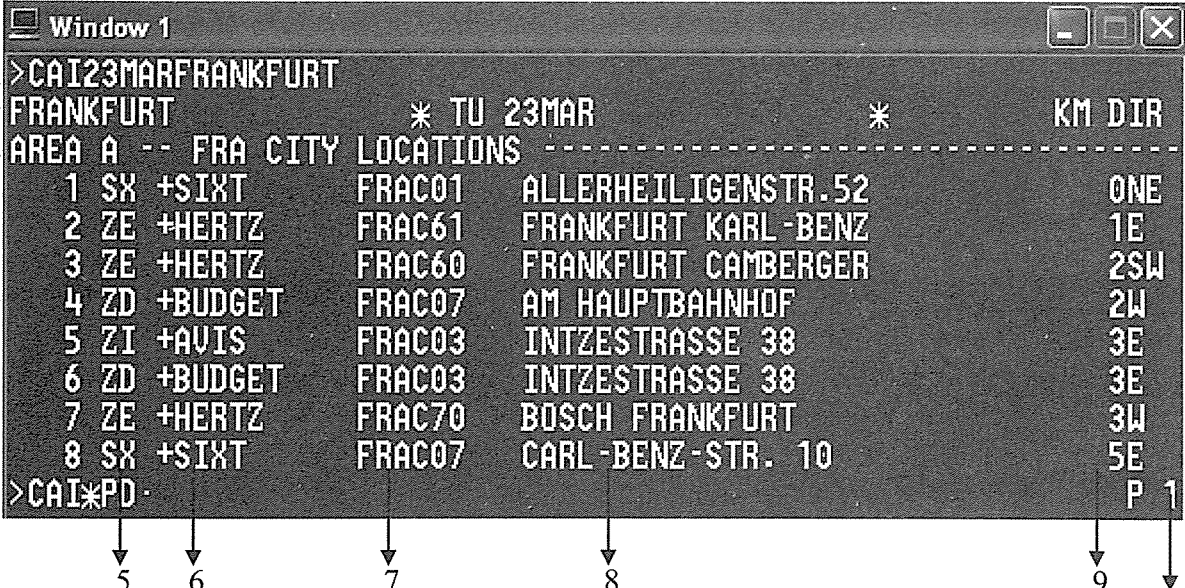
CAR INDEX

- CAISYD Display list of car locations in SYD, assumes current date
- CAICOLISEUM Display list of vendors near the Coliseum
- CAI25OCTRIO Display list of vendors in RIO for the date specified
- CAI14SEPGVA/TR+ZE Display list of specific vendors in GVA for the date specified

For example:

- CAIFRANKFURT Display an index of Frankfurt city locations.

Screenshot:



```

1 < >CAI23MARFRANKFURT
2 < FRANKFURT * TU 23MAR * KM DIR
3 < AREA A -- FRA CITY LOCATIONS -----
4 < 1 SX +SIXT FRAC01 ALLERHEILIGENSTR.52 ONE
5 2 ZE +HERTZ FRAC61 FRANKFURT KARL-BENZ 1E
6 3 ZE +HERTZ FRAC60 FRANKFURT CAMBERGER 2SW
7 4 ZD +BUDGET FRAC07 AM HAUPTBAHNHOF 2W
8 5 ZI +AVIS FRAC03 INTZESTRASSE 38 3E
9 6 ZD +BUDGET FRAC03 INTZESTRASSE 38 3E
10 7 ZE +HERTZ FRAC70 BOSCH FRANKFURT 3W
11 < 8 SX +SIXT FRAC07 CARL-BENZ-STR. 10 5E
    >CAI*PD P 1
    5 6 7 8 9 10
  
```


Explanation:

1. The input, preceded by SOM (Start Of Message) for quick modification.
2. Location; date
3. Area alpha identifier followed by area type title
4. Line number
5. Vendor code
6. Vendor name with link indicator
 - * inside link
 - + inside availability
 - blank no link
7. Location code, usually three-letter city code plus other characters
8. Location address (access (CAD) ADDR policy for complete address information)
9. Distance and direction from reference point
- 10/11. Page number/Paging prompt

CAI*PD page down

CAI*PU page up

CAR DESCRIPTION

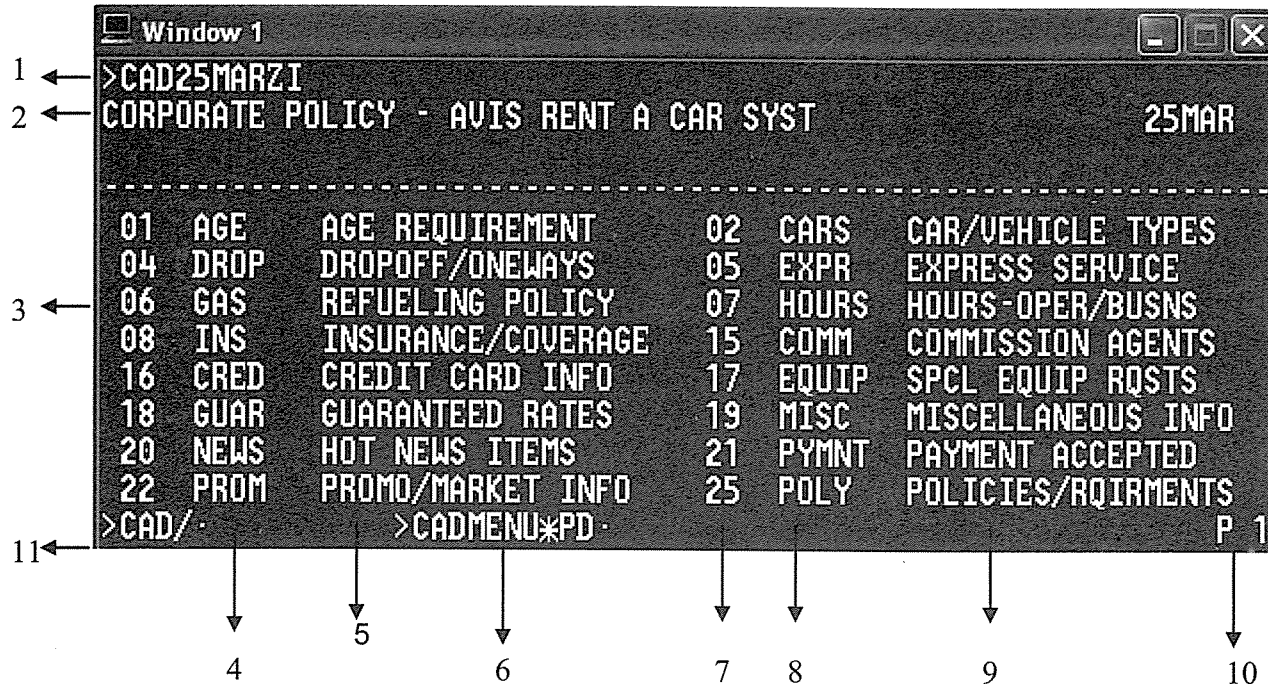
The descriptions obtained in the CarMaster system relates to the vendor's corporate and location policies. They give information about the car vendors such as insurance, rental qualifications, credit card acceptance, and special services provided.

The two different description displays are:

1. Corporate Descriptions

- CADZI Display corporate policy of vendor ZI, assumes current date.
- CAD10AUGZI Display corporate policy effective 10AUG for ZI
- CADZD/2+25+28 Display corporate policy for vendor and keywords by number
- CADZE/INS+CLUB Display corporate policy for vendor and request insurance and club membership details

Screenshot: CADZI



Explanation:

1. The input
2. Display corporate policy of vendor ZI, assumes current date
3. Keyword Title numbers
4. Keyword Title
5. Description
6. Paging prompt
 CADMENU*PD page down
 CADMENU*PU page up
7. Keyword Title numbers
8. Keyword Title
9. Description
10. Page Number
11. Displays policy (when line number mentioned)

2. Location Policy Displays

- CADA8 Display location policy from availability
- CAD1 Display location policy from line 1 of CAI display
- CADS5 Display location policy of car in segment number 5
- CADA8/CARS Display "CARS" policy for location/rate on line number 8 from an availability display.
- CADZEDEN Display location policy by vendor and location, assumes current date.
- CAD22MARZEARN Display location policy by date, vendor and location
- CADZDMILC01 Display location policy by vendor for location code MILC01

CAR REFERENCE POINTS

- HORRIO The hotel reference point entry is used to display the reference points for cars

RULES DISPLAY

The Rules of a rate displayed in Availability have to be checked before making the sell entry. This allows you to check few important rules like:

- If insurance and/or tax is included in the rate. This will be detailed at the bottom of the rules.
- The rules also display details for the following:
 - Charges for extra days
 - Requirements for guarantees or deposits
 - Policies regarding pre-payment
 - Pickup and drop-off times for weekend rates

To check Car Rate Rules the entry is: CAV column Rate Line number

- CAVA1 View rules for car availability in column A and line number 1
- CAVS6 View rules for a car segment on line 6

SELL

Note: It is mandatory to enter the passenger's name before the sell entry for cars is made.

CarMaster responds to a sell entry in two ways:

- Inside Link participants respond with a sold segment and an instant confirmation number.
- Non-link participants respond with a sold segment. To receive a confirmation number for non-link participants, you must first end transact the Booking File.

The function identifier to reference sell a car is: N

N2A1

N - sell identifier

2 - number of cars (need not specify if 1)

A - column letter

1 - rate line number

Reference Sell Entry Qualifiers

The following can be added with the sell entry.

- /DO- Drop off Location (when different from pick-up location)
- /ID- Client ID number
- /CD- Corporate Discount number

/SI-	Service Information
/SQ-	Special Equipment
/FT-	Frequent Traveller number
/BS-	Booking Source
/NM-	Name Override
/G-	Payment Guarantee
/DL-	Drivers Licence

Examples:

N1A1/NM-GUPTA	sell car with name as Gupta
N1A1/FT-BA18722827	sell car adding the BA Frequent flier number
N1A1/DO-CPTC05	sell car with specifying a different drop off location CPTC05

Direct Sell

It is possible to book a car without any reference to an availability display. This is by using the direct sell entry. It is a quick and easy method that checks availability and books a car in one input, thus speeding up the booking process.

To use the direct sell entry the car company code and car type must be known.

Without Air segments

0CCRZTSYD2NOV-4NOVECMR/ARR-1000/DT-1000	
0CCR	Car sell function identifier
ZT	Vendor code
SYD	city
2NOV-4NOV	arrival date-drop off date
ECMR	car type code
/ARR-1000	arrival time
/DT-1000	drop off time

With Air segments

/1+0CCREPEBMN	
/1+	Insert after segment 1
0CCR	Car sell function identifier
EP	2 letter car company code
EBMN	Car type

Optional fields to the direct sell entry

- /RC- to add rate category in CAA only.
- /ARR- Arrival time

Examples: 0CCRZTSYD2NOV-4NOVECMR/ARR-1000/DT-1000/RC-FDA9
0CCRZTATL9DEC-29DECIDMN/ARR-0900/DT-1530/CD-2222

STEPS FOR MAKING A CAR RESERVATION

Note: It is mandatory to enter the passenger's name before the sell entry for cars is made.

Step 1. Display car availability.

Entry:

CAL10OCT-12OCTPAR/ARR-0900/DT-2000/ZE

```

Window 3
>CAL10OCT-12OCTPAR/ARR-0900/DT-2000/ZE
PARIS * WE 10OCT 9:00A -12OCT * KM DIR
AREA A -- PAR CITY LOCATIONS -----
1 ZE |HERTZ PARC65 MUSEE DU LOUVRE 2NW
2 ZE |HERTZ PARC74 213 BD VINCENT AURIOL 3S
3 ZE |HERTZ PARC62 BERCY CARGO VANS 3SE
4 ZE |HERTZ PARC66 PARIS GARIBALDI - AVIA 3W
5 ZE |HERTZ PARC63 PARIS PORTE D'ORLEANS 3W
6 ZE |HERTZ PARC61 PARIS CLOYS 5N
7 ZE |HERTZ PARC67 PARIS - RUE MANIN 5NE
8 ZE |HERTZ PARC78 21 AVENUE EMILE ZOLA 5W
>CAI*PD P 1
SELECT AREA -OR- UP TO 3 LINE NUMBERS >CAL
>

```

Step 2. Select line number

You would need to select the line number for the viewing the rates for different car types for a particular location.

CAL1

```

Window 3
>CAL10OCT-12OCTPAR/L-ZEPARC65/ARR-0900/DT-2000
PARIS * WE 10OCT 9:00A -12OCT *PROMOTIONAL* EUR
A: ! ALTERNATE RATE AMT FK CHG APPROX TOTAL
FULLY QUALIFIED IA RATES
1 |HERTZ 1NW S G MCMR 28.28 RD UNL .00 110.80
2 |HERTZ 1NW S G ECMR 30.59 RD UNL .00 119.09
3 |HERTZ 1NW S G CDMR 33.67 RD UNL .00 130.14
4 |HERTZ 1NW N G CDMD 45.10 RD UNL .00 171.15
5 |HERTZ 1NW S G IDMR 49.30 RD UNL .00 186.22
6 |HERTZ 1NW S G CDAR 57.71 RD UNL .00 216.39
7 |HERTZ 1NW S G SCMR 57.71 RD UNL .00 216.39
8 |HERTZ 1NW N G CBMR 75.57 RD 250 .76 280.19

```

You can check the car description policy

CADA1

```

Window 3
>CAD100CTZEPARC65
HERTZ CORPORATION      PARC65    PARIS      100CT
ADDRESS:  MUSEE DU LOUVRE
PHONE:    01 47034912
HOURS:    SEE POLICY HOURS
-----
01  AGE      AGE REQUIREMENT      02  CARS      CAR/VEHICLE TYPES
04  DROP     DROPOFF/ONEWAYS      06  GAS       REFUELING POLICY
07  HOURS    HOURS-OPER/BUSNS     08  INS       INSURANCE/COVERAGE
10  SHTTL    SHUTTLE SERVICE      15  COMM      COMMISSION AGENTS
16  CRED     CREDIT CARD INFO     17  EQUIP     SPCL EQUIP RQSTS
18  GUAR     GUARANTEED RATES     19  MISC      MISCELLANEOUS INFO
>CAD/.      >CADMENU*PD.
>

```

To view the policy on CDW, INS, PAI, you may make the entry:

CAD/CDW+INS+PAI or CAD/3+8+9

To view the policy number 2 i.e., CARS, you may make the entry:

CAD/CARS or CAD/2


```

Window 3
>CAD100CTZEPARC61/CARS
HERTZ CORPORATION      PARC61    PARIS      100CT
CARS - CAR/VEHICLE TYPES
          HERTZ U.S. FLEET 2012

HERTZ RENTS FORDS AND OTHER FINE CARS...IN FACT A WIDE
ASSORTMENT OF POPULAR MODELS INCLUDING MANUFACTURERS
SUCH AS AUDI, BUICK, CADILLAC, AND DODGE TO HYUNDAI,
INFINITI, JEEP, OR LAND ROVER TO MAZDA, NISSAN, TOYOTA
AND VOLVO! HERTZ OFFERS YOUR CLIENTS A VAST CHOICE!

CODE      MAKE AND MODEL DESCRIPTIONS    *2 DOORS*
>CAD*PD·      >CAD*MENU·
P 1

```

Step 3: Display rules

Redisplay the car availability:

CAL*R

Display the rules for the car type ECMN (line 1):

CAVA1

```

Window 3
** HERTZ  INSIDE AVAILABILITY RULES DISPLAY **  SELL >01A1·
HERTZ IS A GALILEO INSIDE AVAILABILITY PARTICIPANT
HERTZ HAS OVER 7000 LOCATIONS IN OVER 140 COUNTRIES

*SUMMARY INFORMATION*
ARRIVAL  9:00A WE 100CT PARC65 / RETURN  8:00P FR 120CT
MCMR  DESCRIPTION: A - CHEVROLET SPARK OR SIMILAR
ESTIMATED BASE RATE:                84.84 EUR
APPROX TOTAL COST OF RENTAL:        110.80 EUR

*RATE DETAIL*
BASE RATE INCLUDES:  DAY/HOUR CHARGES
                    TP                      CDW
)>

```

Step 4: Sell

N1A1/G-AGT/FT-BA1145025


```

Window 3
1 CCR ZE SS1 PAR 10OCT - 12OCT MCMR/BS-99999992/PUP-PARC65/AR
R-0900/RC-AEXDMC/DT-2000
/NM-SHARMA TEST
/RG-EUR22.01DY-UNL KM
/CF-F5802200970
/AT-EUR88.30-UNL FK 3DY OHR 22.27MC

APPROX TTL INC TAX-VLCR
NON-RESIDNT RENTR DRV PERMIT MAY BE REQ SEE RENTL QUALIFICATION
RETURN LOCATION NOT 24HRS - CHECK TIMES
IATA-ARC NOT RECOGNIZED BY ZE-SEE KEYWORD TIPS
QUALIFIERS CHANGED AT TIME OF SELL - NEW RATE RETURNED *
OFFER HOTEL >HOA-

```

Step 5: Save the booking

R.P+ER

CAR MODIFY

At times, there may be a change required in the booking such as date change or the type of car requested etc. It is possible for us to modify the car reservation without checking availability.

Types of Modifications:

- D Date (Original request is cancelled and re-booked) and/or arrival time
- O Optional (Original request is modified)
- T Type of car (Original request is cancelled and re-booked)
- X Cancel optional fields

Examples:

- | | |
|------------------------|--|
| • CAM2D/11DEC-18DEC | Modify pick-up and return dates for segment 2 |
| • CAM2D/11DEC | Modify pick-up date for segment 2 |
| • CAM2D/11DEC/ARR-1500 | Modify pick-up date and time for segment 2 |
| • CAM3D/-18DEC/DT-0900 | Modify return date and time for segment 3 |
| • CAM4O/FT-AA48956210 | Add or modify optional data (frequent traveler number) for segment 4 |
| • CAM6T/CCAR | Modify car type for segment 6 |
| • CAM4X/SI | Cancel special request optional field for segment 4 |
| • CAM2O/DT-1100 | Modify the drop time |
| • CAM2X/DO- | Cancel optional field |

Note:

The CarMaster modification format generates a message to cancel and rebook the car reservation using the new information. Thus, if advance booking, minimum rental period etc. is not the same for the new booking, a different rate may be returned or modification denied. In this situation you have two choices:

- Select a different car type or company.
- Ignore and you will keep your original reservation. Use vendor queuing to request the new details.

CANCEL CAR SEGMENTS

- X2 Cancel segment 2
- XC Cancel all car segments in the booking file

Note: 1. Car vendors do *not* send back cancellation numbers.
2. Do not use XI

COMMUNICATING WITH CAR VENDORS

You may want to communicate with car rental companies for two reasons:

- To clarify information within the Booking File.
- To request/send general information from a car rental company without a Booking File

To check if a vendor participates for this feature and to find the three-letter queuing city code, the encode/decode entry may be use.

Example: GC*12/CAR/HERTZ

Once the queuing city code of the vendor is known the booking File can be sent to the vendor for various Car Booking related reasons.

Queuing A Booking File to the Vendor

1. Type the message in Vendor Remarks.

V.CXE*REF NALINI. PLSE SEND CONFIRMATION NBRS

V.C	is the identifier for Car related Vendor remarks
XE	the car vendor code
*	mandatory indicator followed by free text

2. Queue the booking File to the vendor's queuing city queue

QEB/VXU VXU is the queuing city code of the vendor

Queuing a free text message to the Vendor

1. Type message in the note pad field:

NP.VXE*REF CAROL.FANTASY TRAVEL/12 DESHMUKH MARG/NEW DELHI/110023
NP.VXE*PLSE SEND INFORMATION ON BEST TRAVEL AGENT OF THE YEAR
COMPETITION.THKS

2. Queue the message to Car Vendor's Queuing City code
QEM/VXU